

REQUEST FOR PROPOSAL & QUOTE

FOR THE SUPPLY, INSTALLATION, MIGRATION, MAINTENANCE & SUPPORT OF

CLOUD BASED CORPORATE MAILING SOLUTION & ON PREMISES ARCHIVAL SOLUTION



RFP No	SIB/DTD/RFP/2022-23/01
Version	1.0
Date of issue of RFP	30.09.2022
Last date for Receipt of Proposal	15.10.2022 05:00 PM

**The South Indian Bank Ltd.,
Digital & Technology Department
3rd floor, SIB Buildings, Infopark Road,
Rajagiri Valley, Kakkanad,
Ernakulum, Kerala – 682039**

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I. Invitation For Proposal:

The South Indian Bank Ltd, hereinafter called “The Bank” intends to invite Techno-Commercial proposal from eligible Vendors to provide proposals for Supply, Installation, Implementation, Migration, Maintenance and Support for Cloud based corporate mailing solution with on premises archival solution as per the Scope and Technical Specification mentioned in this RFP. The Vendor would be required to provide the software solution and implement and integrate the same as per the Bank’s requirement mentioned in the scope with existing applications / interfaces in Bank. Bank expects the vendor to offer best in class solution with competitive pricing and highest security safeguards.

a. Main objective of this project

The prime objective of this Request for Proposal and Quotation (RFPQ) is to procure and set up Corporate Mailing Solution with Collaboration capabilities and migrate the existing application to the new solution. The project encompasses purchase, supply, installation, configuration implementation, Migration, testing, commissioning, documentation & ongoing support of the required hardware, software, backup etc required as per the scope of work mentioned in the RFP.

b. Important Dates for RFP:

Proposal Reference number	SIB/DTD/RFP/2022-23/01
Date of issue of RFP	30-09-2022
Last date and time for seeking Clarification	07-10-2022
Clarification Response from Bank	11-10-2022
Last date & time for submission of Proposals	15-10-2022
Last date for final negotiation with the qualified vendors	25-10-2022
Proposal fee submission (Non Refundable)	Nil

c. Proposal submission details are given below.

Address for submission of proposals	Mr. Raghunath A Head – Core IT Division Digital & Technology Department The South Indian Bank Ltd. SIB Building, 3rd Floor, Rajagiri Valley, Kakkanad, Ernakulam, Kerala, India – 682039
Contact Person	Mr. Lijo Paul P/ Mr. Mani K Mathew, Digital & Technology Department
Telephone	+91 7356593912, +91 7907994606
E-mail	rfp@sib.co.in

Note:-

- i. Before submission of proposal, the vendors are requested to carefully examine the RFP Document and the terms and conditions specified therein. If vendor requires any clarification on this RFP, may notify the Bank in writing or by email at the Bank's mailing address indicated in the RFP on or before **07.10.2022, 5:00 PM.**
- ii. Vendor should notify the Bank if any error, omission, or discrepancy found in this RFP document on or before **07.10.2022, 5:00 PM.**
- iii. The check list for submission of annexures to be attached along with the proposal are given in Annexure-1.
- iv. All costs and expenses (whether in terms of time or money) incurred by the vendor in anyway associated with the development, preparation and submission of responses, attending the meetings, discussions, demonstrations and for providing any additional information required by Bank, will be borne entirely and exclusively by the vendor.
- v. The vendor must conduct its own investigation and analysis regarding any information contained in the RFP document and the meaning and impact of that information.
- vi. All proposals (Technical & Commercial) must be submitted at a time by giving full particulars in separate sealed envelopes to the Bank's address within the time period specified above.
- vii. The Bank reserves the right to accept or reject in part or full any or all the offers without intimating any reasons whatsoever.
- viii. No further discussion/interface will be entertained with vendors whose proposals have been technically disqualified.
- ix. Those technically qualified vendors may depute their representative/s (Max 3) to attend the negotiation meeting as per the time schedule intimated by the Bank. The representative/s has/have to submit an authority letter duly signed by the vendor, authorizing him to represent and attend the negotiation process on behalf of the vendor. The format of the authorization letter is given in Annexure-2.
- x. The scope of the services specified under this RFP is governed in accordance with the guidelines/specifications of regulators or with any other relevant regulations or directions as applicable. Any changes made by regulators or any other statutory authorities by way of amending the existing guidelines/specifications or issue of fresh guidelines/specifications on these matters shall automatically enlarge the scope of the work specified under this RFP and the duties of selected vendor shall deemed to be discharged only when the Vendor complies with the revised guidelines issued on this matter.

- xi. The Bank expressly stipulates that the selection of vendor under this RFP is on the understanding that this RFP contains only the principal provisions for the entire assignment and the services rendered in accordance with the scope of work defined under this RFP and are only a part of the assignment. The Vendor shall perform all such tasks, render requisite services as may be required for successful completion of the project to the satisfaction of the Bank at no additional cost to the Bank, to attain the underlying objectives for which this RFP is floated.
- xii. The Bank reserves the right to change the dates mentioned above or in the RFP, which will be communicated through Bank's website or through E-Mail.
- xiii. The term 'Project period/duration of project/tenure of project' used in this RFP includes Requirements/System study & Implementation period (3 months), Comprehensive Warranty period (5 year after Go live) and the AMC (Based on Bank decision) period thereafter.
- xiv. The necessary details regarding hardware and supporting software specifications (including the licenses required or free wares if any) to be submitted at the time of submission of proposal. The hardware/related software suggested by vendor should be in accordance with the regulator specifications or the specification defined by other statutory authorities.

a) Pre-Eligibility Criteria:

- i. The proposal shall be submitted by either an OEM (Original Equipment Manufacturer/ Product Vendor) or SI (System Integrator) having presence in India or their authorized representative in India, provided firms fulfill the minimum qualification criteria as mentioned in Proposal document. The term vendor used in this RFP refers to the entity who has submitted the proposal. In case of authorized representative, a letter of authorization to this effect from their OEM must be furnished.
- ii. The vendor should participate in the RFP process only if they fulfill the Pre-eligibility criteria mentioned in Annexure-4 failing which their proposal will not be processed further.
- iii. The vendor is responsible to carry out the entire end to end implementation of the Corporate Mailing Solution of the Bank in conjunction with the other vendors of Bank/ Bank's Team, as per the scope of work specified in this RFP.
- iv. If the vendor intends to partner with another entity to complete the entire assignment, they should clearly specify in the proposal the name of that entity (i.e. OEM/SI) with whom they propose to partner. Further the proposal should clearly spell out the tasks proposed to be undertaken by the partner. If any of the functional/technical requirements is achieved with the help of partner, details of

such requirements shall be mentioned in the proposal and during the product demonstration the partner shall display his capability in achieving the aforementioned requirements. The partner is also required to fulfill the eligibility criteria specified in this RFP and the vendor is responsible for furnishing the required details to check the eligibility of partner.

- v. The Bank shall enter into the contract only with Authorized Vendor and the contract shall clearly outline the obligations to the Bank during the course of implementation and thereafter.
- vi. The Bank intends to procure Enterprise class corporate email solution with collaboration features developed by the vendor and on premises archival solution. Vendor should provide the comprehensive warranty for the application for a minimum of 5 years from the date of go live of solution and Bank will be paying the AMC, if required, after completing the warranty period as mentioned above.
- vii. Vendor must agree to enter into Escrow arrangement (triparty agreement) with Bank and Escrow agent and submit the source code to the Escrow agent and perform periodic updation as when required.
- viii. All the new software releases/versions/platform upgrades, security patches or otherwise for any reason should be made available to the Bank free of cost during warranty and till AMC periods and the Bank is not liable to pay / oblige SI or any OEM any additional charges / fees pertaining to third party royalty charges etc. in this regard, also this should not be the reason to restrict the Bank from upgrading to the new release / new version of the software. All statutory changes are to be incorporated as per the guidelines and timeline specified without any additional cost to the Bank during implementation, Warranty and AMC Periods.
- ix. The vendor shall adhere with the requirements in the RFP, subjected to the satisfaction of the Bank in this RFP.
- x. OEM declaration – Vendor has to provide a confirmation in company’s letter head stating that Application is free from embedded malicious / fraudulent code and free from known bugs in the initial version installed, future versions and releases.
- xi. Vendor must make sure that all the observation (High/Medium/Low) in the VAPT report in all the environment (pre- production, production, testing and DR) must be cleared before Golive. Subsequently if any observation are report through VAPT same has to be rectified on an ongoing basis without any additional cost to the Bank.
- xii. AMC rate fixed during the initial stage of the project to be continued for a minimum period of 3 years and can be revised on mutually agreed terms with an upper limit of 10% of AMC rate.

b) Disclaimer

- i. The information contained in this Request for Proposal (RFP) document or information provided subsequently to vendors(s) or applicants whether verbally or in documentary form by or on behalf of The South Indian Bank (Bank), is provided to the vendor(s) on the terms and conditions set out in this RFP document and all other terms and conditions subject to which such information is provided.
- ii. Each vendor acknowledges and accepts that the Bank may, in its sole and absolute discretion, apply whatever criteria it deems appropriate in the selection of organizations, not limited to those selection criteria set out in this RFP document.
- iii. This RFP is neither an agreement nor an offer 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 vendor as identified by the Bank after completion of the selection process. The RFP is only an invitation by Bank to the interested parties for submission of proposal.
- iv. The purpose of this RFP is to provide the vendor(s) with information to assist the formulation of their proposals. This RFP does not claim to contain all the information each vendor may require. The RFP 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. Neither Bank nor any of its directors, officers, employees, agents, representative, contractors, or advisers gives any representation or warranty (whether oral or written), express or implied as to the accuracy, updating or completeness of any writings, information or statement given or made in this RFP document. Neither Bank nor any of its directors, officers, employees, agents, representative, contractors, or advisers has carried out or will carry out an independent audit or verification or investigation or due diligence exercise in relation to the contents of any part of the RFP document.
- v. Each vendor should conduct its own investigations and analysis and should check the accuracy, reliability and completeness of the information in this RFP and if necessary obtain independent advice. Bank 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 RFP. Bank may in its absolute discretion, but without being under any obligation to do so, update, amend or supplement the information in this RFP.
- vi. Subject to any law to the contrary, and to the maximum extent permitted by law, Bank and its directors, officers, employees, contractors, representatives, agents, and advisers disclaim all liability from any loss, claim, expense (including, without

limitation, any legal fees, costs, charges, demands, actions, liabilities expenses or disbursements incurred therein or incidental thereto) or damage (whether foreseeable or not) (“Losses”) suffered by any person acting on or refraining from acting because of any presumptions or information (whether oral or written and whether express or implied), including forecasts, statements, estimates, or projections contained in this RFP document or conduct ancillary to it whether or not the Losses arises in connection with any ignorance, negligence, casualness, disregard, omission, default, lack of care, immature information, falsification or misrepresentation on the part of Bank or any of its directors, officers, employees, contractors, representatives, agents, or advisers.

vii. Bank reserves the right to reject all or any of the proposals during the RFP process and / or before awarding the contracts without giving reasons whatsoever or cancels the entire process without assigning reasons thereto.

viii. **Confidentiality of RFP**

The RFP document is confidential and is not to be disclosed, reproduced, transmitted, or made available by the vendor to any other person. The RFP document is provided to the vendor on the basis of the undertaking of confidentiality given by the Recipient to Bank. Bank may update or revise the RFP document or any part of it. The Recipient accepts that any such revised or amended document will be subject to the same confidentiality undertaking. The Recipient will not disclose or discuss the contents of the RFP document with any officer, employee, consultant, director, agent, or other person associated or affiliated in any way with Bank or any of its customers or suppliers without the prior written consent of Bank.

II. About The South Indian Bank Ltd

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 29th 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 925 branches (Out of which 23 are PTBO), and 1153 ATMs & 119 CDM’s (as on 31.08.2022), 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. We are currently running on Finacle 10.

The employees of the Bank with an average age of 32 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. The Bank is moving ahead with well set targets, clearly defined priorities, redrawn road maps fueled with an aroma of optimism, to fulfill the vision of converting our Bank to a 'Retail Banking Powerhouse'.

a. Terms & Abbreviations Used In This Document

- i. 'Project/Works' means the Requirements/System study, supply, configuration, customizations, implementation, testing and documentation related to the Corporate Mailing Solution.
- ii. 'Vendor' means the entity, who has submitted the proposal documents for the said 'Works' with the intention of submitting a competitive quotation and as certified/complied with regulator specifications or the specification defined by other statutory authorities.
- iii. 'Bid' shall mean the set of Bid/Request For Proposal and Quote (RFPQ) documents provided by Vendor for submitting a competitive quotation for the execution of 'Works' in accordance with the terms specified in this document.
- iv. 'SIB/ Bank' means The South Indian Bank Ltd.
- v. 'Data Center' means to the Bank's Data center at Kochi, Kerala.
- vi. 'DR Site' means to the Bank's Disaster Recovery Site at Bangalore
- vii. 'NDA' means Non-Disclosure Agreement
- viii. 'SLA' means Service Level Agreement which is given after the selection of the appropriate vendor by the Bank and who has been awarded the purchase order for the works.
- ix. 'Successful vendor' means the vendor whose proposal is accepted by the Bank and been awarded the purchases order/ contract work.
- x. 'RFP' means Request for Proposal.
- xi. 'Defect' means any malfunctioning or non-functioning of the product or part of the product.

- xii. ‘Uptime’ means the time during which all the supplied products are available for the use of the PURCHASER and also working at the optimum level of their performance and functionality, ensuring the smooth working of the PURCHASER’s business.
- xiii. The following are the abbreviations and their expansions used in this document.

Abbreviation	Expansion
CBS	Core Banking Solution
RBI	Reserve Bank of India
DTD	Digital & Technology Department
PTBO	Part Time Banking Outlet
NDA	Non-Disclosure Agreement
SLA	Service Level Agreement
RFP	Request for Proposal
RFQ	Request for Quote
API	Application Program Interface
POC	Proof of Concept
BRD	Business Requirement Document

III. Objective of RFP:

The Bank has decided to issue this RFP to achieve the following objective:

- i. This Request for Proposal (RFP) is to procure complete end to end software solution along with end to end integration with existing systems in Bank for corporate email solution with collaboration features and migrate the existing solution to the new one.
- ii. SIB is looking for a high performance enterprise class cloud based email solution with collaboration features and an on premises compliance archival solution. The cloud model can be either Public Cloud or Private Cloud. The solution should be secure robust and user friendly environment with embedded latest technology that will enhance the overall user experience and Email administration. The new solution should be commercially viable adhering to security standards. The solution should maintain a version history and should have a published future road map of next 5 years. The proposed solution should be able to work and integrate with the existing network/hardware/Active Directory infrastructure of the bank.
- iii. A vendor submitting the proposal in response to RFP for corporate email solution with collaboration features shall hereafter be referred to as “Vendor”. The Vendor whose proposal will be accepted by the Bank as per the terms and conditions of this document to undertake Corporate mailing solution shall hereafter be referred to as “System Integrator” or” Successful Vendor”.

- iv. The hardware and software specification, server and client specifications and network bandwidth required for the proposed solution needs to be shared by the vendor in the response. Keeping in view the Bank's existing and futuristic requirement, the deployed solution should be scalable & highly available.
- v. This RFP is for supply of softwares and necessary licenses and support of cloud based corporate email solution with collaboration features and on premises archival solution implementation in all the environment (pre- production, production, testing and DR).
- vi. Bank prefers an integrated modular solution on industry standard platforms to match the functionality requirements specified in this document.

