Request for Quotation (RFQ) for Selection of Vendor for Development, Customization & Maintenance of New Software Applications for Co-Lending & Pool Buyout Solutions

(For Empaneled Vendors Only)

Union Bank of India, Digitization Vertical, Central Office,

10th Floor, Naman Centre, G Block

BKC, Bandra (E), Mumbai – 400 051

DISCLAIMER

The information contained in this Request for Quotation (RFQ) is provided to the Empaneled Vendors on the terms and conditions set out in this RFQ document as well parent RFP document Ref UBI/DIGI/2021-22/Emp/1 dated 09.09.2021. The RFQ document contains statements derived from information that is believed to be true and reliable at the date obtained but does not purport to provide all of the information that may be necessary or desirable to enable an intending contracting party to determine whether or not to enter into a contract or arrangement with Bank in relation to the provision of services.

The RFQ document is not a recommendation, offer or invitation to enter into a contract, agreement or any other arrangement, in respect of the services. The provision of the services is subject to observance of selection process and appropriate documentation being agreed between the Bank and any successful Bidder as identified by the Bank, after completion of the selection process as detailed in this document. No contractual obligation whatsoever shall arise from the RFQ process unless and until a formal contract is signed and executed by duly authorized officers of Union Bank of India with the Bidder. The purpose of this RFQ is to provide the Bidder(s) with information to assist the formulation of their proposals. This RFQ does not claim to contain all the information each Bidder may require. Each Bidder should conduct their own investigations and analysis and should check the accuracy, reliability and completeness of the information in this RFQ and where necessary obtain independent advice. Union Bank of India makes no representation or warranty and shall incur no liability under any law, statute, rules or regulations as to the accuracy, reliability or completeness of this RFQ. Union Bank of India may in its absolute discretion, but without being under any obligation to do so, update, amend or supplement the information in this RFQ.

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Abbreviations

The long form of some abbreviations commonly used in the document is given below:

Abbreviations	Description
AL	Artificial Learning
AMC	Annual Maintenance Charges
ATS	Annual Technical Support
Bank/UBI/Union Bank	Union Bank of India
BFSI	Banking, Financial Services and Insurance
BG	Bank Guarantee
BPD	Business Process Definition
BRD	Business Requirement Documents
CL	Co-lending
DC	Data Centre
DR	Data Recovery
RFP	Request for Proposal
FI	Financial Institution
GST	Goods & Service Tax
IPR	Intellectual Property Rights
KYE	Know Your Employee
ML	Machine Learning
NDA	Non-Disclosure Agreement
OEM	Original Equipment Manufacturer
OSD	Original Solution Developer
PB	Pool Buyout
PBG	Performance Bank Guarantee
PO	Purchase Order
PSB	Public Sector Bank
PSU	Public Sector Undertaking
RFQ	Request for Quotation
SLA	Service Level Agreement
SOP	Standard Operating Procedure
TDS	Tax Deducted at Source
TO	Technical Offer
UAT	User Acceptance Testing
UI	User Interface
UX	User Experience

Bid Details: **RFQ Ref. No. UBI/DIGI/2022-23/CL&PB/09**

Date of issue of RFQ	17.05.2022
Last date and time for submission of query	24.05.2022, 5.00pm
Pre bid Meeting (if required)	25.05.2022 (time will be informed)
Last date and time for submission Of Bidding Document	03.06.2022 4.00pm
Place of submitting Bids	Union Bank of India, Digitization Vertical Central Office, 10th Floor, Naman Centre, BKC, Mumbai – 400 051.
Date and Time of Technical Bid Opening	03.06.2022 at 4:30 pm
Place of opening of Bids	Union Bank of India, Digitization Vertical Central Office, 10th Floor, Naman Centre, BKC, Mumbai – 400 051
Address & Contact Numbers	As above Tel:(022) 40122400 Nishant Joshi - +91-8584884226 Ajay Tiwari - +91-8806831982
Cost of RFQ (Non-Refundable)	Nil
EMD	Bid Security Declaration in lieu of EMD to be submitted as per **Annexure G.**
Contact details	Interested Bidders are requested to send the email to: digitization@unionbankofindia.bank containing below mentioned information, so that in case of any clarification, same may be issued: Name of company, contact person, Mailing address with Pincode, Telephone No., Mobile No., email address etc.

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1. Introduction

Union Bank of India, a body corporate constituted and functioning under Banking Companies (Acquisition & Transfer of Undertakings) Act 1970, a Public Sector Bank has its Central Office at 239, Vidhan Bhavan Marg, Union Bank Bhavan, Nariman Point, Mumbai – 400021, having Digitization Vertical at 10th Floor, Naman Centre, G Block, BKC, Mumbai - 400072.

2. Integrity Pact

Venders/bidders/sellers, only those who commit themselves to Integrity Pact (IP) with the Bank, would be considered competent to participate in the bidding process. In other words, entering into this pact would be the preliminary qualification. In case of bids for value of Rs.1.50 Crore & above not accompanied with signed IP by the bidders along with the technical bid, the offers shall be summarily rejected.

IP shall cover all phases of contract i.e. from the stage of Notice Inviting Tenders (NIT)/Request for Proposals (RFP) till the conclusion of the contract i.e. final payment or the duration of warrantee/guarantee. Format of IP is attached as Annexure V for strict compliance.

The following Independent External Monitors (IEMs), appointed by the Bank will review independently and objectively, whether and to what extent parties have complied with their obligation under the pact.

- Dr. Meeran Chadha Borwankar, IPS (Retd), email- mcborwankar@gmail.com
- Smt. Bharathi Sivaswami Sihag, IAS (Retd), email- bsihag@hotmail.com

Integrity pact will be considered as part of RFQ and same to be submitted duly signed with technical bid. Non submission of IP along with technical bid will leads to rejection. Format of Integrity Pact is furnished as Annexure V.

3. Objectives of the RFQ

Union Bank of India (hereinafter called as "Bank" or "the Bank") wishes to invite RFQ proposals from Vendors empaneled for Digital Journeys through RFP process conducted vide RFP Ref No: UBI/DIGI/2021-22/Emp/01 dated 09.09.2021.

Union Bank of India intends to issue this bid document, hereinafter called RFQ, to empaneled vendors, to participate in the competitive bidding for Development, Customization & Maintenance of New Software Applications for Co-lending & Pool Buyout Solutions.

4. Invitation of Tender Bids

4.1 **This RFQ is an invitation for bidder responses from empaneled vendors only**. No unsolicited offers shall be accepted. No contractual obligation on behalf of the Bank whatsoever shall arise from the RFQ process unless and until a formal contract is signed & executed by duly authorized officers of the Bank and the empaneled vendor. However, until a formal contract is prepared and executed, this offer together with Bank's written acceptance & notification of award shall constitute a binding contract with the empaneled vendor.

4.2 Bidders are expected to examine all instructions, forms, terms, specifications, and other information in the RFQ document. Failure to furnish any information required by the RFQ document or to submit a bid not substantially responsive to the RFQ document in every respect will be at the Bidder's risk and may result in the rejection of its bid. The procedure and terms & conditions for submission of bid are enumerated in this RFQ.

4.3 All offers of the bidders shall be unconditional and once accepted whether with or without modifications by the Bank shall be binding between the Bank and such Bidder.

5. Scope of Work

5.1 The total fixed costs for projects entrusted to Fintechs empaneled with the Bank shall not exceed Rs 100.00 lacs. The components shall include:
- Capital Cost of the equipment/product or services.
- License fee (Corporate or user specific as defined in RFQ) including OS/Data Base/Application licenses).
- Installation and commissioning charges, if any.
- Comprehensive onsite warranty maintenance of the equipment's covering all components, services, and visits to the concerned offices as specified in the RFQ.
- Annual Maintenance Charges for the contract period, wherever applicable.
- Training costs for the product/service/equipment if and as defined in RFQ.
- Service Level Agreement (SLA) costs as defined in RFQ for applicable period.
- Facility Management/infrastructure support costs as defined in RFQ.
- Insurance to cover the equipment for and from transit period till installation.
- Migration of existing Co-lending / Pool Buy out assets to the proposed platform
- All existing taxes excluding GST/CGST/SGST/IGST, duties and levies.

5.2 The objective of this RFQ is to develop Robust, scalable and flexible Co-lending & Pool Buy-out platform/ solution for delivering co-lending / pool buyout product journeys for Bank / partner/s for the following segments:

Co-lending	Pool Buyout
1. Retail (Secured and unsecured)	1. Housing Loan
2. Agri Loans (Secured and unsecured)	2. Loan against property (including MSME)
3. MSME (Secured and Unsecured)	3. MSME loans
4. Other priority sector loan (Secured and Unsecured)	4. Other retail loans In above cases, both priority and non-priority loans will be eligible.

5.3 Any other products introduced under Co-lending model / Pool Buyout in future based on Bank requirement and compliance of statutory guidelines. The solution being developed should be able to monitor all the underlying loans at contract level and handle and report instances of NPA, if any, without manual intervention, in accordance with the regulatory guidelines.

5.4 Solution should be robust, scalable and capable across web, mobile and other platforms as required by the Bank. Initially the solution shall be implemented for web application. The

proposed solutions should digitize the manual process covering the complete lifecycle of debt portfolios, ensuring end to end handling of individual accounts and capable of complying all the regulatory guidelines.

5.5 The solution should be agnostic and elastic enough so that it can be deployed in cloud or on premise. The proposed solution should have capability & offer flexibility to support both cloud and on-premise deployment. Initially the solution is to be implemented in Bank premises or private cloud of the Bank.

5.6 The License for the solution to be Enterprise wide perpetual basis for all the modules/system offered for the Bank's operations in India, having contract period of 3 year from the date of signing SLA with warranty period of 12 months post implementation and go-live. ATS shall start post warranty and valid up to the period of the contract.

5.7 The bidder should propose the comprehensive solution having services for NBFC side as well as Bank Side to meet the requirements specified in the RFQ. This application should be able to integrate with back-end systems such as Core Banking, Loan Origination System, Loan Management System, CRM, LAS etc. The bidder must not make an assumption to use / reuse any existing product /solution in the bank. The bidder must provide details of all proposed software component in Bill of Material & the corresponding price in Commercial Bid Format.

5.8 The contract may be renewed for a further period based on satisfactory performance of the bidder during the contract period. However, in any case it is found that the services offered are not satisfactory, the Bank may consider termination of the contract.

5.9 The vendor is expected to provide the solution including middleware, facility management, training, documentation, third party utilities and installation, testing, migration, providing requisite interfaces and provide technical support. Vendor should have all middleware required for successful integration of solution with Bank's existing modules such as Core Banking, Loan Origination System, Loan Management System, CRM, LAS and external modules like APIs etc., as per requirement.

5.10 Proposed solution expected to be completed within 3 months from the date of signing SLA.

5.11 Warranty to begin post implementation and go-live. Different phases of implementation to be furnished by the vendor with clear milestones and timelines covering 3 months. For ex. SRS, Customization, Implementation, Modules, UAT, DR implementation, Pilot run and Go-Live.

5.12 SLA has to be signed within 30 days from the date of acceptance of PO.

5.13 The vendor to design & size the hardware required at DC (Including Test / Development / Training) & DR. The Vendor should provide complete information on hardware requirement for end to end solution. The Vendor should provide the hardware, software and network architecture of the solution offered by means of diagrammatic/pictorial representations, including the project plan for going live. Vendor should also provide security set-up proposed in the solution and various layers of risk identification and mitigation measures.

5.14 **Development of Co-lending journeys solution/ portal:**

- The proposed solution should be capable of managing Bank's existing pool of assets as well as onboarding, execution, servicing and monitoring of new Co-lending assets and ensuring compliance to regulatory requirements.
- Capable to integrate with the Bank's existing modules including but not limited to CBS, existing LOS, LMS, APIM, call centres, Payment gateway, SMS Gateway, e-mail Gateway, Rating module, CRM and other key components of Bank's enterprise architecture and external modules as per Bank requirement for seamless journeys. Middle ware required for integration to be brought by bidder and ensure seamless integrations.
- Capable to integrate various API services (internal & external) for validation/ verification & fetching and presenting of data in prescribed format from various sources including, but not limited to National Portal, UIDAI, eKYC, CKYC, VIDEO KYC & liveliness check, Defaulter list, GST, ITR, CIC, NSDL, MCA, Bank account statement analysis, Udyam Portal, Utility Bills, penny drop etc. Also provision for integration of APIs (after expiry of contract) that may be consumed by bank on later stage.
- The Platform shall enable configuration of co-lending journey across web as per requirement of the Bank, which can be access through web/mobile portal by Bank Users and partners (NBFC & HFC). Relevant documents to be developed/created as per Bank to seek sign off from the Bank,
- Capable for seamless journey for lead acquisition, application processing, sanction, disbursement, collection and reconciliation and same is available for users of Bank and co-lending partner.
- Capable to manage user management (internal & external), product and process management, workflow and deviations & exceptions, collection and reconciliation management.
- Capable to manage limit management with bank and NBFC as per guidelines. There should be provision for modification in future as per bank requirement.
- Capable to have provision to onboard Co-lending partner/s, configure rule/s engine, service terms and manage partner performance and servicer fee and other payouts.
- Capable to collect share of service charges levied by NBFC and pass on to the Bank as per terms of agreement entered with specific NBFCs.
- Arrangement to be done to open a loan account in CBS, based on the sanction accorded. Disbursement to be credited in ESCROW – Disbursement account only after getting system driven acknowledgement from NBFC/HFC. A mechanism to be developed to get an acknowledgement from NBFC/HFC in case of Sanction/Rejection alongwith auto credit to borrower/s account at NBFC by deducting processing/documentation charges if any.
- Development of functionality regarding customer service issues including unified account statement, balance confirmation statement etc., Customer grievance management, complaint filing and resolution
- Capable to provide real time, periodical (daily/weekly/fortnightly/monthly etc.), on demand dashboard, user log, success & failure and audit trail etc. as per Bank requirement.
- Capable of scanning & uploading of documents pertains to application & post sanction documentation and seamlessly attached with application workflow.

- Capable to handle and serve service, account & product related issues, disputes, information for Bank and co-lending partner.
- Capable to generate acknowledgement number, sanction letter with terms and conditions, security documents duly filled with date & time stamp.
- Capable to send the SMS and email for the application status, OTP verification, reminders for overdues etc.
- Document checklist management and auto-generation basis different product types.
- Ability to configure products and schemes / sub-products as per the bank requirements and enable delivery of these products to select user-groups.
- Capable to handle recovery related works i.e. preparing and sending of different notices including Overdue and SARFAESI related notices.
- Above design and application is to be created in plug and play basis so that same can be used in case of addition of new NBFC/HFC as per specific terms and conditions.

5.15 Functional requirements for the proposed digitization:

a) The e-PLATFORM shall be agile & device agnostic features to fit in all kinds of devices web-based and app-based tablet / mobile solution accessible to Bank's staff.

b) The omnichannel shall provide the digital journeys related to sanction/renewal of Loan.

c) The solution shall be able to on-board customers through EKYC/VKYC while integrating with the external agencies (UIDAI, NSDL, DIGI LOCKER etc.,) and with the Bank's internal system.

d) The solution shall provide End to End automation of Loan Application Process for loans enabling end to end Straight Through Processing (STP) or near STP thus reducing Turn Around Time (TAT).

e) Proper tracking process in order to have faster loan processes leading to business growth & credit quality enhancement.

f) Solution for improving Data quality through automated processing & reduced manual interventions.

g) Solution should have in-built Business Rules Engine (BRE) to assist the Bank in credit decisioning digitally.

h) The solution shall have provision to configure risk scorecards and credit policies for the required products basis the Bank's guidelines.

i) Solution shall provide the Bank, the ability to configure dynamic rules across products which remain flexible and adapt based on pre- defined / identified scenarios.

j) The solution shall provide configurable on-demand, real time reports and dashboards showing the alerts of sanctions, overdues, renewal etc. in the applications, Closure of loans by Customers – request for closure & as per the needs and specifications of the Bank. These reports / MIS / dashboards will include but not limited to:
    i. Standard user level task views / dashboards and allow configurations of the views as may be needed by the Bank.
    ii. End to end appraisal view by Branch, NBFC, zones, regions, etc. as per the specifications of the Bank.

k) The solution shall have admin portal with following functionalities:
    i. Ability to configure / Addition / Deletion / Modification/ Updation of key parameters like products, interest rate, limits, exclusions etc.,).

ii. To configure general purpose workflow / Business rules.

l) The solution shall provide a detailed audit trail for each application, each activity, each task, executed through the digital lending platform.

m) Solution shall provide facility for Geo tagging and Video KYC / liveliness check of the customer.

n) The solution shall support all the APIs required for collecting / verifying the particulars of the applicant or integrate with Banks APIs wherever the same is available.

o) LMS: Loan Management system for business rules, loan application workflow.

p) The Platform should allow Banks/ NBFC users to access cases / applications on their mobile / tablets and also approve / reject.

q) Solution shall have the capability to interact with Core banking systems, loan originating systems and loan management systems to extract data for processing of loan and able to push the data for opening of loan account, MIS updation and security updation in CBS.

r) Solution shall provide e-mail and SMS push facility to the borrowers for alerting due date for the renewal of the loans/overdue position

5.16 **Bidder is expected to provide following services for the proposed solution**

a. Identification of partners for various services to be rendered on the Platform

b. On-Boarding of identified partners on bank ecosystem while supporting bank team to run back-ground checks.

c. Integration of identified partners with Co-lending Platform.

d. Defining customer journeys to enable those services while linking with Bank Products and ancillary services.

e. All the information captured should be captured on-premise and bidder should not maintain any copy at their end.

f. The Vendor should also support the requisite certifications, integration, and maintenance, compliance, etc. and day to day operations.

g. The Vendor should host the solution at Bank's premises / advised premise in High Availability mode, along with DR and a minimum uptime time of 99.95%. The vendor shall do proactive monitoring and capacity planning at regular intervals and upgrade the solution. However, there should not be any additional cost to the Bank for any software upgrade during the contract period.

h. The Vendor should provide comprehensive warranty for proposed solution, including other software, associated modules and services required to meet the requirements in the RFQ. The period of warranty shall be 12 months for the proposed software and application licenses provided by the Vendor. The warranty shall start from the date of full go-live of the platform.

i. The Vendor is also required to quote for supporting software and the same will be considered for commercial evaluation. However, the Bank reserves the right to procure it from their empaneled vendors and not from the Vendor.

j. The solution/software developed or customized should follow a standard development process to ensure that it meets functional, security, performance & regulatory requirements of the Bank.

k. The Vendor should provide the complete documentation including technical, operations, user manual, etc.

l. For every software including any third party software before software/ service become operational, the Vendor must deliver to the Bank, documents including user manuals, installation manuals, operation manuals, design documents, process documents, technical manuals, functional specification, software requirement specification, system configuration documents, system/ database administrative documents, debugging/ diagnostics documents, test procedures etc.

m. The vendor should also provide documents related to Review Records/ Test Bug Reports/ Root Cause Analysis Report, list of all product components, list of all dependent/ external modules and list of all documents related to traceability of the product as and when applicable.

n. Any level / version changes and / or clarification or corrections or modifications in the above-mentioned documentation should be supplied by the Vendor to the Bank free of cost in timely manner.

o. The Vendor should provide API's to the Bank that are compatible with its applications and have capability to integrate Bank's different applications with the Co-lending Platform solution.

p. The Vendor should comply with the Bank's IS Security policy in key concern areas relevant to the RFQ. The security requirement of the Bank will be shared with the successful vendor, some of the key areas are as which are not limited to as under:
   i. Responsibilities for data and application privacy and confidentiality.
   ii. Responsibilities on system and software access control and administration.
   iii. Custodial responsibilities for data, software and other assets of the Bank being managed by or assigned to the Vendor.
   iv. Incident response and reporting procedures Password Policy of the Bank
   v. Data Encryption/Protection requirement of the Bank.

q. All the patches/fixes/updates, version upgrades of all the software components released by the Principal OEM during the contract period should be provided. The Vendor should ensure implementation of all the patches/ fixes/updates and minor version upgrades in the production environment to the latest version during the contract period without any additional cost to Bank.

r. The Vendor should provide on-site comprehensive warranty for the software solution & produce documentary evidence from software OEM/ OSD of having agreed to provide back-to-back warranty and technical support for its supplied products and related services on the terms agreed between the parties.

s. The Vendor have to ensure seamless migration of the application and solution after expiry of contract period, if Bank selects another vendor after the contract period or during the contract period due to any reason.

t. If the bank desires to upgrade to higher version of database or hardware, the vendor shall be required to comply with banks requirement. The Co-lending Platform solution should support the database and hardware version proposed by the bidder and provided by Bank. Bank will take care of hardware and database upgrade activity. The Vendor has to ensure that the application should be compatible with hardware and database etc.

u. The solution should check/record/verify authentication of source of each transaction like user IDs, IP address, Mac address etc which is required for audit purpose.

v. The solution integration testing will be followed by user acceptance testing, plan for which has to be submitted by the vendor to the Bank. The UAT includes Functional tests, Resilience

tests, Benchmark Comparisons, Operational tests, Load tests etc. Union Bank of India staff/ third Party Vendor designated by the Bank will carry out the functional testing. The staff / third party vendor is to be trained by the Vendor for this purpose. Vendor should carry out other testing like resiliency / benchmarking / load etc. Vendor should submit result log for all testing to the Bank.

w. The Application architecture should have the ability to increase the number of concurrent instances to keep the application server parameters below 70% utilization (CPU, Memory, Hard disk, etc.).

x. Installation, configuring, maintaining and supporting of the software / appliance / middleware provided by vendor for the Co-Lending Platform will be vendor's responsibility. However, Vendor has to provide sizing for the infrastructure required to implement their solution.

y. The Platform should have the capability of logging successful and unsuccessful authentication attempts. The solution should be able to log successful and unsuccessful authorization events.

z. Any other Straight Through Process & lending requirements of the Bank arises in future related to any of the Bank Schemes / products.

5.17 Base Platform, Setup, configuration and customization

- The platform should enable to set up configure and customize the base platform for digital co-lending journeys as per Bank product & Policy guidelines.
- Platform shall enable integration with lead management module & LOS, in built business rule engine and configurable on demand.
- Integrate with various service providers to receive, populate and authenticate the application data. The indicative list of information is as below:

I. Aadhaar: Instantly verify the identity of the Aadhaar holder and prepopulate demographic data including address as captured in the UIDAI database for a single applicant and PAN no. available in Aadhaar database (income tax payees)

II. PAN: Make an online verification of PAN and pre- populate associated PAN data by accessing the NSDL database securely for a single applicant.

III. OCR & Document Compression: Extract, store and display data from standard documents including PAN, Aadhaar, Driving License, Voter ID, Passport, Cheque for a single applicant.

