



Experience Next Generation Banking

**The South Indian Bank Ltd.,  
IT Operation Department/ Digital Banking Department,  
3rd floor, SIB Buildings, Infopark Road,  
Rajagiri Valley, Kakkanad,  
Ernakulum, KERALA – 682039**

**NOTICE INVITING EXPRESSION OF INTEREST**

**EOI No. SIB/ITD/ EOI/101/2019-20/1.0**

**Date: 09/10/2019**

The South Indian Bank Ltd, hereinafter called “The Bank” intends to invite Expression of Interest (EOI) from eligible Bidders to provide an **Enterprise Document Management system (DMS) with Business Process Management Solution (BPM) and Loan Originating system (LOS)** Solution for banking operations and Retail/Corporate Loan processing with the latest innovations and technologies with best optimized Architecture to fulfill the Bank’s expected growth.

Interested parties are requested to submit their EOI in the prescribed format along with all supporting documents/ credentials. Bank will float the detailed RFP for BPM and LOS solutions to the shortlisted vendors for the further processing.

Contact shall be awarded through RFP process for the eligible parties. Eligible parties can submit the eligibility in BPM / LOS/ BPM+LOS solutions

Last date of submission of EOI: up to 5:00 P.M. of 23/10/2019

Deputy General Manager, IT Operations Department  
The South Indian Bank Ltd, Ernakulam.

**Address for communication**

Address for submission of EOI	:	Mr. Jose Sebastian E Head – IT Operation Department The South Indian Bank Ltd. SIB Building, 3rd Floor, Rajagiri Valley, Kakkanad, Ernakulam Kerala India - 682039
Contact Person	:	Mr. Binu M.C, Chief Manager, IT Operation Department
Telephone	:	0484-3939300/3939393
E-mail	:	<a href="mailto:bpm@sib.co.in">bpm@sib.co.in</a>



## **ABOUT OUR BANK**

**The South Indian Bank Ltd**, a Banking Corporate constituted under the Companies Act 1913, having its head office at SIB House, T.B. Road, Mission Quarters, Thrissur 680 001 and having Branch Offices all over the country (hereinafter referred to as “Bank”, which expression shall, unless repugnant to the context or meaning thereof, include its successors and permitted assigns). We are one among the pioneers in the technology driven banking arena, known for its consistent growth and unparalleled customer service started its journey on 29<sup>th</sup> January, 1929 in Thrissur, the cultural capital of Kerala. The South Indian Bank Ltd. Is first among the private sector banks in Kerala to become a scheduled Bank in 1946 under the RBI Act. With a pan India presence of 870 branches, 53 Extension Counters and more than 1395 ATMs, committed & skilled personnel and the robust technology platform, we are well equipped to grow as a customer oriented repository of savings. From the inception, the Bank has been a trend setter in the technological advancements among Private Sector players, implementation of CBS being the first example. Now we have upgraded to the latest version i.e., Finacle 10.

The employees of the Bank with an average age of 34 years have been relentlessly innovative and their ideas have set the Bank at the forefront of technological progression. Our widely accepted array of online services like Internet Banking, Mobile Banking, Online shopping make any time banking reality. Bank has been enriching mobile based applications with features vary from Augmented Reality, Scan&Pay, Generate QR Code for Payments, Shake to transfer, Shake to know account balance facilities to various other auxiliary services like EMI calculator, Branch/ATM locator, Forex rates, deposit Rates and Recharge Options, which has set a new momentum to personal banking services. The Bank is moving ahead with well set targets, clearly defined priorities, redrawn road maps fuelled with an aroma of optimism, to fulfill the vision of converting our Bank to a ‘Retail Banking Powerhouse’.

## **Purpose/Objective of EOI**

The Bank has decided to float the EOI to achieve the following objective for the shortlisted parties:

- Based on the EOI response, Bank will shortlist and float the RFP to shortlisted vendors to select an additional vendor which is having an experience on implementing the BPM solution (including workflow flow and document management solutions) for Bank operations and LOS solution for retails and corporate loan products with the latest technologies and innovations.