IV. Responsibilities of vendor

Successful vendor selected based on the evaluation criteria specified in this RFP should;

- i. Enter into the Service Level Agreement (SLA) with the Bank in the format provided by the Bank.
- ii. To supply complete end to end software solution along with end to end integration with existing systems in Bank, including all the functionalities as mentioned in this RFP.
- iii. Vendor shall be responsible to customize the software/application with respect to the Bank's requirement.
- iv. Vendor has to supply, install and configure/customize all the required software etc for the successful implementation of the proposed solution at all the environment (pre- production, production, testing and DR) of the Bank.
- v. Vendor has to migrate the mailboxes and the archived emails and configurations to the new solution in order to ensure smooth working of the system. Vendor can use any tools for the hassle free migration.
- vi. Creating and managing environments for Integration testing and UAT (User Acceptance Testing).
- vii. Provide specific tools and utilities required for implementation of corporate email solution in all the environment (pre- production, production, testing and DR) without any extra cost to Bank.

- viii. The Vendor shall be responsible for Supply, Installation, Integration, Rollout, Operational configuration, failover testing, migration, support and Maintenance of corporate email solution with collaboration features in the Bank
- ix. It may also be noted that all the activities in the Digital & Technology Department are subject to audit /inspection by Security Auditors and compliance audit of the software deployment. Selected vendor must take same into consideration while delivering the desired services. Audit observation pointed out by the auditors has to be implemented/rectified on an ongoing basis without any additional cost to the Bank.
- x. Enable suitable information security / cyber security/ data encryption / masking and secure configuration in respect of the components, and utilities in the system, as per requirement of the Bank from time to time.
- xi. Vendor shall be responsible for complete designing and sizing of the solution as per the business requirements.
- xii. Vendor shall provide complete technical training to Bank officials by the OEM on design, configuration, operation, maintenance, management and administration of the solution.
- xiii. Vendor will configure the server and software to enable integration with the Bank's existing applications/interfaces and any other interface/application in future.
- xiv. The vendor shall provide the architecture of the proposed solution which include features and functionality designed to minimize impact on production servers, applications, and network bandwidth and ultimately the end user of the production.
- xv. The vendor should be responsible for resolving any compatibility issues with existing hardware & software infrastructure during deployment and maintenance of the Solution.
- xvi. The vendor shall be responsible for free of cost up-gradation of the software in the Bank as and when the same arrives in the market during the warranty / AMC.
- xvii. In case the solution offered has End of Life / Support already announced or announced by OEM/principal vendor/IPR owner during contract period, the service provider (Vendor) has to ensure that the same will be supported / replace / upgrade the same on its own cost without any disruption in the ongoing business.
- xviii. The Vendor should manage and support the complete solution for a minimum period of 10 years, after successful go-live.
- xix. The vendor shall be responsible for re-installation, relocation, configuration/Re-configuration/Tuning of new/existing hardware/software for operational and failover testing of Software.

- xx. The vendor shall be responsible for generation and submission of necessary documents required during various phases of project viz. planning, installation, commissioning, migration, rollout, acceptance testing, project diagrams and other reports etc. All such documents shall commence only after the same is approved by Bank.
- xxi. The vendor shall provide detailed drawing/architecture of the installed setup after completion of the project and Standard Operation Procedure documents.
- xxii. Vendor shall be responsible for addressing any Security/VAPT issues during the contract period. All the necessary patches related to OS, Database and application etc for addressing the Security/VAPT issues should be installed by the Vendor without any addition cost to the Bank.
- xxiii. Vendor should comply with all the guidelines by RBI/ IBA/ Govt of India/any other regulatory/statutory authority issued from time to time and make changes to the mailing solution to comply with the directives well within timelines stipulated by the regulator, at no additional cost to the Bank.
- xxiv. On awarding the contract, Vendor shall prepare a detailed Functional Requirement Document based on the requirements of the RFP and discussions with Bank's business team and vendor shall ensure to provide GUI prototype, functional prototype and approach adopted by other banks during the implementation stage as required by the bank. The Vendor shall undertake to obtain Bank's approval of the Functional Requirement Document. Vendor to provide RFP to BRD traceability matrix to Bank.
- xxv. If the proposed solution is providing free email desktop clients, the vendor should be able to migrate existing user's outlook/thunderbird email data stores to the format supported by proposed client. Vendor should provide easy tools that can be shared to users for migration of such data as it is impractical to send technical persons to each and every office for this purpose.
- xxvi. The vendor should ensure that email user migration should be conducted in different phases as decided by the bank instead of migrating whole users in a single attempt. This method is recommended as there will be sufficient room for rectification in case of any post-migration performance issues. On getting go ahead from bank, the full migration of mail store data should be completed in a maximum span of three days. Desktop mail files (pst) should be completed within three months' time.
- xxvii. Vendor should ensure that, personal address book, global address book, contacts etc are migrated to new solution
- xxviii. Migration of complete outstanding including mailboxes, Archived emails, Outlooks or other email clients and required historical data to the new system.

- xxix. Vendor should ensure that the respective folders in existing webmail such as INBOX, SENT ITEMS, DRAFTS etc should be migrated to the same locations in the proposed solution without any change.
- xxx. Vendor should ensure that the user profile data in the existing solution such as employee ID, name, Designation etc is migrated to proposed solution.
- xxxi. Vendor should provide details of atleast 3 migrations in India from various other solutions
- xxxii. OEM/SI should talk to existing solution provider in case of any clarification or help required from them in the case of data migration
- xxxiii. A detailed project plan to be provided within 2 weeks of granting the contract.
- xxxiv. Identify Project Manager, Project Leaders and members of the development teams with relevant skills. There has to be daily sync up calls with Bank's team and weekly status report to be sent to Bank to evaluate the progress of the project. The vendor will intimate the Bank if there is any change in the project team. The vendor will ensure proper back up of project leaders, developers and manager. The replacement plan should be intimated to the Bank. The minimum experience of the project team personnel like Project Manager, Project Leader and Programmers put on work preferably should be 10, 6, 3 years respectively. Systems study and all development activities, if any, will have to be undertaken at the Bank's locations acceptable to the Bank.
- xxxv. Ensure that the solution offered should have clear licenses. In case freeware's are to be used the same has to be procured and provided to the Bank. Also the vendor has to ensure that the freeware can be used by the Bank for running the required solution.
- xxxvi. The capabilities, operating characteristics and other technical details of the software offered should be furnished together with detailed product manuals, brochures, literature etc.
- xxxvii. Successful vendor shall alert Bank and its own personnel about the risks either anticipated or faced either prior and / or during and / or after the execution of the project and provide all the possible solutions either to totally eliminate or to minimize such risks.
- xxxviii. Successful vendor shall ensure all possible efforts in continuous improvement in processes, tools and procedure and practice the world class methodologies in delivering / installing products and services, managing project and also while interacting with third party vendors for cross-integration.
- xxxix. Bank is very much interested in long-term association with the potential vendors and hence vendors shall adapt to changes in Bank's requirements and provide superior products and services and not be mere fulfillment of contractual commitments set here forth.

- xl. Impart training on proposed solution to designated personnel of the Bank for handling the system.
- xli. In case the product/ solution/ vendor/ OEM/SI are amalgamated/ dissolved, the impact of such an event should not have any adverse implication on the service level/ time line/cost that is proposed for implementation of the solution. Such event would not dilute the responsibility of the successful vendor for completing the implementation within mutually agreed time lines.
- xlii. The successful vendor shall provide technical support for the software application/ supplied under this contract, and will have overall responsibility of the performance, functionality and operation of the systems under this contract. Any supporting software provided/installed/configured by the vendor for smooth functioning shall be maintained/fine-tuned/parameterized by the vendor from time to time, so that the solution delivers optimal performance.
- xliii. Security features should meet the standards and procedures as per Bank's IT Security Policy and Bank's Information Security, Cyber security guidelines should be followed, in line with prevailing Industrial Standards including OWASP top 10.
- xliv. The vendor to provide the Bank with the proper backup and recovery procedure, with necessary documents so as to meet any exigencies. The Regulatory guidelines on the preservation of data should be followed correctly. Proper Data Archival & Purging needs to be implemented for proper performance.
- xlv. Treat all data and information about the Bank obtained during in the execution period and thereafter, in strict confidence and shall not reveal such information to any other party without the prior written approval of the Bank. The vendor should return and delete all information provided as part of the project at the completion of the project or as soon as it is not required for further execution of the project. A non-disclosure agreement should be signed between Bank and vendor at the time of RFP. The format of non-disclosure agreement form is given in Annexure-3(Only those vendors selected by Bank who signed the non-disclosure agreement can only proceed with subsequent phases of the RFP).
- xlvi. Bank prefers to go with Cloud model and the data should be hosted in India based Data center including DR, BCP data centers as per RBI guidelines. There should not be any replication of Bank's data to outside the boundaries of the country. The cloud architecture should be a private /public cloud model and should be accessible over Bank's Internet /Intranet. The cloud model should be conforming to all applicable industry level certifications like ISO 27001:2013, ISO/IEC 20000-1:2011, ISO 27018 etc. It should maintain a production and Disaster recovery site in Active - passive mode with a minimum data retention period of ten years.

V. Scope of Work:

Proposed email solution should have the following capabilities: -

- a. The proposed email solution should be enterprise class collaboration solution that offers, mail, chat, meet, fileshare etc.
- b. The email data should be hosted on cloud in data centers preferably located in India.
- c. The solution should be complied with banks IT Policies.
- d. Even though the proposed solution is on cloud, there should be production and Disaster recovery site (replica of production) with Active-Passive deployment.
- e. All the mail communications should be archived in a standard compliance Archival platform in tamper proof manner and the archived data to be retained up to 10 years.
- f. Archival solution should be an on premises solution deployment and it is mandatory to keep the same in Bank's Data Center.
- g. The solution should support multiple domains in a single application.
- h. The proposed solution should immediately support 8500 mailboxes which shall be scalable upto 15000 mailboxes.
- i. It is vendors responsibility to migrate the data from existing mailboxes to the new platform along with the old archival data of 40TB size which is hosted in the existing service provider Data Center.
- j. The solution should provide daily/monthly MIS reports on mail flow, health reports, user activities etc.
- k. Email data at rest as well as in transit to be encrypted and the data should not be accessible to any third person other than Banks designated administrators.
- l. There should be facility for mobile device management such as remote wipe functionalities, remote PIN setting, Policy Pushing etc.
- m. All logs generated against the user activities in the cloud solution to be archived at least for 90 days and administrator should be able to take this data at any time for compliance purpose.
- n. The existing email data has to be migrated to the new proposed mail solution within 4 months from the date of start of migration activity
- o. Proposed solution should provide online data storage facility for all users. There should be facility of sharing large files among users using this file storage or drive.
- p. The proposed solution should provide all the necessary access control mechanisms to manage user by the Bank
- q. The source code / object code / executable code and compilation procedures of the software solution should be provided to the Bank after successful implementation. All necessary documentation in this behalf should be made available to the Bank. In case of source code is purchased by the Bank, the Intellectual Property Rights on the software code should be assigned to the Bank.
- r. Vendor is not authorized to sale any proprietary and bank-specific customization of software to any other party for a predefined period of valid contract.
- s. The proposed solution should work in Hybrid model.
- t. The descriptive list of expected features is attached Annexure A & B

VI. Proposed Architecture:

- a. The OEM/SI should design secured mail flow architecture in discussion with Banks technical team.
- b. The OEM/SI should propose a scalable architecture which will help add / remove any components with minimal disruption in the system
- c. The proposed architecture should not be complicated and should support faster mail flow
- d. Proposed architecture should not have any single point of failure
- e. Proposed architecture design should be in such a way that the error detection in any of the components is easy to identify from admin GUI
- f. Architecture diagram should be submitted to the bank technical team which should be clearly display complete mail flow and security aspects

Performance

- While designing the solution it is important to check whether the system meets SLA defined by the bank in case of emailing. Following should be the preferred delivery performance in each case of emails to customer:

VII. Testing and Acceptance

- i. The Bank will conduct “User Acceptance Test” (UAT) under guidance, review and supervision of the vendor to ensure that all the functionality required by the Bank as mentioned in this scope of work /Requirements shared with the Vendor is available and is functioning accurately as per the expectations of the Bank. Consequent to UAT, if some of the functionalities, specified in this scope of work are not present in tune with the Bank’s expectations, the vendor shall make appropriate changes for the functioning of Corporate mailing solution.
- ii. The following services should be provided by the vendor
Submit Test specifications, which outline the test cases, test objectives, test procedures, expected results, pass/fail criteria for each testing phases. Application Installation manual and inventory of all software deployed should be provided. Vendor will be responsible for setting and maintaining the test environment during the entire period of project implementation. The Vendor will ensure that the test environment’s configuration and parameterization for conducting the UAT is in line with Bank’s requirement as mentioned in this scope of work/Requirements shared with the Vendor. The vendor should ensure that test environment has the

same configuration and functionalities and it should be capable of synchronizing from production using restoration/other standard techniques/functionalities as that of the live environment.

- iii. The test plan and test specifications shall be approved by the Bank before performing any tests.
- iv. The vendor will provide the scenarios for UAT and assist in preparing test cases including the test data to support all the business scenarios. The vendor should have dedicated resources to work with the Bank's project team for this purpose.
- v. Any defects found during the tests shall be immediately rectified or resolved by the vendor at no cost to the Bank. Re-test shall be arranged by the vendor after the rectification and the re-test shall be documented. Regression testing has to be done after rectification of the defects.
- vi. The vendor shall be required to perform a range of unit tests for individual sub-system to demonstrate that all items have been installed properly.
- vii. There should be another System Integration Test after the completion of all unit tests for each individual sub-system to demonstrate that the delivered solution meets all agreed features and functional requirements specified in the proposal/scope of work.
- viii. The vendor shall be required to demonstrate that the delivered solution can deliver the output as per Bank's expectation as part of the requirements mentioned by Bank.
- ix. The vendor shall be required to demonstrate that the delivered solution can meet all the performance requirements specified.
- x. The vendor will be responsible for conducting system integration testing to verify that all system elements have been properly integrated and that the system performs all its function.
- xi. The vendor will assist the Bank in analyzing/ comparing the results of testing.
- xii. Vendor shall provide adequate resources for troubleshooting during the entire UAT process of the Bank which includes functional, integration, data migration, performance testing, migration testing etc.
- xiii. Vendor to provide the support for Data Migration and provide migration Strategy, Plan, Audit compliance support, Pre and Post migration record & Logs

- xiv. The vendor will be responsible for maintaining appropriate program change control and version control of the system as well as documentation of UAT and change of configuration and parameterization after, making changes in the system. Baseline parameter configurations should be documented and provided for OS, Middleware, DB and Application layers.
- xv. Vendor has to use latest versions of OS, DB & Middleware so that the system will work atleast 3 years without any major upgrade in any of the above.
- xvi. Vendor shall be responsible for creating the required interfaces with the Core Banking and other systems in the Bank as per the requirements of the solution. The interfaces shall be with web services, database connectivity, URLs, API etc for both online/real-time and batch mode integrations. Suitable error logs and reconciliation systems need to be put in place wherever integrations are being built so that errors or omissions can be avoided. Suitable checks for the same may also be incorporated.
- xvii. Detailed audit trail of all user activity should be captured in system.
- xviii. All errors, bugs, enhancements / modifications required during and after testing will be resolved within the overall timelines for implementation.
- xix. The vendor will be responsible for using appropriate tools for logging, managing, resolving and tracking issues and its progress, arising out of testing and ensuring that all issues are addressed in a timely manner to the satisfaction of the Bank and as per the requirements mentioned.
- xx. After the successful completion of all the above mentioned tests, the vendor shall be required to assist the Bank in performing the UAT to accept the delivered solution.

i. Training and Documentation:

- i. The vendor needs to provide trainings and educational materials for all items supplied, to the Bank's technical staff, on system/application administration, configuration, report generations, API integration and entire operations of the proposed solution without additional cost.
- ii. Training must be provided in all functional areas and should be of sufficient duration – to the User's satisfaction.