IV. Video KYC Liveliness check: Enable remote digital onboarding, capture and authenticate Aadhaar and PAN details, capture photo and geo-location of a single loan applicant, including face / photo match capability

V. Bank statement analysis: Bank statement analysis for single/multiple Bank accounts for at least one year including combining multiple statements [for example monthly/quarterly statements] for a single applicant through upload or net Banking login, would be considered as single transaction.

VI. Income Verification through Bank statement / GST / ITR integrations to ensure digitally verified data.

VII. Multi-Bureau (CIBIL / Equifax / Experian/ CRIF Highmark, etc.): Bureau scores and reports as required will be fetched and analyzed for a single loan applicant

VIII. Verify the genuineness of land records (through the integration of land records with the State Governments portal) and Mutation records with all owner's name, mortgage details.

IX. Sanction: Business Rule Engine based sanction using Product specific risk scorecards.

X. Disbursement: Automated disbursement to customers/dealers/merchants account through escrow account, including auto-debit and creation of operative / savings account.

XI. Post sanction on the digital lending platform (DLP) provisioned by the bidder, all the data will be pushed to Bank's existing LMS/Core Banking platform.

XII. Geo tagging of location, finding distance from residence and shop and branch.

XIII. Bidder Journey components should also include but not limited to– lead generation, KYC and personal details verification, income verification and financial statement analysis, business verification, loan and product/scheme details selection, property details input, BRE-driven sanctioning and rejection/deviation workflows, field investigation workflows, branch review module.

XIV. During the contract period, if there are any new Fintech services that are introduced in the market which are of interest to the bank and the bank wishes to integrate them, the bidder will perform the necessary integrations at agreed customization rates (T & M basis). The per transaction data/service cost will be billed on actual consumption basis along with the other Fintech services.

- Platform should have flexible product configuration for products covered under Co-lending journeys.
- Platform should have
  - User & access management,
  - Collection & disbursement management,
  - Workflow management,
  - Dashboard / MIS management
  - Customer grievance redressal management
  - Drop off management
  - TAT analysis & reduction opportunity identification
- Platform should have back up provision as per requirement given by the Bank on regular interval.
- Platform should be capable to work on DC & DR site as required.
- The Platform should integrate with internal and external risk rating systems for the purpose of credit risk rating.
- Platform should be capable to modify the process of journey as per the Bank requirement.

CLM model II
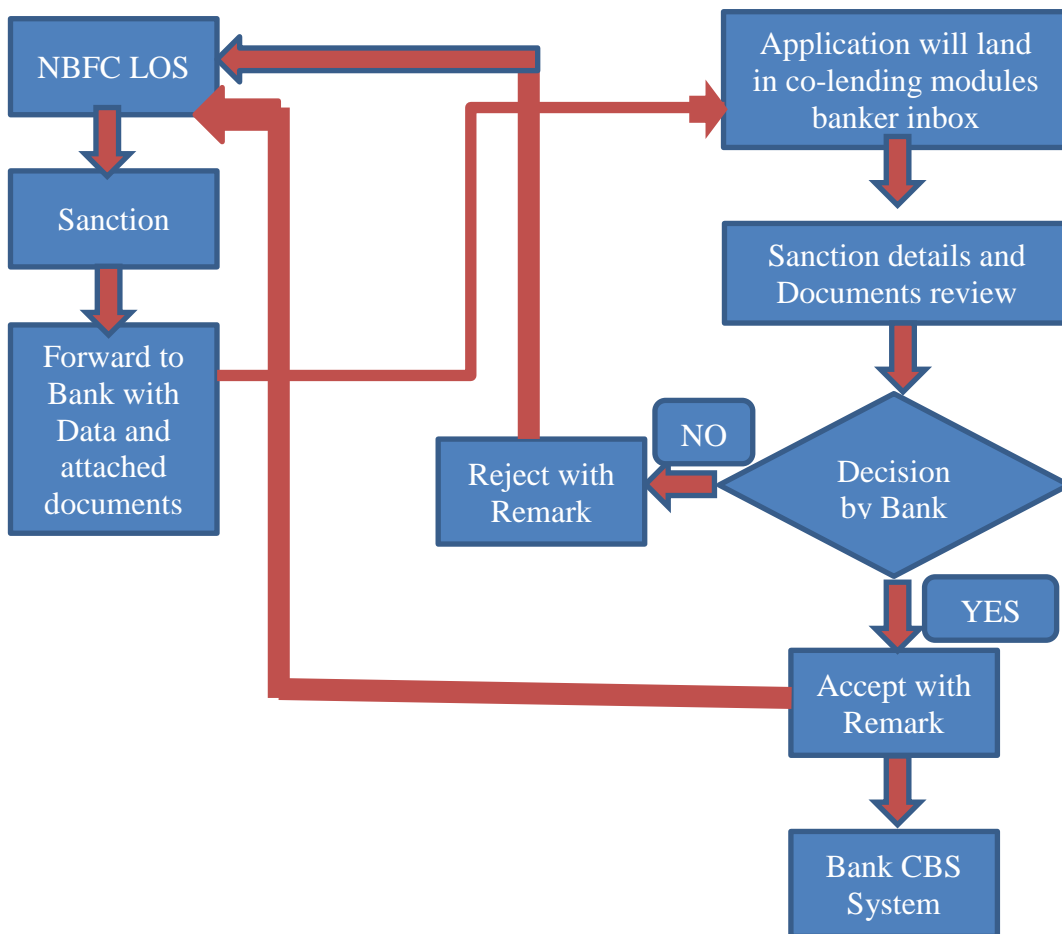
5.18 Development of Pool Buy-Out Solution

The proposed solution should be capable of managing Bank's existing pool of assets as well as onboarding, execution, servicing and monitoring of new Pool of Assets through Direct Assignment transactions and compliance to regulatory requirements. This solution is expected to integrate with the Bank's existing modules including but not limited to CBS, existing LOS, LMS, APIM, call centres, SMS Gateway, e-mail Gateway, Rating module, CRM and other key components of Bank's enterprise architecture and external modules as per Bank requirement for seamless journeys. Middle ware required for integration to be brought by bidder and ensure seamless integrations. The bidder is required to supply, configure, customize and support the Software solution, whose broad functionality modules will include, but not limited to the following:

1. Pre-sanction scrutiny

- Capable to integrate various API services (internal & external) for validation/ verification & fetching and presenting of data in prescribed format from various sources including, but

not limited to UIDAI, eKYC, CKYC, VIDEO KYC & liveliness check, CERSAI, Central Fraud Registry, Defaulter list, CIC, NSDL, MCA, Vahaan, Udyam Portal, Utility Bills, penny drop etc. Also provision for integration of APIs (after expiry of contract) that may be consumed by bank on later stage.
- Replacement of accounts from the pool, if they fail Bank's guidelines.
- Loss estimation on the pool based on the data available with the platform.

2. Pool Execution & Integration

- Integration of existing pool of assets with the solution
- For new Pool of Assets, Auto generation of all draft documents with requisite access to all counter parties for collaborative edit.
- Computation of capital requirement as per the risk weights basis transaction structure.
- Ability to handle restructuring of the transaction.
- Stress testing reports on (Direct Assignment) DA to book loss.
- Automated waterfall generation for all DA structures.
- Document management system and repository for transactional documents and individual loan documents throughout the life of the transaction.
- Engagement with Trustee, Rating Agency, Legal counsel, Assignee representative and other counter parties to be handled on behalf of the Bank.
- Direct integration with LMS (Loan Management System) or other systems of originator
- Ability to upload CIF (Customer Information File), Repayment Schedule and periodic service reports by identified user from Originator/Investor team.
- Data cleaning, sorting, validation & standardization of monthly pay-out /service reports from different Originators, as per Bank format.
- Capable to have provision to onboard different partner/s, configure rule/s engine, service terms and manage partner performance and servicer fee and other payouts.
- Capable to collect share of service charges levied by NBFC and pass on to the Bank as per terms of agreement entered with specific NBFCs.

3. Post-sanction & Post Disbursement Monitoring

- Standard / Customized Dashboards as per Bank's requirements.
- Individual loan level monitoring through virtual mirror accounting as per TLE and securitization guidelines.
- Performance Analysis - Individual Transaction Performance Report to be generated on the platform.
- Aggregate view of the portfolio
- Estimating future cash flows to estimate income
- Set-up and management of Risk dashboard - Comprehensive view of all the investments
- Geography wise analysis on performance - delinquency data at transaction level. Facility to update credit underwriting criteria based on these performance display.
- Performance basis pool parameters like IRR, seasoning, collateral type, value of security, etc.

- Dashboard to identify and monitor Special Mention Accounts and NPA accounts on real time basis.
- Automated generation of pay-out reminders

4. Reconciliation Module

- Management of Pool wise Escrow accounts
- Reconciliation between CBS and monthly pay-out reports for each tranche at loan level.
- Reconciliation of existing transactions with Bank's CBS statements.
- Display Interest de-recognition details along with reasons for mismatch.
- Yield and servicer fee reconciliation
- Reversal GL entry reports
- Availability of Statement of Account for Virtual mirror accounts

6. Reporting Module

- Availability of Monthly report to enable Bucket wise analysis of:
  - Delinquency period wise i.e. up to 30/31-60/61-90/more than 90 days
  - Geographical wise delinquency report of the pool
  - Pre-payment rates of the pool
- List of loan accounts foreclosed with amount Overdue a/c identification, NPA Identification, Classification, provisioning & regulatory reporting as per IRAC norms.
- Realtime NPA reporting to meet RBI's IRAC norms for Banks
- Overall portfolio/pool performance analysis reports and yield reports
- Auto generation of MIS reports for risk monitoring and accounting.
- The proposed solution should be capable of integrating with existing as well as any new regulatory reporting platforms. Accordingly, the solution should have the provision to capture and maintain the requisite data set of loan transfer transactions so that the same may be seamlessly integrated within timelines.
- Auto generation of Regulatory reports/disclosures for Bank e.g. RBI Annexures
- GL and other accounting reports as per Bank's requirement.
  The bidder should also provide any customized reports, MIS reports as per requirement of the Bank.

5.19 Functional requirements for the proposed platform:

a) The platform shall be agile, Omni-channel & device responsive features to fit in all kinds of devices web-based and app-based tablet / mobile solution accessible to Bank's staff as well as officials of partner NBFCs. The platform shall enable configuration of both co-lending/pool buyout journeys as per requirement of the Bank.

b) There shall be straight through processing with zero to minimal manual interventions as far as possible.

c) Journey shall be designed by taking in to requirement of the product & scheme/ policy guidelines.

d) The platform should allow Assisted Mode to be used by bank employees.

e) The platform shall enable Bank's staff to process lead management, loan application, sanction, disbursement, collections and reconciliation.

f) The platform should have provision to onboard NBFC partners and configure service terms and conditions as per agreement.

g) The platform shall enable configuration of all user journeys needed for successful sanctions till disbursements, including managing any deviations.

h) Solution to provide workflow & application suitable for different loan products.

i) Solution for improving Data quality through automated processing & reduced manual

j) The solution shall have provision to configure risk scorecards and credit policies for the required products basis the Bank's guidelines.

k) Solution shall provide the Bank, the ability to configure dynamic rules across products which remain flexible and adapt based on pre- defined / identified scenarios.

l) The solution shall provide configurable on-demand, periodical, real time reports and dashboards showing the alerts of sanctions, overdues, renewal etc in the applications, Closure of loans by Customers – request for closure & as per the needs and specifications of the Bank. These reports / MIS / dashboards will include but not limited to standard user level task views / dashboards and allow configurations of the views as may be needed by the Bank.

m) The solution shall have admin portal with following functionalities:
   i. Ability to configure / Addition / Deletion / Modification/ Updation of key parameters like products, interest rate, limits, exclusions etc.).
   ii. To configure general purpose workflow / Business rules, deviation & exceptions.

n) The solution shall provide a detailed audit trail for each application, each activity, each task, executed through the digital lending platform.

o) The solution shall support all the APIs required for collecting / verifying / reading the particulars of the applicant and information submitted.

p) LMS: Loan Management system for business rules, loan application workflow, deviation and exceptions etc.

q) The vendor shall closely work with the bank in identification of such 3rd party service providers and will be responsible for integration with the proposed Platform.

r) Solution shall have the capability to interact with Core banking systems, loan originating systems, CRM and loan management systems to extract data for processing of loan and able to push the data for opening of loan account, MIS updation and security updation in CBS/LMS/LOS and any other.

s) Solution shall provide e-mail and SMS push facility to the borrowers for alerting due date for the renewal of the loans, overdue position, status of the application, cross sale of Bank's other products and services.

t) Platform should integrate with Bank's internal credit rating system and able to push the data to credit rating portal and should collect the rating details.

u) Platform should capable to generate credit report, pre-inspection report, due diligence report, executive summary and any other report required by the bank.

v) The platform should be able to seamlessly integrate with the escrow account maintained with any bank.

w) Reporting and providing Dashboard on usage of different services by the customer for Bank staff across various levels.

- All the information captured about the customer should be captured on-premise and bidder should not maintain any copy at their end.

x) The Vendor should also support the requisite certifications, integration, maintenance, compliance, etc. and day to day operations.

y) The Vendor is also required to quote for supporting software and the same will be considered for commercial evaluation. However, the Bank reserves the right to procure it from their empaneled vendors and not from the successful bidder.

z) The solution / software developed or customized should follow a standard development process to ensure that it meets functional, security, performance & regulatory requirements of the Bank and comply IT, CISO, Cyber security guidelines of the Bank.

aa) The Vendor should provide the complete documentation including technical, operations, user manual, etc.

bb) For every software including any third party software before software/ service become operational, the Vendor must deliver to the Bank, documents including user manuals, installation manuals, operation manuals, design documents, process documents, technical manuals, functional specification, software requirement specification, system configuration documents, system/ database administrative documents, debugging/ diagnostics documents, test procedures etc.

cc) The vendor should also provide documents related to Review Records/ Test Bug Reports/ Root Cause Analysis Report, list of all product components, list of all dependent/ external modules and list of all documents related to traceability of the product as and when applicable.

dd) Any level / version changes and / or clarification or corrections or modifications in the above-mentioned documentation should be supplied by the Vendor to the Bank free of cost in timely manner.

ee) The Vendor should provide API's to the Bank that are compatible with its applications and have capability to integrate Bank's different applications, APIs, Modules with the Platform solution.

ff) Platform should have option for upload of excel sheet or scan documents and capable to read & analyse the data and same to be produce in structure format as decided by Bank.

gg) The Vendor should comply with the Bank's IS Security policy/ Cyber security policy in key concern areas relevant to the RFQ. The security requirement of the Bank will be shared with the successful vendor, some of the key areas are as which are not limited to as under:
   i. Responsibilities for data and application privacy and confidentiality.
   ii. Responsibilities on system and software access control and administration.
   iii. Custodial responsibilities for data, software and other assets of the Bank being managed by or assigned to the Vendor.
   iv. Incident response and reporting procedures Password Policy of the Bank
   v. Data Encryption/Protection requirement of the Bank.

hh) All the patches/fixes/updates, version upgrades of all the software components released by the Principal OEM during the contract period should be provided. The Vendor should ensure implementation of all the patches/ fixes/updates and minor version upgrades in the production environment to the latest version during the contract period without any additional cost to Bank.

ii) The Vendor should provide on-site comprehensive warranty for the software solution & produce documentary evidence from software OEM/ OSD of having agreed to provide back-to-back warranty and technical support for its supplied products and related services on the terms agreed between the parties.

jj) The Vendor have to ensure seamless migration of the application and solution after expiry of contract period, if Bank selects another vendor after the contract period or during the contract period due to any reason.

kk) If the bank desires to upgrade to higher version of database or hardware, the vendor shall be required to comply with banks requirement. The Platform solution should support the database and hardware version proposed by the bidder and provided by Bank. Bank will take care of hardware and database upgrade activity. The Vendor has to ensure that the application should be compatible with upgraded version of hardware and database etc. Any upgradation after sign off should be tested and get approval from Bank Officials before installation.

ll) The solution should check/record/verify authentication of source of each transaction like user IDs, IP address, Mac address etc which is required for audit purpose.

mm) The solution integration testing will be followed by user acceptance testing, plan for which has to be submitted by the vendor to the Bank. The UAT includes Functional tests, Resilience tests, Benchmark Comparisons, Operational tests, Load tests etc. Union Bank of India staff/ third Party Vendor designated by the Bank will carry out the functional testing. The staff / third party vendor is to be trained by the Vendor for this purpose. Vendor should carry out other testing like resiliency / benchmarking / load etc. Vendor should submit result log for all testing to the Bank.

nn) The Application architecture should have the ability to increase the number of concurrent instances to keep the application server parameters below 70% utilization (CPU, Memory, Hard disk, etc.).

oo) Installation, configuring, maintaining and supporting of the software / appliance / middleware provided by vendor for the Platform will be vendor's responsibility. However, Vendor has to provide sizing for the infrastructure required to implement their solution.

pp) The Platform should have the capability of logging successful and unsuccessful authentication attempts. The solution should be able to log successful and unsuccessful authorization events.

5.20 Functional Scope – Journey Development

Sl. No	Specifications/Features

1.	Bank User should be able to view, add/delete information displayed on the pre-populated form. The indicative list of information is as below, before sanction of the loan
	    A. Aadhaar details
	    B. PAN details
	    C. Udyam registration details
	    D. Address details as per Aadhaar/ Udyam Portal
	    E. Income details
	    F. Existing Obligations
	    G. Loan product type, tenor, amount
	    H. Promoter/ Co-applicant / Guarantor details
	    I. Any other information as per journey

2.	Basis the information submitted, portal should show the bank user whether customer is eligible for the loan as per Scheme guidelines and BRE
3.	Facility to upload digital/scanned copies of documents/fetched from related portal like Bank statements, ITR, Form26AS, Quotations (Term loan), balance sheet & P&L, address proof

	(Utility Bills), asset-liability statement, projected financials and any other documents. Facility to read/ fetch/ retrieve/verify/present the information from the uploaded documents and have provision to match the same with available information.
4.	Facility to capture Geo tagging and Video KYC with Liveliness check
5.	Facility to intimate NBFC/customer for the Loan amount approval on the portal and by way of email and SMS.
6.	Provision to generate appraisal, executive summary, other forms etc and enable the bank user to view filled application forms.
7.	Provision for application flow / workflow to back end for process and approval for any deviations if the application has not gone through the STP process.
8.	Provision for application flow to every level of users giving suitable alerts through SMS/ email for maintaining TAT and the staff can able to view the status through mobile applications at any point of time.

5.21 Integrations required

Integrate with Fintech service providers/ bank's existing APIs to receive, populate and authenticate the application data. APIs are to be arranged by the bidder other than existing with Bank. The indicative list of information is as below,
a) **Aadhaar**: Instantly verify the identity of the Aadhaar holder and prepopulate demographic data including address as captured in the UIDAI database for a single applicant and PAN no. available in Aadhaar database (income tax payees)
b) **PAN**: Make an online verification of PAN and pre- populate associated PAN data by accessing the NSDL database securely for a single applicant.
c) **OCR & Document Compression**: Extract, store and display data from standard documents including PAN, Aadhaar, Driving License, Voter ID, Passport, utility bills, Cheque for a single applicant and from scanned documents like ITR, account statement, financials (balance sheet), quotation, and any other documents uploaded by customer. OCR should produce the information in the structured format decided by the Bank.
d) **Bank statement analysis**: Bank statement analysis for single/multiple Bank accounts for at least one year including combining multiple statements [for example monthly/quarterly statements] for a single applicant through upload or net Banking login, would be considered as single transaction and produce the information in the structured format decided by the Bank.
e) **Multi-Bureau (CIBIL / Equifax / Experian/ CRIF Highmark)**: Bureau scores and reports as required will be fetched and analyzed for a single loan applicant includes commercial report for firm/company and other for promoters/guarantors etc.
f) **Video KYC & Liveliness check**: Enable remote digital onboarding, capture and authenticate Aadhaar and PAN details, capture photo and geo-location of a single loan applicant, including face / photo match capability.
g) **Geo Tagging**: Able to locate the business/ residential place from where the customer does video KYC and initiated the application.
h) **Udyam Portal**- enable to get and verify the name & registration details of the applicant based on the Udyami registration number. Should fetch address, sector and MSME categorization of the borrower.
i) **ITR:** Data fetch, store, process and analyze 3 years of ITR data for a single applicant, would

be considered as applicant. Should able to get the investment in plant and machinery for MSME categorization of borrower.

j) **GST:** GST verification and data fetch, store, process and analyze 3-year GST data for a single applicant, would be considered as a single transaction.

k) **MCA:** Data fetch, store, process and analyze 3 years of financial data and other details available in the MCA database for a single applicant, would be considered as a single transaction.

l) **Utility Bills**- fetching the address from the utility bills like electricity bills, Gas bills, Telephone/ mobile bill of last 3 months.

m) **Defaulter list**- verifying the Name of the firm/company/individual along with partners/ promoters/ guarantors in defaulter / suit filed/ negative list of Bank, RBI, SEBI, ECGC etc.

n) **Penny drop**- Penny drop facility will verify the correctness of bank details submitted.

o) **Rating module**: - capable to flow the required data to Risk Rating module and should fetch the rating details to display the same in executive summary.

p) **Audit Module**: - Capable to fetch the data from Audit module and same to be display for assessment of the requested loan.

q) **Payment Gateway**: capable to make payment for but not limited to CGTMSE fees, digital convenience fee, processing fee etc via UPI, debit/credit card, internet banking, wallet, etc.

r) **EPFO:** Capable to check the PF contribution status and verify account status.

s) **ECR (External credit rating agencies):** capable to fetch the rating details from the rating agencies and display the same.

t) **CRILC:** Capable to fetch the status of the credit exposure like total credit exposure, Defaults, SMA etc but not limited to and account maintained with other Banks/FIs.

u) **UDIN:** to verify the certificate UDIN number and verification report to be produced.

v) **ECGC:** Capable to fetch the details of ECGC policies and any defaults if any.

w) **Industry Risk and Legal Litigation:** Capable to fetch the risk associate with the industry pertains to business for which loan is sought and fetch the data if any legal litigation is pending.

6. Training

The Successful Bidder / Vendor shall organize for training (familiarization) to the Bank's team as follows:

6.1 Three working days training to the Bank's Core Team at Mumbai is to be imparted before UAT. User Manual to be provided.

6.2 Training of IT team, support and Front Office Users to be provided separately in different batches in Modular form. At least 3 full days training is to be given to the users for each group.

6.3 Module wise Job cards to be provided (both in Hard and soft copies) to all the trainees along with accounting entry illustrations for each type of transactions, including relevant system generated transactions.

6.4 The Vendor must provide comprehensive training (technical and functional separately) to the Bank Staff during the contract period. The training shall be provided as and when required by the Bank. The Vendor shall train designated Union Bank of India officials on the configuration,

operation / functionalities, maintenance, support & administration for software / middleware, application architecture and components, installation, troubleshooting processes of the loan Platform.