Major High-level expected functionalities as below. Detailed requirement will be shared as part of RFP

- BPM Solution should have the capability to support complex workflow process with any number of workflow steps and form fields. Workflow should be configurable and easy to implement
- System should handle the proper document management life cycle and the archival process
- Solution should support OCR/ICR to read the documents and auto populates the required fields
- Solution should support all the browsers with the latest versions
- Solution should be capable to integrate with the other SIB applications like Finacle etc and third party external applications like NSDL,UIDAI,CERSAI etc
- System should be capable to handle large number of concurrent user sessions



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- The proposed solution should be capable of validating the Aadhaar by using banks existing bio-metric system.
- The proposed solution should be integrated with the Bank's Windows AD and The application should support Two-factor authentication (2FA) through biometric authentication
- LOS System should be capable to handle all the retail and corporate products in the market and should be capable to roll out new products or scheme changes with minimum effort and timeline.
- Solution offering should be enterprise license model

### **Disclaimer**

All information contained in this, Expression of Interest (EOI) subsequently provided / clarified are in good interest and faith. This is not an agreement and is not an offer or invitation to enter into an agreement of any kind with any party.

### **Bidders Profile & Experience**

- Bidder should have the experience in BPM/LOS/BPM+LOS application implementation in Banks or large corporate companies

### **Criteria for Evaluation & Selection Process**

The interested bidders shall be submit the EOI and give their presentation on this field and their experience. Based on the credentials and the presentation, the agencies shall be shortlisted. RFP (Request for Proposal) shall be invited only from the short listed Bidders

### **Note:**

- ✓ EOI must contain the name of the company/Firm, credentials, name of the contact person with address, contact number (cell No., Fax no., e-mail ID etc.).
- ✓ South Indian Bank reserves the right to accept / reject any Expression of Interest (EOI) from parties without assigning any reasons whatsoever



**Annexure-1**  
**GENERAL INFORMATION OF THE BIDDER**

Note: Separate sheets may be used wherever necessary.

1. Name & Address of the Bidder.
2. Name & Designation of the concerned officer to whom all references shall be made.
3. Phone nos. / Mobile Nos.:
4. E-Mail ID:
5. Chief of the Organization :
  - a. E-mail Id:
  - b. Telephone:
6. Total No. of Employees/Manpower Strength:
7. Type of the Organization (Public Sector /Limited/Private limited/Partnership/ Proprietary /Society/Any other.)
8. No. of Offices/Centers (enclose the list):
9. Bidder's Proposal No. & Date:
10. Particulars of past experience of similar works furnished.
11. Any other information that bidder may like to give in order to highlight his bid.
12. Name & address of local representative, if any :

Place :

Signature of Party:

Date :

Name in Full:

Designation/Status:

Company Seal:



**Annexure-2**

**Name of the BIDDER:**

**DETAILS OF WORKS AND SERVICES OF SIMILAR NATURE DONE BY THE PARTY DURING THE LAST FIVE YEARS (which best illustrate Qualification):**

Sl. No	Name of Company	Description of work	Period		The work is done directly or through SI	Remarks
			From	To		

Note: Photocopy of Performance Certificate / Completion Certificate of Owner in Support of the work mentioned above is required to be enclosed.

Note: Separate sheets may be used wherever necessary.

**SIGNATURE OF THE BIDDER**

**SEAL OF THE BIDDER**



**Annexure-3**

**Name of the BIDDER:**

**CONCURRENT COMMITMENTS:**

<b>Sl. No</b>	<b>Full postal address of client &amp; name of Officer-in-charge with Contact Details</b>	<b>Description of work</b>	<b>Date of commencement of work</b>	<b>Scheduled/Revised completion period</b>	<b>% age completion as on date</b>	<b>Expected date of completion</b>	<b>Remarks</b>

Note: Separate sheets may be used wherever necessary.

**SIGNATURE OF THE BIDDER**

**SEAL OF THE BIDDER**



**Annexure-4**

**Name of the BIDDER:**

**ANNUAL TURNOVER STATEMENT**

The bidder shall indicate herein his annual turnover during preceding 3 years based on the audited balance sheet / profit & loss account statement.

<b>FINANCIAL YEAR</b>	<b>ANNUAL TURNOVER (Rs.)</b>	<b>NET WORTH (Rs.)</b>
Previous to previous year		
Previous year		
Present year		

**NOTE:**

1. Copies of audited balance sheets with profit and loss account of 3 years shall be submitted along with the Technical bid in support of above entries.

Note: Separate sheets may be used wherever necessary.

**SIGNATURE OF THE BIDDER**

**SEAL OF THE BIDDER**