- iii. Vendor will be responsible to develop training and reference materials for all the functionality of the software. Training materials should comprehensively cover all processes flows, screen-shots of the actual system functionality etc.
- iv. All trainings have to be conducted at the Bank's Office, unless with prior approval given by the Bank. All training sessions have to be conducted before production launch.
- v. Training should be of vendor/OEM certification level standard on the delivered solution with certification training materials.
- vi. The training should at least cover the following areas:
 - Functionality available in the solution including logic and methodology of the same;
 - Customization / Parameterization;
 - Techniques for template design;
 - Advanced trouble shooting techniques if any;
 - Deployment of application and identification procedures, application controls, analysis procedures provided as part of the solution;
 - Techniques of customization, development and configuration required for the solution provided;
 - System and application administration such as creation/modification and deletion of user, user groups, assigning rights, System Information Security Settings etc.

Document deliverable include but not limited to:

- Project plan, technical design document and product specifications
 - Test plan, test specifications and test reports
 - Training guide
 - Standard product manual including software media and license materials.
 - Standard operating procedure documents should be provided.
 - Detailed installation documents should be included in the documents
 - Problem log during overall project implementation.
 - Application patch management document
 - Documentation - Tech Architecture, Data structure, Design documents for customization, API Documentation, Test documents
 - User manual - User, Operational, System Admin, Backup-restore, Preventive Maintenance, Archival & Purging, System User Password change
- vii. Detail technical design document to be created for the development phase and proper test documentation along with approved test results to be shared with the Bank along with the UAT build.

- viii. Source code Audit certificate of the proposed solution to be provided along with UAT build to the Bank.
- ix. All works related to the assignment handled are to be well documented and will form the part of deliverables. They should be delivered both in hard copy and soft copy at the end of each stage.

ii. Warranty & Service:

The vendor shall provide atleast three-year comprehensive warranty, from the date of complete Go-Live of all modules of software specified in the purchase order for all the supplied products. Support personnel should be made available onsite based on criticality of the issues on Bank's request. The warranty, on-site/offsite maintenance and services/support will be provided to cover software on a 24x7 throughout the said period. Details of the warranty period of the software as per the warranty policies of the respective principals or OEM should be specified clearly along with mode/method of support. The details of the AMC provided along with the mode of support should be clearly specified. Vendor has to offer the Bank support for the application software by Annual Maintenance Contract (AMC) after the expiry of the warranty period if Bank is opting for the same. The scope, deliverables, time schedules and the support provided during the AMC period have to be specified clearly. Support provided to the Bank during the implementation, warranty, AMC periods have to be clearly specified along with the problem escalation chart, method of support, etc.

The vendor shall sign a comprehensive Service Level Agreement with the Bank covering all relevant areas along with Purchase order. Warranty period shall be effective from the date of complete and satisfactory installation of all ordered components / equipments / items. Any augmented part of the solution is also covered under warranty from respective date of installations till the expiry of the Service Level Agreement. The support should cover supplied software installation, Database software, patches, bug fixes, upgrades, updates, firmware upgrades and complete maintenance of all software components throughout the warranty/support/AMC period. Support level escalation chart has to be provided for DC and DR sites.

Annual Maintenance contract / warranty / support terms must be in accordance with the SLA (Service Level Agreement) and NDA (Non-disclosure Agreement) only, notwithstanding anything contrary contained in any other documents whether executed before or after the execution of the agreements. On the happening of an incident/defect the maximum turnaround time should be defined in the SLA. The solution provided should be optimally configured such that it works at peak performance level. Any degradation in performance should be rectified by the vendor. The vendor shall absorb any hidden cost arising out of situations, with respect to services and maintenance of the complete software and related solutions offered / supplied by Vendor, which arises

due to an act or omission of vendor. Vendor should take precaution to eliminate the defects to the maximum to reduce downtime to minimal possible time. A minimum uptime of 99.5% per annum is compulsory. Vendor should assist the Bank in completing licensing agreements, if any with OEM's prior to commencement of warranty period. Vendor should inform compulsorily in the submitted proposal whether any licensing agreement has to be completed prior to or after delivery of any ordered item. Draft copy of such required agreement has to be submitted with the proposal. Vendor has to take full and complete responsibility for support of all supplied items.

Undertake immediate bug fix actions in the event of software failure causing an interruption of operation of the mailing solution as per the response / resolution times defined in SLA. During an event of any failure (software /hardware /network /etc), the solution should continue to function seamlessly and there should not be any data loss. Vendor should notify about all the detected software errors and correct them in the shortest possible time. The SI/Vendor will be responsible for notification of new versions / releases of the software and supervise their implementation in mutually agreed deadlines. Vendor should enter into the obligation that in the event OEM releases a new version of software, and Bank is using one of the previous versions, OEM would provide the full scope of services to the version used by the Bank for the period of at least 5 years from the go-live date. The vendor should confirm that the software is not compromising the security and integrity of Bank's data and also not compromising the quality of operation of Bank, particularly the services rendered to customers. The vendor should support the Bank in integrating any new applications with the Corporate Mailing Application. Vendor shall be agreeable for on-call/on-site support in case of any emergency or planned activities. During the period of AMC, if the service provided by the Vendor is not satisfactory, Bank reserves the right to terminate the AMC contract. The support shall be given in person or through telephone and e-mail within a reasonable time as the case may be. Only licensed copies of software shall be supplied and ported. Further, all software supplied shall be of latest tested proven version which is bug free and malware free. The solution offered should have all components which are bug free, no known vulnerabilities reported and of latest stable version, which are having a minimum 3 years clean track record. The Vendor shall be bound to provide technical consultancy and guidance for successful operation of the solution and its expansion in future by the Bank during the warranty and AMC period. Preventive maintenance shall be compulsory during Warranty and AMC period. Preventive maintenance activity should be completed every quarter and report should be submitted to the Bank. Preventive maintenance activity should take care of parameter configuration verification, application health check-up, fine-tuning the configuration, verification of bugs/patches etc.

Delivery and Installation

The application as per the purchase order specifications should be delivered in full at all the environment (pre- production, production, testing and DR), within a maximum of 6 months from the date of issuing the Purchase order. The timelines are to be strictly adhered and any delay shall attract penalty. If the supply is delayed inordinately, the Bank can cancel the said purchase deal without any obligation on its part and the same shall be binding on the vendor. Vendor should install all supplied software, including OS, database, third party supporting software, drivers, patches and all other required software for the smooth functioning of the application / system at all the environment (pre- production, production, testing and DR). Vendor should also designate a Project Manager / Leader to ensure installation and operationalization of all supplied software items. This Project Manager / Leader should be the single point contact of the Bank for its clarifications, support etc. The Name, designation, contact details of the identified Project Manager / Leader should be informed to the Bank along with the response to the scope of work. Vendor should submit the detailed documentation for the entire installation in both soft copy and hard copy.

Bank reserves the right to involve third parties, application vendor etc., in the installation process, if it deems so and the vendor shall render all assistance for the same. Vendor should provide necessary knowledge transfer to Bank for further development and maintenance of the solution.

Penalty Clauses

The application software should be delivered within a maximum of 1 month of issuing the Letter of Intent/ Purchase order. Bank will charge penalty in the following cases

- I. Non delivery/Late Delivery:
- II. Solution not meeting the requirements specified by Bank
- III. Misleading the Bank in selection process by false representations
- IV. Non-compliance of Uptime and other SLA terms

For Category I, Bank will charge a penalty of 18% per annum on the entire purchase order value mentioned in the purchase order for delayed number of days. For Category II, III and IV Bank will have authority to fix the penalty amount based on the impact to the Bank.

Submission of Bank Guarantee:

- Successful vendor shall submit a performance Guarantee issued by a Scheduled Commercial Bank in favour of The South Indian Bank Limited for 20% of the contract value.
- BG should be valid till one year from production go live date

- Bank reserves the right to appropriate the damages by invoking the bank guarantee given by the vendor.

Technical Inspection and Performance Evaluation

The Bank reserves its right to carry out technical inspection, reference site visit and performance evaluation (benchmarking) of proposed software for solution offered by short-listed Vendors, as per the discretion of the Bank.

Vendor shall be required to do POC at the Bank premises, if required by the Bank at no extra cost for which hardware will be provided by the Bank. Vendors are also required to do presentation showcasing their software capability as part of their technical evaluation.

The RFP is being issued to the Vendors whose role as RFP respondent is reiterated below:

1. The Vendor is expected to propose solution which comprises of all required modules.
2. Sizing of the hardware to be done by the Vendor in such a manner that the proposed solution is available in high availability mode
3. Solution should be able to throttle the network bandwidth and CPU cycles so that the same can be provided dedicatedly to primary application processes.

System Commissioning & Deliverables

To supply, commission, install/re-install, test, configure/reconfigure and maintain & provide supports for the Solution.

Following should be delivered to the Bank:

- i. Software Package with system document after customization
- ii. User & Quick reference manuals
- iii. Training and Documentation
- iv. Licenses
- v. Technical Support

All copies should be delivered in hard & soft media. Any gaps identified during product demonstration, functional requirements specifications study, system testing, user acceptance testing, business process re-engineering and pilot implementation should be included by the Vendor as implementation efforts. Bank will not pay the Vendor any additional charges for all such customizations. Vendor shall take up all such amendments as required by the Bank on a priority basis as decided by the Bank.

Migration

Vendor should provide a migration plan along with the RFP response. All the configurations made in the current solution to be checked and based on the same new deployment to be planned. All templates configured for emailing to customers should be migrated as is or the same templates need to be recreated in the new solution for hassle free migration without disturbing customer experience. Bank have the right to suggest any changes in the present configuration as well as new configuration in order to enhance customer experience as and when required.

iii. Amendment of RFP:

- At any time prior to the deadline for submission of Proposal, The South Indian Bank Limited, for any reason, whether at its own initiative or in response to a clarification requested by a prospective Vendor, may modify the RFP by amendment.
- In order to afford prospective Vendors reasonable time in which to take the amendment into account in preparing their Proposal, the Bank, at its discretion, may extend the deadline for the submission of Proposal.
- All Vendors who have procured this RFP document from the Bank shall be notified of the amendment in writing by e-mail or fax or post, and all such amendment(s) shall be binding on them.

iv. Instructions For Proposal Submission:

A. Request for Additional Information

- Vendors are required to direct all communications for any clarification related to this RFP, to the Designated Bank officials and must communicate the same in writing (address for communication is given in table titled 'Proposal collection and submission details'). All queries relating to the RFP, technical or otherwise, must be in writing only i.e. either via physical or electronic mail. The Bank will try to reply, without any obligation in respect thereof, every reasonable query raised by the Vendor in the manner specified.

B. Modification and Withdrawal of Proposal

- The Vendor may modify or withdraw its Proposal after the Proposal's submission, provided that The South Indian Bank Limited receives written notice addressed to Head Core Division – Digital & Technology Department, SIB Building, 3rd Floor, Rajagiri Valley, Kakkanad, Ernakulam, Kerala-682039 and of the modification or withdrawal, before the expiration of deadline prescribed for submission of Proposal. In case of modifications, the Vendor is expected to resubmit entire Proposal. Only addendums/amendments will not be accepted.

C. Rejection / Acceptance of Proposal

- The South Indian Bank Limited reserves the right to accept or reject any or all the Proposal without assigning any reason whatsoever. Any decision of The South Indian Bank Limited in this regard shall be final, conclusive and binding on the Vendor.

D. Cancellation of Proposal

- The South Indian Bank Limited reserves all right to cancel/re-issue/re-commence the entire Proposal process and or any part in case of any anomaly, irregularity or discrepancy in regard thereof without assigning any reason whatsoever, at the sole discretion of The South Indian Bank Limited. Any decision in this regard shall be final, conclusive and binding on the Vendor.

E. Period of Validity of Proposal

- **Validity Period**: -Proposal shall remain valid for 180 days from the last date specified for submission of Proposal in this RFP. The South Indian Bank Limited holds the rights to reject a Proposal valid for a period shorter than 180 days.
- **Extension of Period of Validity**: - In exceptional circumstances, The South Indian Bank Limited may solicit the Vendor's consent to an extension of the validity period. The request and the response thereto shall be made in writing. Extension of validity period by the Vendor should be unconditional and irrevocable.

v. Submission of Proposal:

Mode of submission

- The Vendor shall submit Proposal in a sealed and marked outer envelope. This outer envelope shall be marked as "**Proposal for Cloud based corporate mailing solution with on premises archival solution for SIB**". The outer envelope shall contain following envelopes:
 1. **Envelope labelled as 'Eligibility criteria'**:- The check list for submission of eligibility criteria is given in **Annexure-4**. This envelope shall without fail contain the profile of Vendor and his partner if any as specified in **Annexure-5**.

2. **Envelope Labelled as ‘Technical Proposal’:-**
3. The contents of this envelope shall assist us in evaluation of technical and functional requirements of the software/hardware/firmware solution. This envelope shall contain two envelopes, one for Functional and another for technical requirements. The envelopes shall contain the responses against the scope of work. In addition to the hard copy of the responses the envelope shall contain a CD containing the soft copy of responses.

Content of Technical Proposal

- Implementation methodology as given in Annexure-6
 - Responses against functional and technical requirement specified in this RFP (as indicated in above paragraphs).
 - Reference site details in the format specified in Annexure-7
 - Details of past experience as specified in the Annexure-8
 - Any other relevant information
 - The correct information of the functional capabilities of product being offered should be reflected in the responses. Any additional information available, though not included in the form, may also be submitted.
 - In addition to the envelopes mentioned above, this envelop shall contain all other contents of technical Proposal specified in this section.
4. **Envelope titled ‘Commercial Proposal’:-**The commercial Proposal should be given by the Vendor in the format as shown in **Annexure -9**. The Vendor is expected to quote unit price in Indian Rupees (without decimal places) for all components and services. All taxes and other statutory deductions if any to be mentioned separately.
 - The price should be quoted for each module, each unit with total cost, module wise, if modular. AMC cost for all module, including optional items, should be mentioned year wise for each module if applicable. The envelope labeled as commercial Proposal should include the following:
 - The Proposal covering letter cum declaration format is given in Annexure-12
 - Details of cost of deliverables for each item as per Annexure-11
 5. **Envelope titled ‘Annexures’:-** This envelope shall contain all the Annexures specified in this RFP, except for the annexures stipulated to be included in other envelopes. It shall also include documentary proof required for substantiating the information given in Annexure, if any. In addition to the annexures specifically listed out in this RFP this envelope shall also include:

- Technology, architecture of proposed solution, exact tools to be used
- List of all software / tools to be used together
- Tentative project time schedule and plan
- Quality control setup and procedures to be followed
- Implementation
- Technical brochures and user manual
- Delivery, Services, Comprehensive Warranty and AMC

vi. Additional Instructions for Vendors

A. Software/Hardware

1. The Bank reserves the right to audit the Application / Device /firmware/sdk by suitable Security Auditor/Auditors appointed by the Bank.
2. The Vendor shall provide complete legal documentation of all subsystems, licensed operating systems, licensed system software, and licensed utility software and other licensed software. The Vendor shall also provide licensed software for all software products whether developed by it or acquired from others as part of the project. The Vendor shall also indemnify the Bank against any levies / penalties on account of any default in this regard.
3. In case the Vendor is coming with software which is not its proprietary software, then the Vendor must submit evidence in the form of agreement with the software vendor which includes support from the software vendor for the proposed software for the full period required by the Bank.
4. The Vendor needs to produce certificates of quality control and certification done on the Application/ Device/Drivers in the recent past.
5. Vendor needs to provide the developer rates per month/per person and Support personnel rates (both onsite and offsite) for minimum 2 years from Go-live

B. Acceptance of Application

The Bank will accept the Application only after the successful conduct of acceptance testing by the Bank's Team. Application will be considered to be accepted only after the Bank issues an acceptance letter to the vendor. The said Application may be audited for risk analysis of application functionality and security features by Bank's IS Audit team or a third party vendor appointed by the Bank, if so desired by the Bank.