6.5 The Training will be carried out onsite at Mumbai. The training program may be split into 2 groups – Technical and Trainer level training. The groups may be covered in 2 batches of 20 officers each. The bidders are requested to indicate the optimum number of days / hours required for both Technical and User level training programs onsite. The Vendor can use the infrastructure at the Bank for this purpose.

6.6 Training to the IT team should cover the system administration viz.

6.6.1 User management

6.6.2 Management of Application software

6.6.3 Data base administration

6.6.4 Report writing/ Report Generation

6.6.5 Security and maintenance management

6.6.6 Backup & Disaster Recovery Operations

6.6.7 Troubleshooting etc.

6.7 Training to the User Groups of around 50 engaged with various domains of the Bank's operations about:

6.7.1 Functionality available in the Module

6.7.2 Parameterization

6.7.3 Auditing Techniques

7. Hardware Sizing and Performance Required:

7.1 The proposed solution shall be hosted on Bank's on-premise hyper-converged cloud in Red Hat Linux OS version 7 or higher. However, solution should have capability to migrate to any other platform as per the Bank's requirement. Bank shall provide Hardware, Operating System and Oracle Database version 19c or higher. However, the selected bidder has to complete Installation, Configuration, Customization, Up-gradation, Maintenance and Support of Mudra loan Platform in three tier architecture in DC and DR site.

7.2 The successful bidder must design the solution with high availability & secure infrastructure in Data Centre and Disaster Recovery site as per Industry accepted security standards and best practices.

7.3 Bank will provide necessary requirement of infrastructure (Hardware, OS and Oracle DB). If the solution uses any other database other than Oracle, it should be provided by bidder without any cost to the Bank.

7.4 The Vendor must provide requirement of optimal size of the Hardware, Operating System, Database, keeping in view the current average and peak volume of transactions and to extrapolate the same for the contract period. Some of the basic parameters (indicative) for sizing are given herein under

7.5 Expected Application Response Time:

7.5.1 Static Page loading like login page - < 2 Seconds

7.5.2 Executing search and rendering search result on application user interface - <5 Seconds

7.5.3 Viewing of report of size <1 MB – 5 Seconds.

7.5.4 Making transaction on the system report generation - <5 Seconds

7.6   The Data replication should happen from Primary site to DR site on real time to keep them in sync.

7.6.1   Recovery Time Objective (RTO) – 60 Minutes

7.6.2   Recovery Point Objective (RPO) – 5 Minutes

7.6.3   Vendor is also required to conduct at least one DR drill in a quarter excluding unplanned also.

8.   Onsite Support

8.1   There should be at least 1 resource from Go Live of whole project for on-site support who are conversant with the platform's Operation (technical as well as functional) at Mumbai. The onsite personnel shall be available from 8 a.m to 8 p.m on all working days, without any additional cost such as travelling, lodging, resources etc. for the contract period. The on-site support should extend to services like helpdesk, system backup, data backup, user management, database management / maintenance, updation of data, maintaining integrity of data, loading application upgrades, technical support for ad-hoc queries, archival of data etc. Query/issue raising and escalation process system should be in place. However, in case of business requirements, vendor may be asked to depute the additional resources and bidder should be able to offer the additional resources which are technically & functionally conversant with the platform as and when required.

8.2   On-site support resource should have 3-5 years' experience in handling the installation, customization and successful go live of the project. Also, should have knowledge about the functionality, workflow and other technicality of the project. If Bank is not satisfied with the services of the onsite resource, then vendor has to replace them with more experience resources immediately without any cost to Bank.

9.   Roll Out Plan

9.1   The Successful bidder should roll out Platform Solution as per implementation plan agreed with the bank. The bank expects to complete the implementation in 3 months. Bank at its discretion can extend the same for further 1 month considering the status and circumstance of the project implementation. Following are indicative:

9.1.1 Digital Front-End & Back End

9.1.1.1   Digitization Platform Set-Up, configuration and customization

9.1.1.2   Screen Design for the Products as defined by the Bank (including Loan and Account Opening Products)

9.1.1.3   Integration with the Bank Systems (CBS, LOS, LMS, LAS, CRM, RISK Rating module, Audit module & Banks existing APIs etc) with data flow from portal to CBS/LOS/LAS/LMS/CRM/ rating module/ audit module and vice versa.

9.1.1.4   Designing lending journeys

9.1.1.5   Defining Business Rule engines

9.1.1.6   Processing of loans

9.1.1.7   Disbursement of loan

9.1.1.8   Reconciliation

9.1.1.9   Escrow account management

9.1.1.10   Customised Reports & Dashboard

10.   Penalty for not meeting timelines

10.1 The Vendor has to complete the rollout of project before the period/due dates as agreed by the Bank as per projection given in proposal by Vendor. Bank expects to implement and rollout the whole project within 3 months from the date of start of implementation **(from the signing of SLA).** If the Vendor is not able to complete the implementation & rollout of the project in timelines agreed, then the bank shall levy penalty charges on the Vendor as per Liquidated Damages clause (Refer Clause 22 of this RFQ).

11.   Disaster Recovery

11.1 The proposed system must be capable and compatible for Disaster Recovery implementation. The successful bidder should describe the provisions and setup required for disaster recovery. The successful bidder should replicate the whole setup for all modules with customization in DR. Bank's DR site is currently at Bengaluru. The DR site may remain at the same location or may shift to an alternate location which will be intimated to the successful bidder subsequently. Mock DR drill should be done during implementation.

12.   Bid / Offer

12.1 Hardcopies of the bid document in sealed cover to be submitted within the timelines prescribed by the Bank at Digitization Vertical, BKC, Mumbai.

12.2 The Bid / Offer should be complete in all respects and contain all information asked for in this document.

12.3 Copy of Bid documents in full should also be submitted by email to digitization@unionbankofindia.bank.

12.4 Bidders are expected to examine all terms and instructions included in the RFQ. Failure to provide any requested information in this RFQ will be at bidder's own risk and may result in the rejection of the proposal.

12.5 The Bank may, at its discretion, extend this deadline for submission of bids by amending the RFQ Document.

12.6 RFQ signed by authorized signatory submitted by bidder will be reviewed and if it is as per prescribed format then only BID will be opened and evaluated.

12.7 The Bid should be signed by the authorized signatory of the bidder. A power of attorney/ board resolution to that effect shall be submitted by the bidders.

12.8 Signed & Sealed copy of all the pages in RFQ to be submitted in the technical bid.

12.9 The bidder should ensure that all the annexures should be submitted as prescribed by the Bank duly signed. In case it is not in the prescribed format, it is liable to be rejected.

12.10 The Bank reserves the right to resort to re-tendering without providing any reason whatsoever. The Bank shall not incur any liability on account of such rejection.

12.11 The Bank further reserves the right to reject any or all offers based on its own evaluation of the offers received, or on the basis of stability, capabilities, track records, reputation among users and other similar features of a bidder.

12.12 The Bank reserves the right to disqualify the bidder/(s) if bidder/(s) have not completed any

project successfully in Union Bank of India in stipulated time i.e. supply Installation, Implementation etc.

12.13 The Bank reserves the right to modify any terms, conditions or specifications for submission of bids and to obtain revised Bids from the bidders due to such changes, if any at any time prior to completion of evaluation of technical bids from the participating bidders. Notification of amendments/corrigendum will be made available on the Bank's website (www.unionbankofindia.co.in), Govt. Tender Site (www.eprocure.gov.in) and will be binding on all bidders and no separate communication will be issued. In order to allow prospective bidders reasonable time in which to take the amendment into account in preparing their bids, the Bank, at its discretion, may extend the deadline for a reasonable period as decided by the Bank for the submission of Bids. No post bid clarification of the bidder shall be entertained.

13. RFQ Clarifications

13.1 Queries / clarifications will not be entertained over the phone. All queries and clarifications must be sought in writing or sent to digitization@unionbankofindia.bank, with subject "Request for Quotation (RFQ) for Selection of Vendor for Development, Customization & Maintenance of New Software Applications for Co-lending & Pool Buyout Solutions" as per the date given in the schedule of events of this RFQ document.

13.2 The Bidder is requested to collate and submit queries together to seek clarifications / responses from Bank as per **Annexure S**. The Bidder should ensure that all the queries and clarifications are communicated in writing on or before the date given in the schedule of events of this RFQ document. Bidders are requested to visit our Banks website for clarifications and other communications.

13.3 Any modification of the RFQ, which may become necessary as a result of the queries, shall be made available by the Bank exclusively through the issue of Corrigendum on Bank's website www.unionbankofindia.co.in, government tender portal www.eprocure.gov.in and to the email id of the bidder as provided.

14. Rejection of Bid

The Bid is liable to be rejected if:
- The document does not bear signature of authorized person in each page and duly stamped.
- It is received through Fax/E-mail.
- It is received after expiry of the due date and time stipulated for Bid submission.
- Incomplete Bids, including non-submission or non-furnishing of requisite documents / Conditional Bids / Bids not conforming to the terms and conditions stipulated in this RFQ are liable for rejection by the Bank.
- It is evasive or contains incorrect information.
- Any form of canvassing / lobbying /influence/ query regarding short listing, status etc. will be a disqualification.
- Bidder should comply with all the points mentioned in the scope of work. Noncompliance of any point will lead to rejection of the bid.

- All the annexure should be submitted as prescribed by the Bank. In case it is not in the prescribed format, it is liable to be rejected.
- The Bank further reserves the right to reject any or all offers based on its own evaluation of the offers received, or on the basis of stability, capabilities, track records, reputation among users and other similar features of a bidder.

15. Intellectual Property Rights

15.1 The solution developed for the bank as part of this proposed engagement, including, but not limited to, business logic, business rules, workflows, models, recommendation engine, AI algorithms, analytical models and other such work products will remain exclusive intellectual property of the bank.

15.2 Bidder warrants that the inputs provided shall not infringe upon any third party intellectual property rights, including copyrights, patents and other intellectual property rights of any nature whatsoever. Bidder warrants that the deliverables shall not infringe upon any third party intellectual property rights, including copyrights, patents, and other intellectual property rights of any nature whatsoever. In the event that the Deliverables become the subject of claim of violation or infringement of a third party's intellectual property rights, bidder shall at its choice and expense: [a] procure for Bank the right to continue to use such deliverables; or [b] replace or modify such deliverables to make them non-infringing, provided that the same function is performed by the replacement or modified deliverables as the infringing deliverables; However, Bank shall not bear any kind of expense, charge, fees or any kind of costs in this regard. The bidder acknowledges that business logics, work flows, delegation and decision making processes of Bank are of business sensitive nature and shall not be disclosed/referred to other clients, agents or distributors of the bidder.

16. Other Terms and Conditions of RFQ

16.1 The selected vendor shall be governed by Terms & Conditions mentioned in this RFQ document as well as all Terms & Conditions mentioned in parent RFP document Ref No: UBI/DIGI/2021-22/Emp/01 dated 09.09.2021.

17. Instructions for Bid Submission

17.1 The proposal/ bid being submitted would be binding on the Bidder. As such, it is necessary that authorized personnel of the firm or organization sign the bid documents. The designated personnel should be authorized by a senior official of the organization having authority.

- All pages of the bid shall be initialed by the person or persons signing the bid.
- Bid form shall be signed in full & official seal affixed. Signature can be Digital Signature / e-Sign also.
- Any inter-lineation, erasure or overwriting shall be valid only if they are initialed by the person or persons signing the Bid.
- All such initials shall be supported by a rubber stamp impression of the Bidder's firm.

- The proposal must be accompanied with an undertaking letter duly signed by the designated personnel providing a bid commitment. The letter should also indicate the complete name and designation of the designated personnel.

- The FinTech/Startup partner shall ensure that all data pertaining to the Bank is stored/processed within Indian borders and in no case any deviation shall be allowed.
- Once the Bank has procured certain technical solution / product, any upgradation of the same has to be from the same vendor, if the solution/product is found satisfactory, or else Bank may select new vendor for upgradation through RFP/RFQ process as explained above.
- APIs / Web Scraping done by the vendor should be through legal sources and licenses

17.2 Two-part Bid

Functional & Technical bid – Part I: FUNCTIONAL & TECHNICAL BID FOR supply, configure, customize, implement, integrate and maintain the Platform.

Commercial bid – Part II: ─COMMERCIAL BID FOR supply, configure, customize, implement, integrate and maintain the Platform.

Any bid document not conforming to any one of the above terms will be rejected.

As a part of technical evaluation, the bidders will be required to give complete presentation of their offer solution. The presentation may also include details of customization required if any and the time period and schedule for its complete implementation.

Part-I Functional & Technical Bid
The Functional & Technical Bid - Part I should be complete in all respects and contain all information asked for in this document. It should not contain any price information.
The Functional &Technical Bid - Part I must be submitted in separate sealed cover.

The following documents are to be submitted along with bid document
Annexure A - Letter of Acceptance
Annexure B - Bid Form
Annexure C - Compliance to RFQ Terms & Conditions
Annexure D - Functional and Technical Compliance
Annexure E – Unpriced Commercial Bid
Annexure F – Commercial Bid (in separate sealed cover)
Annexure G – Bid Security Declaration
Annexure H – Implementation Team Profile
Annexure I – Project Timelines
Annexure J – Details of Hardware and Software Specifications
Annexure K – Undertaking by Bidder
Annexure L – Undertaking of Information Security
Annexure M – Certificate of Local Content
Annexure N – Restriction on procurement due to National Security
Annexure O – Fintech Compliance

Annexure P – API and services
Annexure Q – Technical Presentation
Annexure R - Declaration of Compliance
Annexure S – Bid Query Format
Annexure T – Format of Performance Bank Guarantee
Annexure U – Know Your Employee
Annexure V – IP Pact
Annexure W – Reference Details

- The Bid should be signed by the authorized signatory of the bidder. A power of attorney/ board resolution to that effect shall be submitted by the bidders and should be submitted along with technical bid.
- Photocopies of relevant documents / certificates as proof in support of various information submitted in aforesaid annexure and other claims made by the bidder.
- Detailed Architecture of the proposed solution with various features/functions of the system/sub-system including fail over methodology/strategy at both Primary & DR Site.
- Documents and brochures pertaining to product that will be deployed in the proposed solution.
- All the annexure should be submitted in letter head of bidder duly signed with seal of the company. Photocopies of relevant documents / certificates as proof in support of various information submitted in aforesaid annexure and other claims made by the vendor (to be filed separately).
- Signed & Sealed copy of all the pages in RFQ to be submitted along with the technical bid.
- The bidder should ensure that all the annexure should be submitted as prescribed by the Bank. In case it is not in the prescribed format, it is liable to be rejected.
- The Bank reserves the right to resort to re-tendering without providing any reason whatsoever. The Bank shall not incur any liability on account of such rejection.
- The Bank further reserves the right to reject any or all offers based on its own evaluation of the offers received, or on the basis of stability, capabilities, track records, reputation among users and other similar features of a bidder.
- The Bank reserves the right to disqualify the bidder/(s) if bidder/(s) have not completed any project successfully in Union Bank of India in stipulated time i.e. supply Installation, Implementation etc.
- The Bank reserves the right to modify any terms, conditions or specifications of RFQ before date of submission of bids. Bidder has to submit bid documents as per the changes/modifications while submitting the bid. Notification of amendments/corrigendum will be made available on the Bank's website (www.unionbankofindia.co.in) and will be binding on all bidders and no separate communication will be issued. In order to allow prospective bidders reasonable time in which to take the amendment into account in preparing their bids, the Bank, at its discretion, may extend the deadline for a reasonable period as decided by the Bank for the submission of bids. No post bid clarification of the bidder shall be entertained.

Part-II Commercial Bid

The commercial bid must not contradict the Technical bid in any way and should include the cost of all the items offered. The suggested directives for Commercial bid are as follows:
The Commercial bid should be submitted as per **Annexure F** in a separate sealed cover. This must contain all prices.
The vendors should not offer any options or any conditional offers to the Bank while giving the price information. The offer should strictly be in conformity with the items as specified by the Bank. No additions or deletions to the Annexure are allowed. Any deviations may lead to disqualification of the bid.

18. Bid Evaluation Process

18.1 Empaneled bidders will be processed under two-part bid process evaluation. The two-part bid process are Functional/Technical bid evaluation and Commercial bid evaluation. All empaneled bidders will be first assessed under Functional/Technical bid evaluation and if found qualified under it will become eligible for their commercial bid evaluation. The qualified assessed bidders under both the part bids will be then evaluated under weighted scoring assessment. The technical evaluation and the commercial evaluation shall have the weightage of 70% and 30% respectively and this weightage shall be considered for arriving at the successful bidder.

18.2 Functional & Technical Bid Evaluation

18.2.1 The vendor needs to achieve a cut – off score of 70 marks in this evaluation stage to be qualified for commercial bid opening. Only those vendors who achieve the specified cut – off scores would be short-listed for Commercial Bid Evaluation. The Functional &Technical Proposal will be evaluated for technical suitability and the criteria for evaluation of technical bids are as under:

Criteria	Evaluation Parameter	Maximum Sub Scores
Number of Co-lending & Pool Buy out implementations done in SCBs/NBFCs in India	Implementation of digital Co-Lending/Pool lending platform with Application processing, collection management with integrated escrow management – More than 1 implementation deployed in production – 15 marks 1 implementation deployed in production – 10 marks Received PO & Under implementation phase – 5 marks Annx W to be filled and provided with supporting documents	15
Experience of managing Assets under Co-lending & Pool Buyout	Bidder has experience of handling assets of: < Rs 1000 Cr – Nil Marks Rs 1000 Cr to < Rs 2500 Cr – 5 marks Rs 2500 Cr to < Rs 4000 Cr – 10 marks	15

	>= Rs 4000 Cr – 15 marks Annx W to be filled and provided with supporting documents	
Experience of Manpower	Number of Domain Professionals (Professionals should have experience in handling Co-lending / Pool Buyout solutions for alteast 1 year) – Annx H to be filled and provided with supporting documents 10 to 25 – 2 marks 26 to 50 – 3 marks More than 50 – 5 marks	5
Functional & Technical Specifications compliance	As per Functional & Technical Compliance Scoring Sheet in **Annexure D**, to be verified through demo of the proposed solution shown by bidder	40
Technical Presentation on Proposed Solution by the Bidder	Technical presentation will be evaluated on the following parameters: 1. Proposed Solution 2. IT architecture and approach & methodology 3. Resource Planning 4. Project Governance and Project Team Future Scalability Bidder is expected to showcase an end to end live demo of the Co-lending & Pool Buyout solution showcasing the qualitative evaluation, techno-functional capability and comprehensiveness of the digital journey coverage	25
Total Marks		100

18.2.2 Documentary evidence must be submitted for each criterion and undertaking, or declaration made by the service provider must be on the company letter head and is to be signed by an authorized signatory.

18.2.3 The bidder is expected to provide all the relevant proofs for the information provided against each of the credentials mentioned in Annexure W.

18.2.4 Further the Bank's officials may visit reference sites provided by the Vendor if deemed necessary. In case there is only one vendor having functional & technical score of 70 or more, the Bank may, at its sole discretion, also consider the next highest functional & technical score and qualify such vendor. In case, none of the participating vendors qualify on functional & technical criteria and reach or exceed the cut- off score of 70, then the Bank, at its sole discretion, may qualify two vendors on the basis of the top 2 scores. However, the Bank at its discretion may reject the proposal of the Vendor or will not consider vendor below cut off marks by relaxing as mentioned above, if in the Bank's opinion the Vendor could not present or demonstrate the proposed solution as described in the proposal or in case the responses received from the customer contacts / site visited are negative or the proposed solution does not meet the Bank's functional and technical requirement.

18.2.5 During the period of evaluation, bidders may be asked to provide more details and explanations about information provided in the proposals. Bidders should respond to such

requests within the time frame indicated in the letter/e-mail seeking explanation. If any part of the technical specification offered by the bidder is different from the specifications sought in our RFQ, the bidder has to substantiate the same in detail the reason of their quoting a different specification than what is sought for, like higher version or non-availability of the specifications quoted by us, invariably to process the technical offer.

18.2.6 Setting of evaluation criteria for selection purposes shall be entirely at the discretion of the Bank. The decision of the bank in this regard shall be final and no correspondence shall be entertained in this regard.

18.2.7 The Bank may, at its discretion, waive any minor informality, nonconformity, or irregularity in a bid which does not constitute a material deviation, provided such waiver does not prejudice or affect the relative ranking of any bidder. Wherever necessary, observations on such 'minor' issues (as mentioned above) Bank may convey to the bidder, asking them to respond by a specified date also mentioning therein that, if the bidder does not respond by the specified date, their bid will be liable to be rejected.

18.2.8 Material deviation, reservation or omission which would not be waived are those that:

18.2.8.1 Affect, in any substantial way, the scope, quality or performance of the goods and related services specified in the contract;

18.2.8.2 Limits, in any substantial way, inconsistent with the tendering documents, the Procuring Entity's rights or the bidder's obligations under the contract; or

18.2.8.3 If rectified, would unfairly affect the competitive position of other bidders quoting substantially responsive bids.

18.2.9 On the basis of functional & technical evaluation, the Bank shall take a decision for short listing of the bidders for Commercial Evaluation. If the functional & technical evaluation is not found to be satisfactory, further evaluation will not be done. No separate information will be sent to the disqualified bidders. Any decision of the BANK in this regard shall be final, conclusive and binding on the bidder.

18.2.9.1 Technical Evaluation Marks calculation:

18.2.9.2 T High = Highest Technical score

18.2.9.3 T = Technical score of Vendor XXX

18.2.9.4 T-XXX = Technical Evaluation score of Vendor XXX

18.2.9.5 T-XXX = (T/ T High) *100

18.3   Commercial Bid Evaluation

18.3.1.1 The vendor who achieves the required cut – off functional & technical score as part of functional & technical evaluation shall be qualified for commercial bid opening. The commercial bid would be evaluated based on total project cost basis. The key considerations of the total project cost would be the total payouts for entire project throughout the contract period. The commercial evaluation will be done as follows:

18.3.1.2 CB-Low = Lowest Commercial Bid amount

18.3.1.3 CB-XXX = Commercial Bid Amount of Vendor XXX

18.3.1.4 C-XXX = Commercial Evaluation mark of Vendor XXX

18.3.1.5 C-XXX = (CB-Low/ CB-XXX) *100

18.4 Weighted Evaluation

On the basis of the combined weighted score for functional & technical bid evaluation and commercial bid evaluation, the bidders shall be ranked in terms of the total score obtained. The functional & technical bid evaluation will having 70% weightage while Commercial bid evaluation will have 30% weightage. The proposal obtaining the highest total combined score in evaluation of quality and cost will be ranked as H-1 followed by the proposals securing lesser marks as H-2, H-3 etc. The proposal securing the highest combined marks and ranked H-1 shall be recommended for award of contract.