C. Inspection and Tests

1. Bank or its representative shall have the right to inspect and/or to test the Application to confirm their conformity to the requirements/specifications mentioned in this RFP.
2. The inspections and test may be conducted on the premises of the vendor, at point of delivery and/or at the final destination. If conducted on the premises of the vendor all reasonable facilities and assistance, including access to documents, code and the data, shall be furnished to the inspectors at no charge to the Bank.
3. The inspection may be conducted on the Vendor proposed solution by the Bank or Bank appointed auditors at the vendor site/Bank premises.

D. Information Ownership

1. All information processed, stored, or transmitted by successful Vendor's Device/Software belongs to the Bank. By having the responsibility to maintain the software, the Vendor does not acquire implicit access rights to the information or rights to redistribute the information. The Vendor understands that civil, criminal, or administrative penalties may apply for failure to protect information appropriately.
2. Any information considered sensitive by the Bank must be protected by the successful Vendor from unauthorized disclosure, modification or access. The Bank's decision will be final.
3. Types of sensitive information that will be found on Bank system's which the Vendor plans to support or have access to include, but are not limited to: Information subject to special statutory protection, legal actions, disciplinary actions, complaints, IT security, pending cases, civil and criminal investigations, etc. The successful Vendor shall exercise adequate judgment to decide if particular information is sensitive and consult with the Bank in case of doubts.

E. Adherence to Standards

The Vendor should adhere to laws of land and rules, regulations and guidelines prescribed by various regulatory, statutory and Government authorities in India. The Bank reserves the right to conduct an audit/ongoing audit of the services provided by the Vendor. The Bank reserves the right to ascertain information from the Bank's and other institutions to which the Vendors have rendered their services for execution of similar projects.

F. Security Configuration, Monitoring and Audit

1. The Vendor should support proactively the implementation of baseline security configurations for Application/Devices/supporting firmware/drivers in

- accordance with the industry best practices and Bank's Board approved baseline documents.
2. Compliance with security best practices may be monitored by periodic security audits performed by or on behalf of the Bank. Bank/Regulator/Bank's empanelled Auditors has the right to conduct the security Audit. The periodicity of these audits will be decided at the discretion of the Bank. Periodicity for Regulatory Audits would be required as per the rules and guidelines laid down by the regulator or as required by the regulators, not limited to, RBI/other authorities/agencies/other relevant Acts, rules, regulations, directions as applicable. These audits plan to include, but are not limited to, a review of: access and authorization procedures, physical security controls, input/output controls, DB controls, backup and recovery procedures, network security controls and program change controls.
 3. The Vendor shall take utmost care to ensure that the security controls are in place to avoid malpractices and fraud attempts.
 4. Bank/Regulator/Bank's empanelled Auditors reserves the right to audit the successful Vendor's premises and platform used for Corporate mailing solution and its associated hardware/software.

G. Considerations for Proposed Corporate Mailing Solution

As part of implementation of Corporate Mailing solution, bank is looking for a full-fledged software solution capable of handling all requirements mentioned in the scope of work. Bank has already put in place another solution from 2018 onwards. The proposed software solution should be scalable for the future requirement of the bank.

1. The Vendor should provide the detailed specifications for hardware required in case if any.
2. Vendor should specify the prerequisites needed for migrating the mailboxes and the archival data to the new platform.
3. Vendor shall submit all the details of deliverables from Bank side prior to the implementation process for the smooth functioning of the system.
4. The Vendor shall ensure that the solution shall deliver the best throughput and performance considering the present volumes and the sizing proposed.
5. The Vendor should plan the solution architecture in such a way that it can accommodate 8500 mailboxes and 40TB of archival data immediately which can be further scaled up to 15000 mailboxes and 80TB archival data in 3 years after go live.

H. Reporting Progress

The Vendor shall report progress of all the activities covered within the scope of work given in this RFP.

I. Compliance with IS Security Policy

The Vendor shall have to comply with Bank's IT & IS Security policy in key concern areas relevant to the RFP, details of which will be shared with the finally selected Vendor. A few aspects are as under:

1. The vendor shall acknowledge that Bank's business data and other proprietary information or materials, whether developed by Bank or being used by Bank pursuant to a license agreement with a third party are confidential and proprietary to Bank; and the vendor shall agree to use reasonable care to safeguard the proprietary information and to prevent the unauthorized use or disclosure thereof. Any modification in the data provided by the Bank should be done only on proper authorization of the Bank. Proper and advanced security measures should be ensured by the vendor in case of data exchange between Bank and the Vendor. The caution exercised by the vendor shall not be less than that used by it to protect its own proprietary information. The vendor recognizes that the goodwill of Bank depends, among other things, upon Vendor keeping such proprietary information confidential and that unauthorized disclosure of the same by Vendor could damage the image of Bank. Vendor shall use such information only for the purpose of rendering the Service(s) to the Bank.
2. IS Security principles such as environmental, physical and logical security aspects should be followed by the Vendor. Also, hardware, operating systems and related software should be periodically upgraded for ensuring data protection and privacy.
3. The vendor shall, upon termination of the Contract/Agreement for any reason, or upon demand by Bank, whichever is earliest, return/ destroy permanently to the satisfaction of the Bank, any and all information provided to Vendor by the Bank, including any copies or reproductions, both hardcopy and electronic.
4. Data Encryption/Protection requirements of the Bank.
5. Incident response and reporting procedures.
6. In general, confidentiality, integrity and availability must be ensured.

vii. Termination

A. Termination for Default

1. The Bank, without prejudice to any other remedy for breach of contract, by written notice of default sent to the successful Vendor, may terminate this contract in whole or in part:

- If the successful Vendor fails to deliver any or all of the deliverables within the period(s) specified in the contract, or within any extension thereof granted by the Bank; or;
 - If the successful Vendor fails to perform any other obligation(s) under the contract.
 - If the successful Vendor, in the judgment of the Bank has engaged in corrupt or fraudulent practices in competing for or in executing the contract. Corrupt practice means the offering, giving, receiving or soliciting of anything of value or influence the action of a public official in the procurement process or in contract execution; and “fraudulent practice” means a misrepresentation of facts in order to influence a procurement process or the execution of a contract to the detriment of the Bank, and includes collusive practice among Vendors (prior to or after Proposal submission) designed to establish Proposal prices at artificial non-competitive levels and to deprive the Bank of the benefits of free and open competition.
2. In the event, the Bank terminates the contract in whole or in part, the Bank may procure, upon such terms and in such manner as it deems appropriate, similar Goods or Services to those undelivered, and the successful Vendor shall be liable to the Bank for any excess costs for such similar Goods or Services. However, the successful Vendor shall continue performance of the Contract to the extent not terminated.

B. Termination for Insolvency

If the Vendor becomes Bankrupt or insolvent, has a receiving order issued against it, compounds with its creditors, or, if the Vendor is a corporation, a resolution is passed or order is made for its winding up (other than a voluntary liquidation for the purposes of amalgamation or reconstruction), a receiver is appointed over any part of its undertaking or assets, or if the Vendor takes or suffers any other analogous action in consequence of debt or any sanction/blacklisting against the parent company/ directors/ management of the company by regulatory/statutory authority; then the Bank may, at any time, terminate the contract by giving written notice to the Vendor. If the contract is terminated by the Bank in terms of this Clause, termination will be without compensation to the Vendor, provided that such termination will not prejudice or affect any right of action or remedy which has accrued or will accrue thereafter to the Bank. In case, the termination occurs before implementation in all the locations in terms of this clause, the Bank is entitled to make its claim to the extent of the amount already paid by the Bank to the Vendor.

C. Termination for convenience

The Bank, by written notice sent to the Vendor, may terminate the Contract, in whole or in part, at any time at its convenience. The notice of termination shall specify that termination is for the Bank's convenience, the extent to which performance of work under the Contract is terminated and the date upon which such termination becomes effective.

D. Termination – Key Terms & Conditions

1. The Bank shall be entitled to terminate the agreement with the Vendor at any time by giving sixty (60) days prior written notice to the Vendor.

The Bank shall be entitled to terminate the agreement at any time by giving notice, if the Vendor:

- has a winding up order made against it; or
 - has a receiver appointed over all or substantial assets; or
 - is or becomes unable to pay its debts as they become due; or
 - enters into any arrangement or composition with or for the benefit of its creditors; or
 - Passes a resolution for its voluntary winding up or dissolution or if it is dissolved.
2. The Vendor shall have right to terminate only in the event of winding up of the Bank.

E. Consequences of Termination

1. In the event of termination of the Contract due to any cause whatsoever, [whether consequent to the stipulated term of the Contract or otherwise], The Bank shall be entitled to impose any such obligations and conditions and issue any clarifications as may be necessary to ensure an efficient transition and effective business continuity of the Service(s) which the Vendor shall be obliged to comply with and take all available steps to minimize loss resulting from that termination/breach, and further allow the next successor Vendor to take over the obligations of the erstwhile Vendor in relation to the execution/continued execution of the scope of the Contract.
2. In the event that the termination of the Contract is due to the expiry of the term of the Contract, a decision not to grant any (further) extension by the Bank, the Vendor herein shall be obliged to provide all such assistance to the next successor Vendor or any other person as may be required and as the Bank may specify including training, where the successor(s) is a representative/personnel of the Bank to enable the successor to adequately provide the Service(s) hereunder, even where such

assistance is required to be rendered for a reasonable period that may extend beyond the term/earlier termination hereof.

3. The termination hereof shall not affect any accrued right or liability of either Party nor affect the operation of the provisions of the Contract that are expressly or by implication intended to come into or continue in force on or after such termination.

F. Exit Option

1. The Bank reserves the right to cancel the contract in the event of happening one or more of the following conditions:
 - Failure of the Vendor to agree on the terms of the contract within 10 days from the date of communication of award by the Bank and sharing of terms of contract by the Bank. If the Vendor does not meet these criteria, then the Bank may at its discretion declare the next best Vendor as the successful Vendor.
 - Failure of the successful Vendor to sign the contract within 30 days from the agreement on the terms of the issue of Contract by the Bank or as per the Bank's specified date.
 - Delay in completing installation / implementation and acceptance tests/ checks beyond the specified periods;
 - Serious discrepancy in functionality to be provided or the performance levels agreed upon, which have an impact on the functioning of the Bank.
2. The Bank and the Vendor shall together prepare the Reverse Transition Plan as part of Vendor exit plan. However, the Bank shall have the sole discretion to ascertain whether such Plan has been complied with.
3. Notwithstanding the existence of a dispute, and/or the commencement of arbitration proceedings, the Vendor will be expected to continue the facilities management services. The Bank shall have the sole and absolute discretion to decide whether proper reverse transition mechanism over a period of 6 to 12 months, has been complied with.
4. Reverse Transition mechanism would typically include service and tasks that are required to be performed / rendered by the Vendor to the Bank or its designee to ensure smooth handover, transitioning of application knowledge, Bank's deliverables, and maintenance and facility management.

G. Termination of contract

1. Apart from the general grounds of default mentioned above, the Bank reserves its right to cancel the order in the event of, but not limited to, one or more of the following specific situations:

- Unnecessary or unwarranted delay in execution of the work allotted or delay in delivery of devices to the respective locations.
 - Delay in services of the complaints raised.
 - Delay in providing the requisite manpower at the Bank's site.
 - Delay in submission of reports beyond the stipulated periods.
 - Breach of trust is noticed during any stage of the consultancy assignment.
 - The selected Vendor commits a breach of any of the terms and conditions of the Proposal.
 - The selected Vendor goes in to liquidation voluntarily or otherwise.
 - If it is found at any stage that the Vendor has concealed any important information or has submitted any false information or declaration particularly regarding any pending legal action or blacklisting status.
 - The Bank reserves the right to recover any dues payable by the selected Vendor from any amount outstanding to the credit of the selected Vendor, including the pending bills and security deposit, if any, under this contract or any other contract/order.
 - The decision of the Bank as to whether or not any one or more of the above situation have arisen shall be final and binding on the vendor.
2. In addition to the cancellation of order, The Bank reserves the right to appropriate the damages from foreclosure of the Bank guarantee given by the Vendor.

H. Termination of partner of Vendor

1. In case service of the partner of successful Vendor are terminated due to any reasons whatsoever including but not limited to the reasons mentioned above, the Vendor shall be responsible for identifying an alternative partner to execute the tasks unfinished by the terminated partner.
2. The party identified by the successful Vendor shall also comply with the eligibility criteria listed out in this RFP.

I. Force Majeure

1. Notwithstanding the provisions of TCC (Terms & Conditions of the Contract), the Vendor shall not be liable for forfeiture of its performance security, liquidated damages, or termination for default if and to the extent that its delay in performance or other failure to perform its obligations under the Contract is the result of an event of Force Majeure.
2. For purposes of this clause, "Force Majeure" means an event beyond the control of the Vendor and not involving the Vendor's fault or negligence and not foreseeable.

Such events may include, but are not restricted to, Acts of God, wars or revolutions, fires, floods, epidemics, pandemics, quarantine restrictions, and freight embargoes.

3. If a Force Majeure situation arises, the Vendor shall promptly notify the Bank in writing of such condition and the cause thereof. Unless otherwise directed by the Bank in writing, the Vendor shall continue to perform its obligations under the Contract as far as is reasonably practical, and shall seek all reasonable alternative means for performance not prevented by the Force Majeure event.

J. Resolution of disputes:

1. The Bank and the Vendor shall make every effort to resolve amicably, by direct informal negotiation, any disagreement or dispute arising between them under or in connection with the contract. If after thirty days from the commencement of such informal negotiations, The South Indian Bank Limited and the Vendor are unable to resolve amicably a contract dispute; either party may require that the dispute be referred for resolution by formal arbitration.
2. All questions, disputes or differences arising under and out of, or in connection with the contract, shall be referred to two Arbitrators: one Arbitrator to be nominated by the Bank and the other to be nominated by the Vendor. In the case of the said Arbitrators not agreeing, then the matter will be referred to an umpire to be appointed by the Arbitrators in writing before proceeding with the reference. The award of the Arbitrators, and in the event of their not agreeing, the award of the Umpire appointed by them shall be final and binding on the parties. The Arbitration and Conciliation Act 1996 shall apply to the arbitration proceedings and the venue & jurisdiction of the arbitration shall be Thrissur.
3. The cost of arbitration (except the cost & fees of Advocates) shall be borne by each party in equal proportion. The cost of the advocates shall be borne by respective party appointing the Advocates.

K. Selection Strategy

1. The objective of the evaluation process is to evaluate the Proposal to select an effective and best fit solution at a competitive price. The evaluation will be undertaken by an Internal Selection Committee formed by the Bank. The Bank may consider recommendations made by External Experts/Consultants on the evaluation. The committee or authorized official shall recommend the successful Vendor to be engaged for this assignment before Board and the decision of our Board shall be final, conclusive and binding on the Vendors.
2. The Bank will scrutinize the offers to determine whether they are complete, whether any errors have been made in the offer, whether required technical documentation

has been furnished, whether the documents have been properly signed, and whether items are quoted as per the schedule. The Bank may, at its discretion, waive any minor non-conformity or any minor deficiency in an offer. This shall be binding on all Vendors and the Bank reserves the right for such waivers and the Bank's decision in the matter will be final.