Illustration:

The weightage assigned to Technical evaluation is 70% and for Commercial evaluation 30%. In such case, the combined score shall be obtained by weighing the technical and financial scores in the ratio of 70:30 and adding them up. The evaluation methodologies vis-à-vis the weightages are as under:

The Score will be calculated for all eligible and technically qualified Bidders based on the following formula:

$S = (T/T\ High \times 70) + (C\ Low/C \times 30)$
where:
S = Score of the Bidder
T = Technical score of the Bidder
T High = Highest Technical Score amongst the bidders
C = Quote as provided by the Bidder (please refer to Annexure)
C Low = Lowest Quote of C amongst the Bidders

Based on combined weighted score for technical and financial, the bidder shall be ranked in terms of total score obtained. The proposal obtaining the highest combined score in evaluation will be ranked as H-1 followed by the proposals securing lesser score as H2, H3, etc. The bidder securing the highest combined score will be considered for awarding the contract in terms of this RFQ.

Example

Bidder	Technical Evaluation Marks (T)	Nominal Bid Price in INR (C)	Technical Score	Commercial Score	Combined Score (out of 100)
A	95	71	95/95*70=70.00	60/71*30=25.35	70.00+25.35=95.35 (H-1)
B	85	65	85/95*70=62.63	60/65*30=27.69	62.63+27.69=90.32 (H-2)
C	80	60	80/95*70=58.94	60/60*30=30.00	58.94+30.00=88.94 (H-3)

In the above example, Bidder A with highest score (H-1) becomes the successful Bidder. In case of a tie between bidders i.e. if two or more bidders receive the same combined score, the bidder with the higher technical score shall be declared as (H-1).

18.5. Award of contract

18.5.1 On completion of weighted evaluation based on the combined weighted score for functional & technical bid evaluation and commercial bid evaluation as described under point no 16.2 of this document, Bank will determine the H1 bidder (bidder having highest total combined score) and contract will be awarded to the H1 bidder.

18.5.2 In case of a tie of H1 status between two or more bidders (bidders having equal combined weighted score, and the combined weighted score is highest), then the bidder having higher technical bid score among these bidders will be H1 bidder.

18.5.3 The selected Bidder shall have to sign the Contract/Agreement with the Bank. Purchase order (PO) issued will be an annexure for such Contract/Agreement.

18.5.4 The Bank reserves the right to award the contract, if H1 Bidder is not able to supply/implement the project within the stipulated time mentioned in the RFQ or performance/services of the successful bidder (H1) after award of contract is not satisfactory, to H2 Vendor provided H2 has lower price than H1 price or matches with H1 Price, and if H2 does not agree, it will be awarded to H3 subject to H3 has lower price than H1 or matches H1 price and in that order. However, the Bank shall be under no obligation to accept the lowest price bid or any other offer received in response to this Tender notice and shall be entitled to reject any or all offers including those received late or incomplete offers without assigning any reason whatsoever. The Bank reserves the right to make any changes in the terms and conditions of purchase. The Bank will not be obliged to meet and have discussions with any Bidder, and / or to listen to any representations unless there is change in the terms and conditions of purchase.

18.6. Price Composition

18.6.1. The commercial bid should be quoted in the commercial bid form.

18.6.2. The prices should be firm and not dependent on any variable factors and expressed in Indian Rupees.

18.6.3. The Total cost should be inclusive of all applicable taxes excluding duties, levies & GST (CGST/SGST/IGST) which will be paid at actual at the time of invoicing.

18.6.4. If the cost for any line item is indicated as zero/nil/blank, then it will be assumed by the Bank that the said item is provided to the Bank without any cost.

18.6.5. Bank will not pay any Labour charges for transportation, Road Permit, any other items separately. All such costs, if any, should be absorbed in the above total project cost.

18.6.6. Any upward / downward change in applicable GST will be to the account of Bank. If any changes from the quoted price, the bidder will produce the respective notification of such changes.

18.6.7. Arithmetical errors will be rectified on the following basis:

18.6.7.1. If there is a discrepancy between the unit price and the total price that is obtained by multiplying the unit price and quantity, the unit price shall prevail, and the total price shall be corrected.

18.6.7.2. If there is discrepancy in total corresponding to the addition or subtraction of sub-totals, the sub-totals shall prevail and the total price shall be corrected.

18.6.7.3. If there is a discrepancy between words and figures, the amount in words will prevail.

18.6.7.4. If the bidder does not accept the error-correction, its bid will be rejected.

19. Modifications and Withdrawals of Bids

19.1. The bidder may modify its bid's submission anytime before due date and time of submission of the bid document.

19.2. No bid can be modified or withdrawn by the bidder subsequent to the closing date and time for submission of bids.

19.3. No bid shall be withdrawn in the intervening period between deadline for submission of bids and expiration of period of bid validity. In the event of withdrawal of the bid by bidders, default bidder will be suspended from participating in future tenders of bank.

19.4. No bidder shall be allowed to withdraw the bid, if bidder happens to be successful bidder.

20. Period of Bid Validity

20.1. Bid shall remain valid for duration of 3 (three) calendar months from Bid submission date. Bid valid for shorter period is liable to be rejected by the Bank as non-responsive.

20.2. In exceptional circumstances, the Bank may solicit the Bidders' consent to an extension of the period of validity. The request and the responses thereto shall be made in writing. A Bidder is free to refuse the request. However, any extension of validity of Bids will not entitle the Bidder to revise/modify the Bid document.

20.3. The Bank reserves the right to call for fresh Bids at any time during the Bid validity period if considered necessary.

21. Service Level Agreement

21.1. Once the Bid of the successful bidder is accepted by the Bank, the Bidder shall enter into a Service Level Agreement (SLA) with the Bank, containing all the Terms and Conditions of this RFQ as well as parent RFP Ref No: UBI/DIGI/2021-22/Emp/1 dated 09.09.2021, including confidentiality, non-disclosure and penalty clauses, and any other clause relevant to the services offered.

21.2. Penalty related to implementation / migration / support services will be applicable to selected vendor.

21.3. The Bank reserves the right to recover the penalty amount in the following events:

• The support at any location is not up to the satisfaction of the Bank.
• For any other valid reasons determined by the Bank.
• Non-payment of penalty claimed by the Bank.
Issues not attributable to the vendor will be exempted from levying the penalty.

21.4. Bank reserves its right to recover this amount by deducting payments to be made by the Bank to the bidder.

22. Performance Bank Guarantee

22.1 The successful bidder shall provide a Performance Bank Guarantee within 30 days from the date of receipt of the order or signing of the contract whichever is earlier in the format as provided in **Annexure T**, for 3 % of total project cost for the contract period along with the letter of acceptance of the assignment, with a claim period of 60 days and such other extended period as the Bank may decide for due performance of the project obligations. The PBG should be of that of scheduled commercial Bank, other than Union Bank of India.

22.2 In the event of non-performance of obligation or failure to meet terms of this tender the Bank shall be entitled to invoke the performance guarantee without notice or right of demur to the successful bidder.

22.3 The Bank reserves the right to recover any dues payable by the selected bidder from any amount outstanding to the credit of the selected bidder, including the pending bills and/or invoking Performance Guarantee, if any, under this contract.

22.4 If the Performance bank guarantee is not submitted within the stipulated time, the Bank reserves the right to cancel the order / contract.

23. Liquidated Damages

23.1 If Successful bidder fails to deliver any or all of the Service(s) or perform the Services within the time period(s) specified in the RFQ/Contract / Agreement, BANK shall, without prejudice to its other rights and remedies under and in accordance with the RFQ/Contract / Agreement, levy Liquidated Damages (LD) from payments, which are due to the Successful bidder. For calculation of LD:

23.2 The overall LD during implementation/maintenance will be @0.50% of the agreed price per week or part thereof subject to a maximum of the value of the performance Bank guarantee for non- performance/ delayed performance.

23.3 LD for delay in Commencement/completion of services for each week of delay beyond the scheduled Commencement/completion date or part thereof will be a sum equivalent to @0.50% of contract value per week. In case of undue delay beyond a period of 15 days after attaining the maximum to the value of the performance Bank guarantee, Bank may consider termination of the contract or purchase order.

23.4 Part of week will be considered as full week.

23.5 Any delay by the bidder in performance of its delivery obligations shall render the bidder liable to the imposition of liquidation damages, unless extension of time is agreed upon without application of liquidation damages.

23.6 The liquidated damages shall be deducted/recovered by the Bank from any money due or becoming due to the Bidder under this Purchase Contract or may be recovered by invoking of Bank Guarantees or otherwise from Bidder or from any other amount payable to the Bidder in respect of other orders. Levying Liquidated damages is without prejudice to the Bank's right to levy any other penalty where provided for under the contract.

23.7 Any such recovery or liquidated damages shall not in any way relieve the Successful bidder from any of its obligations to complete the works / service(s) or from any other obligations and liabilities under the Contract/Agreement/Purchase Order.

23.8 Bank reserves the right to condone the delay, if it is not attributable to the Successful bidder.

23.9 The liability of either Party (whether in contract, tort, negligence, strict liability in tort, by statute or otherwise) for any claim in any manner related to this Agreement, including the work, deliverables or Services covered by this Agreement, shall be the payment of direct damages only which shall in no event exceed one time the total contract value payable under this Agreement. The liability cap given under this Clause shall not be applicable to the indemnification obligations set out in the clause 27 (Indemnity & Limitation of Liability) and misappropriation of confidential information leading to the breach of Clause 26 (Confidentiality) as mentioned in the parent RFP vide ref No: UBI/DIGI/2021-22/Emp/01 dated 09.09.2021.

24. Penalty Clause

24.1 If at any time during performance of the contract, the Vendor should encounter unexpected conditions impeding timely completion of the services under the agreement and performance of the services, the Vendor shall promptly notify the Bank in writing of the fact of the delay, its likely duration and its cause(s). As soon as practicable, after receipt of the Vendor's notice, the Bank shall evaluate the situation and may at its discretion extend the Vendor's time for performance, in which case the extension shall be ratified by the Parties in writing, including by amendment of the Agreement, exchange letters or email. The Bidder shall have to enter into a "Service Levels Agreement" with Bank covering all terms and conditions of this tender.

Penalty for Operational/ Functional Issues:

Impact of the Issue	Response Time	Resolution Time
High Business Impact Issues	Within 30 Minutes of issue being reported	1 Hour from the time of compliant
Medium Business Impact Issues	Within 30 Minutes of issue being reported	4 Hours from the time of compliant
Low Business Impact Issues	Within 30 Minutes of issue being reported	24 hours from the time of compliant

High Business Impact Issues: - These are the issue whereby users of the proposed platform Solutions are not able to deliver required services. Such as system is not giving output or giving error message, user not able to login to application, application not running, modules not working.

Medium Business Impact Issues: - The services of the application has deficiency in output of the process and is impacting business service quality and requires urgent solution. Such as the output is not as per expectation, the output has incorrectness, issues due to data recovery, security configuration, user access profile etc.

Low Business Impact Issues: - These are the issues which may not be of immediate urgency, and it is acceptable that the services to business can be delivered by next day.

Following are the penalties if issues not resolved with within prescribed resolution time

Sl No.	Item	Penalty in Rs	Penalty Rate
1	High Business Impact Issues	5000/-	Per incident
2	Medium Business Impact Issues	2000/-	Per incident
3	Low Business Impact Issues	1000/-	Per incident

24.2. The Bank would expect the bidder to commit to the service level assurances. The Bidder shall commit to maintain uptime of 99.95 and above per month.

24.3. Cost of monthly pay-out is the amount calculated per month for all the contracted payment to be due to Vendor for ensuring running of the proposed project under this RFQ such as ATS/ annual subscription amount.

Level of Uptime Percentage	Penalty Details
99.95% and above	No penalty
99.00% and above but below 99.95%	1% cost of monthly pay-out
98.00% and above but below 99.00%	2% cost of monthly pay-out
97.00% and above but below 98.00%	5% cost of monthly pay-out
Below 97.00%	10% cost of monthly pay-out
Below 90%	No Payment

24.4. Penalties will be applicable due to downtime of software application.
24.5. The bidder shall guarantee 99.95 percentage of uptime.
24.6. Further if the number of downtime instances during a month exceeds 3 times, an additional 0.50% downtime will be reduced from uptime and the penalty will be calculated accordingly.
24.7. Penalties, if any shall be calculated for every month and recovered from the next payment payable to the successful bidder.
24.8. Wherever applicable as stated above while effecting any payment, deduction towards penalty payment will be made. Hence the bidder should raise the invoice deducting the penalty amount.
24.9. Calculation of % Uptime = (Total uptime of system- downtime of system/Uptime of system * 100)
24.10. The performance level of Vendor services shall be reviewed on a quarterly basis. If the services are assessed as not satisfactory by Bank, the service agreement may be terminated by Bank at its absolute discretion.

25. Payment Terms

25.1. No advance payment will be released against purchase order.

25.2. Terms of payment will be as follows:

Sl No	Particulars	% of amount
1	**One Time Costs** • BRD acceptance • UAT acceptance • Go Live • 3 months after satisfactory performance	10% 30% 40% 20%
2	Recurring Cost	On monthly basis after receipt of tax invoice
3	ATS	On quarterly basis in arrears after receipt of tax invoice

25.3. Payment shall be released on submission of necessary proof and documents like original Invoices, Warranty Certificates, Performance Bank Guarantee, Signed Service Level Agreement, and Delivery of Software Licenses etc. subject to acceptance by Bank, submission of Letter issued by Bank in respect of completion of User Acceptance Test (UAT), documents as required by Bank like manual & documentation, training etc.

25.4. Invoices shall be raised post milestone sign off for services billing.

25.5. The payment for onsite technical support shall be made quarterly in arrears.

25.6. Operational Issues will be part of Managed Services and not part of Go-Live Sign Off.

25.7. No advance payment will be made for capital cost.

25.8. TDS on payments will be deducted as applicable.

25.9. All the payments will be made to bidder electronically in Indian Rupees only.

25.10. Bank will pay invoices within 30 days from the date of receipt of physical invoice by the Bank, except for those portions of any invoice that the Bank disputes in good faith and in writing. No penalty /Interest will be paid for the delayed payment.

25.11. Bidder has to show the bifurcation/details of GST (CGST/SGST/IGST) in every invoice.

25.12. Prices payable to the successful bidder as stated in the Contract shall be firm and not subject to any changes at any circumstances during the contract period, except for the data cost borne by Bidder (depending on total number of transactions) relating to third party data sources. Per API cost will remain fixed for the full tenure of the contract as submitted by the bidder in response to this RFQ.

25.13. If bank found any fintech API services having superior technological advantage and available at lower API cost in future for the services which other APIs are providing in the platform, successful bidder should be able to integrate the same with the platform as per Bank requirement and only integration cost will be applicable.

26. Warranty

26.1 All support & services required to supply, installation, development, configure, customize, testing, Integration, implement, integrate and maintain the platform Solution, as described in RFP/RFQ, will be the part of the project deliverables during the contract period (under warranty or post warranty).

26.2 The warranty would be on-site and comprehensive in nature. Warranty period will apply to each

product separately and will start from the date of successful go live of each product mentioned in the segment and will be valid for a period of 12 months. The successful bidder shall provide maintenance and support under warranty, without any extra cost, for a maximum period of 12 months from the Go-live of each product. Bank will not pay any charges towards ATS during warranty period.

26.3 Any corruption in the software or media or any services shall be rectified during the full period of the contract including warranty, if contracted, at no extra cost to the Bank.

26.4 The successful bidder warrants that Deliverables and the Services provided by the successful bidder shall be as per the terms of this Agreement. The successful bidder should guarantee that the software supplied to the Bank is licensed and legally obtained. All software must be supplied with their original and complete printed documentation. The successful bidder shall be fully responsible for warranty of all the system components i.e. software in respect of proper design, quality, material and workmanship of the equipment, accessories etc. covered by the offer.

27. Annual Technical Support

a. During the ATS period, the bidder will have to undertake comprehensive support of the platform and all new versions, releases, and updates for all standard product or specified software to be supplied to the Bank at no additional cost.

b. ATS will start only at the end of the warranty period for each product.

c. For the purposes of ATS calculation, all bidders should refer to the product wise rollout plan and assume a 12-month warranty period before starting ATS.

d. For the purposes of payment of ATS, the cost quoted will be split evenly across all the products as per rollout plan.

e. Bidder should provide technical support portal for lodging and tacking of issues (technical/functional).

f. The ATS charges shall be released to the vendor quarterly in arrears subject to timely submission of applicable documents like invoice, performance availability reports etc.

g. The Bank reserves the right to terminate the ATS (if contracted) by giving Successful Bidder, a prior and written notice giving notice period of one month, indicating its intention to terminate the Contract, if the services rendered by the vendor(s) are not satisfactory. In that case, the Bank will pay the proportionate amount of ATS for the period used, if any.

h. Not following all that is mentioned above, the Bank reserves the right to outsource the software maintenance work to a third party or the bank may decide to perform the same through its internal resources.

i. Bidder is expected to provide unconditional warranty and post-warranty comprehensive on-site 24x7 maintenance support for entire contract period.

j. Bidder needs to ensure following services as a part of ATS but not limited to:
   - Product upgrades & enhancements
   - Maintenance releases
   - Statutory and Regulatory Updates
   - Patches & bug fixes
   - Remediation of the VAPT observations if applicable.
   - Distributed on CDs or online download methods
   - Updates/ Upgrades/ New releases/ New versions need to be notified to the Bank about the same and need to be covered as part of AMC/ ATS. Upgrades would include product

releases to incorporate technological changes, consolidating all bug fixes, consolidating all enhancement requests made by the Bank.

- Review on yearly basis for version upgrade of in-scope applications and report to Bank such details in advance along with plan for version upgrade. Intimate the Bank for various technology upgrades released by OEMs along with feasibility & impact analysis. Also propose migration plan for technology upgrade due to OEM releases.
- Planning and implementing version up-gradation, migration, testing of the application. In case Bank engaging OEM directly for version upgrade, then the successful bidder is required to carry out Program Management Responsibilities to ensure end-to-end completion of the activities. Post version upgrade, successful bidder is required to manage & support the application along with the IT hardware.
- Develop/ customization of in-scope applications as per regulatory/ statutory requirement. Mandates from various interchanges/ information security/ enhancement/ any other requirement.
- Patch management, release update and upgrade of in-scope applications during the contract period, all update or upgrade needs to be done with concurrence of the Bank. The successful bidder to ensure that necessary due diligence in carried out for pre-testing before releasing to UAT (User Acceptance Test).
- Closure of observations of IS audit/ CISO / RBI or any other regulator.

28. Termination for Default

28.1. The Bank, without prejudice to any other remedy for breach of Contract, if not cured within 30 days of notice of such default/breach by the bidder may terminate this Contract in whole or in part, if the Bidder fails to perform any obligation(s) under the Contract.

28.2. In the event of the Bank terminating the Contract in whole or in part due to default by the bidder, the Bank may procure services similar to those undelivered, upon such terms and in such manner, as it deems appropriate, and the Bidder shall be liable to the Bank for any excess costs for such similar services.

28.3. If the Termination is on account of failure of the successful bidder to perform the obligations under this RFQ contract, the Bank shall have the right to invoke the Performance Bank Guarantee(s) given by the selected bidder.

28.4. The Bank will be entitled to terminate this Contract, without any cost to the Bank and recover expenditure incurred by Bank, on the happening of any one or more of the following:

28.4.1. The selected bidder commits a breach of any of the terms and conditions of the contract documents.

28.4.2. The Successful bidder goes into liquidation voluntarily or otherwise.

28.4.3. An attachment is levied or continues to be levied for a period of 7 days upon effects of the Agreement.

28.4.4. The progress regarding the execution of the order accepted by the selected bidder is found to be unsatisfactory or delay in execution of the contract, the Bank reserves the right to get the balance contract executed by the another party of its choice by giving one month's notice for the same. In this event, the selected bidder is bound to make good the additional expenditure, which Bank may have to incur in executing the balance contract. Bank also reserves its right to invoke the Performance bank Guarantee to recover the loss. This clause is applicable, if for any reason, the contract is cancelled.

28.4.5. If deductions on account of liquidated damages exceed more than amount of performance Bank guarantee or such other percentage as bank deems fit.

28.4.6. Non-satisfactory performance of the selected bidder during implementation and operation and non-compliance of RBI guidelines to the extent it relates to the scope of work.

28.4.7. An act of omission by the Bidder, its employees, its agents, or employees in the performance of the services provided by this contract.

28.4.8. Failure to integrate/implement the Project as per the requirements of the Bank as stated in this RFQ.

28.4.9. Material discrepancies in the Deliverables and Services noted in the implementation of the Project. Bank reserves the right to procure the same or similar product from the alternate sources at the risk, cost and responsibility of the selected bidder.

28.4.10. Selected bidder, its employees, sub-contractors are found to be indulging in frauds or act negligently causing financial loss to bank.

28.4.11. The bank suffers a reputation loss on account of any activity of successful bidder penalty is levied by regulatory authority.

29. Escrow Arrangement

Bidder/OEM to keep source code of proposed solution with approved / recognized escrow agency under escrow arrangements mutually acceptable to the bank and Bidder for entire project period. Contract will be signed on mutually acceptable terms with bank and escrow agent. Cost towards Escrow will not be part of commercial bid evaluation.

30. Exit Clause

30.1. The Bank reserves the right to cancel/exit the contract in the event of happening one or more of the following conditions:

a. Failure of the selected vendor to accept the contract within 15 days from receipt of purchase order.
b. Delay in delivery beyond the specified period
c. Delay in completing implementation/customization and acceptance tests/ checks beyond the specified periods;
d. Serious discrepancy in functionality to be provided or the performance levels which have an impact on the functioning of the solution.

30.2. In addition to the cancellation of contract, Bank reserves the right to appropriate the damages through encashment of Bid Security /Performance Guarantee given by the Bidder. Bank reserves right to exit at any time after giving notice period of One month during the contract period.

30.3. Any type of formation of consortium, sub-contracting and joint assignments will not be allowed/considered. Such proposals will be disqualified.

31. Jurisdiction

Notwithstanding anything contained herein above, in case of any dispute, claim and legal action arising out of this RFQ, the parties shall be subject to the jurisdiction of courts at Mumbai,

Maharashtra State, India only.

32. Tender / RFQ Cancellation

The Bank reserves the right to cancel the Tender/RFQ at any time without assigning any reasons whatsoever.

33. Submission of Bids

The bidders have to submit bid physically in sealed cover at the following address as per the schedule:

To

The General Manager,
Union Bank of India,
Digitization Vertical, Central Office,
10th Floor, Naman Centre, G Block BKC,
Bandra (E), Mumbai – 400 051

Bank may, at its discretion, extends this deadline for submission of bids by releasing corrigendum to this RFQ document. Copy of the Bid documents in full should also be submitted by email to digitization@unionbankofindia.bank.

34.   Annexure A – Letter of Acceptance

(Letter to the bank on the bidder's letterhead)

To,

Union Bank of India
Digitization Vertical, Central Office,
10th Floor, Naman Centre,
G Block, BKC,
Bandra (E), Mumbai – 400 051.

Dear Sir,

Sub: Request for Quotation (RFQ) for Selection of Vendor for Development, Customization & Maintenance of New Software Applications for Co-lending & Pool Buyout Solutions.

With reference to the above subject, having examined and understood the instructions, terms and conditions forming part of it, we hereby enclose our offer for the desired solution as detailed in your above referred RFQ.

We further confirm that the offer is in conformity with the terms and conditions as mentioned in the RFQ and all required information as mentioned is enclosed.

We hereby undertake that supporting software supplied, if required will be licensed, legally obtained and with latest version.

We understand that the Bank is not bound to accept the RFQ either in part or in full and that the Bank has right to reject the RFQ in full or in part without assigning any reasons whatsoever.

We understand that

a. You are not bound to accept the lowest or any bid received by you, and you may reject all or any bid.
b. If our Bid for the above job is accepted, we undertake to enter into and execute at our cost, when called upon by the purchaser to do so, a contract in the prescribed form. Unless and until a formal contract is prepared and executed, this bid together with your written acceptance thereof shall constitute a binding contract between us.
c. If our bid is accepted, we are to be responsible for the due performance of the contract.
d. You may accept or entrust the entire work to one Bidder or divide the work to more than one Bidder without assigning any reason or giving any explanation whatsoever.
e. Bidder means the bidder who is decided and declared so after examination of commercial bids.

We hereby declare that all the information & Statements made in this RFQ are true and accept that any misinterpretation contained in it may lead to our disqualification. We agree to all terms & conditions of the RFQ.

Yours faithfully,

For_____

Signature_____

Name_____

Authorized Signatories
(Name & Designation, seal of the firm)
Date:

35 Annexure B – Bid Form

RFQ Ref No…………………… Place: Date:

To,
The General Manager
Union Bank of India,
Digitization Vertical,
10th Floor, Naman Centre, Plot No. C-31
'G' Block, BKC, Bandra (E),
Mumbai – 400051.

Sub: Request for Quotation (RFQ) for Selection of Vendor for Development, Customization & Maintenance of New Software Applications for Co-lending & Pool Buyout Solutions.

Dear Sir,

Having examined the Request for Quote (RFQ) Ref No._____the receipt of which is hereby duly acknowledged, we, the undersigned, offer to supply, installation, development, configure, customize, testing, Integration, implement, integrate and maintain the various requirements in conformity with the said RFQ for the sum mentioned in the Price Bid or such other sums as may be ascertained in accordance with the Schedule of Prices attached and made part of this Bid.

We undertake, if our Bid is accepted, to deliver the goods/ provide the services in accordance with the Delivery Schedule / implementation schedule specified. We agree to abide by this bid for a period of 90 days from the last date of submission of Bid and shall remain binding upon us and may be accepted at any time before the expiration of that period. We further confirm that, in case we offer system and/or other software manufactured by another company, such software operates effectively on the system offered by us and we are willing to accept responsibility for its successful operations. Until a formal contract is prepared and executed, this bid, together with your written acceptance thereof and your Notification of Award, shall constitute a binding Contract between us.

We undertake that, in competing for (and, if the award is made to us, in executing) the above contract, we will strictly observe the laws against fraud and corruption in force in India namely "Prevention of Corruption Act 1988".
Commissions or gratuities, if any paid or to be paid by us to agents relating to this Bid, and to contract execution if we are awarded the contract, are listed below: Name & address of agent Amount & currency Purpose of commission or gratuity *(If none, state none)

We understand that you are not bound to accept the lowest or any bid you may receive.

Dated this_____ Day of_____
(Signature) (In the capacity of)
Duly authorized to sign bid with seal for & on behalf of (Name & Address of the Bidder)

36 Annexure C – Compliance to RFQ Terms & Conditions

S. No.	Clause Details	Bidder's Compliance (Yes/No)
1	Introduction	
2	Integrity Pact	
3	Objectives of the RFQ	
4	Invitation of Tender Bids	
5	Scope of Work	
6	Training	
7	Hardware Sizing and Performance Required	
8	Onsite Support	
9	Roll Out Plan	
10	Penalty for not meeting timelines	
11	Disaster Recovery	
12	Bid / Offer	
13	RFQ Clarifications	
14	Rejection of Bid	
15	Intellectual property Rights	
16	Other Terms and Conditions of RFQ	
17	Instructions for Bid Submission	
18	Bid Evaluation Process	
19	Modifications and Withdrawals of Bids	
20	Period of Bid Validity	
21	Service Level Agreement	
22	Performance Bank Guarantee	
23	Liquidated Damages	
24	Penalty Clause	
25	Payment Terms	
26	Warranty	
27	Annual technical Support	
28	Termination for default	
29	Escrow Arrangement	
30	Exit Clause	
31	Jurisdiction	
32	Tender/ RFQ Cancellation	
33	Submission of Bids	

Authorized Signatory:

Place:

Name & Designation:

Date:

Business Address & email id:

37 Annexure D - Functional & Technical Compliance

RFQ Ref No…………………

SN	Status	Description	Indicator
1	Readily available	Available as a part of solution/ readily available (Feature already supported and included)	Readily available
2	Customization 1 (Within implementation period)	Critical items for Go Live will be provided as customization (Can be developed/ customized and delivered along with solution, prior to implementation at no extra cost).	Customisation-1
3	Customization 2 (Within 2 month of post implementation period)	Non-Critical item for Go Live will be provided as customization (Can be developed / customized and will be implemented within 6-month post go live at no extra cost)	Customisation-2
4	Customization 3	Not feasible / Not supported / Unavailable – Work around will be made available at no extra cost.	Customisation-3

Note: -

a) Marks may be allotted to capability and features availability within whole Platform Solution. The particular feature stipulated above under a process system may be made available under other process system of Platform solution proposed by Vendor, then Vendor must assign marks for the feature ODI Management irrespective under which process is stipulated.

b) Marks are assigned to each feature are as per Bank's assessment of features/functions criticality.

c) In case Vendor has claimed any of the features as readily available in Annexure D submitted, but Bank is not satisfied during demonstration and feels features are not as per requirement and may needs to be customized. Then no marks shall be allotted for that feature which was claimed to be readily available.

37.1 Functional and Technical Scope Compliance Scoring Sheet:

The proposed platform should provide a responsive omni channel multi-lingual loan origination and automation system; right from lead acquisition (across various sources) to disbursement for internal as well as external users as per Bank's requirement. The platform should provision reduced time to service, seeking minimalistic data-points from customer and proactive query/concern resolution to enhance customer delight and experience substantially.

Bidder is required to provide their capability in terms of technical and functional specifications in the subsequent sections. Bidder is required to provide marks as shown in below table, against each specification mentioned in sections 36.1.1, 36.1.2, 36.1.3, 36.1.4 and 36.1.5. The bidder is expected to do self-evaluation, provide compliance response and assign marks accordingly. The symbols and their description can be referred as follows:

Sr. No.	Description	Symbol	Marks
1	Available as a part of solution / readily available/Integrated (The feature is already supported and included in the out-of-the-box solution)	A	3
2	Will be provided as customization (Can be developed / customized and delivered along with the solution, prior to implementation at no extra cost.)	C	2
3	Will be provided as Integration (This capability can be provided by integrating with other systems / service providers / fintech partners)	I	1
4	Not Feasible / Not Supported / Unavailable (This capability is neither supported nor available with this Solution.)	N	0

The functional and technical scope broadly comprises of features relevant digital lending journeys, DLP key modules, fintech services, integration, technical aspects and integration of advisory services across omni channel with multilingual capabilities.

Please note during demonstrations if any of the required features are not demonstrated but the same feature has been mentioned as out of the box solution / readily available as part of technical and functional scoring sheet then, the same shall be changed to Not Feasible (Not supported / Unavailable) in the functional and technical scoring sheet.

For all the functionalities where the bidder has marked zero (Not Feasible) against the functional / technical requirement, the bidder shall ensure that the same is made available to the Bank either via Out of the Box platform capability or through customization or third party integration, before the implementation goes live at no additional cost to the bank.

Overall score in the technical and functional scoring sheet is calculated as follows:

Total Technical and Functional score = Σ (Marks across the Functional and Technical Scope Compliance Points)

37.1.1 Journey Compliance:

Bidder will be required to refer the developed journeys as a part of requirement gathering. Bidder will be required to create their own journeys by leveraging their domain experience. As an outcome of updated journey created as a part of requirement gathering and design, the bidder will also be required to incorporate all the new functionalities that will be essential for the proposed solution.

Key modules of the digital lending platform include, but not limited to the following:

- User Management
- Product Configuration
- Workflow engine
- Business Rule Engine
- Document Management
- Reports and Dashboard
- Analytics
- Notifications and Alerts
- Audit Trail and Error Log

The indicative list includes but is not limited to the following.

Functional Scope – Journey Development				
S. No	Specifications/Features	Compliance [Yes/No]	Marks [A=3, C=2, I=1, N=0]	Rem arks
Journey Compliance				
1.	Platform shall integrate with multiple platforms used by NBFCs / Bank			
2.	Platform will receive leads from NBFC Platforms			
3.	Platform will assign unique lead IDs to the validated leads and allocated leads to Bank users as per Bank prescribed rules			
4.	Platform will maintain User & Branch Master for allocation of leads			
5.	Platform will integrate with the Banks CBS solution for carrying out various checks including but not limited to De-dup check, KYC compliance check, Account status, etc.			
6.	Platform shall have integrated eKYC tools for digitally verifying KYCs of underlying borrowers			
7.	Bureau search (CIBIL /CRIF/Experian/Equifax) and its analysis through the platform.			
8.	Platform shall have access to Vahan portal to verify vehicle details in case of Auto Loans.			
9.	Platform shall have configurable and dynamic BRE module for processing the leads received			
10.	Platform will classify leads into defined categories as per Banks guidelines			

11.	Platform will receive Documents (in file formats including but not limited to PDF, XML, XLS, CSV, WORD, JPEG, PNG etc.) from NBFC Platforms			
12.	Platform will generate status report of the leads received based on BRE			
13.	Platform will display all parameters received from NBFC system along with the BRE validations and exceptions to the assessment team of the Bank			
14.	Platform will perform the credit assessment decision based on data inputs received			
15.	Platform will flag discrepancies in the leads on the basis of BRE parameters and route leads with discrepancies to appropriate decisioning authority			
16.	Platform will have an internal query module for user to seek clarifications on the leads			
17.	Platform will send discrepancies to the NBFC LOS platform			
18.	Platform will receive clarifications or documents as a response to the discrepancy from the NBFC LOS platform			
19.	Platform will allow the user for transfer of the leads in the below formats including but not limited to 1) Forward 2) Backward 3) Approve 4) Reject 5) Raise Query			
20.	Platform will generate parallel workflows for the Leads for verification			
21.	Once the sanctioning authority is satisfied with the details received for the Leads, the Lead will be sanctioned			
22.	Loan account will be opened in CBS using the Platform API call. 1) Customer ID Creation 2) Loans Account Creation 3) Repayment Schedule CBS Loan account details will be stored in Co-Lending Platform			
23.	Platform will integrate with UBI/other Bank system where Escrow accounts are maintained			
24.	On successful Loan account creation, disbursement to be made in designated Escrow account (Configurable) Via API call			

25.	Platform will create Virtual Account ID and same will be intimated to Escrow system for activation via API/ Email			
26.	Escrow system will activate the virtual ID created by the Platform and the activation status with details will be communicated via API/Email			
27.	Platform will integrate with Bank's Email & SMS server for NBFC, Bank and customer communications.			
28.	Platform will integrate with the NBFC LOS platform to share the below detail including but not limited to 1) Repayment Schedule 2) Loan Account Number 3) Application ID 4) Virtual ID for Collection 5) Loan Sanction Intimation 6) Loan Disbursement Intimation			
29.	Platform will assign Loan sanction ratios to Loans based on the agreement between Bank and concerned NBFC. The ratio for sanctioned amount could be as below including but not limited to: 1) Consolidated Share 2) Bank's Share 3) NBFCs Share			
30.	Platform should support maintaining the requisite ledgers and statements for each account opened			
31.	Post disbursement of loan, Platform will share the Customer details including Sanction and Disbursement details with the Bank's designated Branch			
32.	Platform will integrate with the DMS for the storage and retrieval of documents with their associated indexing. Customer details stored in DMS should also be made available to the designated Branch.			
33.	Platform will integrate with the CBS to receive the current demand raised in the Bank Loan account			
34.	NBFC platform to push the demand of their share to the platform			
35.	Platform will integrate with the NBFC Platform to intimate it about the total (Bank + NBFC) demand generated in the Loan in NACH and other formats			
36.	Once collection is received in Escrow Account, Platform will perform the calculations and create the batch file for splitting the funds between NBFC Account & Customer's loan account from Escrow account.			

37.	Platform will integrate with the Escrow system to transfer batch file with transaction instructions (Funds Split Details)			
38.	Once the transfer of EMI is completed to the CBS, Escrow system will send the intimation regarding the transfer of amount to the Platform			
39.	Platform will integrate with CBS for an on-demand pull of the below details including but not limited to, 1) Account Details 2) Transaction history 3) Account statement			
40.	Platform will reconcile the payment details received from Escrow system, account transaction details received from the CBS and the fund split calculation performed in the Co-Lending Platform system			
41.	Platform will raise a discrepancy in case of mismatch in the reconciliation			
42.	Platform will communicate the fund transfer and collection details to the designated Branch			
Platform – Modules available				
43.	The vendor shall be able to customize and configure workflow depending on channel, product, scheme, source, etc. to assign applications to specific users by type of loan or loan amount			
44.	The solution should be able to add or deactivate partner NBFC. The partner NBFCs will have their own products, schemes, and loan ratios as configurable			
45.	Journeys designed by the vendor should take in to account all type of the products and / or customers (ETB / NTB)			
46.	The vendor will need to enable for all digital journeys with zero to minimal manual interventions as far as possible			
47.	The vendor should be able to provide for sequential and/or parallel movement of Leads through the entire application journey including return application to any stage in the workflow, if required.			
48.	Define as single approver or multiple approver			
49.	Escalation / reallocation of cases, if not attended by assigned user due to leave, etc.			
50.	The vendor should be able to provide for configurable escalation/reallocation of cases based on the parameter's setup by the Bank			

51.	The vendor should allocate application to specific users based on preset logic, deviation exceptions and provide for hierarchical movement of cases based on the User roles defined in the system			
52.	The vendor should provide configurable maker checker facility for different activities like data entry, documents, approval based on risk segment, approval based on Sanction Amount			
53.	The solution should be highly parameterized and should be able to configure the new change/modification in parameters/new products/ eligibility criteria / quantum of loan and workflows from admin portal			
54.	The solution should enable modification of existing workflows by users and store every version of workflow changes			
55.	The solution should be able to maintain masters for all partner NBFCs including their associated details			
56.	The solution should be able to configure workflows for addition and deletion of NBFC from the list of Masters			
57.	The vendor will be expected to define new portfolios, products, schemes, launch offers, and any other product parameters and configurations as may be needed by the Bank			
58.	The vendor will be expected to define the calculation of Repayment schedules (EMI/non-EMI/balloon/moratorium/step-up/step-down, bullet payment, pre-payment, part-payment) along with the ratio division for the sanctioned amount			
59.	The platform should define schedule for service charges, penalties, applicable taxes, other charges, etc.			
60.	The solution should provide access management to define and manage different user roles; with ability to control information access across user types. There shall be provision to configure approval limits based on the designation hierarchy and flow of the application for sanction			
61.	The solution shall provide addition / removal of users and to designated branch / processes/ roles as per user rights			
62.	The solution shall provide controlling role-based access to secure critical user information that is captured from the fields. Access could include making			

	a field editable, read-only, completely hidden or even create new fields specified for the roles			
63.	The solution shall provide definition/modification of the approval limits, branches, and organization structure			
64.	The solution should support secure login id and passwords for each user and should support storing of passwords in both encrypted and hashed format as required by the Bank's Policy			
65.	The solution should provide comprehensive password configuration policies, including expiration time, minimum password strength, password history, maximum login attempts and any other requirements as per the Bank's policies			
66.	The vendor shall provide configurable on-demand, real time reports and dashboards as per the needs and specifications of the Bank. These reports / MIS / dashboards will include but not limited to, a) Standard user level task views/dashboards and allow configurations of the views as may be needed by the Bank b) End to end appraisal view by customer, customer groups, branches, zones, regions, etc. as per the specifications of the Bank c) Setting alerts / notifications by setting up rules across parameters as may be needed by Bank d) Integration with the enterprise data lake solution of the Bank to allow seamless access to all digital data			
67.	The vendor shall provide various user level task views / dashboards and allow configurations of the views as may be needed by the Bank			
68.	The platform will need to provide detailed audit trail for each application, each activity, each task, each user executed through the platform			
69.	The details like maker, checker, time and date of execution, changes in the parameter should be available in the form of reports			
70.	The solution should provide Error log management			
71.	The vendor needs to configure and customize document management processes and create a seamless association of digital content across all loan products in the digital platform			

72.	The solution should have the functionality of mapping document type to products, journeys, roles, Branches, ROs, ZOs.			
73.	The solution should support version control mechanism to track the documents while also allowing rollbacks			
74.	The vendor should make provisions for instant results and quicker retrieval of key documents by advanced content management capabilities and advanced filtering criteria			
75.	The solution should provide for instantaneous document search by text content, metadata, or any other file attributes such as name, extension, etc.			
76.	The solution should support smart archival of documents of multiple and varying formats, maintenance of accounting ledgers, statements, general entries, accounts payable, accounts receivable, etc.			
77.	The solution should have facility of batch account creations and disbursements			
78.	Integration of existing assets of the Bank under Co-lending and Pool Buyout			
Business Rule Engine				
79.	Low code, agile credit engine to configure, run, test credit policies by business users			
80.	Solution should have in-built business rules engine (BRE) to assist the Bank in credit decisioning digitally			
81.	The vendor will be expected to configure risk scorecards and credit policies for the required products basis the Bank's guidelines			
82.	The vendor is expected to provide the Bank the ability to configure dynamic rules across different NBFCs and products which remain flexible and adapt based on pre-defined / identified scenarios and changes in regulatory and other guidelines.			
83.	The solution should also provide other critical BRE features including but not limited to drag and drop, maker and checker features, simulations, champion / challenger configurations, etc.			
84.	The vendor is expected to provide a configurable and Dynamic BRE able to modify the set of applicable rules on the basis of customer category and any other parameter decided by the Bank. Rules could be related			

	to de-dupe, scoring, eligibility, data analytics from approved companies or other rules like risk-based pricing			
85.	The solution should also provide for a BRE Front End allowing the Bank to make the changes in the BRE parameters without the help of the vendor			
86.	Intelligent credit assessment capability to automatically perform the credit assessment and generate credit score			
87.	Credit decision making based on the proposal evaluation analysis and credit risk rating			
88.	Facilitate users/reviewers in understanding assessments through electronic case files			
89.	Basis the credit worthiness computed by the rule engine, either trigger a sanction amount offer or refer to credit team for additional checks or reject the Application			
90.	Facility to reject the application with reasons and allow review of rejected applications through a screen that includes the reason for rejection			
91.	Functionality of credit appraisal based on various kind of scorecards, algorithms and rule engine (internal and external) with flexibility to add new rules / statistical models.			
92.	Decision engine to have intelligent supervision of deviation from credit policies			
93.	Configuration of product specific credit policy and region specific (geography specific) scorecards for credit assessment must be present			
94.	Easy configuration and change of credit assessment models within the credit rules engine			
95.	Functionality to simulate new credit analysis models			
96.	Generate a credit proposal (in excel / pdf format) for back office processing (verification by the Risk and Operations Team) and reports in specialized industry formats			
Reports and Dashboards				
97.	Customize Reports and Dashboards based on available parameters. Provide role-based Summary to the Users / Managers / Executives.			
98.	Report & Dashboard for all stakeholders including Bank management, loan officer, applicants, channel partners, fintech companies, agencies, loan operational team etc.			

99.	Report and Dashboard of open items for stage wise, branch wise, region wise, zone wise.			
100.	Access to multiple dashboards with flexibility of adding filters to slice the data as per requirement			
101.	Dashboard on Document Turn Around Time (TAT) overdue, Application Tracking, Other Alerts (Contract overdue, Expired date, Surveyor, Appraiser).			
102.	Dashboard for customers to provide information like application status, loan availed, repayment, outstanding, payment option, statement generation, historical transactions, customized offering, servicing request, post disbursal intimations etc.			
103.	Dashboards to be shared with partners/other stakeholders either as snapshot or updated metrics throughs share mode			
104.	Reports like Interest Calculation Analysis Report, SLA reports, Stage wise pending reports, Final Company Rating Report, Interim Industry Rating Report, Company Financials Report, Score Mismatch Report, Credit reports, User Access Rights Report, Executive Summary Report, Audit Reports etc.			
105.	Statistical report like Number of, proposals assigned, Number of proposals completed, Time taken to complete each proposal, Process History Report, User Performance Report, Average proposal Time Report, MIS reports as decided by the Bank from time to time			
106.	Exception reports/ Deviation Reports to be available to Bank's Authorized users only			
107.	MIS Reports as per regulatory / statutory guidelines /requirements			
108.	Flexibility of defining new reports which can be generated periodically. Reports to be made downloadable across different formats as well as support the sharing of reports through various distribution methods (email/notification/webhook etc.)			
109.	Extract standard reports in PDF and exportable to Word or Excel or other data analysis formats			
Analytics				
110.	Integration with Enterprise BI & analytics solution			
111.	Extract any or all data for analytical functions or for other purposes for end users or other systems at Bank in desired format			

Sl No	Specifications/Features			
112.	Support Lending Analytics for data-driven insights in areas such as identifying new products for specific customer segments, targeting the right customers, optimizing marketing campaigns, offering risk-based Pricing			
113.	Automated credit scoring to enhance the speed and accuracy of credit decision-making			
114.	The bank proposes to have a complete end-to-end, seamless, future ready platform. Hence, the solution should be capable of taking Analytics and AI based inputs from Bank's in-house Analytics COE or a Third-Party Analytics Agency and integrate with solution for taking best credit and monitoring decisions.			