3. Bank may call for any clarifications/additional particulars required, if any, on the technical/ commercial Proposal submitted. The Vendor has to submit the clarifications/ additional particulars in writing within the specified date and time. The Vendor's offer may be disqualified, if the clarifications/ additional particulars sought are not submitted within the specified date and time. Bank reserves the right to call for presentation/s, product walkthroughs, on the features of the solution offered etc., from the Vendors based on the technical Proposal submitted by them. Bank also reserves the right to conduct Reference Site Visits at the Vendor's client sites. Based upon the final technical scoring, short listing would be made of the eligible Vendors for further selection process.

NOTE: The Bank's decision in respect of eligibility criteria, evaluation methodology and **short listing of Vendors will be final and no claims, whatsoever in this respect, shall be entertained.**

viii. Evaluation of Functional & Technical Proposal:-

1. The proposal submitted by the Vendors shall be evaluated on the following group of parameters.
 - Functional Requirements (FR)
 - Technical Architecture (TA)
 - Product Demonstration and Proposal Presentation (PB)
 - Approach and Methodology (AM)
 - Past Experience (PE)
2. The marks are assigned for each individual parameter under these groups and marks scored by each Vendor under each parameter are aggregated to find out the total technical score of the Vendor.
3. The score for evaluation of the application and the respective functionalities shall be decided by the Internal Selection Committee.
4. The selection parameters are explained in following paragraphs.
 - a. **Scoring Methodology for Functional Requirements (FR) and Technical Architecture (TA)**

The functional/technical capabilities are evaluated as per the readiness (Type of response/Scale) towards the expected functionalities for creating the

Corporate Mailing Solution for Bank. All the functional and technical requirements for achieving regulatory compliance are mandatory.

Vendor shall indicate against each requirement/capability as per the following table.

The type of response / scale	Expansion/meaning
A	Available – Standard Feature
B	Not Available but can be provided before Go Live without any additional cost to the Bank.
C	Functionality requires customization of the product.
D	Not feasible in the product due to architecture or structural limitations.

- While scoring, the scales namely A, B, C & D shall be assigned 100%, 75%, 50% and 0% weight respectively. These percentages shall be applied on the maximum marks allocated against each parameter to arrive at the score earned by the Vendors under each parameter.
- The Software solution offered, however, should have at least 70% of the requirements as standardized. The remaining shall be customized before the completion of pilot run at no extra cost to the Bank. The Vendor shall score at least 70% of the maximum score under technical parameters.
- The proposal submitted by the Vendors shall be evaluated by the Bank and only the short listed vendors will be called for further negotiations.

b. Scoring Methodology for Product Demonstration & Proposal Presentation (PB)

- Eligible Vendors will be required to make presentations to supplement their Proposal and show a detailed product demonstration. The number of eligible Vendors called for product demonstration is purely a matter of discretion of the Bank. The Bank will schedule presentations and the time and location will be communicated to the Vendors. Failure of a Vendor to complete a scheduled presentation to the Bank may result in rejection of the proposal.
- The marks assigned under this parameter shall be based on the effectiveness of the demonstrations and presentations made by the Vendor. The same criteria (as Evaluation for functional specifications) will be applied to Product Demonstration also.

c. **Scoring Methodology for ‘Approach and Methodology (AM)’**

- The Vendor is expected to provide, as a part of the technical Proposal, a detailed document that explains the approach and methodology proposed by the Vendor for the implementation of the proposed solution.
- The “Approach and Methodology” adopted for the Implementation would be evaluated by the Bank and would, at the minimum, cover Reference site visit/Tele Conference, Team Strength, Project Management and Training.
- Reference site visit / Tele Conference: A committee of officials from the Bank would carry out Reference Site Visits and/or Telephonic interviews/discussion with the existing customers of the Vendor for inputs (like satisfaction of the organization of the product, timeliness of implementation, promptness of support services etc.). If the committee receives negative feedback, may lead to reject the proposal.
- Strength: Vendor responses to each point under Team Strength in Proposed Team Profile, including the team profile provided by the Vendor, would be evaluated. The Vendor should ensure that the people above the role of the Team Lead who are proposed for this project should have worked on projects in Indian Banks earlier.
- In addition to the profile of his team members, the Vendor is bound to furnish the profile of team members of his partner if any.
- **Project Management:** Vendors are required to respond to each point under Project Management in **Annexure-6**. Each question will be evaluated for suitability of response. The Vendor should provide explanation on the Project Management process that is proposed for the Bank including details of how the same was applied in a similar project.
- Training: The Vendor will be responsible for training the Bank’s identified employees in the areas of implementation, operations, management, error handling, system administration, etc. with respect to the implementation and migration of Corporate Mailing Solution.

d. **Scoring Methodology for Past Experience (PE)**

- The Vendor should provide details of past experience in implementing the proposed solution.
- The Vendor’s past experience shall be evaluated and the score obtained by the Vendor shall be considered for evaluation as given in the Annexure-8 ‘Past Experience’.

The details related to the same is attached as an Annexure 16

ix. Evaluation of Commercial Proposal:-

For commercial Proposal evaluation, the Bank may consider only the top three Vendors who score highest in technical and functional evaluations. The evaluation criteria mentioned in this RFP is tentative and the score earned by the Vendors in accordance with the evaluation parameters listed out above does not confer them right to be called for negotiation. Further, the Bank has sole discretion in selection of the successful Vendor and decision of the Bank in this regard shall be final.

x. Award of Contract

A. Notification of Acceptance of Proposal

Before the expiry of the period of validity of the proposal, The South Indian Bank Limited shall notify the successful Vendor in writing by hand-delivery or by email, that its Proposal has been selected. The Vendor shall acknowledge in writing receipt of the notification of selection and has to convey his absolute, unconditional and unqualified acceptance and thereafter enter into agreement / Contract within 10 days from the date on which selection is notified to Vendor. The proposed format of notification of acceptance is given in Annexure-13.

B. Project Management:

- The Vendor will nominate a Project Manager immediately on acceptance of the order, who will be the single point of contact for the project.
- The selected Vendor shall ensure that personnel deployed are competent, do not violate any of the contractual obligations under this contract and while on the premises of the Bank conduct them in a dignified manner & shall not behave in any objectionable manner.

C. Signing of Contract

- Acceptance of selection shall be followed by signing of the Contract. However selection committee may negotiate certain terms & conditions with successful Vendor and obtain necessary approvals from higher authorities, before signing of the Contract. The Vendors should sign the Contract Form, which will be provided for successful Vendor. The signing of Contract will amount to award of contract and Vendor will initiate the execution of the work as specified in the Contract. The signing of contract shall be completed within 15 days of receipt of notification of the acceptance of Proposal. Once the contract is executed, the terms in contract shall supersede the terms in the RFP.
- The contract is signed for the entire duration of the project. Successful Vendor shall indemnify, protect and save the Bank against all claims, losses, costs,

damages, expenses, action, suits and other proceedings, resulting from infringement of any patent, trademarks, copyrights etc or such other statutory infringements under any act in force at that time in respect of all the hardware, software and network equipment's or other systems supplied by Vendor to the Bank from whatsoever source.

D. Conditions Precedent to Contract

The Contract is subject to the fulfillment of the following conditions:-

- Obtaining of all statutory, regulatory and other permissions, approvals, consents and no-objections required under applicable laws or regulatory bodies for the performance of the service(s) under and in accordance with the Contract.
- Furnishing of such other documents as the Bank may specify

E. Time Period for Completion of Assignment

- The assignment will be for a period comprising of implementation period (3 Months) for creating the Corporate Mailing Solution for SIB, Warranty period & AMC Period thereafter (Based on Bank decision).
- The Bank, at its option may extend the timeframe, depending on its requirements.
- The successful Vendor shall complete the project / perform and render the services within the agreed time frame starting from the date of award of Contract/Agreement.

F. Delay in Adhering to The Project Timelines/Liquidated Damages

- The Successful Vendor must strictly adhere to the time schedule, as specified in the Contract, executed between the Bank and the Vendor, pursuant hereto, for performance of the obligations arising out of the contract and any delay will enable the Bank to resort to any or all of the following at sole discretion of the Bank.
- If there is any delay in the implementation of the project due to Vendor /partner's fault in complying with time schedule furnished by the Vendor and accepted by the Bank, it will be charged at 18% per annum on the entire purchase order value mentioned in the purchase order for delayed number of days. Project Implementation cost in this context refers to total expenditure expected to be incurred by the Bank for procurement, design and implementation of Corporate Mailing Solution in a workable condition, which includes the other requirements not limited to RBI/other authorities/agencies/other relevant Acts, rules, regulations, directions as applicable. Thereafter the order/contract may be cancelled and amount paid if any, may be recovered with 1.25% interest per month. Any deviations from the norms would be treated as breach of the contract by the Vendor and will be dealt with accordingly. The delay will be measured

with reference to time schedule to be specified in the contract to be entered with the successful Vendor.

- The Bank also reserves its right to claim damages for improper or incomplete execution of the assignment.

G. Use of Contract Documents & Information

- The successful Vendor shall treat all documents, information, data and communication of and with the Bank as privileged and confidential and shall be bound by the terms and conditions of the Non-Disclosure Agreement. The Vendor/implementation partner shall execute the Non-Disclosure Agreement simultaneously at the time of execution of the Contract.
- The successful Vendor shall not, without Bank's prior written consent, disclose the Contract, or any provision thereof, or any specification, plan, sample or information or data or drawings / designs furnished by or on behalf of the Bank in connection therewith, to any person other than a person employed by the Vendor in the performance of the Contract.
- Any document in any form it has been obtained, other than the Contract itself, enumerated in this Proposal Documents shall remain the property of the Bank and shall not be returned.

H. NO CLAIM Certificate

- The Vendor shall not be entitled to make any claim, whatsoever, against the Bank under or by virtue of or arising out of, the Contract/Agreement, nor shall the Bank entertain or consider any such claim, if made by the Vendor after he has signed a 'No Claim' Certificate in favor of the Bank in such forms as shall be required by the Bank after the successful implementation of Corporate Mailing Solution and is completed to the satisfaction of the Bank.

I. Publicity

- Any publicity by the Vendor in which the name of the Bank is to be used should be done only with the explicit written permission of the Bank.

J. Payment Terms:

- Cost of licenses will be 100% on delivery
- Other Non-License items & Services the payment will be as per below terms
 - 10% on issuance of the PO.
 - 20% after UAT Acceptance
 - 40% after movement to production.
 - 30% after satisfactory working of solution for three months after successful implementation.

- AMC charges & Subscriptions will be yearly advances as on submission of valid invoices
- Recurring charges if any as monthly arrears as on submission of invoices
- OEM/Vendor should ensure that exchange rate fluctuations, changes in import duty and other taxes should not affect the Rupee (INR) value of commercials over the validity period of three years (or the period agreed to the bank depends on the service validity selected)

K. Taxes and Duties:

- The Successful Vendor will be entirely responsible to pay all taxes whatsoever in connection with delivery of the services at the sites including incidental services and commissioning.
- Wherever the laws and regulations require deduction of such taxes at the source of payment, Bank shall effect such deductions from the payment due to the Vendor. The remittance of amount so deducted and issue of certificate for such deductions shall be made by Bank as per the laws and regulations in force.
- Nothing in the contract shall relieve the Vendor from his responsibility to pay any tax that may be levied in India/abroad on income and profits made by the Vendor in respect of this contract.

L. General Terms and Conditions

- Bank reserves the right to either not to implement the solution or to partially implement the solution.
- Vendor should not outsource/subcontract the project fully or partly to a third party other than the partner mentioned in the RFP response.
- Any incomplete or ambiguous terms / conditions / quotes will disqualify the offer.
- Any terms and conditions of the Bank which are not acceptable to the Vendor should be specifically mentioned in the Proposal document.
- Bank reserves the right to accept or reject any Proposal without assigning any reason thereof and Bank's decision in this regard is final.
- The Bank reserves the right to stop the RFP process at any stage and go in for fresh RFP without assigning any reasons or to modify the requirements in RFP during the process of evaluation at any time.
- Bank is not bound to place an order on the lowest price vendor or the best technical vendor.
- Bank reserves the right to cancel the purchase order if the supplied items are not commissioned within the agreed period from the date of PO unless extended in writing by Bank.
- In case the selected vendor fails to deliver all or any of the ordered items as stipulated in the delivery schedule, the Bank reserves the right to procure the same or similar materials from alternate sources at the risk, cost and responsibility of the selected vendor.

- Bank can disqualify any vendor who fails to sign the Service Level Agreement (SLA) and Non-Disclosure Agreement (& NDA).
- The implementation shall be deemed to complete if the solution is rolled out to the full satisfaction of the Bank.
- The Bank reserves the right to cancel the contract and recover the expenditure incurred by the Bank if the selected vendor does not perform to the satisfaction of the Bank or delays execution of the contract. The Bank reserves the right to get the balance contract executed by another party of its choice. In this event, the selected vendor is bound to make good the additional expenditure which the Bank may have to incur in executing the balance of the contract. This clause is applicable, if for any reason, the contract is cancelled.
- All inquiries, communications and requests for clarification shall be submitted in hard copies / e-mail to Bank and response for the same shall be obtained in writing. Only such documents shall be considered as authoritative.
- Successful vendor shall be responsible for compliance with all requirements under the rules, regulations, terms & condition of all regulatory bodies / statutory authorities etc and shall protect and indemnify completely Bank from any claims / penalties arising out of any infringements / violations.
- Successful vendor shall protect and fully indemnify Bank from any claims for infringement of patents, copyright, licenses, trademark or the like.
- All the intellectual property rights related to the project shall be the property of Bank and Bank reserves the right to implement the same at other centers in future with or without the involvement of the successful vendor.
- The vendor should explicitly absolve the Bank of any responsibility / liability for the use of system or other supplied software, with regard to copyright / license violations, if any.
- Vendor should ensure that all points in the RFP (including Annexure) are taken into account before submitting the Proposal documents. If a particular point is mentioned in main document and not in annexure or vice-versa, it should not be construed as an error and the vendor should submit all relevant information irrespective of whether it has been requested or not. Bank reserves all right to ask any information related to RFP irrespective of whether it has been mentioned in the RFP or not.
- Proposal once submitted shall be final and no amendment by the vendor shall be permitted. A vendor shall submit only one set of proposals. However Bank reserves the right to re-negotiate the prices in the event of change in market prices of both the hardware and software. Bank reserves the right to ask clarifications of any vendor on any matter specified in the submitted Proposal.
- Further, subsequent to the orders being placed / agreement executed, the vendor shall pass on to Bank all fiscal benefits arising out of reductions in Government levies viz., sales tax, excise duty, custom duty etc.
- All information disclosed through this RFP or verbally or in writing or in any manner or form including but not limited to all computerized data, information or software specifications, data, notes, memoranda and any other writings

between the Bank and vendor or vice-versa shall be treated as confidential and shall not be disclosed to a third party, without mutual agreement.

- Sharing of Bank's data / information or voice data in public domains / social media is strictly prohibited.
- Neither the vendor nor the OEMs will have any right to audit the purchaser due to any reason.
- Vendor shall allow the Reserve Bank of India (RBI) or persons authorized by it to access the documents, records of transaction or any other information given to, stored or processed by vendor relating to Bank or this agreement (RFP), within a reasonable time failing which vendor will be liable to pay any charges / penalty levied by RBI
- In the event of any notification / circular / guideline issued by Reserve Bank of India (RBI) or any other regulatory/statutory authority restraining the Bank from availing the services or vendor from rendering the services under this agreement, Bank shall terminate the agreement forthwith, without assigning any reasons thereof.
- Vendors should ensure that exchange rate fluctuations, change in import duty/other taxes should not affect the rupee value of Proposal over the validity period defined in this RFP.

M.Right to Requirements

- Bank reserves the right to alter the requirements specified in the RFP. The Bank also reserves the right to delete one or more items from the list of items specified in the RFP. The Bank will inform all vendors about changes, if any.
- The vendor agrees that Bank has no limit on the additions or deletions on the items for the period of the contract. Further the vendor agrees that the prices quoted by the vendor would be proportionately adjusted with such additions or deletions in quantities.
- Vendor should compulsorily respond to any clarification (technical, functional, commercial) letter/E-mail sent by the Bank.
- The South Indian Bank Limited reserves the right to open the proposal soon after their receipt from all the Vendors without waiting till the last date specified.
- Continuity of project team members to be ensured during the period of project.
- Presence of any incomplete or ambiguous terms/ conditions/ quotes will disqualify the offer.
- The South Indian Bank Limited is not responsible for non-receipt of proposal within the specified date and time due to any reason including postal holidays, or other types of delays.
- The South Indian Bank Limited is not bound to place the order from the lowest price Vendor or the most competent Vendor.
- The Vendor shall share its technology strategies and research & development efforts, conducted in the course of this assignment with the Bank.

- All inquiries, communications and requests for clarification shall be submitted in Hard copies/e-mail to the Bank and response for the same shall be obtained in writing. Only such documents shall be considered as authoritative.
- The Vendors should ensure that all points in the RFP document are taken into account before submitting the Proposal documents.
- The Vendor should have implemented similar assignment and necessary verifiable references in this effect should be submitted with the proposal.
- Vendors are bound to make full disclosure of information required to judge them on the basis of selection criteria.

N. Litigation

- If it comes to the notice of the Bank that the Vendor has suppressed any information either intentionally or otherwise, or furnished misleading or inaccurate information, the Bank reserves the right to disqualify the Vendor. If such information comes to the knowledge of the Bank after the award of work, the Bank reserves the right to terminate the contract unilaterally at the total cost and risk of the Vendor. The Bank also reserves the right to recover any dues payable by the selected Vendor from any amount outstanding to his credit, including the pending bills etc., if any. The Bank will also reserve the right to recover any advance paid.
- Governing Law: - The Contract/Agreement shall be governed in accordance with the laws of Republic of India. These provisions shall survive the Contract/Agreement.
- Jurisdiction of Courts:-The courts of India at Thrissur have exclusive jurisdiction to determine any proceeding in relation to the Contract/Agreement. These provisions shall survive the Contract/Agreement.
- Work under the Contract shall be continued by the selected Vendor during the arbitration proceedings unless otherwise directed in writing by the Bank unless the matter is such that the works cannot possibly be continued until the decision of the arbitrator or of the umpire, as the case may be, is obtained. Except as those which are otherwise explicitly provided in the contract/this document, no payment due or payable by the Bank, to the Vendor shall be withheld on account of the ongoing arbitration proceedings, if any, unless it is the subject matter or one of the subject matter thereof. The venue of the arbitration shall be at Thrissur, Kerala State, India.

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Annexure-1: Check List for Submission of Proposal Documents

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Annexure-2 Authorization Letter Format

(On Organization's letter head)

Place:

Date:

To

Head Core Division
The South Indian Bank Ltd
Digital & Technology Department,
SIB Building, 3rd Floor,
Rajagiri Valley, Kakkanad,
Ernakulam, Kerala.

Dear Sir,

SUB: Authorization Letter for attending the Pre-Proposal negotiations.

REF: YOUR RFP NO: - **SIB/DTD/RFP/2022-23/01 dtd 19.09.2022**

This has reference to our above RFP for implementation of Cloud based Corporate Mailing Solution with collaboration capabilities and On Premises Archival solution complying to RBI and other relevant Acts, rules, regulations, directions as applicable.

Mr. / Ms. _____ is hereby authorized to attend the Pre-Proposal negotiations & to discuss with you on the subject "RFP for Cloud based corporate mailing solution with on premises archival solution _____" behalf of our organization.

The specimen signature is attested below: _____

Specimen Signature of Mr. /Ms. _____

Signature of Authorizing Authority

Name and designation of Attesting Authority

Annexure-3 : Check list for submission of eligibility criteria

Sl. No	Details	Compliance (Y/ N)	Proofs enclosed	Remarks (avoid this column during submission)
1.	Vendor should be a company under Indian Laws.			Reference of Act/Notification, Registration Certificate or any document evidencing the formation of entity and full address of the registered office.
2.	The Proposal shall be submitted by either an OEM (Original Equipment Manufacturer/ Product Vendor) / SI (System Integrator). The term “Vendor” used in this RFP refers to the entity who has submitted the Proposal.			Certificate from OEM for SI as Vendor.
3.	Vendor should be a profitable organization for the last 3 years and should have average revenues in excess of INR 5 Crores for the last financial year.			Copy of the audited balance sheets along with Profit and Loss statement for the corresponding years and / or Certificate of the Chartered Accountant.
4.	The Vendor should be a company and have a local presence of support center locally in India.			Vendor should specifically confirm on their letter head in this regard.
5.	The Authorized Partner / Distributor / SI, etc. also should have direct presence or representative offices and support centers in India.			Vendor should specifically confirm on their letter head in this regard.

6.	Client references (minimum 2 Schedule Commercial Indian Banks) of the implementation in India should be provided for a similar deployment.			Client Details with Email/Landline/Mobile for whom the Vendor has executed similar projects. This should include the Bank to whom this solution has been provided. The Vendor should also provide performance certificate (clients letter head Annexure-14) from clients kept as reference (Start and End Date of the project to be mentioned) 1. 2. 3.
7.	Vendor should not have been blacklisted for deficiency in service by any Public Sector Banks/ Private Sector Banks / RBI /FEDAI/IBA or other regulatory/statutory authority.			Self-Declaration to be submitted by the Vendor, which is subjected to the satisfaction of South Indian Bank.
8.	Past/Present litigations, disputes, if any			Brief details of litigations, disputes, if any are to be given on Company's letter head.
9.	Development / Testing / Deployment Methodologies			Documents on development / testing / deployment framework, tools, templates & utilities to be provided.

10.	<p>If the Vendor intends to partner with another entity to complete the entire assignment, they should clearly specify in the Proposal the name of that entity (i.e. OEM/SI) with whom they propose to partner. Further the Proposal should clearly spell out the tasks proposed to be undertaken by the partner. If any of the functional/technical requirements is achieved with the help of partner, details of such requirements shall be mentioned in the Proposal and during the product demonstration the partner shall display his capability in achieving the aforementioned requirements. The partner is also required to fulfill the eligibility criteria specified in this RFP and the Vendor is responsible for furnishing the required details to check the eligibility of partner.</p>			<p>Vendor should specifically confirm on their letter head in this regard.</p>
11.	<p>Vendor should sign the Non-Disclosure Agreement in stamp paper with applicable stamp duty if selected by the Bank</p>			
12.	<p>Vendor should agree to the terms and conditions of SLA, which shall be submitted in detail for the successful Vendor.</p>			<p>Vendor should specifically confirm on their letter head in this regard.</p>

Annexure-4:- Profile of Vendor/Partner

Sl. No	Particulars	Response
1	Company Name	
2	Date of Incorporation	
3	Name of Indian representative/office (indicate: own, dealer, distributor, JV)	
4	Company Head Office address * Contact person(s) * Designation * Phone Number * Mobile Number * E-mail Address	
5	Address of Indian representative/office * Contact person(s) * Phone Number * E-mail Address	
6	Number of Employees supporting the project : * Marketing/Sales * Technical Support * Research and Development * Implementation	
7	Ownership structure (e.g. Inc., partnership) * Who are the primary shareholders? * State the major shareholders with percentage holding in case of limited Companies.	
8	Years of Experience in Providing the Corporate mailing solution to the clients	
9	Location: Support Location – In India	
10	Provide the range of services offered covering service description and different schemes available for: Customization, Implementation Support, Delivery Ongoing support (AMC, Help Desk), Training Any Others (specify)	
11	State pending or past litigation if any within the last year with details and explain reasons. Please also mention any claims/complaints received in the last year.	
12	Enclose abstracts of the Balance sheet and P/L Account for the last year	
13	Independent analyst research report (if any)	
14	Major changes in Management for the last year	

Annexure-5:- Implementation methodology

Sl. No.	Details of methodology / approach	Detailed Response
1	The methodology section should adequately address the following stages of the project:	
i.	Frequency and approach for periodic reporting on the progress of the project and actual status vis à vis scheduled status	
ii.	Detailed Study of Current Status, with detailed work steps and deliverables	
iii.	Gap analysis including identification and resolution of gaps	
iv.	Customization, development and necessary work around	
v.	Building up of interfaces with the applications used by the Bank	
vi.	Setting up of the platform and creating the Corporate mailing solution for SIB/ Other relevant applications.	
vii.	SIT, User acceptance testing, Performance testing	
viii.	Pre Go-live Audit, Data Migration audit, VAPT, WASA, Delivery Audit	
ix.	Planning for rollout and identification of key issues that may arise along with proposed solutions	
2	Timelines	
3	Project management activities	
4	Roles and responsibilities of proposed personnel both from the vendor and Bank's end.	
5	Following details with respect to the methodology followed by the vendor in Project Management for a Public/Private Sector Bank	
i.	Project Name	
ii.	Project Location	
iii.	Client Name	
iv.	Client address	
v.	Client contact/reference person(s)	
vi.	Project started (month/year)	
vii.	Project elapsed time – months	
viii.	Man months effort	
ix.	Project Size (No of branches, modules covered and any other relevant details)	
x.	Name of senior project staff	
xi.	Nature of the Project	
xii.	Project Management Methodology used	
xiii.	Role of the Vendor, whether complete end to end involvement or for a particular module	
xiv.	Project detail (Broad detail – information about all activities handled, modules forming part of the Project of the Client Bank, associated activities, time lines activity wise and module wise may be detailed.)	

The Vendors are expected to provide crisp descriptive response against each point above.

Annexure-6:-Reference Site Details

The reference sites submitted must be necessarily of those Banks where the proposed Vendor/Proposed software solution has been awarded the contract in the last three years prior to the last date for submission of Proposal at the Bank. 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 Proposal at the Bank. Please provide reference details in the format defined below:

Particulars	Response
Name of the Bank/ Financial Institution	
Country of Operation	
Address of the Organization	
Annual Turnover of the Organization for the Financial Year 2020-21	
Date of commencement of Project	
Date of completion of Project	
Scope of Work for Solution	
Partner for the project	
Project Start date and End date	
List all the modules/components of the system being used.	
Type of Architecture in which the system has been implemented.	
Implementation details e.g. Number of Sites, time taken for Operationalization, volumes of processing etc.	
State the duration of the implementation	
Number of users and the geographical spread of the implementation	
Average Team size on site for project implementation (SI & OEM Team)	
Contact Details from the Bank/Financial Institution for reference	
<input type="checkbox"/> Name of the Contact Person	
<input type="checkbox"/> Designation	
<input type="checkbox"/> Phone Number/e-mail	

Annexure-7:-Past Experience

List of major customers where the proposed solutions have been implemented/under implementation and their reference details

No	Name & complete Postal Address of the Customer	Name & Brief scope of work done by OEM	Name & Brief scope of work done by SI	Attach reference Letter	Contact Details (Name, Designation, Phone, Email)	Project Status (Completed/Under Implementation, Start Date, End Date)
		(Specify the size of the Bank, the Approaches supported etc.)				

*In cases where SI acts as Vendor, while counting the number of Banks for the purpose of assigning marks under this parameter only the number of Banks where SI has customized the software of the OEM shall be taken.

(Enclose necessary documentary proof such as reference letter etc.)



Annexure-8:-Cover Letter for Commercial Proposal

Note: This Cover Letter for Commercial Proposal from the Vendor should be on the letterhead of the Vendor and should be signed by an authorized person.

Date:

To,

Head Core Division
The South Indian Bank Ltd
Digital & Technology Department
SIB Building, 3rd Floor, Kakkanad
Ernakulam, Kerala, India – 682039

Dear Sir/ Madam,

Subject: Response to RFP Ref No: SIB/DTD/RFP/2022-23/01 dtd 19.09.2022

Having examined the RFP Documents, the receipt of which is hereby duly acknowledged, we, the undersigned, offer to supply & deliver the Cloud based corporate mailing solution with on premises archival solution in conformity with the said documents may be ascertained in accordance with the commercial Proposal (termed as Annexure-10 and Annexure-11 in your RFP) attached herewith and made part of this proposal.

We undertake, if our proposal is accepted, to deliver, install and commission the system, in accordance with requirements specified within the RFP and as per the Best Practices and Guidelines of RBI and other relevant acts, rules, regulations, directions as applicable.

We agree to abide by the proposal and the rates quoted therein for the orders awarded by the Bank.

Until a formal contract is prepared and executed, this Proposal, 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 in force in India.

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

Dated this day of 2021

(Signature)

(Name) (In the capacity of)
(Duly authorized to sign Proposal for and on behalf of)

Annexure-9: Format for furnishing the price of Email License (Bill of Material)

The Bank intends to procure Cloud based corporate mailing solution with on premises archival solution. The Bank should have the ownership and right to use these without any restriction of modification.

SI No	Particulars	Total Price in INR	Comments By Vendor
1	Cost of Mailboxes with collaboration features (Per user per annum)		
2	Cost for Email Security & ATP (Per user per annum)		
3	Cost for DR setup (Per user per annum)		
4	Implementation & Migration support charges		
5	L1 Support Charges (Per annum)		

Note: Applicable taxes and Duties: Details of all applicable taxes to be paid by the Bank must be specified. Applicable Duties to include customs, excise etc. All taxes and duties to be given in Rupee value only.

- 1) In case the Vendor is a SI, the hardware specification given in this part should be endorsed by OEM whose software is proposed to be deployed by SI.
- 2) In case the Vendor is quoting middleware charges also as per email cost can submit the same in a separate format.

Dated.....

(Signature)
(In the capacity of)
Duly authorized to sign Proposal for & on behalf of
(Name & Address of the Vendor)

Annexure-10: Format for furnishing the price of Compliance Archival Solution

Bank prefers to procure the Archival solution on Premise model. The Bank should have the ownership and right to use these without any restriction of modification.

SI No	Particulars	Total Price in INR	Comments By Vendor
1	Cost of Compliance Archival Solution with 3 years warranty (Supports 10000 users and scalable upto 15000 users) 60TB Storage capacity which is scalable to 80TB		
2	AMC charges for 4 th & 5 th year		

*Vendor needs to provide the rates for hardware components separately

* All rates to be freezed for 5 years.

(Amount in INR only)

Amount in words:

Dated.....

(Signature)

(In the capacity of)

Duly authorized to sign Proposal for & on behalf of
(Name & Address of the Vendor)

Annexure-11: Proposal Submission Covering Letter

Note: This Proposal Offer Covering letter should be on the letter head of the Vendor and should be signed by an authorized person.

Date:

To,
Head Core Division
The South Indian Bank Ltd, Digital & Technology Department
SIB Building, 3rdFloor, Kakkanad, Ernakulam, Kerala, India – 682039

Dear Sir/ Madam,

Subject: Response to RFP Ref No: **SIB/DTD/RFP/2022-23/01 dtd 19.09.2022**

With reference to the RFP, having examined and understood the instructions, terms and conditions forming part of the RFP.

- i. We agree and undertake that, if our Proposal is accepted, we shall deliver, install, support and tune the Cloud based corporate mailing solution with on premises archival solution in accordance with the requirements specified in the RFP within the timeframe specified, starting from the date of receipt of notification of award from The South Indian Bank Ltd.
- ii. We acknowledge having received the following addendum to the Proposal document:

Addendum No.	Dated

- All the details mentioned by us are true and correct and if Bank observes any misrepresentation of facts on any matter at any stage, Bank has the absolute right to reject the Proposal and disqualify us from the selection process.
- We confirm that the offer is in conformity with the terms and conditions as mentioned in RFP and it shall remain valid for 180 days from the last date of the acceptance of this Proposal.
- 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 in force in India.
- We are also aware that The South Indian Bank has also right to re-issue / recommence the Proposal, to which we do not have right to object and have no reservation in this regard; the decision of the Bank in this regard shall be final, conclusive and binding upon us.
- We confirm that our company/system integrator/other partners participating in this Proposal as part of the consortium have not been black listed/banned by a regulatory authority and any previous ban is not in force at present.

Dated this day of 2021

Yours faithfully,

(Signature)

(In the capacity of) Duly authorized to sign Proposal for & on behalf of

(Name & Address of the Vendor)

Annexure-12:- Notification of Acceptance

(On Organization's letter head)

Place:

Date:

To

Head Core Division
The South Indian Bank Ltd,
Digital & Technology Department
SIB Building, 3rdFloor, Kakkanad,
Ernakulam, Kerala, India – 682039

Dear Sir,

SUB: RFP No **SIB/DTD/RFP/2022-23/01 dtd 19.09.2022**

REF: Your Letter No: - _____ Dated _____.

This has reference to your letter on the subject, notifying us about the selection of our Proposal.

We hereby convey our absolute, unconditional and unqualified acceptance for the work and activities as per the Scope of Work and other terms and conditions mentioned in the subject RFP.

Signature of Authorized Person
(Seal)

Annexure-13: Performance Certificate

To be provided on Organization's letter head

To,
Head Core Division
The South Indian Bank Ltd,
Digital & Technology Department
SIB Building, 3rdFloor, Kakkanad,
Ernakulam, Kerala, India – 682039

Sir,

Reg.: RFP for Cloud based corporate mailing solution with on premises archival solution

This is to certify **<company Name with Address>**has supplied/implemented complete Corporate mailing solution originally developed by **<OEM name>** in our organization since **<Month and Year>**. The Corporate mailing solution is running successfully in our organization and the services of **<company Name >**are satisfactory.

The solution is handling transaction volume of approx. **<xxx>** TPS.

The certificate has been issued on the specific request of the **<company Name >**.

Place:

Date:

Signature of Authorized Signatory

Name of Signatory:

Designation:

Email ID:

Mobile No:

Telephone No.:

<seal of Bank/Client>

Annexure-14: Capabilities of the Product

SI No	Technology	Details
1	Features available- List	
2	Reports available- List	
3	Supported Architectures	
4	Inbuilt Tools	
5	Supported Standards	
6	Latest and advanced features	
7	Unique Features	
8	Features which are not available compared to other products	
9	Security features available	

Annexure 15: Functional & Technical Requirements Document

Response	Expansion/meaning
A	Available – Standard Feature
B	Not Available but can be provided before Go Live without any additional cost to the Bank.
C	Functionality requires customization of the product.
D	Not feasible in the product due to architecture or structural limitations.

- **Vendor Assessment Questionnaire**

Sl No	Item Description	Application Provider Feedback
1	Name & address of the solution provider	
2	Name, designation, contact details of the SPOC for the bank	
3	Date of establishment of the solution provider	
4	Constitution of the solution provider	
5	Turn-over for the last 3 years (as per AFS)	
6	Profit for the last 3 years (as per AFS)	
7	Vendor locations and business unit details	
8	Approximate count of permanent staff/employees	
9	Is it a listed company in stock exchange?	
10	Furnish the details of banking clients where proposed solution is implemented	
11	List out other prominent client details where proposed solution is implemented	
12	Furnish the details of banking clients where any other software solutions offered by the company is being used	
13	Mention the software platform/architecture (Both front-end & Back-end, frameworks etc) on which the proposed system is built?	
15	Comments on - Proposed corporate mailing solution being a package of various modules, customization without additional cost to the bank	
16	Whether proposed system can be deployment on On-site or Cloud based on bank's discretion?	
17	Whether on-site installation can be migrated to Cloud-basis at bank's discretion in future?	
18	Whether incorporation of additional requirements/customizations as specified by bank time-to-time is possible?	

19	Brief out security features/certificates details?	
20	Estimated Time-line required for the data migration & roll-out of Corporate mailing solution after necessary approvals/agreements and hardware procurement & installation?	
21	Whether user training manual/user guide detailing end-to-end functionalities of the system is available?	
22	Additional Information regarding company profile/expertise/Award/recognitions, if any.	
23	Any other comments/information	

CLOUD BASED EMAIL SOLUTION SPECIFICATION:

Sl No	Functional Requirements	Application Provider Feedback (A/B/C/D)	Comments, If any
1	Whether proposed Corporate Mailing Solution should be able to deploy on following mode: 1. Mailbox DC & DR with proper data replication 2. There should not be any single point of failure in the entire architecture 3. Archival solution should be configured on prim in Banks preferred Data Center		
2	Proposed system should have an easy mechanism to switchover the operations to Disaster recovery site (DR whenever required)		
3	Proposed solution should be an enterprise class commercially available solution and should have a version history and a published future road map of next 5 years		
4	The data at rest and data in transit should always be in encrypted format		
5	Solution should be able to integrate with Bank AD/HRMS system for user inventory management (Example: Automatic disabling of user email IDs who will retire, expire, removed from rolls etc time to time).		
6	There should be an option to use Bank's Active directory system for authenticating mail users thereby providing single sign on		
7	Solution should support email personalization. It is preferable to support multilingual content		
8	Email quota per user should be configurable and able to set any value decided by the bank.		
9	System should be designed to support 10000 email users which should be scalable up to 15000 users.		

10	Mechanism should be available for migrating existing user mail store data / archive data to new format without any data loss. The data includes all the existing configurations , policies etc.		
11	Application and related software should be upgraded / patched time to time.		
12	Option for adding Bank’s disclaimer		
13	Product features like web based, Product GUI, User friendly		
14	interface, easy to troubleshoot etc.		
15	System should support two factor authentications for login from external networks.		
16	Provision for adding photos to contacts.		
17	The solution should comply with DMARC standards		
18	Audit Trail logs should be available in the system		
19	Whether User roles & menu access privileges can be managed in the system by admin user?		
20	There should be Account lockout feature if a user type wrong password continuously for 3 times. Password history of 5 to be maintained. Admin should be able to decide number of days in password history parameter		
21	The proposed messaging solution should support standard protocols like POP3/IMAP/MAPI/HTTP and SMTP, S/MIME over normal and secure channels		
22	The proposed messaging solution should support multiple domains on a single system.		
23	Email, contacts, calendar, documents, tasks, Chat etc to be synchronized with Mail Server and Email Clients.		
24	Following reports to be available in the system for various analysis & reporting purposes		
	Delivery / Open Report		
	Unique Open Number		
	Bounce Report		
	Un-subscription Report		
	Detailed Click through Report		
25	Whether all the reports & application data can be exported as xls/csv/pdf file formats?		
26	Solution should integrate with Bank’s SIEM solution for log analysis		
27	Vendor should ensure 100% inbox delivery of mails by proper spam checks and maintaining IP reputation		
28	Bank has hosted servers in Banks Data Center and there are automated mails configured from the servers, Vendor should		

	provide an option to relay the mails from servers in Bank's Data Center.		
29	User passwords and other details should be stored in the server in encrypted formats. User passwords and other login data should not get disclosed while in transit ahead of reaching Data Center.		
30	The Bidder should not be currently blacklisted by any bank / institution in India.		
31	View calendars in Day, Week, Work Week, Month or List view.		
32	Usual features required in a basic corporate mail system apart from the specs mentioned here should also be available by default (not limited to below mentioned features) For example: 1. Adding custom signature 2. Changing of password 3. Changing personal / Official information details 4. Quota update button 5. Blacklist / white list, Mail block manager etc. 6. Vacation reply		
33	There should be provision to take backup of mail logs for future reference.		
34	There should be an advanced search option with all common parameters such as folder, date, person, subject or attachment.		
35	Proposed system should support third party API integration (eg: should be able to integrate with ERP/HRMS/CRM platforms).		
36	System should convert Large size attachment to links which deliver to recipients so that whoever requires this only need to download the attachment by clicking the link. Admin should have privilege to set limit on the size of attachment above which attachments can be send as links.		
37	Proposed solution should have minimum three references of implementation in Banks/BFSI in INDIA.		
38	Vendor should provide details of atleast 3 reference sites where solution migrated to the proposed solution		
39	Proposed solution features should be customizable as per banks needs time to time.		
40	Proposed solution should be flexible to work as hybrid model with other solutions also		
41	Proposed solution should be able to integrate with servers hosted at banks Data Center for sending auto generated emails using SMTP protocol.		

42	System should have basic contact management functionality including but not limited to employee ID, last name, first name, middle name, initials, department title, phone number, fax number, mailing address, email address, business address, notes, contact logs etc.		
43	Solution should be able to synchronize the contact information with desktop mail clients and mobile devices		
44	Solution should support email aliases to individual user mailbox		
45	Solution should support offline mode (web mail, mobile ,desktop clients)		
46	Ability of product to provide new features, tools and apps without the need to upgrade or wait for the next release cycle. This means Bank should not be forced to new unstable version for enjoying new facilities. OEM/Vendor should be able to provide new features in the existing stable version itself by implementing suitable patches		
47	User should be able to restore the deleted mails from the archived data within 90 days of mail deletion.		
48	The directory server in the proposed solution should support recovery of a Single Object as well as the entire directory.		
49	System should support Install and manage certificates (Example: SSL / TLS) from the administration console.		
50	Proposed System should be free from known vulnerabilities especially webmail URL based threats. (Example: Local File inclusion vulnerability).		
51	The cloud infrastructure and the OEM/SI should be certified with Indian and International Standards		
52	Capability to send marketing mails, newsletters etc to customers from branches and offices		
53	Users should be able to reset the password on password expiry or forgot password events		
54	Email content and data bases of the bank should not be disclosed or viewed by any third person other than Banks authorized administrators		
55	There should be file sharing facility for email users. Each user should be allotted with a default size of 2GB for this. This facility should be available after authenticated to mail application		
56	Cloud infrastructure should keep confidentiality, Integrity, Availability of the data by offering physical and logical separation from other customers of the Vendor		

57	Proposed solution should have facility to provide Email data back to bank in standard medias when in case bank think about migrating to any other solution .		
58	The OEM has to sign Non disclosure agreement with bank that the data retained at cloud will not be shared to a third party or any authority in India or Abroad without banks consent		
59	All the disputes shall undertake in Indian Court of Law		
60	The solution should be auditable by the Bank officials or Bank's designated third part auditor and the solution should undergo the audits prescribed by the regulators and governing bodies.		

WEBMAIL SPECIFICATION:

Sl No	Functional Requirements	Application Provider Feedback (A/B/C/D)	Comments, If any
1	Proposed system should offer light weight web mail interface features such as Prompt login, low bandwidth webmail access option etc should be embedded in the web service. Webmail should support https protocol.		
2	The proposed webmail should be seamlessly accessible across all browsers. Webmail should have rich, interactive, web-based interface for end user functions.		
3	The proposed webmail should have auto responsive interface which will provide same user experience across all the devices		
4	Proposed web mail should support two factor authentication for user login (SMS, OTP, Tokens, or any other parameters acceptable to bank)		
5	Web mail should be capable of sending digitally signed emails. It should support digital signature E-token also		
6	User of the Web-mail interface should get an audio or a visual notification on the arrival of new mail.		
7	The proposed web mail should support automatic refresh of the user interface to automatically display newer messages and other updates.		
8	The proposed messaging solution should support customization of look and feel, logo, colour themes, of the web mail client.		
9	Mail application should have option for embedded file sharing facility with access control. This is for sharing file attachments larger than the size permitted through mail.		
10	Proposed webmail should resemble to leading desktop clients like outlook, thunderbird etc in look and feel with reading pane.		

11	The proposed messaging solution should support auto address completion and it should work with user name/ display name also.		
12	Webmail should have provision to sort the mails according to size, priority, date etc in various mail folders (INBOX, SENT ITEMS etc).		
13	The proposed webmail should have the ability to render and create messages, appointments in HTML format and plain text & rich Text format.		
14	The proposed messaging solution should have the ability to spell check and auto correct options		
15	The proposed solution should have the capability to autofill the sentence while drafting the mail		
16	The proposed webmail should have user definable folders to organize mail. It is desirable to have an option for enforcing mail flow policies to forward mails to such folders by the end user		
17	The proposed messaging solution should support Message Priority feature to set priority of messages while composing them.		
18	Proposed webmail interface should have reading pane view		
19	Webmail should remind and pop a message in case the user forgot to attach the file while composing a mail.		
20	Webmail should show maximum number of attachments and size of attachment permitted while sender try to attach a file. Admin should be able to fix the attachment number & size permitted		
21	Proposed webmail should have drag and drop facility for inserting attachment.		
22	Should support advanced search and file indexing for large inboxes.		
23	The webmail should contain Address Book, Calendar, Task & File share. And plug in for chat application		
24	Webmail should support sharing of Address Books, Calendars, and Notebooks (Documents) with internal users and groups and with access control set options		
25	Webmail should have ability to print a message and see a print preview.		
26	Webmail should have facility to flag/un-flag messages/conversations for follow up.		
27	Webmail should have ability to define filter rules and priorities for incoming messages.		
28	Webmail should have ability to enable/disable a custom away message (Out Of Office), Separate for Internal & External Users.		
29	The proposed webmail should have a persistent connection live throughout session once logged on and need to maintain a idle for a minimum of 10 minutes and it should be configurable by the administrator at the global level.		

30	Solution should have a provision for scheduling the mail for sending on a future date.		
31	Admin should be able to restrict the webmail access of selected users in public internet (only allowed users should get Webmail access on public internet). Webmail should be accessible from SIB network.		
32	Only admin defined attachment should be able to attach, also user should not be allowed to keep the restricted files in the draft mail		
33	While attaching large files (say file size more than 10MB, yhe file should be upload in the file share and the end user should get a link to click and download the attachment		

ARCHIVAL SOLUTION SPECIFICATION:

SI No	Functional Requirements	Application Provider Feedback (A/B/C/D)	Comments, If any
1	Vendor shall provide an on premise Compliance Archival solution that archives all the mail communications to and fro with the Bank's domain		
2	mails to be saved in compressed and encrypted format with tamper proof		
3	The Solution should have email Archival & Discovery for storing mails for legal compliance.		
4	The Solution should have email Archival & Discovery for storing mails for legal compliance.		
5	All mails should be journaled for legal & compliance perspective		
6	The existing archived data of 40TB to be migrated to the new solution and should be available for retrieval		
7	Users should be able to login to the archival solution and view / download the mails if admin permits the same		
8	Individual users should be able to restore selected emails or their entire email data to web mail or download as .pst/.eml file format on a defined restore point.		
9	The archival server must be configured for Indexing services for faster search and retrieval of mails.		
10	The admin user should have the privilege for searching specific accounts/ group of accounts /entire archival storage for specific content.		

11	Admin should be able to delegate a specific user for searching the archived data on a need basis. (Example: Access to be given to Chief Information Security Officer).		
12	Administrator should be able to exempt Emails from archiving based on certain contents, sender email IDs.		
13	Archive should have de-duplication facility (Mail send with a copy to multiple recipients should be archived once).		
14	Archived mails in proposed archive solution are stored using existing legally valid standard procedures and encryption.		
15	The archived data should be kept tamper proof and bank should be able to reproduce the same in front of court of law in case if required.		
16	Archive solution should support rule based archiving.		
17	Solution should provide archival of message body, attachments including subject , date , sender etc.		
18	Archived data should have retention period of atleast 10 years.		

EMAIL SECURITY:

SI No	Functional Requirements	Application Provider Feedback (A/B/C/D)	Comments, If any
1	Provision for automatic blacklist of sender email ID if the number of mails generated per minute increased a particular limit set by administrator.		
2	There should be an option to enable rate limit for external mails from selected email Id's		
3	Proposed mail servers should be able to integrate with Banks SIEM solution (Security Incidents and Events Monitoring).		
4	The proposed messaging solution should provide SSL/TLS and MIME support for encrypted communication.		
5	The proposed solution should provide Gateway servers for user access functions with capabilities like web based Mail, push based mobile mail access and VPN secure email access from internet.		
6	The proposed solution should filter all the incoming mails with antivirus, antimalware, anti phish, anti spoof filters etc		
7	Email solution should support custom filtering including content filtering and should be able to configure content policies.		
8	The proposed solution should be capable of blocking any type of attachment extensions, Subject lines and specific words in the		

	message body etc as defined by administrator and automatic blocking of SPAM and viruses spreading in the internal network		
9	Proposed solution should work in liaison with third party security appliances (Example: Email security gateway like Cisco iron port).		
10	The proposed design architecture should not be complex and should facilitate faster mail flow.		
11	System should block connection requests from malicious IP's		
12	System should block incoming mails from malicious IP's and infected domains		
13	The emailing solution should support end to end encryption of data i.e. Client-Server and Server-Server Encryption features for confidential messaging over all the mail transactions. The encryption features should be able to prevent spoofing, various malpractices etc.		
14	Proposed solution should provide an option to Administrator to set the limitation on the number of emails a user would be able to send to external email accounts. (For avoiding SPAM mails in case of possible phishing and hacking of user password).		
15	Provision for enforcing various mail policies such as (not limited to) a) Blocking attachments greater than defined size. b) Blocking individual users by sending mail to defined group mails (Eg: All branches, all employee etc for avoiding defaming broadcast etc). c) Only allowed user is able to send mail to particular group mail IDs (Authorized senders) d) Providing mobile sync facility to selected users or group members e) MAPI, IMAP, POP, SMTP access control policies based on IP address and Email IDs f) Separate facility for enforcing policies for login from internet [Webmail/ Mobile etc] g) Policies for accessing group mails and sending to group mails		
16	There should be facility to quarantine mails which has malicious http links in the mail body for blocking phishing attacks.		
17	There should be provision for geo location block. The email solution should support access restriction based on IP address, location and device.		
18	The solution should be capable of URL filtering and tampering of URL's in case of any threats identified.		
19	Solution should provide Sand- boxing capabilities for phishing simulation exercises for impact and threat analysis		
20	Solution should scan for and remove suspicious e-mail attachments; ensure the scanned attachment is its "true file type" (i.e., the extension matches the file header) and only such clean mails are delivered to users mail boxes.		

EMAIL, ARCHIVAL & COLLABORATION ADMINISTRATION:

SI No	Particulars	Application Provider Feedback (A/B/C/D)	Comments, If any
1	Proposed solution should have a user friendly administration Graphical user interface using which all features and capabilities should be centrally administered		
2	System should provide easy user inventory management (addition of users , deletion of users etc)		
3	Administrator should be able to search email IDs and email groups in admin panel based on Employee ID, Name, First name , Last name as parameters		
4	There should be provision for delegating selected email administration functionalities to helpdesk team (Example: Password reset functionality)		
5	There should be Provision for enabling password complexity. Admin should be able to set password history check for user. Complex password may contain options like mixed Caps and small letters, special characters and numbers. Password should not allow continuous sequence numbers (123,456 etc). Admin should be able to select complexity level such as complex, more complex etc. Extra provision of restricting a particular word including in a password is also desirable (Example: Restricting words like sib, bank etc)		
6	System should send automatic alerts regularly to administrator email ID regarding the status of the solution		
7	System should prompt for changing password to user on first time login after administrator reset the user password.		
8	Should provide MIS Reports to administrator. Mail system should provide following reports (not limited to these items) 1. Top sender, top receiver 2. Mail logs 3. User not authenticated for definite period 4. List of Users login from internet webmail separately with IP address 5. Provision for custom logs as per admin needs Number of password reset performed by Admin and the list of email IDs		

9	Administrator should get an overall dashboard view of the system in the main page of admin module GUI. The page should give a statistics of mail flow such as (Not limited to) a) System status b) Mail flow per hour c) Mails in queue d) Virus quarantined e) Blocked mails containing restricted attachments (exe files) f) Mail bounces g) Total number of mails processed by server		
10	Provision for defining different class of service (Executives, normal users etc) and defining mail policies for these groups.		
11	The Solution should offer a comprehensive management Platform to manage the Health and performance of the Messaging application, Collaborations and chat options available in the solution		
12	While alerting on a critical issue with the Messaging platform, the solution should have intelligence against key alerts which should suggest the possible reasons of the alert and recommend best practice guidance to resolve the issue received on the console		
13	The proposed solution should have capability to centrally collect, consolidate and aggregate the Audit Logs created in the distributed Messaging Servers and analyse it centrally through a set of management rules for audit exception reporting etc.		
14	Bank should be provided with facility to access OEM technical support staff for the solution 24/7 for inquiries , outages , issue resolution etc.		
15	All encryption keys associated with proposed Email application should have minimum 256 bit strength in the system.		
16	Admin should be able to monitor the bandwidth utilization of mail application from a particular IP address series.		

MOBILE ACCESS MANAGEMENT / MDM

SI No	Functional Requirements	Application Provider Feedback (A/B/C/D)	Comments, If any
1	Proposed solution should support email syncing (Real time across all mobile platforms) for improving overall user experience across all industry standard OS platforms		
2	Lightweight mobile sync protocols shall be used such as active sync/MAPI with custom retention at client level		

3	Mobile sync option shall be given to selected users and admin should be able to enable or disable mobile access to a particular user at any point of time		
4	Device whitelisting option should be enabled so that only whitelisted devices will be able to sync.		
5	Remote wipe option should be available in the solution		
6	All collaboration features should be available in Mobile devices with all MDM capabilities		
7	Vendor has to ensure all security measures to prevent unauthorized access using any mobile channels		
8	Logs to be integrated to Banks SIEM solution		
9	Administrator should get reports of unauthorized attempts from external sources		
10	Administrator should be able to block the MDM access for a particular user at any time in case if required.		
11	It is mandatory that only the admin designated users will be able to download the emails and other collaboration features in Mobile devices.		

ONSITE FM SUPPORT:

SI No	Functional Requirements	Application Provider Feedback (A/B/C/D)	Comments, If any
1	Technically Qualified and Trained engineer support should be available locally for attending issues.		
2	System integrator should have office in Kochi and trained technical person should be available		
3	After 3 months of go live a resident engineer should be available at our office for min 3 months period without additional cost		
4	System integrator should have experience in dealing with BFSI companies		
5	Onsite FM Engineer should have optimum experience and L1 level skill sets on Administration, Configuration, Maintenance, Troubleshooting, coordination & Monitoring in the following solutions procured. A) Corporate Email Solution B) Email Security Appliance [ESA] C) Advanced Threat Protection [ATP] D) Data Leakage Prevention System [DLP] E) Capacity/Utilization management. F) Archival Solution G) VENDOR management		

	H) Collaboration Suite		
6	<p>The engineer should carry out the following regular activities on a day to day basis</p> <p>A) User Creation/ Deletion/ Modification based on request</p> <p>B) Group Creation/ Deletion/ Modification based on request</p> <p>C) Email Release from various quarantines on request from user.</p> <p>D) Monitoring of servers and related applications in order to ensure proper uptime.</p> <p>E) First level troubleshooting of issues related to email access.</p> <p>F) Creating tickets for the escalated issues and regular follow up for the closure</p>		
7	<p>The engineer should be capable of performing the following L1 level activities:</p> <p>A) Troubleshoot Outlook/ Email client configuration issues</p> <p>B) Troubleshoot Mobile access related issues</p> <p>C) Coordinate with L2/L3 Support Engg's for Mail delivery issues and proper monitoring of email quarantines.</p> <p>D) Activities related to monitoring and administration of Email Archival Solution.</p> <p>E) Monitoring DMARC status and reporting the same to Banks designated email administration team.</p> <p>F) Prepare and submit Capacity planning report of Email, ATP, DLP solutions.</p>		
8	Should perform monitoring of all important server/system parameters - Disk space, Processor, kernel, memory, I/O Utilization, Network Utilization etc and all deviations has to be updated to L2/L3 team and Banks Email Administration team.		
9	Should coordinate and test backup restoration as per the Backup schedule of the Bank		
10	Engineer should extend complete L1 level support and assistance for all types of configuration changes, DR Drills etc as and when requested by the Bank		
11	Engineer should register calls with Logix back end team as and when required and do close follow ups in order to timely ensure the closure of calls.		

12	Engineer should assist email team in all audits carried out by the Bank/any third party agencies/Statutory agencies and help to fix the issues at the earliest by taking expertise from back end team.		
13	Should assist during Disaster Recovery Planning, Testing and Drills.		
14	Engineer should document all the changes and implementations and to be handed over to Banks email team for future reference.		
15	In case any issue is not resolved by the FM support engineers, necessary support should be availed from VENDOR's backend support as and when required.		
16	When required by the bank, support outside regular operations window should be provided to the bank. This extra support will be required during any planned or unplanned incidents/activities.		
17	The onsite FM engineer should submit weekly, monthly and quarterly MIS reports to the bank. These reports will be subjected to internal/statutory/RBI audits.		
18	The FM engineer should prepare and track the daily activity checklist which should be mutually agreed with the bank and should submit the reports.		
19	The onsite engineer should provide Knowledge Transition to the bank designated personnel on need basis.		
20	The engineer should inform email team of any impending problems which can potentially lead to system crash or performance degradation as and when identified.		
21	A monitoring tool has to be provided by the VENDOR which should be used for generating Utilization/Alerts/Performance of the assigned infra and also should generate MIS reports. It is the responsibility of the VENDOR to keep track of the assets with the AMC details in the monitoring solution. VENDOR should alert Bank for the renewal of the AMC contracts.		
22	Escalation Matrix Level - 1: After 100% of Resolution time escalate to L2 Team and Email Admin of The South Indian Bank Ltd Level - 2: After 200% of Resolution time escalate to Project Manager and Functional Head of The South Indian Bank Ltd Level - 3: After 400% of Resolution time escalate to Senior Project Manager and IT Head of The South Indian Bank Ltd		
23	The response time for all the calls are immediate and the resolution time for the high severity issues is 4 hours and low severity issues is 6 hours.		

Annexure 16: Cloud Checklist

Note: Vendor has to fill and submit the cloud checklist along with the RFP proceeds duly signed by the authorized signatory

Cyber Security Checklist for Cloud Adoption			
No	Queries	Yes/No	Remarks/Description
1	Give a brief description of your cloud (describe Setup, CSP, Server location)		
2	Confirm which entity is hosting your cloud (OEM/SI). Whether it is a private cloud or public cloud.		
3	Provide references of your solution (preferably Bank). Submit completion certificate, signoff certificate copies.		
4	Mention clearly the details of all security solutions/services subscribed from service provider. List each security solutions/services clearly & separately. (eg: WAF)		
5	How often does the cloud provider have their security audited?		
6	Mention the type of audit performed on CSP & related infrastructure.		
7	Whether SLA & NDA is signed with Service provider? Give details.		
8	Were your service developed using a secure development lifecycle?		
9	What kind of visibility and access will Bank have into your audit and security incident logs?		
10	Does your CSP allow access for third-party audits (Bank/RBI) of security?		
11	Have you carried out IT risk assessment for cloud adoption?		
12	For cloud adoption, is there a process that helps to determine, understand, and mitigate threats to the company or department? Is there a formal threat modelling process?		
13	Do you have accredited any security standards certification/ best practices like ISO 27001, ISO 27017,		

	ISO 27018, SOC 2, PCI & PA-DSS. (Submit Certificate copies)		
14	Are cloud related security policies and procedures aligned with general corporate or departmental strategy and policies? Is there a process in place that assure this?		
15	Do you have a data classification scheme? Is there a policy and related processes that underpin such scheme? Do you have a way to identify sensitive or confidential information?		
16	In the context of data classification, are you encrypting data in the cloud?		
17	Can you ensure integrity of data and applications in the cloud?		
18	Do you have Data Loss Prevention (DLP) solution that identifies, monitors, and protects sensitive data and helps users understand and manage data risk for the organization?		
19	What are your Network Access Control (NAC) capabilities to provide access to network on a need-to-know and need-to-do basis?		
20	Do you have a disaster recovery/business continuity plan?		
21	Is there a way to ensure that sensitive data will be safe in the cloud?		
22	What happens in the event of data loss in the cloud?		
23	How do you back up and recover data?		
24	What data protection policies do you have in place?		
25	What are your data privacy policies?		
26	How do you enforce those various policies?		
27	How does your CSP respond to an incident and how much is the involvement of customers in the incident?		
28	How bank's data and applications are separated from data/applications from other consumers?		
29	Do you automatically delete unnecessary accounts when an employee leaves, changes groups, or does not use the account prior to its expiration?		

30	Do you carry out mandatory background checks for employees who are providing direct or indirect support to the offered solution of bank?		
31	Do you have any mechanism to ensure only authorized employees, partners & customers can access data & applications		
32	Does you implement break-glass access, and if so, under what circumstances are they allowed and what is the process for post-clean up?		
33	Is there any mechanism to ensure privacy of data making it inaccessible to others (tenants) including the CSP Administrators?		
34	Does the workload or capability considered for the cloud for access by unmanaged devices- laptops, smartphones, Ipads/slates, general browsers etc.		
35	For secure access, do you have a solution to use multi-factor authentication with options like call my mobile phone, text code to mobile phone, notify me through app, etc. for cloud		
36	Do you have a solution to encrypt e-mail messages with appropriate access privileges like don't copy, don't forward, etc., for cloud based solutions?		
37	Have you addressed data residency concerns of the country?		
38	Does your data is replicated or transmitted outside the country (DC/DR/NDR etc.), give confirmation and justifications for the same		
39	Have you mapped the assets to potential cloud deployment models?		
40	Does your cloud service provider share risk assessment reports?		
41	How does your GRC (Governance, Risk and Compliance) model map through security controls to the cloud service and the SLA for that service?		
42	Do you comply with regulations in General Data Protection Regulation (GDPR)?		
43	Do you have policies around procurement & maintenance of software license (This should include version update/patch update)?		

44	Do your cloud service provider have a process in which Just-In-Time access and elevation is granted on-an-as needed and only-at-the-time-of-need basis to troubleshoot the service?		
45	How do you encrypt data? (Both in motion and at rest)		
46	Can the cloud provider access your data or metadata? (If so, for what purpose?)		
47	Do you have multiple storage locations?		
48	What laws are applicable to your data (local, federal jurisdictional if any)?		
49	Does your company or department have known, documented criteria for due diligence on third party providers; whether cloud providers, hosters or outsourcers?		
50	Does your cloud provider operate at a level that is more or less secure than you are at present?		
51	Confirm the policy of cloud provider on returning the data back during contract stoppage.		
52	What happens if the cloud provider ceases business or has their servers seized or destroyed?		
53	Do you have access to the cloud provider's source code (via an escrow agreement or otherwise) if they cease to do the business?		
54	What notice needs to be given and how is that notice given by cloud provider when SLA & other underlying policies are changed?		
55	Do you regularly review the cloud provider with a view to whether or not changes in the cloud provider's use of technology might affect Bank's acceptability?		
56	Have you compared the cloud product against alternative (non-cloud) applications?		
57	What if performance, bandwidth or reliability promises are not being met?		
58	Do CSP share/publish data on major security incidents with us even if Bank is not affected?		

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