37.1.2 Digital lending Platform-Fintech Service requirements:

The bidder will be required to provision the following Fintech services as a part of the digital lending platform development. The indicative list of services includes but not limited to the following:

Fintech Services Technical Scope				
Sl No	Specifications/Features	Compliance [Yes/No]	Marks [A=3, C=2, I=1, N=0]	Remar ks
	Authentication Services			
	Bidder shall integrate with existing Aadhaar service			
115.	The Bidder shall design, implement and integrate Aadhaar authentication system integration to enable usage of Aadhaar e-KYC API (only with the explicit authorization of the resident through biometric/OTP authentication) for obtaining latest resident demographic data and photo data from UIDAI.			
116.	Bidder shall have the capacity to integrate with Banks existing systems such as Video KYC etc			
	Bidder shall integrate with existing PAN Services			
117.	The Bidder shall design, implement and integrate PAN validation system to enable integration with National Securities Depository Limited (NSDL) for identity verification of customers and verification of other validation parameters including PAN status, last PAN update, name as printed on the PAN card and Aadhaar seeding status. The bidder shall ensure that the system fetches information from NSDL database and carries out the verification and validation process in real-			

	time.			
Vahan and Sarathi Services				
118.	The Bidder shall design, implementation and integrate a system that would enable sourcing of data from Vahan & Sarathi transport databases and usage of vehicle registration details and driving license details for verifying identity and assessing credit worthiness of a loan applicant.			
Utility Bill Analysis				
119.	Design and develop a system that integrates with utility service providers that can provide insights on the utility spends, defaults, address variations and other details that can help in taking credit decisions. System to capture the address in utility bill & a dedicated API to hit the Government or Other Database to verify the address provided in the Utility bills.			
Bidder to integrate with the existing service providers				
120.	create an integration with multiple external credit rating agencies – CIBIL and Equifax. The Bidder shall create a system for fetching information from the external credit rating agencies to assess the credit score of the borrowers prior to lending.			
CIC Detect and CIC Suit				
121.	Bidder will design & implement a system for accessing the nationwide repository maintained by CIBIL to check if the loan applicant has been involved in any spurious activity, gain insight into activities that indicate potential fraud and assess the credit worthiness of the applicant. The system should also indicate whether the person or organization was a victim of fraud or was involved in it and share valuable information on high-risk Bidders and agents. UBI also intends to integrate a mechanism in the loan lending journey to check CIBIL suit filed accounts against a loan request by a borrower to check if a borrower has been a loan defaulter in the past.			
OCR and Data compression tools				
122.	This service would be required to extract all the information from the submitted/ scanned documents and store against relevant fields. Further document compression would be required to store the			

	documents with minimum storage.			
123.	The bidder shall deploy, configure, test and provide support for an OCR tool for processing and extracting key information from the documents provided by the customer as a part of their digital lending journey. The OCR engine should enable straight through processing and verification of the documents.			
124.	The proposed solution should offer multi-lingual support for scraping, analyzing the statements (PDF, text, images etc) and reporting.			
125.	The application should be capable of identifying the document type (Aadhaar, PAN, Driving License, Passport, Voter ID, and other identity documents), extract key information from the document and store it across relevant fields.			
126.	The application should be capable of automatically identify documents, including multipage documents, locate meaningful fields and extract data.			
127.	The application should have the capability to mask sensitive information appearing on the document.			
128.	For any new document template, the OCR tool should extract the data against relevant fields, get it validated from the user and remember the inputs of the user while processing similar templates in future			
129.	Solution must support automatic and seamless Identification, Classification and Segregation of documents using ML and OCR Technology without any Manual Intervention			
130.	The bidder shall deploy, configure, test and provide support for a document compression tool for compressing the loan documents, customer KYC documents/videos, agreements and all the loan documents gathered at various stages in the digital lending journey.			
131.	Compression tool should ensure that compressed documents should easily open on mobile applications			
132.	The application should be capable of compressing all the commonly used file formats of documents, images and videos.			
133.	Document compression tool should have the capability of compressing the file in its native format			

134.	Document compression tool should have the capability of compressing documents in bulk			
Income Assessment				
135.	ITR Integration			
136.	Bidder to develop a system for analyzing Income Tax Return (ITR) of a customer. The system would source ITR for a customer or proprietorship, partnership/LLP or the ITR uploaded by the customer. The system would read and analyze the ITR documents and transform the data into balance sheet, profit & DLPs, cash flow statements and ratio analysis. The system would provide meaningful insights about the financial health of the customer/firm and would help in assessing the credit worthiness of the customer.			
Bank Statement Analysis				
137.	Bidder to develop a system for Bank statement analysis. The system would source transaction statements from multiple Bank accounts held by a customer, or the Bank statements uploaded by the customer. The system would read, clean and analyze the statements to provide meaningful insights about the financial health of the customer. The system would assess the credit worthiness of the customer on multiple parameters, as credit-to-debit ratio, overall outgo, etc. which would help UBI in credit decisioning.			
GST Integration				
138.	Bidder to design & implement a system for integration with GST database for GST verification and fetching demographic data, sales & purchases (monthwise), major 5 suppliers and buyers, information based on GST returns and provide data in real-time. System to have the capability to capture / fetch GST basis PAN of a customer applying for loan.			
MCA Integration				
139.	Bidder to design and implement a system for integration with Ministry of Corporate Affairs (MCA) for fetching information from MCA regarding regulatory filings by DLP, Private Limited Companies, Public Limited Companies, carry out financial analysis and provide data in real-time.			

Escrow Account Management				
140.	Platform will seamlessly integrate with the system where Escrow accounts are maintained with UBI or any other Banks to perform the below activities including but not limited to, 1) Virtual loan account creation 2) Intimation to the Platform the payment details received by Escrow from CBS for disbursement 3) Receive details on the transfer of money from Escrow to customer 4) Mechanism of file transfer of the receipt of amount received in Escrow against virtual accounts 5) Transaction Instructions with fund split details			
NBFC				
141.	Co-Lending Platform will integrate with multiple LOS platforms used by partner NBFC and Financial institutions across the country to perform the below activities including but not limited to, 1) Receive Leads from the NBFC LOS Platforms 2) Receive Documents from the NBFC LOS Platforms and tag them with the respective leads 3) Send discrepancies to the NBFC LOS platform 4) Receive clarifications or documents as a response to the discrepancy from the NBFC LOS platform 5) Sharing the Repayment Schedule 6) Sharing the Loan ID, Application IDs, Virtual Loan Account Numbers, Escrow Payment Status 7) Intimation about the actual demand generated in the Loan Account 8) Intimation on Lead Sanction and Disbursement 9) Payment of Servicer Fee to NBFC as per agreed terms and conditions 10) Sharing of service charges collected by NBFC to Bank as per agreed terms & conditions.			
NPA Monitoring & Management				
142.	Sending of notices to borrowers including but not limited to overdue notice, SARFAESI notice, etc.			
143.	NPA Identification, Classification, provisioning & regulatory reporting as per IRAC norms.			
144.	Realtime NPA reporting to meet RBI‟s IRAC norms for Banks			
145.	Data sorting, validation & standardization of monthly payout / servicer reports			

146.	Standardization of all past pay-out / servicer reports as per Bank format			
147.	Auto generation of Regulatory reports/disclosures for Banks			
148.	Availability of Monthly report for Bucket wise analysis of: • Delinquency period wise i.e. up to 30/31-60/61-90/more than 90 days as per required format • Geographical wise delinquency report of the pool • Pre-payment rates of the pool • List of loan accounts foreclosed with amount.			
Value Added Services				
149.	It is the responsibility of the bidder to provide other value-added services (not mentioned above) which may be required throughout the digital lending journey across all schemes under the eligible loan product.			

37.1.3 Integration Compliance:

The bidder will ensure that the following indicative list of services are enabled via the proposed solution. Any other service required at any point in time required for enabling the digital lending journey and providing advisory information, other than the mentioned in below table will have to be provisioned by the bidder.

1. Bidder has to customize, implement, train, rollout and maintain the interfaces.
2. Bank expects that the integration/interface architecture is based around industry best practices.
3. The selected Bidder will be responsible for identifying the detailed interface requirements for integrating the proposed packages to the existing systems of the Bank for all functionalities as mentioned in this RFQ.
4. The interface architecture should be clearly defined. The integration architecture should include the types of interfaces supported; the standards used and should comply with Bank's architecture principles.
5. The Bidder will present to the Bank the interface requirements for review. Any suggestions from the Bank will have to be included by the Bidder.
6. The Bidder will be responsible for developing, testing and maintaining the interfaces. When developing the interfaces, the Bidder should ensure the requirements of data format, frequency of data transfer, quality checks and validations before data transfer and priorities for data transfer are identified and addressed.
7. The Bidder must ensure that all applicable interfaces are automated with no manual intervention required for their successful operation on an on-going basis.
8. The Bidder must ensure to incorporate all necessary security & control features within the application, operating system, database, etc. so as to maintain integrity and confidentiality of data at all times.
9. The Bidder will be responsible for setting up the test environment for interface testing.
10. The Bidder will help/assist the Bank in preparing the test cases for the testing. Bidder shall ensure that the test cases meet all the testing requirements of the Company.

11. The Bidder must ensure that a sound methodology is implemented (e.g. SOA Governance framework, integration competency centre) to manage the interfaces.

Application Program Interface (API) Management			
S.No	**Specification/Features**	**Compliance [Yes/No]**	**Marks [A=3, C=2, I=1, N=0]**	**Remarks**
150.	Multiple services need to be developed for integration to Loan system, payment gateway, Email, SMS and any other inter application integration (Analytics, Digital Ops solution, CRM, CBS, LOS, LMS and existing APIM and others) required. Gateway for SMS/email will be provided by the Bank.			
151.	Support for interactions among components via a variety of protocols (HTTP/ XML, JSON, SOAP, .NET remoting, message-oriented middleware [MOM] protocols, file transfer protocols and others) and interaction styles (request/reply, conversational, publish and subscribe, asynchronous messaging, etc.)			
152.	Ability to implement in-flight message manipulation, such as transformation (from the format, structure and semantics native to the source application to that required by the target application), intelligent routing, naming and addressing			
153.	All integration should be done through either existing APIs or REST API's			
154.	API Services should be implemented on API framework, services should be hosted, controlled for secure access, monitored for usage through API gateway			

37.1.4 Technical Compliance:

Following table provides the indicative list of all the technical specifications that the proposed solution should possess for seamlessly executing the digital lending journeys and providing advisory information. The indicative list includes but not limited to the following.

Technical Compliance		Compliance [Yes/No]	Marks [A=3, C=2, I=1, N=0]	Remarks
Architecture				
155.	The architecture (3 tier) of the system should follow modular application architecture that emphasizes separating the functionality of applications in independent services. All the components of the application should have the ability to be reused and replaced without affecting the rest of the system fostering agility, efficiency and resilience.			
156.	The system should support cloud delivery model as this approach will allow to redeploy parts of or all the application to a cloud platform, whenever required.			
157.	The system must comply with organization's guiding principles & standards for enterprise architecture			
158.	The system must be optimized to minimize their power and memory footprint while considering performance			
159.	Every design decisions of the mobile applications should take into account the limited CPU, memory, storage capacity, and battery life of mobile devices			
160.	Impact of overall power usage - backlighting, reading and writing to memory, wireless connections, specialized hardware, and processor speed must be considered in the design of mobile application			
161.	System must be designed to be efficient, scalable, manageable, fast, frugal with resources, compos- able and SOA-style self-contained			
162.	The application architecture must be modular with different modules performing logically discrete functions, all modular services developed separately and composed together to construct an executable application program			

163.	The data architecture must classify data in a number of ways: function, purpose, structure, confidentiality, sensitivity			
Platform and Solution				
164.	Periodic benchmarking of proposed solution as desired by Bank			
165.	The solution should support to customize the product for different jurisdictions as per the local Regulations as well as client needs.			
166.	Solution is platform agnostic and has no dependency on a particular hardware setup.			
Scalability and Performance				
167.	The solution should support horizontal and vertical scaling to meet the Bank's future requirement.			
168.	Scaling process to be clearly defined by the Bidder and should not involve any code changes.			
169.	The number of users who will be utilizing the Software Solution overall as well as at a given point in time should be clearly specified by the Bidder.			
170.	Ability to scale linearly with respect to new hardware requirements			
171.	Solution should be able to scale to accommodate future usage loads, such as load balancing, clustering, support for additional CPU cores etc.			
172.	Solution should meet performance standards regardless of the location within India			
173.	Capability to handle sub second response time			
174.	Allow for high capacity to carry out transactions during high volume period			
Security				
175.	The solution should comply with the security guidelines & principles of Union Bank of India			
176.	Data should be protected at rest and in motion			
177.	Secure mechanisms and protocols must be used for authentication			
178.	Single sign-on must be integrated in both application and mobile app			
179.	When the application fails, it should fail to a state that rejects all subsequent security requests			
180.	Every failure must be handled as per Risk Management Policy			

181.	Application must be designed to recover to a known good state after an exception occurs			
182.	A global error handler must be designed to catch unhandled exceptions and an appropriate logging and notification strategy must be designed			
183.	Client account, transaction data or any sensitive information is encrypted when in transit and stored			
184.	Solution should be implemented in higher security standards like Virtualization, Segregation of Servers, and compartmentalization. Secured Coding Practices, OWASP etc. to ensure 100% security of the Solution			
185.	Client account, transaction data or any sensitive information is encrypted when in transit			
186.	Proposed solution should comply with the IT Security Policy, Cyber Security Policy and IT Policy of the Bank			
187.	Encryption to be used for data traveling between proposed solution and other interfacing applications. Integrity of data to be maintained at 100% of time.			
188.	The Service Provider shall create adequate controls ensuring that, when exception or abnormal conditions occur, resulting errors do not allow users to bypass security checks or obtain core dumps.			
189.	The proposed system might need to undergo Vulnerability Assessment, Penetration Testing (VAPT) and other Security and risk assessment before Go Live or might need to share relevant VAPT reports periodically for security. If there are any major gaps in the assessment, it is the responsibility of the vendor to fix those gaps before Go Live			
DC & DR				
190.	The solution should be compliant with DC/DR strategy of Union Bank of India.			
191.	All the components of proposed solution (software, hardware etc.) in the DC site should be replicable at the DR site (except for test and development environment).			

192.	The proposed solution should have full capability to support database-database and storage-storage replication between DC and DR with a recovery point objective (RPO) and a recovery time objective (RTO) of the Bank.			
193.	The replication between DC and DR should be possible in both directions. Bank should have the liberty to deploy the solution in multiple test environment in Bank's Data Center.			
194.	Support real time replication of data from production site to DR site and permit manual and automatic shift of the application to the DR site.			
195.	Provide support for DR drills quarterly/half yearly or any time as decided by the Bank			
AI/ML/Innovation				
196.	The solution should support capabilities of AI and ML and should have provision to integrate with existing Chatbots			

User Interface and Experience (UI/UX) Technical Scope – Responsive Web Portal & Native Mobile Experience

Sl No	Specifications/Features	Compliance [Yes/No]	Marks [A=3, C=2, I=1, N=0]	Remarks
Guidelines, Design & Development Standards, and Requirements Analysis				
197.	The Bidder shall ensure that the platform should be built upon proven and accepted development standards while maintaining flexibility to easily grow and add new functionalities over time and with minimal cost			
198.	The Bidder shall ensure that the design of the interface is welcoming and attractive. The design should be created by members of the Bidder's professional design team in collaboration with UBI's team through a data driven and consultative design process.			
199.	Design should remain consistent throughout all pages to maximize usability, except where differentiating between departments or sections as requested by Union Bank of India.			
200.	Solution should ensure that all users are able to view the proposed solution irrespective of the device they are using - computers, laptops,			

	tablets and smartphones.			
201.	The solution should be responsive, i.e., the solution should automatically detect the screen resolution of any device and respond with a view of the site that is optimized specifically for that screen.			
202.	The solution should be created to be fully functional across different operating systems of mobile and tablet UI – iOS and Android.			
203.	The solution framework/architecture should be able to address future scalability requirements.			
Wireframes, Design elements planning and Prototypes				
204.	The bidder shall design wireframes supported by user flows and stories wherever required using the information gathered in the planning, requirement gathering phase and with discussions with Union Bank of India.			
205.	Create conceptual visualizations of complex business requirements as needed			
206.	Prototype design elements should include relevant background images, photographs, logos and buttons that are easily updatable or swappable by Union Bank of India IT team without incurring additional update charges.			
Review, Approval & Documentation				
207.	Detailed process documentation and Design Documentation should be submitted to Union Bank of India.			
UI/UX – Technical Requirements				
208.	Detailing of technical requirements like – exception handling, logging, archiving, monitoring, etc.			
209.	Preparation of interface design document and mapping specifications document			
210.	Web portal will be integrated with DLP (UBI's DLP System), CRM and other applications to be identified during discovery			
211.	Design should incorporate security features to protect the Bank's loan application portal from session hijacking, sql injection, cross scripting, DoS, etc.			

212.	Ensure compatibility with existing Banking systems, API gateways and other related portals and applications			
213.	Loan application portal should support online data replication at the Bank's backup site for disaster recovery			
214.	Bank's loan application portal should be ready to consume webservices and integrate with different web applications. Also, the web application portal shall be capable of creating/exposing webservices for complete application content			
215.	Website Analytics - An administrative center for reviewing, filtering and exporting overall website statistics, including the ability to view statistics by page or section and presenting the information in a graphical representation.			
216.	All patch updates and patch management of Solution modules must be deployed by the selected Bidder after obtaining approval from UBI			
217.	Technical design document preparation			

38 Annexure E- Unpriced- Commercial Bid

The bidder is expected to provide the commercial bid in separate sealed cover as per Annexure F- Commercial Bid format.

The bidder is expected to quote the costs for all items required for fully complying with the requirements of the RFQ and the addendums in the respective sections of the price bid. The prices for the respective sections would be deemed to include all components required to successfully utilize the solution.

Sl. No	Item	Cost (in Rs.)		Submitted (Yes/No)
A	**One Time Cost**			
1.	License Fee	xxxx		
2.	Installation & Setup Charges	xxxx		
3.	Any other costs (Please specify)	xxxx		
TOTAL ONE TIME COST (1+2+3+4) in numbers				
		Unit Cost (in Rs)	**Total Cost (in Rs)**	**Submitted (Yes/No)**
B	ATS (% of OTC per annum)	Xxxx		
	ATS (in value)	xxxx (per year)	xxxx	
	Migration Cost – Existing Co lending assets – per account (3500 accounts)	xxxx	xxxx	
	Migration Cost – Existing Pool Assets – per account (20000 accounts)	xxxx	xxxx	
	TOTAL OTHER COSTS		xxxx	
TOTAL Fixed Cost (A+B)			xxxx	
TOTAL Fixed Cost in WORDS: xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx				
C. Account Service Cost #				
1	Per account cost – Co-lending (x 200000 accounts)	xxxx	xxxx	
2	Per account cost – Pool Buyout (x 30000 accounts)	xxxx	xxxx	
3	Account servicing cost of Assets Under Management (AUM) – percentage per annum (AUM to be considered as Rs 4000 Cr)	xxxx	xxxx	
TOTAL OF ACCOUNT SERVICE COST			xxxx	

TOTAL ACCOUNY SERVICE COST in WORDS: xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx			
D. Customization Charges			
Customization Cost per man day (assuming 100 man days during contract period)	**xxxx**	**xxxx**	
TOTAL PROJECT COST (A+B+C+D)	■■■■■■■■	**xxxx**	
TOTAL PROJECT COST in WORDS: xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx			

* Indicative accounts for contract period

\# API cost shall be paid only if successfully fetched/verified/validated & presented the data.

Note:
a. All the costs mentioned above must be quoted in Indian Rupees and inclusive of applicable of taxes, excluding GST (CGST/SGST/IGST), duties and levies, which will be paid on actual on production of original invoice.
b. Total Cost must be quoted in Indian Rupees and in WORDS AND FIGURES inclusive of taxes excluding GST, duties and levies and it is valid till contract period. In case of any discrepancy, Total Cost quoted in words will be considered.
c. Payment will be made as per the payment terms mentioned in this RFQ.
d. Prices quoted by the bidder are inclusive of all applicable Taxes excluding i.e. GST (CGST/SGST/IGST), levies, duties, which will be paid on actual on production of original invoice.
e. Bidder has to show the bifurcation/details of applicable GST (CGST/SGST/IGST) in every invoice. Any upward / downward revision in GST will be borne by Bank.
f. The prices quoted should also include charges towards freight, forwarding, delivery, and installation, transit insurance charges till installation, transportation, configuration/reconfiguration, integration and go-live.
g. Bank will not pay any additional charges other than those mentioned above whatsoever the case may be.
h. The ATS cost mentioned shall be valid for six years, subject to renewal of the contract.
i. This is a competitive bid. All bidders are expected to provide rationalized costs for licensing, implementation, fintech, support and customization, in line with market rates. Any bidder found to have quoted costs skewed towards any specific component in the commercial bid, will be rejected outrightly by the bank without assigning any reason whatsoever.
j. Numbers mentioned in the contract is indicative for calculation purpose. Utilization may very as per the requirement, payment will be made basis the unit cost provided by the bidder as per number/actual man days /amount outstanding at the end of the month.

We abide by following terms and conditions
a. Bidder is required to provide the cost for every line item where the vendor has considered the cost.
b. The Bidder needs to clearly indicate if there are any recurring costs included in the above bid and quantify the same. In the absence of this, the Bidder would need to provide the same without any charge. Bidder should make no changes to the quantity.
c. If the cost for any line item is indicated as zero / blank then it will be assumed by the Bank that the said item is provided to the Bank without any cost.
d. All Deliverables to be supplied as per RFQ requirements provided in the tender.
e. The Service Charges need to include all services and other requirement as mentioned in the RFQ.

f. The Bidder has to make sure all the arithmetical calculations are accurate. Bank will not be held responsible for any incorrect calculations however for the purpose of calculation Bank will take the corrected figures/cost.

g. Prices quoted by the Bidder should be inclusive of all applicable taxes excluding GST, duties, levies etc. There will be no price escalation during the contract period and any extension thereof. Bid submitted with an adjustable price quotation will be treated as non-responsive and will be rejected.

h. All Quoted Commercial Values should comprise of values only up to 2 decimal places. Bank for evaluation purpose will consider values only up to 2 decimal places for all calculations & ignore all figures beyond 2 decimal places.

i. All deliverables to be supplied as per tender requirements provided in the tender.

j. Bank will deduct applicable TDS, if any, as per the law of the land.

Further, we confirm that we will abide by all the terms and conditions mentioned above & in the tender document.

Authorized Signatory Name:

Designation:

Bidder's Corporate Name:

Seal of Bidder

39. Annexure F – Commercial Bid

RFQ Ref No………………….

Sl. No	Item	Cost (in Rs.)		Submitted (Yes/No)
A	**One Time Cost**			
1.	License Fee			
2.	Installation & Setup Charges			
3.	Any other costs (Please specify)			
TOTAL ONE TIME COST (1+2+3+4) in numbers				
		Unit Cost (in Rs)	**Total Cost (in Rs)**	**Submitted (Yes/No)**
B	ATS (% of OTC per annum)			
	ATS (in value)	**(per year)**		
	Migration Cost – Existing Co lending assets – per account (3500 accounts)	**xxxx**		
	Migration Cost – Existing Pool Assets – per account (20000 accounts)	**xxxx**		
	TOTAL OTHER COSTS	■■■■		
TOTAL Fixed Cost (A+B)		■■■■		
TOTAL Fixed Cost in WORDS: xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx				
C. Account Service Cost #				
1	Per account cost – Co-lending (x 200000 accounts)			
2	Per account cost – Pool Buyout (x 30000 accounts)			
3	Account servicing cost of Assets Under Management (AUM) – percentage per annum (AUM to be considered as Rs 4000 Cr)			
TOTAL OF ACCOUNT SERVICE COST		■■■■		
TOTAL ACCOUNY SERVICE COST in WORDS:				
D. Customization Cost				
Customization Cost per man day (assuming 100				

man days during contract period)			
TOTAL PROJECT COST (A+B+C+D)	███████		
TOTAL PROJECT COST in WORDS:			

* Accounts indicative for contract period

\# API cost shall be paid only if successfully fetched/verified/validated & presented the data.

Note:

a. All the costs mentioned above must be quoted in Indian Rupees and inclusive of applicable of taxes, excluding GST (CGST/SGST/IGST), duties and levies, which will be paid on actual on production of original invoice.

b. Total Cost must be quoted in Indian Rupees and in WORDS AND FIGURES inclusive of taxes excluding GST (CGST/SGST/IGST), duties and levies, which will be paid on actual on production of original invoice and it is valid till contract period. In case of any discrepancy, Total Cost quoted in words will be considered.

c. Payment will be made as per the payment terms mentioned in this RFQ.

d. Prices quoted by the bidder are inclusive of all applicable Taxes excluding GST (CGST/SGST/IGST), duties and levies, which will be paid on actual on production of original invoice.

e. Bidder has to show the bifurcation/details of applicable GST (CGST/SGST/IGST) in every invoice. Any upward / downward revision in GST will be borne by Bank.

f. The prices quoted should also include charges towards freight, forwarding, delivery, and installation, transit insurance charges till installation, transportation, configuration/reconfiguration, integration and go-live.

g. Bank will not pay any additional charges other than those mentioned above whatsoever the case may be.

h. The ATS cost mentioned shall be valid for three years, subject to renewal of the contract.

i. This is a competitive bid. All bidders are expected to provide rationalized costs for licensing, implementation, fintech, support and customization, in line with market rates. Any bidder found to have quoted costs skewed towards any specific component in the commercial bid, will be rejected outrightly by the bank without assigning any reason whatsoever.

j. Numbers mentioned in the contract is indicative for calculation purpose. Utilization may very as per the requirement, payment will be made basis the unit cost provided by the bidder.

k. Bank will not enter into agreement with Fintech Service provider. Bidder will have to take care of the same.

We abide by following terms and conditions

a. Bidder is required to provide the cost for every line item where the vendor has considered the cost.

b. The Bidder needs to clearly indicate if there are any recurring costs included in the above bid and quantify the same. In the absence of this, the Bidder would need to provide the same without any charge. Bidder should make no changes to the quantity.

c. If the cost for any line item is indicated as zero / blank then it will be assumed by the Bank that the said item is provided to the Bank without any cost.

d. All Deliverables to be supplied as per RFQ requirements provided in the tender.

e. The Service Charges need to include all services and other requirement as mentioned in the RFQ.

f. The Bidder has to make sure all the arithmetical calculations are accurate. Bank will not be held responsible for any incorrect calculations however for the purpose of calculation Bank will take the corrected figures/cost.

g. Prices quoted by the Bidder should be inclusive of all taxes excluding GST, duties, levies etc. There will be no price escalation during the contract period and any extension thereof. Bid submitted with an adjustable price quotation will be treated as non-responsive and will be rejected.

h. All Quoted Commercial Values should comprise of values only up to 2 decimal places. Bank for evaluation purpose will consider values only up to 2 decimal places for all calculations & ignore all figures beyond 2 decimal places.

i. All deliverables to be supplied as per tender requirements provided in the tender.

j. Bank will deduct applicable TDS, if any, as per the law of the land.

Further, we confirm that we will abide by all the terms and conditions mentioned above & in the tender document.

Authorized Signatory Name:

Designation:

Bidder's Corporate Name:

Seal of Bidder

Date:

40. Annexure G – Bid Security Declaration

To
The Chief General Manager
Union Bank of India,
Digitization Vertical,
10th Floor, Naman Centre, Plot No. C-31,
'G' Block, BKC, Bandra (E),
Mumbai – 400051.

Subject: Request for Quotation (RFQ) for Selection of Vendor for Development, Customization & Maintenance of New Software Applications for Co-Lending & Pool Buyout Solutions.

Dear Sir,

We _____ (bidder name), hereby undertake that we are liable to be suspended from participation in any future tenders of the Bank for 2 years from the date of submission of Bid in case of any of the following:

1. If the bid submitted by us is withdrawn/modified during the period of bid validity.

2. If any statement or any form enclosed by us as part of this Bid turns out to be false / incorrect at any time during the period of prior to signing of Contract.

3. In case of we becoming successful bidder and if:
   a) We fail to execute Contract within the stipulated time.

   b) We fail to furnish Performance Bank Guarantee within the timelines stipulated in this RFQ document.

Date: Yours Faithfully,

                                           For_____
                                           Signature_____
                                           Name_____
                                           Authorized Signatories
                                           (Name & Designation, seal of the firm)

41. Annexure H –Implementation Team Profile

RFQ Ref No…………………

Requirement	Response
Current strength of employees in the bidder organization with experience on the proposed project(s)	
Current strength of employees in the bidder organization with experience in similar project	
Profiles required for project implementation (E.g Project lead, Engineers , Testers etc)	
No of people required per profile (Onsite/Offsite) and their skillsets	
Certifications possessed by the Bidder in connection with the quality of internal processes and services delivered/ methodology used in delivery	
Approach to ensure adequate quality control throughout the course of the project	

Team profile

Name	
Designation	
Professional Qualification	
Experience with bidding firm	
Experience with other companies	
Membership in any professional body	
Details of Project handled with details of client, representing which organization, as member of the team or team leader etc.	

Note:

A. Include details of team members who will be involved in the project.

B. Relevant experience refers to the experience of the employee on either exactly the same product / set of products being proposed or on similar projects.

C. Proposed team structure with count, profile and skills to be provided by bidder along with proposed solutions profile, #, skills, etc. to be provided in RFQ response.

Place: Signature:
Date: Name & Designation:
                                  Business Address:

42. **Annexure I – Project Timelines**

RFQ Ref No…………………

SN	Project Milestones	Timelines
1	Period within which Performance Security or amendment thereto is to be submitted by the successful Bidder upon notification of award of contract.	
2	Period for the entire solution to be ready for commissioning after the award of contract.	
3	Trainings to Functional and Technical Team	

Place: Signature:

Date: Name & Designation:

Business Address:

43. Annexure J – Details of Hardware & Software Specifications

RFQ Ref No……………………

Bank is not procuring any hardware, Operating System Licenses and database licenses through this RFQ. All the necessary IT infrastructure resources will be provided by the Bank including licenses.

The bidder needs to size the hardware requirement as per the applications quoted in this RFQ for the contract period. The bidder need to provide the requirement for IT Infrastructure details like no. of cores, RAM(Memory), Storage, Operating System and databases for procurement by the Bank as per the given format as under:

Sl No	Server Description	No. of Server	Total Core	Total RAM	Total Storage	Operating System	Data bases
1	Database Server						
2	Application Server						N/A
3	Web Server						N/A
4	Any Intermediate server if so						

The Bidder must specify complete details of Hardware and other systems required for successful implementation of the offered Solution, in the following format

Detailed Bill of Material of All Software

SN	Name of Software/ Solution	OSD	Remarks

Note: Please mention type and number of processors, Memory, bus speed, hard disk & Operating System number of users, license type, version etc.

Place: Signature:
Date: Name & Designation:
                                          Business Address:

44.   Annexure K - Undertaking by Bidder

(Undertaking To be submitted by all Bidders' on their letter head)

Place:

Date:

To,
The Chief General Manager
Union Bank of India,
Digitization Vertical,
10th Floor, Naman Centre, Plot No. C-31,
'G' Block, BKC, Bandra (E),
 Mumbai – 400051.

Subject: Request for Quotation (RFQ) for Selection of Vendor for Development, Customization & Maintenance of New Software Applications for Co-Lending & Pool Buyout Solutions.

We _____ (bidder name), hereby undertake that-

● We hereby confirm that we agree to all the RFQ terms and conditions of the RFQ/****** dated *******, its Annexes, amendments made to the RFQ without any pre-conditions. Any presumptions, assumptions, deviations given or attached as part of technical document (technical bid) be treated as null and void.

● We confirm that the undersigned is authorized to sign on behalf of the company and the necessary support document delegating this authority is enclosed to this letter.

● As on date of submission of tender, we are not blacklisted by the Central Government / any of the State Governments / PSUs/ PSBs in India or any Financial Institution in India.

● We also undertake that, our Auditor/ Firm/ Company/LLP or its group company / subsidiary company / holding company /affiliate /associate company / partner are not black listed and/ or banned and / or barred and / or disqualified and /or prohibited by SEBI and /or RBI and /or NCLT and / or NCLAT and / or any court of law and / or quasi-judicial authority and / or any other statutory and / or regulatory authority.

• We also undertake that, we are not insolvent, in receivership, Bankrupt, or being wound up, not having affairs administered by a court or judicial officer, not have business activities suspended and not subject to legal proceedings for any of the foregoing reasons.

● We also undertake that, we are not involved in any legal case that may affect the solvency / existence of our firm or in any other way that may affect capability to provide / continue the services to bank.

- We also undertake that, we are neither the member nor the immediate family member of board of the directors of the Bank.

- We confirm that all documents and annexures submitted by us towards proof of credentials as part of this RFQ are true and genuine and have full disclosure for self-certifying the facts and figures provided in RFQ response documents.

- The conduct of the bank accounts of the bidder company as well as its promoter / directors is satisfactory.

- The credit history of the promoter/director/entity is satisfactory.

Yours faithfully,

Authorized Signatories

(Name, Designation and Seal of the Company)

45.   Annexure L - Undertaking of Information Security

(This letter should be on the letterhead of the bidder as well as the OEM/ Manufacturer duly signed by an authorized signatory on Information security as per regulatory requirement)

<div align="center">

Place:

Date:

</div>

To,

The Chief General Manager
Union Bank of India,
Digitization Vertical,
10th Floor, Naman Centre, Plot No. C-31,
'G' Block, BKC, Bandra (E),
 Mumbai – 400051.

Sir,

Subject: Request for Quotation (RFQ) for Selection of Vendor for Development, Customization & Maintenance of New Software Applications for Co-Lending & Pool Buyout Solutions.

We hereby undertake that the proposed solution / software to be supplied will be free of malware, free of any obvious bugs and free of any covert channels in the code (of the version of the application being delivered as well as any subsequent versions/modifications done)

Yours faithfully,

Authorized Signatory Name:
Designation:
Vendor's Corporate Name
Address
Email and Phone

46.   **Annexure M – Certificate of Local Content**

(Self-Certificate by bidder and OEM, giving the percentage of local content on letter head with stamp and seal should be submitted. They shall also give details of the location(s) at which the local value addition is made)

Date:

To,
The Chief General Manager
Union Bank of India,
Digitization Vertical,
10th Floor, Naman Centre, Plot No. C-31,
'G' Block, BKC, Bandra (E),
 Mumbai -400051.

Dear Sir,

Ref.: RFQ No.:_____Dated: _____

46.1   This is to certify that proposed_____<product details> is having the local content of___%   as defined in the above-mentioned RFQ.

46.2   This certificate is submitted in reference to the Public Procurement (Preference to Make in India), Order 2017 – Revision vide Order No. P-45021/2/2017-PP (BE-II) dated June04, 2020.

46.3   _____ (Details of Locations where value additions are made).

Signature with company
seal Name:

Company / Organization:

Designation within Company / Organization:

Address of Company / Organization:

Date:
Name of Authorized Representative: _____   Signature of Authorized Representative: __

47.   **Annexure N – Restriction on Procurement due to National Security**

(***This Certificate should be submitted on the letterhead of the bidder as well as the OEM / Manufacturer duly signed by an authorized signatory)***

Date:

To,

The Chief General Manager
Union Bank of India,
Digitization Vertical,
10th Floor, Naman Centre, Plot No. C-31,
'G' Block, BKC, Bandra (E),
 Mumbai – 400051.

Dear Sir,

Ref.: RFQ No.: _____**Dated:** _____

47.1   I have read the clause regarding restrictions on procurement from a bidder of a country which shares a land border with India; / certify that this bidder is not from such a country or, if from such a country, have been registered with the Competent Authority. I hereby certify that this bidder fulfills all requirements in this regard and is eligible to be considered. (Where applicable, evidence of valid registration by the Competent Authority shall be attached.)

47.2   I have read the clause regarding restrictions on procurement from a bidder of a country which shares a land border with India and on subcontracting to contractors from such countries; I certify that this bidder is not from such a country or, if from such a country, have been registered with the Competent Authority and will not subcontract any work to a contractor from such countries unless such contractor is registered with competent authority. I hereby certify that this bidder fulfills all requirement in this regard and is eligible to be considered. (Where applicable, evidence of valid registration by competent authority shall be attached).

Yours faithfully,

Authorized Signatory Name:
Designation:
Vendor's Corporate Name
Address:
Email and Phone:

48. Annexure O - Fintech Compliance

As a part of bid submission, for all mandatory services provided by/through the platform, the Bidder shall provide the integration compliance sheet, structure of the sheet highlighted below:

Service	Per Transaction Definition	Fintech Service Provider		# of SCBs where services (Primary) are utilized currently
		Primary	Secondary	
Aadhaar	Instantly verify the identity of the Aadhaar holder and pre-populate demographic data including address as captured in the UIDAI database, for a single applicant	<name of provider >	<name of provider >	<number>
PAN	Make an online verification of PAN and pre-populate associated PAN data by accessing the NSDL database securely, for a single applicant	<name of provider >	<name of provider >	<number>
Utility Bills – Telecom	Authenticate identity of the applicant, and fetch available data (including name, address, last 12-month payment history etc.) with telecom databases, for a single loan applicant, including name and address match	<name of provider >	<name of provider >	<number>
Utility Bills – Electricity	Authenticate identity of the applicant, and fetch available data (including name, address, last 12-month payment history etc.) with utility databases, for a single loan applicant, including name and address match	<name of provider >	<name of provider >	<number>
Utility Bills – Gas Bill	Authenticate identity of the applicant, and fetch available data (including name, address, last 12-month payment history etc.) with utility databases, for a single loan applicant, including name and address match	<name of provider >	<name of provider >	<number>
CERSAI	Instant property verification and authentication of applicant / property data, for a single applicant	NA	NA	NA
OCR & Docum ent	Extract, store and display data from standard documents including PAN, Aadhaar, Driving License, Voter ID, Passport, Cheque for a single applicant	<name of provider >	<name of provider >	<number>

Compression				
Bank statement analysis	Bank statement analysis for single/multiple Bank accounts for at least one year including combining multiple statements [for example monthly/quarterly statements] for a single applicant through upload or net Banking login, would be considered as a single transaction, including name and address match	<name of provider >	<name of provider >	<number>
ITR	Data fetch, store, process and analyze 3 years of ITR data for a single applicant, would be considered as a single transaction	<name of provider >	<name of provider >	<number>
GST (Basic details)	Fetching Registered Address, registration date, vetting PAN No and Entity Name	<name of provider >	<name of provider >	<number>
GST (Advanced details)	data fetch, store, process and analyze 1-year GST data for a single applicant, would be considered as a single transaction	<name of provider >	<name of provider >	<number>
MCA (Basic details)	Vetting company and director details	<name of provider >	<name of provider >	<number>
MCA (Advanced details)	Data fetch, store, process and analyze 3 years of financial data and other details available in the MCA database for a single applicant, would be considered as a single transaction	<name of provider >	<name of provider >	<number>
eSign	Paperless authentication of loan documents for a single applicant	NA	NA	NA
eStamp	Digital stamping and delivery of loan documents, compliant with the state wise regulation of digital mode of stamp duty payment and delivery, for a single applicant	NA	NA	NA
eMandate	Enable setup of recurring payments through net Banking / UPI / debit card for a single applicant	<name of provider >	<name of provider >	<number>
Multi-Bureau (CIBIL /	Bureau scores and reports as required will be fetched and analyzed for a single loan applicant	NA	NA	NA

EquiFax)				
Video KYC & Liveliness check	Enable remote digital onboarding, capture and authenticate Aadhaar and PAN details, capture photo and geo-location of a single loan applicant, including face / photo match	<name of provider >	<name of provider >	<number>
Geo Coding	Enables geocoding and reverse geocoding of addresses. It also assist in converting addresses (like a street address) into geographic coordinates (like latitude and longitude).	<name of provider >	<name of provider >	<number>
Defaulter List	It enables to get the information of the applicant in knowing if he/she has defaulted in the past, for a single applicant	NA	NA	NA
Penny Drop	It enables to validate a bank account by doing a penny drop transaction automatically, for a single applicant.	<name of provider >	<name of provider >	<number>
Driving License	Authenticate identity of the applicant, and fetch available data (including name, address,) with RTA databases, for a single loan applicant, including name and address match.	<name of provider >	<name of provider >	<number>
Voter ID verificatio n	Authenticate identity of the applicant, and fetch available data (including name, address,) with EC databases, for a single loan applicant, including name and address match.	<name of provider >	<name of provider >	<number>
Court Cases/ Litigation filed	It enables to get the information of court cases and litigation filing details, for a single applicant	<name of provider >	<name of provider >	<number>
Watchout investor list	It enables to get the information of company if reflected in the investor watch out list.	<name of provider >	<name of provider >	<number>
Udyam Portal	It enables to get MSME registration details alongwith registered address, ,promoter details etc	<name of provider >	<name of provider >	<number>
EPFO	Capable to check the PF contribution status and verify account status.	<name of provider >	<name of provider >	<number>
ECR (External	Capable to fetch the rating details from the rating agencies and display the same.	<name of provider >	<name of provider >	<number>

credit rating agencies)				
CRILC	Capable to fetch the status of the credit exposure like total credit exposure, Defaults, SMA etc but not limited to and account maintained with other Banks/FIs.	<name of provider >	<name of provider >	<number>
UDIN	To verify the certificate UDIN number and verification report to be produced.	<name of provider >	<name of provider >	<number>
ECGC	Capable to fetch the details of ECGC policies and any defaults if any.	<name of provider >	<name of provider >	<number>
Industry Risk and Legal Litigation	Capable to fetch the risk associate with the industry pertains to business for which loan is sought and fetch the data if any legal litigation is pending.	<name of provider >	<name of provider >	<number>

For all optional services provided by/through the platform, the Bidder shall provide the integration compliance sheet, structure of the sheet highlighted below:

Service	Per Transaction Definition	Fintech Service Provider	# of SCBs where services are utilized currently	Cost per Transaction
			Fintech Service Provider	
<Bidder to provide>	<Bidder to provide>	<name of provider >	<number>	<cost per transaction>

During the contract period, if there are any new Fintech services that are introduced in the market which are of interest to the bank or the bank develops certain APIs and wishes to integrate them, the bidder will perform the necessary integrations at agreed customization rates (T & M). The per transaction data/service cost will be billed on actual consumption basis along with the other Fintech services sourced by the bidder.

Authorized Signatory Name:
Designation:
Vendor's Corporate Name
Address:
Email and Phone:

49. Annexure P – APIs & Services

As a part of bid submission, Bidder will submit list of all the API's and services. The indicative list of services includes, but not limited to the following. Bidder will also be required to provide all the additional services that will be required to enable the digital lending journey apart from the mentioned below.

S.No	API	Services	Bidder to provide (Yes/ No)
1.	CRM & Platform	i. Services for lead dedupe check	
		ii. Services for pushing lead data for processing	
		iii.Services for pushing reference id	
2.	Dedupe	i. Services for PAN/Aadhar/Passport/AML dedupe check	
		ii. Services for asset/ collateral dedupe check	
		iii.Services for dedupe check of Bank staff	
3.	Platform and AD	i. Services for user management	
4.	Platform & CBS (Through APIM or other Middleware)	i. Services for checking FATCA compliance	
		ii. Services for creating savings / current account	
		iii.Services for performing De-Dupe	
		iv. Services for creating customer id creation	
		v. Services for processing loan disbursements	
		vi. Services for SI, auto-debit & e-mandate setup	
5.	DLP & CBS/CRM	i. Services for pushing all the data to CBS/CRM post sanction	
6.	Platform and DMS	i. Services to store and retrieve documents	
7.	Web Interface, Mobile App and Tablet application	i. Services for re directing from Bank mobile application to web portal	
		ii. Services for re directing from Bank Tablet application to web portal	
8.	Web Interface & Bank website	i. Services for re directing from Bank web site to web portal	
9.	Web Interface & Net Banking	i. Services for re directing from net Banking to web portal.	
10.	Platform & UIDAIU	i. Services for performing Aadhar authentication & fetching applicant details.	
11.	Platform & NSDL	i. Services for performing PAN authentication.	
12.	Platform & SMS/ Email Server	i. Services for triggering SMS to customer by CRM, mobile Banking, internet Banking, UPI and payment gateway.	

13.	Platform & Multi Bureau	i. Services for sourcing bureau data, as, CIBIL, Equifax score, address, current obligations, DPD info & number of enquiries.	
14.	Platform & UPI	i. Services for payment by customer via UPI	
15.	Platform & payment gateway	i. Services for payment by customer via payment gateway	
16.	Platform & ITR	i. Services for retrieving ITR related and financials data.	
17.	File based integrations	i. Grey List ii. Negative database iii. AML	
18.	Payment Gateway	i. DLP and Payment gateway	
19.	Platform & MCA portal	i. Services for retrieving company data, financials	
20.	Platform & Udyam Portal	i. Services for retrieving firm/ company data from the Udyam Portal.	
21.	Platform & IT Portal	i. Services for retrieving ITR / financial data	
22.	Platform & GST portal	i. Services for retrieving company data related to sale purchase, GST filing status, supplier and buyer and many more etc	
23.	Platform & Defaulter list	Services for check the name of applicant/ promoter with defaulter list	
24.	Platform & Geo tagging	It enable to retrieve the exact location of applicant, property and many more	
25.	Platform & Utility Bills	It enables to retrieve & verify the address of the entity from utility bills not older than 2 months	
26.	Platform & OCR & Doc compression	It enables to read / retrieve the data from documents scanned/ upload on platform or from portal and submit the same in prescribed format.	
27.	Platform and Penny drop	It enable for verification of the bank account details.	
28.	Platform and EPFO	Capable to check the PF contribution status and verify account status.	
29.	Platform and ECR (External credit rating agencies)	Capable to fetch the rating details from the rating agencies and display the same.	
30.	Platform and CRILC	Capable to fetch the status of the credit exposure like total credit exposure, Defaults, SMA etc but not limited to and account maintained with other Banks/FIs.	
31.	Platform and UDIN	To verify the certificate UDIN number and verification report to be produced.	
32.	Platform and ECGC	Capable to fetch the details of ECGC policies and	

		any defaults if any.	
33.	Platform and Industry Risk and Legal Litigation	Capable to fetch the risk associate with the industry pertains to business for which loan is sought and fetch the data if any legal litigation is pending.	

Authorized Signatory Name:
Designation:
Vendor's Corporate Name
Address:
Email and Phone:

50. **Annexure Q – Technical Presentation**

The Bidder should provide brief on the below mentioned items. The presentation should cover the following points:

- Understanding of RFQ
- Bidder profile
- Technology & solution overview
- Integration touch-points
- Implementation timelines
- Value addition for the bank
- System architecture
- Information Security
- Training
- Support & maintenance assurance
- Pre-requisites from bank
- Engagement governance structure
- Implementations & case studies
- Critical non-functional features
- Bidder advantage

Authorized Signatory Name:
Designation:
Vendor's Corporate Name
Address:
Email and Phone:

51. **Annexure R – Declaration for Compliance**

   <u>All Terms and Conditions including scope of work except technical specifications</u>

   We hereby undertake and agree to abide by all the terms and conditions stipulated by the Bank in this RFQ including all addendum, corrigendum etc. (Any deviation may result in disqualification of bids).

   Signature:
   Name
   Date
   Seal of company:
   <u>Technical Specification</u>

   We certify that the systems/services offered by us for tender confirms to the specifications stipulated by you with the following deviations

   List of deviations

   1) _____

   2) _____

   3) _____

   4) _____

   Signature:

   Name
   Date
   Seal of company:

   (If left blank it will be construed that there is no deviation from the specifications given above)

52. **Annexure S – Bid Query Format**

Subject: Request for Quotation (RFQ) for Selection of Vendor for Development, Customization & Maintenance of New Software Applications for Co-Lending & Pool Buyout Solutions.

Bidders have to provide their queries on eligibility criteria, scope of work, terms & conditions etc. in excel format as mentioned below. Bidders are requested to categorize their queries under appropriate headings. Bidders are requested to provide a reference of the page number, state the clarification point and the queries/suggestion/deviation that they propose as shown below (all the pre bid queries will be entertained in this Microsoft Excel format by e-mail):

S. No.	Clause No.	Page No.	Clause	Query	Bank Response

53. **Annexure T – Format for Performance Bank Guarantee**
(Covering Delivery obligations)

NOTE:

1. This guarantee should be furnished by a Nationalized Bank / Scheduled Bank, other than Union Bank of India, as per the following format.
2. This bank guarantee should be furnished on stamp paper value as per Stamp Act. (Not less than Rs.500/-).
3. The stamp paper should be purchased either in the Name of the Bank executing the Guarantee or in the name of Union Bank of India.
4. This Bank Guarantee should be furnished within 30 days from the date of purchase order or the delivery period prescribed in the purchase order whichever is earlier.
5. This Bank Guarantee should be directly sent to the Purchaser by the Issuing Bank under Registered Post with Acknowledge Due.

To
Union Bank of India,
Digitization Vertical, Central Office,
10th Floor, Naman Centre, G Block BKC,
Bandra (E), Mumbai – 400 051

Dear Sir,

In consideration of Union Bank of India, Digitization Vertical, 10th Floor, Naman Centre, G Block, BKC, Mumbai-400051, placing an order for Request for Quotation (RFQ) for Selection of Vendor for Development, Customization & Maintenance of New Software Applications for Co-Lending & Pool Buyout Solutions on _____ having registered office at _____ (hereinafter called the vendor) as per the purchase contract entered into by the vendor vide purchase contract no _____ dated _____ (hereinafter called the said contract), we _____(Name of the Guarantor Bank), a 'schedule bank', issuing this guarantee through its branch at _____ presently located at _____ (hereinafter called the bank), do hereby irrevocably and unconditionally guarantee the due performance of the vendor as to the) for Request for Quotation (RFQ) for Selection of Vendor for Development, Customization & Maintenance of New Software Applications for Co-Lending & Pool Buyout Solutions as per the said contract entered into by the vendor with you.

If the said vendor fails to implement or maintain the system or any part thereof as per the contract and on or before the schedule dates mentioned therein, we _____ (Name of the Guarantor Bank), do hereby unconditionally and irrevocably agree to pay the amounts due and payable under this guarantee without any demur and merely on demand in writing from you during the currency stating that the amount claimed is due by way of failure on the part of the vendor or loss or damage caused to or suffered / or would be caused to or suffered by you by reason of any breach by the said

vendor of any of the terms and conditions of the said contract, in part or in full. Any such demand made on us shall be conclusive as regards the amount due and payable under this guarantee.

We _____(Name of the Guarantor Bank), further agree that this guarantee shall continue to be valid will you unless you certify that the vendor has fully performed all the terms and conditions of the said contract and accordingly discharge this guarantee, or until _____ , whichever is earlier. Unless a claim or demand is made on us in writing under this guarantee on or before _____, we shall be discharged from all our obligations under this guarantee. If you extend the schedule dates of performance under the said contract, as per the terms of the said contract, the vendor shall get the validity period of this guarantee extended suitably and we agree to extend the guarantee accordingly at the request of the vendor and at our discretion, provided such request is served on the bank on or before _____.

Failure on part of the vendor in this respect shall be treated as a breach committed by the vendor and accordingly the amount under this guarantee shall at once become payable on the date of receipt of demand made by you for payment during the validity of this guarantee or extension of the validity period.

You will have fullest liberty without affecting this guarantee to postpone for any time or from time to time any of your rights or powers against the vendor and either to enforce or forebear to enforce any or all of the terms and conditions of the said contract. We shall not be released from our liability under this guarantee by the exercise of your liberty with reference to matters aforesaid or by reason of any time being given to the vendor or any other forbearance act or omission on your part or any indulgence by you to the vendor or by any variation or modification of the said contract or any other act, matter or thing whatsoever which under the law relating to sureties would but for the provisions hereof have the effect of so releasing us from our liability hereunder.

In order to give full effect to the guarantee herein contained you shall be entitled to act as if we are your principal debtors in respect of all your claims against the vendor hereby guaranteed by us as aforesaid and we hereby expressly waive all our rights of surety ship and other rights if any which are in any way inconsistent with the above or any other provision of this guarantee.

The words the vendor, the beneficiary of this guarantees i.e. yourself, and ourselves i.e. _____ (Name of the Guarantor Bank), unless repugnant to the context or otherwise shall include their assigns, successors, agents, legal representatives. This guarantee shall not be effected by any change in the constitution of any of these parties and will ensure for and be available to and enforceable by any absorbing or amalgamating or reconstituted company or concern, in the event of your undergoing any such absorption, amalgamation or reconstitution.

This guarantee shall not be revocable during its currency except with your prior consent in writing. This guarantee is non-assignable and non-transferrable.

Notwithstanding anything contained herein above:

I)   Our liability under this bank guarantee shall not exceed Rs. _____. (Amount in words)

II)   This bank guarantee shall be valid up to _____.

III)   Further a claim period of _____ months from the expiry date of bank guarantee is available to make demand under this bank guarantee. We are liable to pay the guarantee amount and any part thereof under this bank guarantee only and only if you serve upon us a written claim or demand on or before _____ (date of expiry of bank guarantee plus the claim period if any)

16.1..1.1.   At the expiry of the validity period, unless an action to enforce the claim under this bank guarantee is initiated before the court and tribunal on or before 12 months after the expiry of validity period, all your rights under this bank guarantee shall stand extinguished and we shall be relieved and discharged from our liability and obligations under this bank guarantee irrespective of return of original bank guarantee.

This guarantee deed must be returned to us upon expiration of the period of guarantee.

Signature …………………………………

Name …………………………………………
(In Block letters)
Designation …………………………………
(Staff Code No.)…………………………

Official address:
(Bank's Common Seal)
Attorney as per power of Attorney No.
Date:
WITNESS:

1………………………………………… (Signature with Name, Designation & Address)

2………………………………………… (Signature with Name, Designation & Address)

54. Annexure U - Know Your Employee (KYE)

(To be submitted by all bidders on their letter head)

To
The Chief General Manager
Union Bank of India,
Digitization Vertical,
10th Floor, Naman Centre, Plot No. C-31,
'G' Block, BKC, Bandra (E),
Mumbai – 400051.

<div align="center">UNDERTAKING</div>

1. We_____(name of the company) hereby confirm that all the resource (both on-site and off-site) deployed/to be deployed on Bank's project for
(Name of the RFQ) have undergone KYE (Know Your Employee) process and requisite checks have been performed prior to employment of said employees as per our policy.

2. We further undertake and agree to save defend and keep harmless and indemnified the Bank against all loss, cost, damages , claim penalties expenses, legal liability because of non-compliance of KYE and of misconduct of the employee deployed by us to the Bank.

3. We further agree to submit the required supporting documents which Bank may ask such as police verification report, ID card copy, etc. to Bank before deploying officials in Bank premises for _____(Name of the RFQ).

Signature of Competent Authority with company seal _____

Name of Competent Authority _____ ___

Company / Organization _____

Designation within Company / Organization _____

Date _____

Name of Authorized Representative _____

Designation of Authorized Representative _____

Signature of Authorized Representative _____

Verified above signature
Signature of Competent Authority _____
Date

55. **Annexure V - Pre-Contract Integrity Pact**

<div align="center">

INTEGRITY PACT

</div>

Whereas Union Bank of India having its registered office at Union Bank Bhavan, 239, Vidhan Bhavan Marg, Nariman Point, Mumbai, India -400 021 acting through its Digitization Vertical, represented by General Manager / Dy. General Manager hereinafter referred to as the Buyer and the first party, proposes to procure (Name or category of the Equipment, services, etc.) hereinafter referred to as Stores and / or Services.

<div align="center">

And

</div>

M/s_____ represented by_____ Chief Executive Officer, (which term, unless expressly indicated by the contract, shall be deemed to include its successors and its assignee), hereinafter referred to as the bidder/seller and the second party, is willing to offer/has offered the Stores and / or Services.

2. Whereas the Bidder/Seller is a private company/public company/ /partnership/registered export agency, constituted in accordance with the relevant law in the matter   and the BUYER is a Public Sector Undertaking and registered under Companies Act 1956. Buyer and Bidder/Seller shall hereinafter be individually referred to as "Party" or collectively as the "parties", as the context may require.

3. **Preamble**

Buyer has called for tenders under laid down organizational procedures intending to enter into contract /s for supply / purchase / etc of _____ and the Bidder /Seller is one amongst several bidders /Proprietary Vendor /Customer Nominated Source/Licensor who has indicated a desire to bid/supply in such tendering process. The Buyer values and takes primary responsibility for values full compliance with all relevant laws of the land, rules, regulations, economic use of resources and of fairness / transparency in its relations with its Bidder (s) and / or Seller(s).

In order to achieve these goals, the Buyer will appoint Independent External Monitor(s) (IEM) in consultation with Central Vigilance Commission, who will monitor the tender process and the execution of the contract for compliance with the principles mentioned above.

4. **Commitments of the Buyer**

The Buyer commits itself to take all measures necessary to prevent corruption and fraudulent practices and to observe the following principles:-

(i) No employee of the Buyer, personally or through family members, will in connection with the tender, or the execution of a contract demand, take a promise for or accept, for self or third person, any material or immaterial benefit which the person is not legally entitled to.

(ii) The Buyer will during the tender process treat all Bidder(s) /Seller(s) with equity and reason. The Buyer will in particular, before and during the tender process, provide to all Bidder (s) /Seller(s) the same information and will not provide to any Bidders(s) /Seller(s) confidential

/additional information through which the Bidder(s) / Seller(s) could obtain an advantage in relation to the process or the contract execution.

(iii) The Buyer will exclude from the process all known prejudiced persons.

If the Buyer obtains information on the conduct of any of its employees which is a criminal offence under the Indian Legislation Prevention of Corruption Act 1988 as amended from time to time or if there be a substantive suspicion in this regard, the Buyer will inform to its Chief Vigilance Officer and in addition can initiate disciplinary action.

5. __Commitments of the Bidder(s) /Seller(s):__

5.1   The Bidder(s)/ Seller(s) commit itself to take necessary measures to prevent corruption. He commits himself to observe the following principles during his participation in the tender process and during the contract execution.

(i)   The Bidder(s) /Seller(s) will not directly or through any other persons or firm, offer promise or give to any of the Buyer's employees involved in the tender process or the execution of the contract or to any third person any material or other benefit which he / she is not legally entitled to, in order to obtain in exchange any advantage during the tendering or qualification process or during the execution of the contract.

(ii) The Bidder(s) /Seller(s) will not enter with other Bidders / Sellers into any undisclosed agreement or understanding, whether formal or informal. This applies in particular to prices, specifications, certifications, subsidiary contracts, submission or non submission of bids or any other actions to restrict competitiveness or to introduce cartelization in the bidding process.

(iii) The bidder(s) /Seller(s) will not commit any offence under the Indian legislation, Prevention of Corruption Act, 1988 as amended from time to time. Further, the Bidder(s) /Seller(s) will not use improperly, for purposes of competition or personal gain, or pass on to others, any information or document provided by the Buyer as part of the business relationship, regarding plans, technical proposals and business details, including information constrained or transmitted electronically.

(iv) The Bidder(s) /Seller(s) shall ensure compliance of the provisions of this Integrity Pact by its sub-supplier(s) / sub-contractor(s), if any, Further, the Bidder /Seller shall be held responsible for any violation/breach of the provisions by its sub-supplier(s) /Sub-contractor(s).

5.2   The Bidder(s) /Seller(s) shall ensure compliance of the provisions of this Integrity Pact by its sub-supplier(s) / sub-contractor(s), if any, Further, the Bidder /Seller shall be held responsible for any violation /breach of the provisions by its sub-supplier(s) /sub-contractor(s).

5.3   The Bidder(s) /Seller(s) will not instigate third persons to commit offences outlined above or be an accessory to such offences.

5.4 Agents / Agency Commission

The Bidder /Seller confirms and declares to the Buyer that the bidder/Seller is the original manufacturer/authorized distributor / stockiest of original manufacturer or Govt. Sponsored /Designated Export Agencies (applicable in case of countries where domestic laws do not permit direct export by OEMS of the stores and /or Services referred to in this tender / Offer / contract / Purchase Order and has not engaged any individual or firm, whether Indian or Foreign whatsoever, to intercede, facilitate or in any way to recommend to Buyer or any of its functionaries, whether officially or unofficially, to the award of the tender / contract / Purchase order to the Seller/Bidder; nor has any amount been paid, promised or intended to be paid to any such individual or firm in respect of any such intercession, facilitation or recommendation. The Seller / Bidder agrees that if it is established at any time to the satisfaction of the Buyer that the present declaration is in anyway incorrect or if at a later stage it is discovered by the Buyer that the Seller incorrect or if at a later stage it is discovered by the Buyer that the Seller/Bidder has engaged any such individual /firm, and paid or intended to pay any amount, gift, reward, fees, commission or consideration to such person, party, firm or institution, whether before or after the signing of this contract /Purchase order, the Seller /Bidder will be liable to refund that amount to the Buyer. The Seller will also be debarred from participating in any RFQ / Tender for new projects / program with Buyer for a minimum period of 5 years. The Buyer will also have a right to consider cancellation of the Contract / Purchase order either wholly or in part, without any entitlement of compensation to the Seller /Bidder who shall in such event be liable to refund agents / agency commission payments to the buyer made by the Seller /Bidder along with interest at the rate of 2% per annum above LIBOR (London Inter Bank Offer Rate) (for foreign vendors) and Base Rate of SBI (State Bank of India) plus 2% (for Indian vendors). The Buyer will also have the right to recover any such amount from any contracts / Purchase order concluded earlier or later with Buyer.

6. Previous Transgression

6.1 The Bidder /Seller declares that no previous transgressions have occurred in the last three years from the date of signing of this Integrity Pact with any other company in any country conforming to the anti-corruption approach or with any other Public Sector Enterprise in India that could justify Bidder's /Seller's exclusion from the tender process.

6.2 If the Bidder /Seller makes incorrect statement on this subject, Bidder /Seller can be disqualified from the tender process or the contract, if already awarded, can be terminated for such reason without any liability whatsoever on the Buyer.

7. Company Code of Conduct

Bidders /Sellers are also advised to have a company code of conduct (clearly rejecting the use of bribes and other unethical behavior) and a compliance program for the implementation of the code of conduct throughout the company.

8. Sanctions for Violation

8.1 If the Bidder(s) /Seller(s), before award or during execution has committed a transgression through a violation of Clause 5, above or in any other form such as to put his reliability or

credibility in question, the Buyer is entitled to disqualify the Bidder(s) /Seller (s) from the tender process or take action as per the procedure mentioned herein below:

(i) To disqualify the Bidder /Seller with the tender process and exclusion from future contracts.
(ii) To debar the Bidder /Seller from entering into any bid from Buyer for a period of two years.
(iii) To immediately cancel the contract, if already signed /awarded without any liability on the Buyer to compensate the Bidder /Seller for damages, if any. Subject to Clause 5, any lawful payment due to the Bidder/Seller for supplies effected till date of termination would be made in normal course.
(iv) To encash EMD /Advance Bank Guarantees / Performance Bonds / Warranty Bonds, etc. which may have been furnished by the Bidder /Seller to the extent of the undelivered Stores and / or Services.

8.2 If the Buyer obtains Knowledge of conduct of Bidder /Seller or of an employee or representative or an associate of Bidder /Seller which constitutes corruption, or if the Buyer has substantive suspicion in this regard, the Buyer will inform to its Chief Vigilance Officer.

9. Compensation for Damages

9.1 If the Buyer has disqualified the Bidder(s) /Seller(s) from the tender process prior to the award according to Clause 8, the Buyer is entitled to demand and recover the damages equivalent to Earnest Money Deposit in case of open tendering.

9.2 If the Buyer has terminated the contract according to Clause 8, or if the Buyer is entitled to terminate the contract according to Clause 8, the Buyer shall be entitled to encash the advance bank guarantee and performance bond / warranty bond, if furnished by the Bidder / Seller, in order to recover the payments, already made by the Buyer for undelivered Stores and / or Services.

10. Price Fall Clause

The Bidder undertakes that it has not supplied /is not supplying same or similar product/systems or subsystems at a price lower than that offered in the present Bid in respect of any other Ministry /Department of the Government of India or PSU or Coal India Ltd and its subsidiaries during the currency of the contract and if it is found at any stage that same or similar product /Systems or Subsystems was supplied by the Bidder to any other Ministry /Department of the Government of India or a PSU or any Public Sector Bank at a lower price during the currency of the contract, then that very price will be applicable to the present case and the difference in the cost would be refunded by the Bidder to the Buyer, if the contract has already been concluded".

11.   Independent External Monitor(s)

11.1   The Buyer has appointed independent External Monitors for this Integrity Pact in consultation with the Central Vigilance Commission (Names and Addresses of the Monitors to be given in RFQ).

11.2   As soon as the integrity Pact is signed, the Buyer shall provide a copy thereof, along with a brief background of the case to the independent External Monitors.

11.3   The Bidder(s) / Seller(s) if they deem it necessary, May furnish any information as relevant to their bid to the Independent External Monitors.

11.4   If any complaint with regard to violation of the IP is received by the buyer in a procurement case, the buyer shall refer the complaint to the Independent External Monitors for their comments / enquiry.

11.5   If the Independent External Monitors need to peruse the records of the buyer in connection with the complaint sent to them by the buyer, the buyer shall make arrangement for such perusal of records by the independent External Monitors.

11.6   The report of enquiry, if any, made by the Independent External Monitors shall be submitted to MD & CEO, Union Bank Of India, Union Bank Bhavan, Vidhan Bhavan Marg, Nariman Point, Mumbai -21 within 2 weeks, for a final and appropriate decision in the matter keeping in view the provision of this Integrity Pact.

12.   Law and Place of Jurisdiction

This Integrity Pact is subject to Indian Laws, and exclusive Jurisdiction of Courts at Mumbai, India.

13.   Other Legal Actions

The actions stipulated in this Integrity Pact are without prejudice to any other legal action that may follow in accordance with the provision of the extant law in force relating to any civil or criminal proceedings.

14.   Integrity Pact Duration.

14.1   This Integrity Pact begins when both parties have legally signed it. It expires for the successful bidders / Seller 10 months after the last payment under the contract, and for all other Bidders / Sellers within 6 months form date of placement of order / finalization of contract.

14.2   If any claim is made/ lodged during this time, the same shall be binding and continue to be valid despite the lapse of this Integrity Pact as specified above, unless it is discharged / determined by MD & CEO, Union Bank of India.

14.3   Should one or several provisions of this Integrity Pact turn out to be invalid, the reminder of this Integrity Pact remains valid. In this case, the parties will strive to come to an agreement to their original intentions.

15 <u>Other Provisions</u>

      15.1 Changes and supplements need to be made in writing. Side agreements have not been made.

      15.2 The Bidders (s)/ Sellers (s) signing this IP shall not initiate any Legal action or approach any court of law during the examination of any allegations/complaint by IEM and until the IEM delivers its report.

      15.3 In view of nature of this Integrity Pact, this Integrity Pact shall not be terminated by any party and will subsist throughout its stated period.

      15.4 Nothing contained in this Integrity Pact shall be deemed to assure the bidder / Seller of any success or otherwise in the tendering process.

   16. This Integrity Pact is signed with Union Bank of India exclusively and hence shall not be treated as precedence for signing of IP with MoD or any other Organization.

   17. The Parties here by sign this Integrity Pact at_____on _____ (Seller/Bidder) and _____on _____ (Buyer)

BUYER	BIDDER * /SELLER*
Signature:	Signature:
General Manager/Dy G M,	Authorized Signatory (*)
Union Bank of India,	
…………………………..Division	
Date:	Date:
Stamp:	Stamp:
Witness	Witness
1. _____	1. _____
_____	_____
2._____	2. _____
_____	_____

(*) – Authorized signatory of the company who has also signed and submitted the main bid.

56. **Annexure W – Reference Details**

The reference sites submitted must be necessarily of those Banks/Companies where the bidder has been awarded the contract prior to date of issuance of this RFQ. _____. For those references where the offered solution is accepted but implementation is not started, the acceptance should be valid as on the last date for submission of bids at Union Bank of India.

Please provide reference details in the format defined below:

Name of Bank	
Activity Carried out	☐ Co – lending ☐ Pool Buyout ☐ Both
Details of Modules implemented	
Present Status	☐ Live – Implemented on dd/mm/yyyy ☐ UAT from dd/mm/yyyy ☐ Under development from dd/mm/yyyy ☐ PO received dated dd/mm/yyyy
Co-lending/Pool Buy out Assets under Management (in Rs Cr)	
Customer Reference details Name Designation Email ID Mob Number Address	

(Enclose necessary documentary proof)

*Provide Information in respect of at least 1 major customer who fulfills the qualification Criteria. References may be enclosed from the customers.

Place:
Date:
Signature:
Name & Designation:
Business Address: