

**REQUEST FOR PROPOSAL**  
**LEARNING MANAGEMENT SYSTEM FOR THE BANK**



<b>Version</b>	<b>SIB/HRD-HRT/LMS_v1.0</b>
<b>Date of issue of RFP</b>	<b>4<sup>th</sup> NOVEMBER 2020</b>
<b>RFP Reference Number</b>	<b>ITOD/RFP/026/2020-21</b>
<b>Last date for Receipt of Proposal</b>	<b>07<sup>th</sup> December 2020 18:00:00 hrs.</b>

**The South Indian Bank Ltd.,  
Human Resources Department,  
SIB House, TB Road, Mission Quarters  
Thrissur- 680001**

**DISCLAIMER**

The information contained in this Request for Proposal (RFP) document or information provided subsequently to vendor(s) or applicants whether verbally or in documentary form by or on behalf of The South Indian Bank Limited, 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.

This RFP document is not an agreement and is not an offer or invitation to bid by The South Indian Bank Limited to any parties other than the applicants who are qualified to submit the bids (“vendors”). The purpose of this RFP is to provide the vendor(s) with information to assist them in formulation of their proposals. This RFP does not claim to contain all the information each vendor may require. Each vendor should conduct its own investigations and analysis and should check the accuracy, reliability and completeness of the information in this RFP and where necessary obtain independent advice. The South Indian Bank Limited 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. The South Indian Bank Limited may in its absolute discretion, but without being under any obligation to do so, update, amend or supplement the information in this RFP.

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**I. INVITATION FOR BID**

The South Indian Bank Ltd, hereinafter called “The Bank” intends to invite Techno-Commercial bids from eligible Bidders for implementation and maintenance of Learning Management System for the Bank.

**Bid Collection and submission details are given below.**

Bid Reference number	
Date of issue of RFP	<b>4<sup>th</sup> NOVEMBER 2020</b>
Last date and time for seeking Clarification	<b>18<sup>th</sup> NOVEMBER 2020 18:00:00</b>
Last date and time for submitting Proposals	<b>07<sup>th</sup> DECEMBER 2020 18:00:00</b>
Bid submission fee	<b>NIL</b>

Address for submission of bids	Mr. Vinayak Jayawant Sawant DGM & Head - HR Technology and New Initiatives Human Resources Department SIB House, TB Road Mission Quarters, Thrissur 680001
Project Team	Technical: Mr. Ramakanthan. R Senior Manager – IT (HR Technology) Phone: 0487-2420020  Functional: Mr. Vishnu Salimkumar Manager (HR Strategic Initiatives) Phone: 0487-2420020
E-mail	<a href="mailto:hrinitiatives@sib.co.in">hrinitiatives@sib.co.in</a>

- Before bidding, the bidders are requested to carefully examine the RFP Document and the terms and conditions specified therein. If any bidder requires any clarification on this RFP, they may notify the Bank in writing or by email at the Bank's mailing address indicated in the RFP on or before **18<sup>th</sup> November 2020**.
- The purpose of this RFP is to enable the bidder to communicate their qualifications and product specifications to facilitate the selection of appropriate Learning Management System.
- Bidders should notify the Bank if any error, omission or discrepancy is found in this RFP document on or before **18<sup>th</sup> November 2020**.
- Check list for submission of annexure to be attached along with the bid are given in **Annexure-1**.
- All costs and expenses (whether in terms of time or money) incurred by the bidders 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 bidders.
- The bidders must conduct its own investigation and analysis regarding any information contained in the RFP document and the meaning and impact of that information.
- All bids (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.
- The Bank reserves the right to accept or reject in part or full any or all the offers without intimating any reasons whatsoever.
- No further discussion/interface will be entertained with bidders whose bids have been disqualified.
- Those technically qualified bidders may depute their representative/s (Maximum 3 numbers) 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 bidder, authorizing him to represent and attend the negotiation process on behalf of the bidder. The format of the authorization letter is given in **Annexure-3**.
- 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 bidder shall be deemed to be discharged only when the bidder complies with the revised guidelines issued on this matter.

- The Bank expressly stipulates that the selection of bidder 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 bidder 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.
- The Bank reserves the right to change the dates mentioned above or in the RFP, which will be communicated through the Bank's E-mail.
- Before Final negotiation process, if any change happens in the scope same will be communicated to the bidder.
- Bank as per its discretion can include any SI/OEM on a later stage.
- The term 'Project period/duration of project/tenure of project' used in this RFP includes Implementation period (4 months), Comprehensive Warranty period (1 year after Production Go-Live) and the AMC (Based on Bank decision) period thereafter.
- Selected bidder, based on this RFP terms and conditions should supply, install and configure the system in DC, DR environments as per the RFP requirements.
- The necessary details regarding hardware and supporting software specifications (including the licenses required or freeware if any) to be submitted at the time of bid submission. The hardware/related software suggested by bidder should be in accordance with the regulator specifications or the specification defined by other statutory authorities.

#### **Conditions for eligible bidders**

- The proposal shall be submitted by an OEM (Original Equipment Manufacturer)/SI. The term vendor/bidder used in this RFP refers to the entity who has submitted the proposal.
- One bidder cannot submit more than one bid.
- The bidder is responsible to carry out the entire end to end implementation of the Learning Management system and integration in conjunction with the Bank's Team, as per the scope of work specified in this RFP.
- If the bidder intends to partner with another entity to complete the entire assignment, they should clearly specify in the bid the name of that entity (i.e. OEM/SI) with whom they propose to partner.
- Further the bid 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 bid 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.

- 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.
- One OEM vendor cannot act as a partner for more than two SI's who had submitted the proposal.
- 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. This should also not be the reason to restrict the Bank from upgrading to the new release/new version of the software. All regulatory and 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.
- Even if the Bank decides not to install the patches/ upgrade options provided by the vendor, the vendor shall be liable to provide support for the System up to at least the next five years from the date of implementation of the LMS in the Bank.
- Eligible Bidders may note that preference will be given to those having proven experience in successfully implementing LMS in prominent Public Sector / Private Sector / Foreign Banks in India.
- Eligible Bidders may note that preference will be given to those having in-house expertise in e-learning content creation for Indian Banking sector. The bidder shall adhere with the requirements in the RFP, subjected to the satisfaction of the Bank in this RFP.

Vinayak Jayawant Sawant  
DGM & Head - HR Technology and New Initiatives  
Human Resources Department  
The South Indian Bank Ltd.

## **II. ABOUT THE BANK**

The South Indian Bank Ltd, a Banking Corporate constituted under the Companies Act 1913, having its head office at SIB House, T.B. Road, Mission Quarters, Thrissur - 680 001 and having Branches / Offices all over the country and in UAE (hereinafter referred to as “Bank”, which expression shall, unless repugnant to the context or meaning thereof, include its successors and permitted assigns). The bank started its journey on 29<sup>th</sup> January 1929 in Thrissur, the cultural capital of Kerala. We are one among the pioneers in the technology driven banking arena, known for its consistent growth and unparalleled customer service. 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 875 branches, 53 Extension Counters and 1333 ATMs supported by a committed & skilled workforce together with 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, the implementation of Core Banking Solution (CBS) being the first example. We are currently running on Finacle10.

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 etc. make any time banking a 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 itself into a 'Retail Banking Powerhouse'.

### **Terms & abbreviations used in this document**

- ‘Project/Works’ means the supply, configuration, implementation, testing, deployment and documentation related to the Learning Management System.
- ‘Vendor/Bidder’ means the entity, which has submitted the Bid 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.
- ‘Bank’ means the South Indian Bank.
- ‘NDA’ stands for Non-Disclosure Agreement.
- ‘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.
- ‘Successful vendor’ means the vendor whose bid is accepted by the Bank and been awarded the purchases order/ contract work.
- ‘RFPQ’ means Request for Proposal & Quote.



- The following are the abbreviations and their expansions used in this document.

<b>ABBREVIATION</b>	<b>EXPANSION</b>
CBS	Core Banking Solution
RBI	Reserve Bank of India
ITD	IT Operations Department
NDA	Non-Disclosure Agreement
SLA	Service Level Agreement
API	Application Programming Interface
POC	Proof Of Concept
OOB	Out of Box
LMS	Learning Management System

### **III. BACK GROUND:**

#### **A. Objective of RFP**

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

This Request for Proposal (RFP) is to select Learning Management System for the Bank and to implement the System proposed by the bidder. The bidder should have the capability to carry out end-to-end implementation of the system with expertise in Requirement Analysis, Solution Design, Implementation, Testing, Deployment & Maintenance of Learning Management System in BFSI sector. Additionally, the vendor should have proven capability in e-learning content creation and management for the BFSI sector.

Responsibilities of bidder:

Successful bidder selected based on the evaluation criteria specified in this RFP should:

- 1) Enter into the Service Level Agreement (SLA) & Non-Disclosure Agreement (NDA) with the Bank in the format provided by the bank.
- 2) Setup, installation and testing of the required Hardware / Software, Integrations (including API calls and SDK integrations) with associated servers/services for providing all the features of the Learning Management System, migration of existing employee data, courses, cases and lead data, deployment of the System in Development, UAT, Pre-Production, DC and DR environments.
- 3) Bidder shall deliver SDK Toolkit, API Interface, DB Plug-ins etc. to Bank's technical team for customization of the Product at no additional cost.

- 4) Migration of existing data, Migration strategy, Migration Plan, Pre and Post migration reconciliation and Audit supporting the new system.
- 5) Ensure that system supplied should be capable to get integrated with all existing integrations (including API calls and DB integrations). All integrations must be in STP mode without manual interventions. All the features currently available in the current system need to be available in the System proposed by the bidder.
- 6) The vendor should invariably furnish any deviations from the specifications and/or the terms and conditions of the SCOPE OF WORK, specifying the reasons and justifying such deviations. Non-mention of deviations shall imply compliance to Bank's specifications. Any non-disclosure of such information may disqualify the vendor at later stages of the Technical / commercial evaluation of the Bids submitted by the vendors.
- 7) 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. Project Governance to be mutually decided and availability of Senior Management for Project Steering committee meetings. The vendor shall 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 with the Bank. The minimum experience of the project team personnel like Project Manager, Project Leader and Programmers put on work preferably should be 10, 7, 5 years respectively. Systems study and all development activities if any will have to be undertaken at the Bank's locations acceptable to the Bank. After the development completion of each feature, an onsite knowledge transfer needs to be conducted by the bidder's team. For setting up the production/other environments the bidder resources should be available in the client location. Bidder has to have dedicated onsite resources as Technical lead and the individual resources for each layers (e.g.: UI, Middleware, DB, Business Layer, and Functional Analysis) available to support bank from implementation time and till initial warranty period of 1 year. Project team members shall be able to work from home in case of any contingency/ pandemic situations.
- 8) Ensure that the System 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 System.
- 9) Successful bidder shall strictly comply with the key dates and time stipulated in the document. However, all efforts shall be made to explore the possibilities of quicker ways of delivering the products, complete the initial build, and achieve substantial completion and final acceptance.
- 10) The capabilities, operating characteristics and other technical details of the software offered should be furnished together with detailed product manuals, brochures, literature etc. The make, model and part number of each component shall be compulsorily indicated.

- 11) Successful bidder 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 Systems either to totally eliminate or to minimize such risks.
- 12) Successful bidder 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.
- 13) Bank would have the option to enter into source code Escrow arrangement, without incurring any additional charges to the vendor.
- 14) 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.
- 15) Provide training material on proposed System to designated personnel of the Bank for handling the system.
- 16) Ensure that the proposed System is in compliance with regulatory and statutory requirements and other relevant regulatory guidelines. Any instances of non-compliances observed will need to be rectified well within timelines stipulated by the Bank. Incorporate changes in the system arising on impact of amendment to regulations/Bank's policy at no additional cost and well within timelines stipulated by the regulator.
- 17) Provide modular wise user manual as well as Administrator Manual including logic used, Analysis done, methodology, etc. pertaining to System proposed by the Bidder as per the RFP. There should be onsite support during implementation and initial 1 year warranty period. A team size of 4 including a Technical lead. Individual resources should be available for individual layers (e.g. Application, Middleware, and DB). Based on the criticality of the issues, successful bidder should provide onsite/offshore support during the warranty and AMC period. Additional developer cost/Support cost shall be agreed upfront for a period of 3 years.
- 18) In case the product/System/vendor/OEM/SI are amalgamated /dissolved, the impact of such an event should not have any adverse implication on the service level/timeline/cost that is proposed for implementation of the System. Such event would not dilute the responsibility of the successful bidder for completing the implementation within mutually agreed timelines.
- 19) The successful bidder 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 bidder for

smooth functioning shall be maintained/ fine-tuned/ parameterized by the bidder from time to time, so that the System delivers optimal performance.

- 20) Any information security gaps in the System shall be redressed by vendor on free of cost.
- 21) The bidder 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.
- 22) Treat all data and information about the Bank obtained during 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.
- 23) The bidder shall also ensure that the proposed System is scalable and shall be implemented in DR environment in Active-Passive Mode with DC Environment. Application and Database in DC environment shall be replicated to DR Environment through standard data transfer/replication and synchronization mechanism without any Data Loss in case of any hardware failures.

#### **IV. SCOPE OF WORK**

The Bank prefers to have a Learning Management System which provides an employee centric learning environment that would create a pull factor for the employees to learn continuously. It must be accessible 24 x 7 on various types of devices such as Mobile, Tablet, Office Desktops, Laptops etc. and must support contents such as e-learning, reports, charts/graph, webinars, slides/PPT, infographics/illustrations/GIFs, Videos, Case studies, Simulations, E-Books, Timed assessments, Links to training programs, Surveys / Feedbacks, Quizzes etc. Further, it must also have Gamification and peer learning feature for better engagement of the users. The System shall also be accessible with low bandwidth consumption by all employees i.e. the system should have dynamic streaming capability. The bidder must inform upfront the minimum bandwidth requirements of the System being provided for the Bank.

##### **Broad Scope**

1. All the features in Bank's current Learning Application has to be included in the proposed System in the first production build. Vendor team shall prepare a Business Requirement Document after studying existing features and workflows present in the current system so as to ensure all existing features in the new System.
2. Must be accessible in mobile, tablet, laptop, PC devices.
3. The LMS must support multiple user management functions.

4. Customizable and highly intuitive user interface.
5. Support Self-paced e-learning courses 24x7.
6. In built content creation and authoring tools are required. Must also support uploading of various 3rd party contents.
7. Digital libraries for any time access of digital content such as video recordings, learning materials, digital magazines, off the shelf content etc.
8. LMS must provide with customized and standardized reports.
9. Easy monitoring through dashboards.
10. Must support webinars, virtual classes, e-learning modules, assessments, quizzes etc.
11. Customized branded mobile application for LMS.
12. Support Gamification, collaborative and nugget learning.
13. Allows Integration with other Bank systems such as HRMS E-mail solution, E-circular solution etc..
14. Must be able to provide curated content based on the standard defined by the Bank.
15. Allow customized bulk communication through E-mail and SMS.

Standard Modules which shall be present in the System are:

- E-Learning
- Digital library
- Assessments
- Content authoring tools
- User / admin learning dashboards
- Collaborative learning / Learning nuggets / Gamified learning
- Virtual class

In addition to the above modules, all other standard modules/functionalities available in the market presently suited to BFSI sector shall be proposed in the System along with case studies, functional specification documents and other documents relevant for showcasing the same.

16. The hardware, software specification, Server Side, Client Side and Network Bandwidth required for the proposed LMS System needs to be shared by the bidder in the response. Bidder also need to share Deployment Model, Software Architecture diagram, Network Architecture Diagram, Schema Design , Performance Benchmark of the System, Benchmark of Data Import process of the System (Data upload

/ Data Migration if any), Product Specifications (Functionality Specification Documents, Brochures, Videos' etc) , User Manual, Operations Manual, System Administrator Manuals, Training Materials for Branch Users, Functional Administrators and Technical Administrators, Case Studies of the proposed version of the software & USP of the proposed System.

17. Bidder shall provide the details of SDK capability with available for the System for customization/production configuration.
18. Vendor shall provide response to detailed Functional & Technical requirements specified On Annexure 2. Vendor has to furnish detailed explanation (which can be provided as a separate document by mentioning Annexure Point No.) wherever it is mentioned in the Annexure Questionnaire or is required for justifying the capability of the System. In commercial bid, vendor shall provide AMC Year to Year hike for next 5 years.
19. Bidder shall be ready to showcase Bandwidth usage of the System in Bank's network during technical presentation of the System using native/vanilla version of the software. Bandwidth usage obtained during technical presentation shall be taken as the benchmark value of Bandwidth for considering the System in later stages of Negotiation. Bank will not consider bidder who is not ready to test the Bandwidth usage of its system.
20. If the deployment model of System proposed by vendor is both On Premise & Cloud, then separate commercials has to be shared with details of commercials for each model on Annexure 9, Annexure 10 and Annexure 11. For Cloud based deployment model vendor has to provide all the Audit Certifications on data center, System, data security and access control. Further any additional document required by the Bank in terms of data privacy, information security or geographic locations needs to be made available. This would not be construed as alternative to Bank/Regulator's right to audit.
21. Vendor should provide the detail design of the proposed System and also should share a detailed project plan. The plan needs to cover the UAT release dates of individual features in a phased manner so that there won't be any delay in the UAT completion. Before each UAT release the detailed knowledge transfer needs to be completed by the Bidder in onsite location. After successful completion of all UAT phases, the application will be moved into Production Environment with all features after necessary audits. The application needs to be complied with all audit finding by Bank's empaneled auditor, Internal Audit, VAPT, Data Migration Audit or any other audit as require by Bank or regulator.
22. Vendor shall ensure to provide fixes/resolution to the issues reported during VAPT audit on an ongoing basis at no additional cost.
23. Detailed plan should include the migration of existing data to the new LMS System.

24. Data Retention needs to be implemented as per the guidelines from RBI, regulatory bodies.
25. Performance testing needed to be completed and report need to be shared as part of the delivery. The product delivered should be having capability to run performance testing in UAT environment so as to ensure that each new release/customization is not having any impact on the performance of the application.
26. Bidder should ensure proper coding practices are followed and static and dynamic source code review needs to be conducted. Bidder need to share the source code review report of the application with bank along with UAT release. The Bank will conduct source code review by CERT-IN empaneled auditor and necessary fixes should be done by the bidder before go-live.
27. If selected, the Bidder should complete the Development/Implementation of application by 4 months,. Bidder shall adhere to the Warranty Period mentioned in the RFP document and post successful completion of the warranty, Bank will enter into AMC (if required by Bank), with Bidder initially for 3 years.
28. The Hardware specification for the UAT, Development, Pre-Production, Production and DR environments needs to be provided by the bidder.
29. The application should have high availability in both DC and DR. DC to DR replication has to be configured by the bidder.
30. The vendor should ensure that the platform is scalable both vertically and horizontally without any customizations in the platform.
31. Bidder needs to support and coordinate comprehensively with the application vendor(s)/SI who is integrating (including API calls and SDK integrations) the application.
32. The bidder has to provide support and applicable patches as and when released by the OEMs connected with the proposed System during warranty and thereafter during AMC period. Any observation raised by Regulators/Bank/Other Agencies from time to time should be rectified and fixed by the bidder within 1-week time after reporting without any additional cost.
33. All the integrations (API, External Web Portals, DB Integrations etc.), present in the current Learning application with other sub systems has to be done in the new LMS software.



34. All software should be legally purchased and necessary documents/certificates should be supplied along with the proposed System.
35. The selected bidder should upgrade the application when required, due to the upgrade of the Platform Software like OS, Middleware, DB going out of support during the contract period without any additional cost to the Bank.
36. Security features should meet the standards and procedures as per Bank's IT Security Policy and procedures should be followed, in line with prevailing Industrial Standards including OWASP. The bidder should comply with Bank's vendor security baseline /guidelines. The bidder should ensure code related to the LMS System has to be obfuscated properly with proprietary tools to avoid reverse engineering and appropriate declaration should be provided.
37. Ensure that the proposed System is in compliance with regulatory requirements and other relevant regulatory guidelines. Any instances of non-compliances observed will need to be rectified well within timelines stipulated by the Bank. Incorporate changes in the system arising on impact of amendment to regulations/Bank's policy at no additional cost and well within timelines stipulated by the regulator.
38. The bidder should provide necessary admin portal and dash board required for Bank's technology/operations team with user to role/function mapping and maker checker flow.
39. On awarding the contract, based on the understanding of current features and functionalities of the LMS application of the bank, bidder shall prepare a Business Requirement Document (BRD) based on the requirements of the RFP. The bidder shall undertake to obtain Bank's approval of the Business requirement documentation (over and above Functional Requirements Specifications and System Requirement Specifications) and associated project plans before work commences. The document should provide the plan in detail based on the milestones and criticality of the requirements. In case any feature/functionality which was part of RFP/Scope is dropped it should be specifically highlighted to Bank. Also bidder needs to share RFP to BRD traceability to bank.
40. Bidder shall be ready to showcase a demo with all the admin controls, user controls and overall running of the system on a case to case basis as desired by the bank during technical presentation.
41. Bidder shall ensure that the System is user friendly and easy to use by bank staff. Bidder shall ensure to provide GUI Prototype/ Functional Prototype during BRD stage as required by Bank.

### **Testing and Acceptance**

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 bidder 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 System. The following services should be provided by the vendor:

- 1) 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 bidder. 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.
- 2) The test plan and test specifications shall be approved by the Bank before performing any tests.
- 3) 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.
- 4) 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.
- 5) The vendor shall be required to perform a range of unit tests for individual sub-system to demonstrate that all items have been installed and configured properly.
- 6) There should be another System Integration Test after the completion of all unit tests for each individual sub-system to demonstrate successful integration and error handling that the delivered System meets all agreed features and functional requirements specified in the tender/SCOPE OF WORK.
- 7) The vendor shall be required to demonstrate that the delivered System can support the work load mentioned as per the banks expectation as mentioned by the Bank in its requirements.
- 8) The vendor shall be required to demonstrate that the delivered System can meet all the performance requirements specified e.g. the time needed in failover.
- 9) 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. Vendor should support the integration of security tools like HIPS, DAM, Anti - APT, SIEM, PIM/PAM etc. in case of an on-premise solution or similar alternatives available on cloud.

- 10) The vendor will assist the Bank in analyzing/ comparing the results of testing.
- 11) Vendor shall provide adequate resources for troubleshooting during the entire UAT process of the Bank. After the successful completion of all the testing from vendor team, the vendor shall be required to assist the Bank in performing the UAT to accept the delivered System.
- 12) 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 and should be checked in to Bank's Configuration Management Tool e.g. SVN. Baseline parameter configurations should be documented and provided for OS, Middleware, and DB and Application layers.
- 13) Vendor shall be responsible for creating the required interfaces with the HRMS and other systems in the bank as per the requirements of the System. The interface shall be with web services, database connectivity, URLs, XML 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.
- 14) All errors, bugs, enhancements / modifications required during and after testing will be resolved within the overall timelines for implementation.
- 15) 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. Issue Tracker shall also be made available to Bank's team.

### **Training and Documentation**

- 1) The vendor needs to provide free trainings and educational materials for all items supplied, to the Bank's technical staff, on system/application administration, configuration and entire operations of the proposed System.
  - 2) Training must be provided in all functional areas and should be of sufficient duration – to the User's satisfaction.
- 3) Vendor will be responsible to develop training and reference materials for all the functionality of the software. Training materials should comprehensively cover all graphs, processes flows, screen-shots of the actual system functionality etc.
- 4) 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.

- 5) Product Certification training shall be provided by OEM mandatorily.
- 6) Training should be of vendor/OEM certification level standard on the delivered System with certification training materials.
- 7) The training should at least cover the following areas:
  - Functionality available in the System including logic and methodology of the same.
  - Customization using SDK Toolkit or any other IDE.
  - Customization /Parameterization.
  - Techniques for slicing and dicing of data, information and output.
  - Advanced trouble shooting techniques if any.
  - Deployment of application and identification procedures, application controls, analysis procedures provided as part of the System.
  - Monitoring & management of Web servers, Middleware, Database as part of the System.
  - Techniques of customization, development and configuration required for the System provided.
  - System and application administration such as creation/modification and deletion of user, user groups, user privilege settings, user license management, team creation, workflow creation, data import management, email configuration management, Product Configurations, analysis of application & database logs, document repository management, GUI Creation/Modification, Relationship creation for objects in LMS Information Security Settings etc.
- 8) 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
  - Issue tracker during overall project implementation.
- 9) Detailed 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.
- 10) Source code Audit certificate, OEM declaration that application is devoid of any malicious code, covert channels and free from any known bugs at the time of delivery and all subsequent releases of the proposed System to be provided to the Bank.
- 11) 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.

## **Warranty & Service**

The vendor shall provide one-year comprehensive warranty out of which initial 6 months should be onsite and the remaining 6 months' support can be on-site/offsite based on criticality of the issues, from the date of installation of software specified in the purchase order for all the supplied products. 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 Go-Live date of the System. Any augmented part of the System 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 System 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 Systems offered / supplied by Vendor, which arises due to an act or omission of vendor. Vendors must take precaution to eliminate the defects to the maximum to reduce the downtime to the minimal time. Bank prefers the system to have a regular uptime of 99.9% and an overall 95.5% uptime per annum compulsorily in order to not invoke a penalty. 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 Bid 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 Bid. 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 LMS application as per the response/resolution times defined in SLA. 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 LMS Application. Bidder 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 bidder 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 System offered should have all components which are bug free, no malicious code, no covert channels, no known vulnerabilities reported and of latest stable version, which are having a 3 years' clean track record. The Bidder shall be bound to provide technical consultancy and guidance for successful operation of the Systems 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 our Production, Pre-production, UAT & DR, within a maximum of 5 (five) months from the date of issuing the Purchase order. The timelines are to strictly adhere 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, and 3<sup>rd</sup> party supporting software, drivers, patches and all other required software for the smooth functioning of the application / system at Data Center. 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 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 System.

## Penalty Clauses

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

- I. Delayed delivery/Delayed Performance
- II. Non Delivery/Non Performance
- III. Not meeting minimum uptime 95.5% per annum

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 from date of delivery stipulated/arrived at/accepted by the vendor. For Category II minimum 5% or appropriate amount/ rate may be fixed on case to case basis by Bank. For category III, a minimum of 5% of AMC or appropriate amount / rate may be fixed based on annual uptime by the Bank of 95.5%.

Bidder shall ensure to adhere to the below matrix during Warranty Period and AMC period for timely resolution & response to issue reported in the Production Environment.

ISSUE CLASSIFICATION	RESPONSE TIME	RESOLUTION TIME
Severity 1 (Critical)	1 hours	4 hours
Severity 2 (Medium)	3 hours	12 hours
Severity 3 (Low)	12 hours	48 hours

## V. ELIGIBILITY CRITERIA

Bidders meeting the criteria as per Annexure-4 are eligible to submit the Bids along with the supporting documents. If the Bid is not accompanied by all the required documents mentioned in **Annexure-4**, the same would be rejected. **Preference shall be given to systems used in BFSI sector and for SI & Bidder who had successfully completed the system implementation in multiple Public Sector/ Private Sector / Foreign Banks in India.** Bank should be allowed to interact and reference check these implementations.

## VI. AMENDMENT OF RFP

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

## VII. INSTRUCTIONS FOR BID SUBMISSION

### A. Request for Additional Information

Bidders 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 'Bid 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 Bidder in the manner specified.

### B. Modification and Withdrawal of Bids

The bidder may modify or withdraw its bid after the bid's submission, provided that The South Indian Bank Limited receives written notice addressed to DGM & Head - HR Technology and New Initiatives, Human Resources Department, SIB House, TB Road, Mission Quarters, Thrissur, Kerala – 680 001 and of the modification or withdrawal, before the expiration of deadline prescribed for submission of bids. In case of modifications, the bidder is expected to resubmit its entire bid. Only addendums/ amendments will not be accepted.

### C. Rejection / Acceptance of Bid

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

### D. Cancellation of Bid

The South Indian Bank Limited reserves all right to cancel/re-issue/re-commence the entire bid 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 bidder.

### E. Period of Validity of Bids

**Validity Period:** Bids shall remain valid for 180 days from the last date specified for submission of bids in this RFP. The South Indian Bank Limited holds the rights to reject a bid valid for a period shorter than 180 days.

**Extension of Period of Validity:** In exceptional circumstances, The South Indian Bank Limited may solicit the Bidder'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 Bidder should be unconditional and irrevocable.



## VIII. SUBMISSION OF BIDS

### A. Mode of submission

The bidder shall submit bid in a sealed and marked outer envelope. This outer envelope shall be marked as **"Bid for implementation of Learning Management System (LMS)"**. The outer envelope shall contain following envelopes:

### B. Envelope labeled as 'Eligibility Criteria'

This envelope shall contain the documentary proof and annexure required if any in respect of each of the criterion listed out in **Section-V**. The check list for submission of eligibility criteria is given in **Annexure-4**. This envelope shall without fail contain the profile of bidder and his partner if any as specified in **Annexure-5**.

### C. Envelope Labeled as 'Technical Bid'

The contents of this envelope shall assist us in evaluation of technical and functional requirements of the software/hardware/firmware System. 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 / Pen drive containing the soft copy of responses.

#### Content of Technical Bid

- Response to Annexure 2.
- Implementation methodology as given in Annexure-6.
- Responses against functional and technical requirement specified in this RFP (as indicated in above paragraphs- Refer Scope of Work).
- 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.
- The hardware and software specification required for the proposed System.
- Software Architecture diagram, Network Architecture Diagram, Schema Design, Performance Benchmark of the System, Product Specifications (Functionality Specification Documents, Brochures, Videos etc.), Case Studies of the proposed version of the software & USP of the proposed System.
- In addition to the envelopes mentioned above, this envelope shall contain all other contents of



technical bid specified in this section.

#### **D. Envelope titled ‘Commercial Bid’**

- The commercial bid should be given by the bidder in the format shown in Annexure-9. The Bidder 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 item, each unit with total cost, module wise if modular wherever applicable. Prices for all items including optional items, if any, should also be mentioned. AMC for each item year wise should be provided. The envelope labeled as commercial bid should include the following:
  - (a) The bid covering letter cum declaration format is given in Annexure-12
  - (b) Details of cost of deliverables for each item as per Annexure-11
  - (c) Vendor is requested to clearly mention the licensing options available for the application software. The pricing for 8500 minimum user licenses and an additional user license for multiples of 500 has to be mentioned.

#### **E. 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 System, 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

### **IX. ADDITIONAL INSTRUCTIONS FOR BIDDERS**

#### **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 Bidder shall provide complete legal documentation of all subsystems, licensed operating systems, licensed system software, and licensed utility software and other licensed software. The Bidder shall also provide licensed software for all software products whether developed by it or acquired from others as part of the project. The Bidder shall also indemnify the Bank against any levies / penalties on account of any default in this regard.
3. In case the Bidder is coming with software which is not its proprietary software, then the bidder 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 bidder needs to produce certificates of quality control and certification done on the Application/ Device/Drivers/SDK in the recent past.

### **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 auditor 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.
3. 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.
4. The inspection may be conducted on the bidder proposed System by the Bank or Bank appointed auditors at the vendor site.

### **D. Information Ownership**

1. All information processed, stored, or transmitted by successful Bidder's Device/Software belongs to

the Bank. By having the responsibility to maintain the software, the Bidder does not acquire implicit access rights to the information or rights to redistribute the information. The Bidder 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 Bidder from unauthorized disclosure, modification or access. The Bank's decision will be final. On completion of project or termination of agreement, all information of the Bank or Bank's customer/staff or any other sensitive information should be returned to the Bank and deleted from Vendor premises and systems (including cloud). Before deletion, vendor must ensure to return the backup of the data to the Bank.

3. Types of sensitive information that will be found on Bank system's which the Bidder 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 bidder 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 bidder should adhere to laws of land and rules, regulations and guidelines prescribed by various regulatory, statutory and Government authorities in India. The Bank & Regulators reserves the right to conduct an audit/ongoing audit of the services provided by the bidder. The Bank reserves the right to ascertain information from the Bank's and other institutions to which the bidders have rendered their services for execution of similar projects.

#### **F. Security Configuration, Monitoring and Audit**

1. The bidder should support proactively the implementation of baseline security configurations for Application/Devices/supporting firmware/drivers/SDK 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 empaneled Auditors have 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 regulator not limited to UIDAI /NPCI/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 bidder shall take utmost care to ensure that the security controls are in place to avoid malpractices and fraud attempts.

4. Bank/Regulator/Bank's empaneled Auditors reserves the right to audit the successful bidder's premises and platform used for LMS Banking System development and its associated hardware/software.

### **G. Considerations for Proposed Hardware**

1. The Bidder should provide the detailed specifications for hardware required.
2. Bidder should specify the configurations including the core, memory and the storage required along with any other specific configurations for VM/Physical Server in case of an on premise System.
3. The bidder shall specify the suitable hardware and supporting software which shall deliver the best throughput and performance considering the present volumes and the sizing proposed. Bidder also needs to share the algorithms used for capacity sizing with the Bank.

### **H. Reporting Progress**

The Bidder 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 Bidder. A few aspects are as under:

1. The vendor shall acknowledge that The South Indian Bank Limited's business data and other proprietary information or materials, whether developed by The South Indian Bank Limited or being used by The South Indian Bank Limited pursuant to a license agreement with a third party are confidential and proprietary to The South Indian Bank Limited; 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 South Indian Bank Ltd depends, among other things, upon Vendor keeping such proprietary information confidential and that unauthorized disclosure of the same by Vendor could damage The South Indian Bank Limited. Vendor shall use such information only for the purpose of rendering the Service(s) to The South Indian Bank Ltd.

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 The South Indian Bank Limited, whichever is earliest, return/ destroy permanently to the satisfaction of the Bank, any and all information provided to Vendor by The South Indian Bank Limited, 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.

## **X. 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 bidder, may terminate this contract in whole or in part:

- If the successful bidder 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 Bidder fails to perform any other obligation(s) under the contract.
- If the Successful Bidder, 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 Bidders (prior to or after bid submission) designed to establish bid 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 Bidder shall be liable to the Bank for any excess costs for such similar Goods or Services. However, the Successful Bidder shall continue performance of the Contract to the extent not terminated.

### **B. Termination for Insolvency**

If the Bidder becomes Bankrupt or insolvent, has a receiving order issued against it, compounds with its creditors, or, if the Bidder 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 Bidder takes or suffers any other analogous action in consequence of debt; then the Bank may, at any time, terminate the contract by giving written notice to the Bidder. If the contract is terminated by the Bank in terms of this Clause, termination will be without compensation to the Bidder, 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 Bidder.

### **C. Termination for convenience**

The Bank, by written notice sent to the Bidder, 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 Bidder at any time by giving sixty (60) days prior written notice to the Bidder. The Bank shall be entitled to terminate the agreement at any time by giving notice if the bidder:

- 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 any Regulatory or statutory body has raised sanctions on the Company, Directors or Promoters or if it is dissolved.

2. The Bidder 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 Bidder 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 Bidder to take over the obligations of the erstwhile Bidder 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 Bidder herein shall be obliged to provide all such assistance to the next successor Bidder 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 success or 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 bidder 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 bidder does not meet these criteria, then the Bank may at its discretion declare the next best bidder as the successful bidder.
- Failure of the successful Bidder 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 Bidder shall together prepare the Reverse Transition Plan as part of Bidder 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 Bidder 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 Bidder 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 bidder commits a breach of any of the terms and conditions of the bid.
- The selected bidder goes in to liquidation voluntarily or otherwise.
- If it is found at any stage that the bidder 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 bidder from any amount outstanding to the credit of the selected bidder, 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 has (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 bidder in the following ways:

(a) The successful bidder shall submit a Performance Guarantee issued by a Scheduled Commercial Bank (Public/Private/Foreign Banks) in favour of The South Indian Bank Limited for 20% of the contract value.

(b) BG should be valid for implementation (4 months) & warranty period (one year after Go-Live).

(c) The Bank reserves the right to appropriate the damages from foreclosure of the Bank guarantee given by the bidder.

#### **H. Termination of partner of Bidder**



1. In case service of the partner of successful bidder are terminated due to any reasons whatsoever including but not limited to the reasons mentioned above, the bidder shall be responsible for identifying an alternative partner to execute the tasks unfinished by the terminated partner.
2. The party identified by the successful bidder 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 Bidder 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 Bidder and not involving the Bidder’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, quarantine restrictions, and freight embargoes.
3. If a Force Majeure situation arises, the Bidders shall promptly notify the Bank in writing of such condition and the cause thereof. Unless otherwise directed by the Bank in writing, the Bidder 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 bidder shall make every effort to resolve amicably, by direct informal negotiation, any disagreement or dispute arising between the vendor in connection with the contract. If after thirty days from the commencement of such informal negotiations, The South Indian Bank Limited and the bidder 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 Bidder. 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.

## **XI. SELECTION STRATEGY**

1. The objective of the evaluation process is to evaluate the bids to select an effective and best fit System 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 bidder to be engaged for this assignment before Board and the decision of our Board shall be final, conclusive and binding on the bidders.

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 Bidders 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 bids submitted. The bidder has to submit the clarifications/ additional particulars in writing within the specified date and time. The bidder'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 System offered etc., from the bidders based on the technical bids submitted by them. Bank also reserves the right to conduct Reference Site Visits at the bidder's client sites. Based upon the final scoring; shortlisting would be made of the eligible bidders for final commercial bidding.

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

### **A. Evaluation of Bid**

1. The proposal submitted by the Bidders shall be evaluated on the following group of parameters.

- Functional Requirements (FR)
- Technical Architecture(TA)
- Product Demonstration and Bid 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 bidder under each parameter are aggregated to find out the total technical score of the bidder.

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 LMS System for Bank. All the functional and technical requirements for achieving regulatory compliance are mandatory.

Bidder shall indicate against each requirement/capability as per the following table from Annexure 2.

<b>COMPLIANCE RATING</b>	<b>DESCRIPTION</b>
A	Already Available FULLY in the product.
B	Not Available but can be provided. Should be included in the version of the product being supplied before implementation. (Free of charge)
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 and D shall be assigned 90-100%, 75-90%, 50-75% and 0-50% weight respectively. These percentages shall be applied on the maximum marks allocated against each parameter to arrive at the score earned by the bidders under each parameter.
- The Software System 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 bidder shall score at least 70% of the maximum score under technical parameters.
- The proposal submitted by the Bidders shall be evaluated by the Bank and only the shortlisted vendors will be called for further negotiations.

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

- Eligible Bidders will be required to make presentations to supplement their bids and show a

detailed product demonstration. The number of eligible bidders 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 Bidders. Failure of a Bidder 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 bidder. The same criteria (as Evaluation for functional specifications) will be applied to Product Demonstration also.

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

- The bidder is expected to provide, as a part of the technical bid, a detailed document that explains the approach and methodology proposed by the bidder for the implementation of the proposed System.
- 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 Bidder for inputs (like satisfaction of the organization of the product, timelines of implementation, promptness of support services etc.). If the committee receives negative feedback, it may decide to reject the proposal.
- Strength: Bidder responses to each point under Team Strength in Proposed Team Profile, including the team profile provided by the Bidder, would be evaluated. The Bidder 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 BFSI companies.
- In addition to the profile of his team members, the bidder is bound to furnish the profile of team members of his partner if any.
- Project Management: Bidders are required to respond to each point under Project Management in **Annexure-6**. Each question will be evaluated for suitability of response. The Bidder 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 Bidder 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 of Learning Management System including its content authoring facility and management.

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

- The Bidder should provide details of past experience in implementing the proposed System.
- The Bidder's past experience shall be evaluated and the score obtained by the Bidder 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.

#### **B. Evaluation of Commercial Bid**

For commercial bid evaluation, the Bank may consider only the top three bidders who score highest in technical and functional evaluations. The evaluation criteria mentioned in this RFP is tentative and the score earned by the bidders 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 bidder and decision of the Bank in this regard shall be final.

### **XII. AWARD OF CONTRACT**

#### **A. Notification of Acceptance of Bid**

- Before the expiry of the period of validity of the proposal, The South Indian Bank Limited shall notify the successful bidder in writing by hand-delivery or by email, that its bid has been selected. The bidder 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 30 days from the date on which selection is notified to bidder. The proposed format of notification of acceptance is given in Annexure-13.

#### **B. Project Management:**

- The bidder will nominate a Project Manager immediately on acceptance of the order, who will be the single point of contact for the project.
- The selected bidder 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 themselves 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 bidder and obtain necessary approvals from higher authorities, before signing of the Contract. The Bidders should sign the

Contract Form, which will be provided for successful bidder. The signing of Contract will amount to award of contract and Bidder will initiate the execution of the work as specified in the Contract. The signing of contract shall be completed within 30 days of receipt of notification of the acceptance of bid. 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 bidder 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 bidder 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 RBI/UIDAI/STQC for the performance of the service(s) under and in accordance with the Contract.
- Furnishing of such other documents as The South Indian Bank Limited may specify

#### **E. Time Period for Completion of Assignment**

- The assignment will be for a period comprising of Implementation period (5 Months) of implementing the LMS Application for SIB, Warranty period (1 year) & AMC Period thereafter (Based on Bank decision).
- The Bank, at its option may extend the timeframe, depending on its requirements.
- The successful bidder 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 Bidder must strictly adhere to the time schedule, as specified in the Contract, executed between the Bank and the bidder, pursuant here to, 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 bidder/partner's fault in complying with time schedule furnished by the bidder and accepted by the Bank, it will be charge 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 LMS Application in a workable condition, which includes the other requirements not limited to UIDAI/NPCI/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 bidder 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 bidder.
- 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 bidder shall treat all documents, information, data and communication of and with The South Indian Bank Limited as privileged and confidential and shall be bound by the terms and conditions of the Non-Disclosure Agreement. The Bidder/implementation partner shall execute the Non-Disclosure Agreement simultaneously at the time of execution of the Contract.
- The successful bidder shall not, without The South Indian Bank Limited'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 South Indian Bank Limited in connection therewith, to any person other than a person employed by the Bidder in the performance of the Contract.
- Any document in any form it has been obtained, other than the Contract itself, enumerated in this Bid Documents shall remain the property of The South Indian Bank Limited and shall not be returned.

#### **H. No Claim Certificate**

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

## **I. Publicity**

- Any publicity by the bidder 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**

- Following will be the terms of Payment for the Learning Management System (LMS) application software.
  - 10% on issuance of the PO.
  - 10% after SLA & NDA Execution.
  - 10% after UAT Acceptance (Module Wise).
  - 40% after Movement to Production and sharing of source code.
  - 10% after successful DR DRILL conduction in Live Environment.
  - 20% after satisfactory working of System for six months after successful implementation.

## **K. Taxes and Duties**

- The Successful Bidder 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 Bidder. 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 Bidder from his responsibility to pay any tax that may be levied in India/abroad on income and profits made by the Bidder in respect of this contract.

## **L. General Terms and Conditions**

- Bank reserves the right to either not to implement the System or to partially implement the System.
- 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 bid document.

- Bank reserves the right to accept or reject any bids without assigning any reason thereof and Bank's decision in this regard is final.
- The Bank reserves the right to stop the RFPQ process at any stage and go in for fresh RFPQ without assigning any reasons or to modify the requirements in RFPQ during the process of evaluation anytime.
- Bank is not bound to place an order on the lowest price vendor or the best functional 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 System 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.
- Service Provider shall defend, indemnify, and save harmless the Bank and its officers and directors, employees, agents, and representatives from any and against all losses, claims, costs, liabilities, or expenses incurred, whether based in claims of tort or contract (including court costs and attorney fees) or sustained by the latter due to Service Providers' negligence, fraud, gross misrepresentation, or breach of confidentiality.
- If any liability arises due to information leakage from vendor/Bidder side, complete liability shall reside with vendor/bidder.
- 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 Bid 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 RFPQ irrespective of whether it has been mentioned in the RFPQ or not.
- Bids 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 bid.
- 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., GST, sales tax, excise duty, customs duty etc.
- All information disclosed through this RFPQ 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 (RFPQ), 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 UIDAI/Reserve Bank of India (RBI) or any other regulatory 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.
- Bidders should ensure that exchange rate fluctuations, change in import duty/other taxes should not affect the rupee value of bid 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.
- Bidder 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 quotation soon after their receipt from all the Bidders 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 quotations within the specified date and time due to any reasoning including postal holidays, or other types of delays.
- The South Indian Bank Limited is not bound to place the order from the lowest price bidder or

the most competent bidder.

- The bidder shall share its technology strategies and research & development efforts, conducted in the course of this assignment with The South Indian Bank Limited.
- All inquiries, communications and requests for clarification shall be submitted in Hard copies/e-mail to The South Indian Bank Limited and response for the same shall be obtained in writing. Only such documents shall be considered as authoritative.
- The bidders should ensure that all points in the RFP document are taken into account before submitting the Bid Documents.
- The bidder should have implemented similar assignment and necessary verifiable references in this effect should be submitted with the proposal.
- Bidders 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 bidder has suppressed any information either intentionally or otherwise, or furnished misleading or inaccurate information, the Bank reserves the right to disqualify the bidder. If such information comes to the knowledge of the Bank after the award of work, The South Indian Bank limited reserves the right to terminate the Contract unilaterally at the total cost and risk of the bidder. The Bank also reserves the right to recover any dues payable by the selected bidder 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 district in the state of Kerala 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 bidder 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 Bidder 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.

**ANNEXURE 1**  
**CHECK LIST FOR SUBMISSION OF BID DOCUMENTS**

<b>SLNO.</b>	<b>DESCRIPTION</b>	<b>ANNEXURE NO.</b>
1.	Functional & Technical Response Document	2
2.	Authorization Letter Format	3
3.	Check list for Submission of Eligibility Criteria	4
4.	Profile of Bidder/Partner	5
5.	Implementation Methodology	6
6.	Reference Site Details	7
7.	Past Experience	8

8.	Cover Letter for Commercial Bid	9
9.	The format for furnishing the price of Software & Hardware	10
10.	Table for Arriving at the Total Cost	11
11.	Bid Submission Covering Letter	12
12.	Notification of Acceptance	13
13.	Performance Certificate	14
14.	Supplier (Vendor) Security Baseline	15
15.	Bid Evaluation Methodology	16

## ANNEXURE 2

### FUNCTIONAL & TECHNICAL RESPONSE DOCUMENT

Vendor is requested to furnish the appropriate response to the particulars asked by giving the compliance level as explained below. Explanations/suggestions by the vendor may be given in the Remarks column. If more explanation of a point is needed, documents may be marked as attached to the Remarks Column in any section.

COMPLIANCE RATING	DESCRIPTION
A	Already Available FULLY in the product.
B	Not Available but can be provided. Should be included in the version of the product being supplied before implementation. (Free of charge)

C	Functionality requires customization of the product
D	Not Feasible in the product due to architecture or structural limitations.

**Note: All the points updated with Compliance A, B, C are to be mandatorily delivered along the proposed LMS System to Bank without any additional cost.**

## **FUNCTIONAL REQUIREMENTS**

### **USER MANAGEMENT**

SL NO.	APPLICATION FUNCTIONAL REQUIREMENT	COMPLIANCE (A,B,C,D)	REMARKS
1	System should have a built in password help, feature to allow forgot my password, reset password functionality.		
2	System must have ability to specify expiry period for user password and force change of password on expiry. Email communications must be sent in advance for the impending password expiry.		
3	System should allow the user to Change the password only after validating the old password.		

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4	System should force the user to have a strong Password Construction. Password should be satisfying conditions such as minimum length, not be a part of user ID, combination of numeric, special characters etc.,		
5	System should support automated feature to reset password function "Password Reset / Forgot Password". System should validate the user credentials (User ID, DOB, Employee code, Registered email ID (Primary or alternate) and send the Password reset link to the email ID of the user.		
6	Admin must be able to do user registrations individually or through export or import of user data.		
7	Create client LMS instances to extended organization structures.		
8	Manage Client instances centrally from users, content management, organization structure etc.		
9	Client instances can have their own user interface		
10	No constraint should be there on the number of branches or users for the banks operations in India and international territories, present and future subsidiaries, associates ( both domestic and international)		
11	Automatic user ID creation while employee onboarding and deletion on retirement/ resignation.		
12	Admin must be able to add or delete users from the system		

### INTERFACE

SL NO.	APPLICATION FUNCTIONAL REQUIREMENT	COMPLIANCE (A,B,C,D)	REMARKS
1	Admin must be able to customize SIB logo placements, nomenclatures, custom background images, employee parameters on display, learning achievements display etc. on the LMS platform.		
2	System should allow the user to customize the colour and theme of LMS.		
3	The user Home Page must have a calendar which shows the users upcoming training program, expiry date for registered courses, assessments scheduled etc.		



4	The user Home Page should show a running notification on training related alerts, such as webinars, trending blogs, new course launched, open classrooms, contests etc.		
5	The user Home Page must have an intuitive navigation to all major aspects of LMS such as. (But not limited to): 1. E-learning 2. Webinars and Virtual classes 3. Social learning activities 4. News, Notifications, Learning Dashboards etc.		
6	The user Home Page must have a search feature for broadly searching and filtering Courses based on text content, course title, skill category, author etc.		
7	The user Home Page must display date, time and last login details of the user.		
8	The user Home Page must show a 'My Learning Progress' dashboard showing all current, past and future learning programs of the user.		
9	The 'My Learning Progress' dashboard must display all the mandatory courses assigned to the user based on his/her job role and its completion compliance.		
10	The 'My Learning Progress' dashboard of the user must display his/her learning progress in statistical and graphical formats.		
11	The user Home Page shall have a 'help' feature to guide users on various features of the LMS.		
12	System should allow admin to create personalized messages to be shown at various stages of learning, completion of assessments, completion of courses, winning a contest etc.		

13	Admin should be made available with a ' Learning Centre' dashboard which shall represent the organization wide learning statistics through numerical and graphical representation.		
14	Admin should be made available with filtering tools in the Learning Centre Dashboard for better understanding.		
15	Admin should be able to view the history of training completed, with corresponding details for organization, groups of users, individuals etc.		
16	The user must be able to interact with peers via a social wall in the homepage		
17	All the gamified elements such as rank, leader board, coins collected etc. pertaining to user must be displayed in the user homepage itself.		

**E-LEARNING**

SL NO.	APPLICATION FUNCTIONAL REQUIREMENT	COMPLIANCE (A,B,C,D)	REMARKS
1	Availability of an E-learning catalogue with corresponding links to various e-learning courses.		
2	All the e-learning courses must be self-paced as per user convenience		
3	Based on user job role / domain / function etc., the admin must be able to identify, map and assign mandatory e-learning courses to users.		
4	When a user logs into his/her LMS, the default content shall only show mandatory courses assigned to him. All the other courses (optional) may be allowed access through separate registrations.		
5	Admin must be able to classify courses based on skills, competencies, topics, and functions.		

6	Admin must be to capable of bulk assigning of courses.		
7	Although self-paced, the admin must have the ability to set expiry dates on select courses for select learners or group of learners. For example: Newly joined probationary Officers are expected to complete 20 modules of e-learning test within 24 months of their joining to successfully complete probation.		
8	Admin should be able to limit the number of registrations for a particular course that are classified as optional.		
9	The registration for the optional courses may be done through the following means: (a) By the learner through Self registration (b) By the administrator through Batch file import or individual registrations		
10	The system must automatically display the latest accessed lesson / test by default (date of access in descending order)		
11	Users must be able to rate and review courses after completion		
12	Users must be capable of taking notes in the LMS and save them for future use.		
13	Admin must be able to customize title and description of e-learning courses		
14	The LMS must have a mechanism to ensure that learner won't be able to skip learning material to directly attend assessment.		
15	The system should allow users to ask any questions / doubts from any category of course.		
16	System should allow admin to group courses by training objectives and create learning paths.		
17	Admin must be capable of adding and deleting courses as and when required		

18	System should provide digital course completion certificates to users on successful completion of courses and its associated assessment.		
19	Admin must be able to customize the certificates design and content.		
20	User must be able to download and print certificates.		
21	Users must be able to do self-registration for optional courses and other learning programs.		
22	Admin must be able to create customizable user registration forms		
23	Admin must be able to manage user access privileges : Classification of courses into optional or mandatory and giving selective access to users or group of users based on their job function/ role/ domain		
24	Admin must be able to capture user registrations for webinar		
25	Admin should be able to limit the number of registrations to a predefined number for a webinar		
26	Users must be able to review a webinar		
27	Registrations for the webinar will be based on First come basis		
28	Admin should be able to add or delete a participant registration for webinar		
29	Admin must be capable of creating a customized webinar brochure and catalogue inviting registrations for webinars		

30	<p>The system must allow Admin to facilitate virtual classroom programs through following support systems:</p> <ul style="list-style-type: none"> <li>(a) Select users for virtual classroom training program either individually or as a group.</li> <li>(b) Send customized call letters to select users / participants</li> <li>(c) Training acceptance or rejection Management</li> <li>(d) Attendance Management</li> <li>(e) Instructor Management</li> <li>(f) Session Management</li> <li>(g) Must support third party links</li> <li>(h) Feedback and assessment</li> </ul>		
31	<p>The system must allow Admin to facilitate classroom programs through the following support systems:</p> <ul style="list-style-type: none"> <li>(a) Select users for classroom training program either individually or as a group.</li> <li>(b) Send customized call letters to select users / participants</li> <li>(c) Training acceptance or rejection Management</li> <li>(d) Attendance Management</li> <li>(e) Instructor Management</li> <li>(f) Session Management</li> <li>(g) Feedback and assessment</li> </ul>		
32	System must do auto suggestion of candidates for classroom or virtual training based on past data		
33	<p>Training nominations captured by admin from the following:</p> <ul style="list-style-type: none"> <li>(a) User self-nomination</li> <li>(b) Supervisor nomination</li> <li>(c) Admin nomination</li> </ul>		
34	System must allow users to review classroom and virtual training on the LMS platform		
35	Recordings of select training programs may be stored in the video library of the LMS		

## REPORTS

SL NO.	APPLICATION FUNCTIONAL REQUIREMENT	COMPLIANCE (A,B,C,D)	REMARKS
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1	Admin must be able to view comprehensive learning statistics for user / group of users through dashboards.		
2	System should allow admin to search users by their employee code, name, job role etc. and derive related learning details		
3	System should be able to generate Standard and customized reports. Preferably System should have report builder facility. (Drag and Drop etc.)		
4	<p>System should provide the following standard reports (not limited)</p> <p>(A) Summary report on Mandatory courses (Monthly, Quarterly and Annually, as on date) :</p> <p>(a) Mandatory course report for Probationers - Probationers Employee code wise list of completed and incomplete courses.</p> <p>(b) Mandatory course report based on Job role / Function - Employee code wise list of completed and incomplete courses of all employees based on their job function / role.</p> <p>(B) Summary report on Non Mandatory course / Optional Course:</p> <p>(a) Courses and their no. of takers</p> <p>(b) Courses and their rate of completion</p> <p>(C) Individual Employee Learning report card: Upon entering an employee code, a report must be generated specifying the employees learning details such as mandatory courses completed/ pending, optional courses completed/ pending, assessments / completed/ pending with grades.</p> <p>(D) Optional Course report - List of employees who have completed a specified course</p> <p>(E) Quiz/ Assessments completion and report.</p> <p>(F) Top learners list</p> <p>(D) Bottom learners list</p> <p>(G) Feedback report</p> <p>(H) Training need request report with request initiator details and remarks.</p> <p>(I) Report on training attended cadre wise.</p> <p>(J) Training report program wise</p>		

5	System should allow the admin to get customized reports by dragging and dropping various parameters such as employee code, branch code, pending courses, courses completed, top learners, bottom learners, non - mandatory courses taken by an employee, job codes, based on course groups, number of attempts for completing a test etc. (not limited to this list).		
6	System should allow cloning and filtering of standard and customized reports		
7	Facility for report generation with scheduler		
8	System should allow the export of data / reports to excel.		
9	System should be able to generate reports out of the migrated data		
10	System should be able to deliver classroom training reports		
11	Ability to create custom filters and save it for reuse		
12	There should be a report builder facility.		
13	Ability to search within reports		
14	Save and print reports in multiple formats such as pdf, excel.		
15	Statistical and graphical tools for representation of reports		
16	System must allow access control over reports to various admins based on their office		
17	Reports on number of registrants and their details may be obtained		
18	Reports capturing webinar, virtual learning and classroom training feedback may be available.		
19	Admin must be able to get reports based on points, levels, badges etc.		

**CONTENT**

<b>SL NO.</b>	<b>APPLICATION FUNCTIONAL REQUIREMENT</b>	<b>COMPLIANCE (A,B,C,D)</b>	<b>REMARKS</b>
1	The LMS must support all levels of e-learning contents. Kindly specify limitation if any.		
2	Admin must be able to regulate the downloading feature of course contents.		
3	The E-learning module must support different content formats : SCROM 1.2/1.3 (2004) HTML / Video/ PPT, Pdf, word, Animations, XAPI etc.		
4	Vendor must be capable of delivering customized sample e-learning content of the various types such as (a) E-learning content (based on learning material shared by the Bank) of level 1,2,3 and 4 for a duration of 30 minutes each. (b) one module of nugget learning (based on learning material shared by the Bank). (c) one module of game based learning (based on learning material shared by the Bank). (d) off the shelf learning material (videos or any other related material)		
5	System must be capable of supporting content of various levels as required by the Bank		
6	System must support content in regional languages.		
7	LMS must support third party content upload/import including that are both SCROM and non SCROM compliant		
8	LMS must have self-authoring tools with which the client can create customized content without external help.		
9	System must support nugget learning and micro learning content.		
10	System must support spaced content for classroom and virtual training reinforcements.		
11	The system must have content authoring tools for the admin and specified user IDs which are assigned as content creators.		



12	All the customized sample content created by the vendor must be original and must have SIB branding on it.		
13	System should allow preview feature in cases where client is authoring the content		
14	System must support content Gamification. Vendor is expected to provide a sample gamified content based on SIB material.		
15	The system must host a digital library		
16	The digital library shall store documents, e-learning material, recorded videos of classes, etc.		
17	Admin should be able to upload, manage and delete content from digital library		
18	Admin should be able to categorized contents in digital library		
19	System should provide digital library catalogue		
20	User and Admin should be able to search content in the digital library		
21	Users should be able to subscribe to specific categories of contents / videos		
22	All the content hosted on LMS must be mobile compatible also.		

**MOBILE**

SL NO.	APPLICATION FUNCTIONAL REQUIREMENT	COMPLIANCE (A,B,C,D)	REMARKS
1	User must be able to attend e-learning and virtual learning classes from Mobile.		
2	User must be able to attend e-learning and virtual class assessment from mobile.		

3	User may view learning progress dashboard.		
4	User may view assessment scores and grades.		
5	User may view Coins, badges etc.		
6	User may receive alerts and notifications.		
7	Users may view announcements.		
8	Users may join virtual classes or webinars.		
9	Users may give feedbacks from mobile app.		
10	Users may participate social wall and forum from mobile app.		
11	Users may mark attendance from mobile app.		
12	Trainers may have grid views.		
13	Trainers may do attendance management.		

**OTHER FEATURES**

SL NO.	APPLICATION FUNCTIONAL REQUIREMENT	COMPLIANCE (A,B,C,D)	REMARKS
1	The system must allow uploading and storing digital signatures of select executives who are meant to issue certificates for various courses.		
2	Admin must be able to launch, manage and delete Blogs.		

3	Admin must be able to give specific user IDs permission for blog writing.		
4	All Users may read blogs and comment.		
5	Admin must be able to launch, manage and delete Forums / Groups.		
6	Users may post questions, discuss and answer in forums.		
7	Admin must be able to launch, manage and delete Surveys.		
8	Users may be allowed to participate in surveys.		
9	Admin must be able to launch, manage and delete Contests related to learning.		
10	Users may be allowed to participate in contests.		
11	Submissions for the contests may be captured in LMS itself.		
12	System must have a Social Wall where users may post discussion, blogs, share achievements, like, comment.		
13	Admin should be able to manage the social wall.		
14	Both users and admin may be provided with a Pocket folder to store interesting blogs, articles, discussions, learning materials etc which they may revisit whenever they want and share with their peers.		

15	Admin may be able to assign specific user IDs as Mentors / People Coaches.		
16	Admin may be able to assign user groups to mentors.		
17	System must allow one to one communications between mentor and users.		
18	Admin must create rules on various training activities and define reward points for the same.		
19	Admin must be able to manage user achievements.		
20	System must allow structure and Content Gamification.		
21	The system must do smart suggestion of courses based on user learning path, user activity, skill, peer learning pattern, job role set etc.		
22	System must display trending and popular courses.		
23	System must be able to provide BI through AI.		
24	Admin must be able to create a Skill Bank.		
25	Skills may be linked to courses.		
26	Skills may be linked to competencies which are again linked to Job roles.		
27	Based on Job roles, admin must be able to create mandatory courses and optional courses.		

28	System should auto suggest the courses against each job role based on mapping done		
29	Admin must have a skill gap dashboard that helps in analyzing organization wide skill gap.		
30	User must have a skill gap dashboard		
31	User must be suggested with courses apart from mandatory courses that match with his job role and peer learning trend.		

## **TECHNICAL REQUIREMENTS**

### **GENERAL**

SL NO.	TECHNICAL REQUIREMENTS	COMPLIANCE (A,B,C,D)	REMARKS
1	LMS should be platform independent i.e. it should work on multiple operating systems (e.g. Windows, Linux, Solaris, and MacOS). The same should also be mobile compliant.		
2	LMS should be fully browser based and should not require any client side software installation.		
3	LMS shall be browser independent. It should work properly on all the popular browsers such as Google Chrome, Microsoft Edge, Mozilla Firefox, Apple Safari, Internet Explorer, Opera etc.		
4	Users should be able to access LMS through URL in the Bank's intranet.		
5	Support for Single Sign-On (SSO).		
6	Support for user login using secure Directory Server Authentication.		
7	Support for both user-generated and auto-generated correspondences.		

8	Should support a large number of concurrent users (at least 2000-3000 users)		
9	No restriction in terms of the number of users and administrators that can be registered in the LMS		
10	LMS must be accessible across multiple hardware like desktop, all in one PC, thin client and Virtual Desktop Infrastructure (VDI).		

## USER INTERFACE

SL NO.	TECHNICAL REQUIREMENTS	COMPLIANCE (A,B,C,D)	REMARKS
1	User Friendly, Easy to Navigate Interface.		
2	Intuitive and easy to use/understand interface both for the user and the administrators.		
3	Easy navigation through well-defined menus and logically defined structure.		
4	Supports customization of Dashboard.		
5	Supports customization of Home page.		
6	Supports Multi language interface.		
7	Ability to check that all mandatory fields are entered and ability to specify a range of acceptable values.		
8	Ability to provide contextual online help.		
9	Simple login / logout procedures.		
10	Provision for admin to configure different dashboards for learners based on learner's profile e.g. new hires / job role / division / department.		

11	Built-in Helpdesk.		
12	Chat-bot (supporting both web and mobile versions) serving as help for user queries.		

## INTEGRATION WITH OTHER SYSTEMS

SL NO.	TECHNICAL REQUIREMENTS	COMPLIANCE (A,B,C,D)	REMARKS
1	Provision for integration with HRMS of the Bank.		
2	Support for Single Sign-On (SSO).		
3	Automatic account creation based on employee records from HRMS. In case if connectivity is not available between HRMS and LMS due to network issues etc., provision should be available in LMS to upload the data automatically when connection establishes.		
4	Support for manual account creation by way of facility for the administrator to bulk upload employee data using excel, csv, txt files as well as the facility for individual user account creation.		
5	Automatic user account removal based on employee exit marking in HRMS. But the data, meta data, audit trails and logs of this user account must be further available for the administrators and auditors of the Bank.		
6	Support for adopting User Profile/Hierarchy Management as available in HRMS.		
7	Facility to mark in the personal calendar of a learner in HRMS when he/she registers for an event/training in LMS		
8	Provision for integration with E-mail solution of the Bank		
9	Facility for automatic and customizable E-mail notifications		

10	Facility in LMS for setting the feature of sending auto reminders via E-mail		
11	Facility for sending communication to learner via E-mail on launch of new courses, registration, deadline etc.		
12	Provision for e-mail templates		
13	Provision for mail merge		
14	Facility to mark in the learner's calendar in Outlook, Gmail and other email platforms when the user registers for a training/event in LMS.		
15	Provision for integration with SMS solution of the Bank		
16	Facility for sending notifications via SMS (text messaging)		
17	Facility for sending communication to learner via SMS on launch of new courses, registration, deadline etc.		
18	Facility for automatic and customizable SMS notifications		
19	Facility in LMS for setting the feature of sending auto reminders via SMS		
20	Provision for integration with Active Directory (AD) of the Bank		
21	Support for user login using Directory Server Authentication.		
22	System should support LDAP/LDAPS for user login, identification, authentication and authorization.		
23	Provision for integration with other systems of the Bank such as PMS,KMT,E-circular etc.		



24	Facility for migrating the entire data from the previous LMS System of the Bank. The vendor team must enable and facilitate for data migration from Bank's present Learning Application. All existing integrations of the Bank's present LMS application with other systems of the Bank needs to be implemented as part of migration,		
25	LMS to other system - Data to be pushed to a table in given format or in XML format or API or Web services.		
26	API to consume and API to produce facility to be made available		

## LMS HOSTING

SL NO.	TECHNICAL REQUIREMENTS	COMPLIANCE (A,B,C,D)	REMARKS
1	LMS is expected to be hosted in the cloud and must conform to the statutory/legal requirements of the Bank from time to time.		
2	The cloud infrastructure should be located and operating out of India data centers only.		
3	The deployment in the cloud should have Business Continuity Plan and should have uptime of 99.9%.		
4	The Business Continuity (BC) and Disaster Recovery (DR) strategy should be available and shared with the Bank for scrutiny/evaluation.		
5	The data back-up should be scheduled at regular frequency and needs to be maintained by the vendor during the contract period.		
6	The bidder is required to provide minimum 3 environments i.e. Production, Disaster Recovery and a separate test environment. The bidder is expected to replicate the production environment in the DR and in the test environment in all respects.		
7	The system should be available 24x7 with an uptime of 99.9%. The planned down time needs to be communicated to the Bank at least 15 days prior to the schedule.		

8	The bidders must include the cost of hosting the application in the commercial bid.		
9	The bidder should mention the bandwidth required between Cloud DC/DR and Banks DC / DR, and also provide the methodology for computing the same.		
10	The bidder should provide commercial for the network bandwidth between cloud DC/DR and Bank DC/DR, and also provide the various options available.		
11	In case on premise System is opted by the Bank instead of Cloud, then Virtual machine (VM) infrastructure must be supported for installation / implementation of LMS System.		

## CONTENT MANAGEMENT

SL NO.	TECHNICAL REQUIREMENTS	COMPLIANCE (A,B,C,D)	REMARKS
1	System should be SCORM 2004/xAPI (TinCan API) standard compliant.		
2	System must conform to latest Sharable Content Object Reference Model (SCORM) standards and the System must be capable of being ported for SCORM as well as non-SCORM standards		
3	System must conform to latest standard of AICC.		
4	Support for multiple content distribution modes such as PPT, PDF, Videos, Web Links, SCORM and xAPI.		
5	Support for HTML5 courses		
6	Support creation and modification of an online library of all training material in ePUB, pdf, ppt, word, excel, html, asp or any other portable format.		
7	Provide tool for content creation in SCORM/xAPI format.		

8	System should be platform independent (i.e. works on all OS such as Windows, Linux, Solaris, MacOS).		
9	System should provide integration with QTI Compliant Assessment Engine. The learner records and the SCORM database must be updated with the result of assessment coming from the Assessment Engine.		
10	System should support creation of SCORM packages from all types of formats including HTML, Word, PDF, PowerPoint, Flash, MPEG etc.		
11	System must have a built-in SCORM player so that previewing of content packages is possible in a real-life environment.		

## ASSESSMENT MODULE

SL NO.	TECHNICAL REQUIREMENTS	COMPLIANCE (A,B,C,D)	REMARKS
1	System must be platform independent (i.e. works on all OS such as Windows, Linux, Solaris, MacOS).		
2	System must be mobile compliant (i.e. works on mobile devices running on Android and iOS).		
3	System must be fully browser based and should not require any client side software installation.		

## MOBILE VERSION

SL NO.	TECHNICAL REQUIREMENTS	COMPLIANCE (A,B,C,D)	REMARKS
1	Dedicated app available in both Android and iOS platforms for both mobile phones and tablets		
2	Supports mobile responsiveness i.e. can be viewed properly on any tablet/Smartphone via web browser.		

3	Simple, user friendly and intuitive individualized dashboard. Dashboard contents / look and feel configurable by Administrator.		
4	Option for disconnected learning. Support for offline completion of course then update in database when connected to Internet.		
5	Calendar sync, Offline/online sync.		
6	Instructor / Manager view available in mobile app.		
7	Supports viewing and taking courses, training, assessments, surveys etc. via mobile.		

## CUSTOMIZATION

SL NO.	TECHNICAL REQUIREMENTS	COMPLIANCE (A,B,C,D)	REMARKS
1	Ease of customization of LMS as per bank requirement.		
2	LMS should be flexible, modular and expandable to accommodate future upgradation/modifications.		

## SCALABILITY

SL NO.	TECHNICAL REQUIREMENTS	COMPLIANCE (A,B,C,D)	REMARKS
1	LMS should be capable of catering to the entire staff strength of the Bank. LMS should be able to handle at least 2000-3000 concurrent front-end users logged into the portal anytime with expansion capabilities.		
2	The Bank requires the utilization level of any system and network resources to be 70% in all parameters. Hence system should have multi-tier architecture to maximize the performance and minimize the network traffic.		

**SECURITY**

<b>SL NO.</b>	<b>TECHNICAL REQUIREMENTS</b>	<b>COMPLIANCE (A,B,C,D)</b>	<b>REMARKS</b>
1	The vendor shall have to comply with the Bank's IT and IS Security policy, details of which will be shared with the finally selected Bidder.		
2	System must follow the industry best practices for IT security for similar systems. These best practices should be in-line with the IT practices followed at the Bank.		
3	To protect the confidentiality and integrity of information, the System must not allow the transfer of sensitive information.		
4	The system should protect the information stored from unauthorized access such as other cloud service customers or administrators.		
5	In case of cloud computing services move information between different physical equipment and storage mechanisms, vendor should employ mechanism to prevent access to Personal Identifiable Information (PII) and Confidential Data of the Bank.		
6	Vendor must ensure the confidentiality and integrity of information at all levels including hardware and backups.		
7	The proposed system might need to undergo Vulnerability Assessment, Penetration Testing (VAPT) and Other Security and risk assessment before Go Live or might need to share relevant VAPT reports periodically for scrutiny. If there are any major gaps in the assessment, it is the responsibility of the vendor to fix those gaps before Go Live.		

8	The LMS should be compliant to all provisions of the Information Technology Act of the Govt. of India along with all its amendments released from time to time and be in conformity with the guidelines issued by the Bank and other applicable laws with latest amendments at the time of delivery.		
9	The LMS must also comply with any statutory or regulatory requirements or any industry-wide changes arising during the subsistence of the Project.		
10	LMS and its contents must be accessible via secure port and protocols only.		
11	System should support LDAP/LDAPS for user login, identification, authentication and authorization		
12	Additional level of authentication such as adaptive authentication, strong CAPTCHA (preferably with anti-bot features) with server-side validations etc.		
13	System must have the provision to disable user ids automatically if the user ids remain inactive for a specified period in days. Provision for defining the parameter i.e. no. of days of inactivity for ID blocking must be available for the administrator in his/her menu.		
14	System should not permit concurrent logins by same user.		
15	System should provide for capabilities to enforce access controls to protect user information from manipulation and any unauthorized access.		
16	Privilege control mechanism should be available in all user ids. Provision for setting this should be available as menu driven in the System.		

17	System should support differentiation of rights/access based on entity / division / location / organization.		
18	System should allow multiple combinations of roles for admin / learner / manager.		
19	System must follow maker checker concept for the entire menus.		
20	System must support for a password expiry facility based on pre-defined period. The facility for setting this feature and for defining the time period must be available for administrator in his/her menu.		
21	System must store the passwords (if any) only in encrypted form in the database.		
22	All passwords shown on screen must be masked. System not to show and allow copy of any characters (like *) at the time of password entry.		
23	System must support inactive time logout. Each login session (created after every successful login) will be expired if there is no user activity/action within a pre-defined idle timeout limit. The facility for defining this time period must be available for the administrator in his/her menu.		
24	Support for automatic blocking of user after predefined number of failed logins. The facility for defining the number of failed login attempts parameter must be available for the administrator in his / her menu. Administrator must be given the facility in his/her menu to reactivate such automatically blocked user ids.		
25	Regular reports on unsuccessful login attempts must be provided		

26	System must have the facility to allow a user to change his/her own password. However Administrator must be given the facility to activate/de-activate this feature in his/her menu.		
27	System should provide for comprehensive audit trail features		
28	Audit Trail shall be maintained for LMS and shall be maintained as per the regulatory, statutory and Bank's requirements from time to time.		
29	Access to the application and system functions (including that done by system administrator) should be reflected in audit trail reports.		
30	Audit trail should contain security-related information such as session establishment and termination, logon attempts and changes made to user accounts database. However password information must not logged or presented in clear text.		
31	Audit trail should be provided for creation, modification and deletion of data and system parameters. Details about the user making the changes and the time of change must be logged.		
32	Logging and audit trail records must be protected from alteration for audit purpose.		
33	Mechanisms for the logging of user access, user activities and system activities should be available. Facility for turning on or off such loggings shall be available for system administrator without causing any service interruption.		
34	Support security level access definition to be controlled by the predefined authorities (System administrators)		



35	Support following operations in user management - Creation - modification, Disable/Enable (Temp suspension), Lock/Unlock (wrong password), Deletion (irrevocable soft deletion), Doormat/Active (after N number of days)		
36	Support setting up of selected ids with dual password login		
37	System must provide provision for soft deletion (marked for delete but not removed from the system)		
38	System must provide alerts in case of exceptions		
39	Regulatory requirement related standard changes to be supported as and when required by the Bank without additional customization charges		
40	All data integrations between LMS and any other system in the Bank must be achieved by STP without manual intervention.		
41	Standard Operating Procedure (SOP) for all modules in the System needs to be provided (both functional and technical).		
42	The application should be architecture neutral and support scaling		
43	In case of cloud System, data in transit and data at rest should be encrypted.		

**MAINTENANCE**

<b>SL NO.</b>	<b>TECHNICAL REQUIREMENTS</b>	<b>COMPLIANCE (A,B,C,D)</b>	<b>REMARKS</b>
1	Log files should be switched over regularly (e.g. change to a different log file each day).		
2	Proper housekeeping on historical log files should be in place to avoid taking up unnecessary storage space.		
3	Vendor must ensure their DR site testing in every 6 months		
4	Vendor must ensure the automated syncing of application patches between DC and DR servers		
5	Vendor must ensure that Application is having redundancy to avoid any single point of failure.		

**TRAINING FOR ADMINS/USERS**

<b>SL NO.</b>	<b>TECHNICAL REQUIREMENTS</b>	<b>COMPLIANCE (A,B,C,D)</b>	<b>REMARKS</b>
1	The bidder must be able to provide 24x7 on call support		
2	The bidder shall provide a SOP for incident reporting. This must include the escalation matrix.		
3	Bidder should be able to ensure employee's familiarization with the LMS system		

**EXIT MANAGEMENT PLAN**

<b>SL NO.</b>	<b>TECHNICAL REQUIREMENTS</b>	<b>COMPLIANCE (A,B,C,D)</b>	<b>REMARKS</b>
1	Vendor must have an approved proper exit management plan which includes the secure transfer of Bank's data in standard format which will support portability to other systems, removal of all data from the vendor's storage/ Cloud storage/ Cloud servers, clause on data retaining period etc. as per formal agreement executed for this purpose.		

**ANNEXURE-3**

**AUTHORIZATION LETTER FORMAT**

(On Organization's letter head)

Place:

Date:

To

DGM & Head - HR Technology and New Initiatives  
The South Indian Bank Ltd  
Human Resources Department  
SIB House, TB Road  
Mission Quarters, Thrissur  
Kerala -680001

Dear Sir,

SUB: Authorization Letter for attending the Pre-bid negotiations. REF: YOUR RFP NO: -  
HRD/LMS/V1.0/2020-21

This has reference to our above RFP for implementation of LMS complying with RBI/NPCI and other relevant Acts, rules, regulations, directions as applicable.

Mr. / Ms.                      is hereby authorized to attend the Pre-bid negotiations & to discuss with you on the subject RFP- "LMS" on 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-4

## CHECK LIST FOR SUBMISSION OF ELIGIBILITY CRITERIA

SL. NO.	DETAILS	COMPLIANCE (YES/ NO)	PROOFS ENCLOSED	REMARKS (Avoid this column while submitting)
1.	The Bidder must be an Indian / International firm / company / organization registered under the applicable Act in India			Copy of the Partnership deed / Bye-laws / Certification of Incorporation issued by Registrar of Companies along with Memorandum and Articles of Association and full address of the registered office as applicable. Applicable tax registrations (PAN, GST etc) supported by documentary evidence.
2.	The bidder shall be the Original Software Owner / Manufacturer (OSO / OSM) of learning management systems or an authorized dealer.			<p>If the applicant is an Owner / Manufacturer, the bidder should provide an undertaking into this effect.</p> <p>If the bidder is an authorized dealer, an authorization letter from their OSO / OSM to deal / market their product in India and it should be valid for a minimum period of 6 years from the date of submission of the Bid.</p>
3.	The bidder should have an annual revenue / turnover of minimum <b>Rs 5 Crores from E-learning, LMS and content projects</b> for each of the last three financial years (2017-28, 2018-19, 2019-20).			Certificate from Chartered Accountant citing the revenue / turnover from e-learning and LMS projects for each of the last three Financial years.

4.	The bidder should have a positive net worth and profit after tax.			Audited financial statements indicating the net profit and net worth for the last 3 years as required set forth in the eligibility criteria OR Auditor / Chartered Accountant Certificate.
5.	<p>The bidder should have a local presence of support center in India preferably at Bangalore and highest escalation locally in India.</p> <p>Also,</p> <ol style="list-style-type: none"> <li>The bidder shall provide support teams plan for the operation and maintenance service.</li> <li>The bidder shall provide the support team structure and the roles and responsibilities of the team members.</li> <li>The bidder shall provide the process to raise incident to the bidder.</li> <li>The bidder shall provide the escalation procedure.</li> <li>24 x 7 support.</li> </ol>			Bidder should specifically confirm on their letterhead in this regard.
6.	The Authorized Partner / Distributor / SI, etc. also should have direct presence or representative offices and support centers in India.			Bidder should specifically confirm on their letter head in this regard.

7.	The proposed LMS should have been implemented in <b>at least two prominent Public/Private/Foreign Bank in India in the last 3 years with an active client base of more than 2000 end users</b> in a single order.			Documentary proof of order / contract copy / customer credentials.
8.	<b>Three</b> client references of the implementation in India should be provided for a similar deployment, out of which <b>at least two should be in Public / Private / Foreign Banks in India.</b>			Client Details with Email/Landline/Mobile for whom the Bidder has executed projects. This should include the Bank to whom this System has been provided. The bidder should also provide Performance certificate (clients letterhead Annexure-14) from clients kept as reference (Start and End Date of the project to be mentioned) 1. 2. 3.
9.	The proposed LMS should be Indian cloud based or on premise based.			1. In case the bidder is authorized dealer, the bidder should provide the certificate from the OSO/OSM/OEM.  2. In case the bidder is an OSO/OSM/OEM, an undertaking has to be provided.
10.	Bidder should not have been blacklisted for deficiency in service by any Public Sector Banks/Private Sector Banks/RBI / regulatory authorities.			A self-declaration on the company letter head stating that the company is not barred by any financial institutions / regulator in India / abroad.

11.	Past / Present litigations, disputes, if any			Brief details of litigations, disputes, if any are to be given on Company's letter head.
12.	Development / Testing / Deployment Methodologies			Documents on development / testing / deployment framework, tools, templates & utilities to be provided.
13.	<p>The proposed LMS should support the following.</p> <ol style="list-style-type: none"> <li>1. Dynamic streaming capability.</li> <li>2. Mobile Compatibility (dedicated app available for both Android and iOS platforms)</li> <li>3. In built content authoring and management tools.</li> </ol>			Bidder should specifically confirm on their letter head in this regard.



14.	<p>If the bidder intends to partner with another entity to complete the entire assignment, they should clearly specify in the bid the name of that entity (i.e. OEM/SI) with whom they propose to partner. Further the bid 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 bid 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 bidder is responsible for furnishing the required details to check the eligibility of partner.</p>			Bidder should specifically confirm on their letter head in this regard.
15.	Bidder should sign the Non-Disclosure Agreement in stamp paper not less than INR 200 if selected by the Bank for implementation			
16.	Bidder should agree to the terms and conditions of SLA, which shall be submitted in detail for the Successful bidder.			Bidder should specifically confirm on their letterhead in this regard.
17.	Offered System Bandwidth (in kbps) must be clearly specified with readiness to verify the same in Bank's Network prior to Selection Process.			Bidder should specifically confirm on their letterhead in this regard.

**ANNEXURE-5**  
**PROFILE OF BIDDER/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 LMS to the clients	
9	Location: Support Location – In India	

<b>10</b>	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)	
<b>11</b>	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.	
<b>12</b>	Enclose abstracts of the Balance sheet and P/L Account for the last year	
<b>13</b>	Independent analyst research report (if any)	
<b>14</b>	Major changes in Management for the last year	

## ANNEXURE-6

### IMPLEMENTATION METHODOLOGY

SL. NO.	DETAILS OF METHODOLOGY / APPROACH
<b>1.</b>	<b><i>The methodology section should adequately address the following stages of the project:</i></b>
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 State, 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 deploying the LMS System for SIB/ Other relevant applications.
vii.	SIT, User acceptance testing, Performance testing
viii.	Pre Go-live Audit, Data Migration audit, VAPT, WASA, Delivery Audit
<b>2</b>	<b><i>Timelines</i></b>
<b>3</b>	<b><i>Project management activities</i></b>
<b>4</b>	<b><i>Roles and responsibilities of proposed personnel both from the vendor and Bank end.</i></b>
<b>5</b>	<b><i>Following details with respect to the methodology followed by the vendor in Project Management for a Public/Private Sector Bank</i></b>
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 Bidder, 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.)

## ANNEXURE - 7

**Reference Site Details**

The reference sites submitted must be necessarily of those Banks where the proposed Bidder/Proposed software System has been awarded the contract in the last three years prior to the last date for submission of bids at The South Indian Bank Ltd. For those references where the offered System is accepted but implementation is not started, the acceptance should be valid as on the last date for submission of bids at The South Indian Bank Ltd. 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 2019-20	
Date of commencement of Project	
Date of completion of Project	
Scope of Work for System	
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	
Name of the Contact Person	
Designation	
Phone Number/e-mail	

## ANNEXURE – 8

**Past Experience**

List of major customers where the proposed Systems 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 bidder, 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.)

## Cover Letter for Commercial Bid

Note: This Cover Letter for Commercial Bid from the Bidder should be on the letter head of the Bidder and should be signed by an authorized person.

Date:

To,

DGM & Head - HR Technology and New Initiatives  
The South Indian Bank Ltd  
Human Resources Department  
SIB House, TB Road  
Mission Quarters, Thrissur – 680001

Dear Sir/ Madam,

### **Subject: Response to RFP Ref No:**

Having examined the Bidding Documents, the receipt of which is hereby duly acknowledged, we, the undersigned, offer to supply & deliver the LMS in conformity with the said Bidding documents may be ascertained in accordance with the commercial bid (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/NPCI 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 bid, together with your written acceptance thereof and your notification of award shall constitute a binding Contract between us.

We undertake that, in competing for (and, if the award is made to us, in executing) the above contract, we will strictly observe the laws 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 ..... -----2020

(Signature)

(In the capacity of)

Duly authorized to sign bid for & on behalf of

(Name & Address of the Bidder)



**ANNEXURE-10**

**FORMAT FOR FURNISHING THE PRICE OF SOFTWARE/HARDWARE  
(BILL OF MATERIAL)**

**The format for furnishing the price of software**

The Bank intends to procure LMS. The Bank should have the ownership and right to use these without any restriction of modification.

<b>SL NO</b>	<b>ITEM</b>	<b>DESCRIPTION</b>	<b>UNIT PRICE IN INR</b>	<b>TOTAL PRICE IN INR</b>	<b>COMMENTS BY VENDOR</b>
1					
2					
3					

**Note: Applicable taxes and Duties:**

Details of all applicable taxes to be paid by the Bank must be specified etc. All taxes and duties to be given in Rupee value only.

- 1) In case the bidder is a SI, the hardware specification given in this part should be endorsed by OEM whose software is proposed to be deployed by SI.

Dated .....

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

**ANNEXURE-11****TABLE-A: Cost of the application, License, Hardware, Customization, Change Request (Per Man day cost), FM support fees, Training, etc.**

SL.NO	ITEM DESCRIPTION	UNIT PRICE	TOTAL PRICE	TAXES	TOTAL PAYABLE

**GRAND TOTAL:****TABLE-B: Cost of AMC after the warranty for Software, Customization etc.**

SL.NO	ITEM DESCRIPTION	AMC AMOUNT FOR FULL PERIOD AFTER WARRANTY (YEARWISE)	SERVICE TAXES IF ANY	TOTAL PAYABLE
<b>GRAND TOTAL</b>				

*(Amount in INR only)*

<b>TOTAL PAYABLE IN INDIAN RUPEES AS PER TABLE A</b>	
<b>TOTAL PAYABLE IN INDIAN RUPEES AS PER TABLE B</b>	
<b>TOTAL BID PRICE.</b>	

**Amount in words:**

Dated.....

(Signature)

(In the capacity of)

Duly authorized to sign bid for &amp; on behalf of

(Name &amp; Address of the Bidder)

**ANNEXURE-12**  
**BID SUBMISSION COVERING LETTER**

Note: This Bid Offer Covering letter should be on the letterhead of the Bidder and should be signed by an authorized person.

Date:

To,  
DGM & Head - HR Technology and New Initiatives  
The South Indian Bank Ltd,  
Human Resources Department  
SIB House, TB Road  
Mission Quarters, Thrissur – 680001

Dear Sir/ Madam,

Subject: Response to RFP Ref No:

- i. With reference to the RFP, having examined and understood the instructions, terms and conditions forming part of the RFP.
- ii. We agree and undertake that, if our Bid is accepted, we shall deliver, install and commission the LMS in accordance with the Requirements specified within the RFP within the time frame specified, starting from the date of receipt of notification of award from The South Indian Bank Ltd.
- iii. We acknowledge having received the following addendum to the bid 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 bid / 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 bid.
- 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 bid, to which we do not have right to object and have no reservation in this regard; the decision of The South Indian Bank in this regard shall be final, conclusive and binding upon us.
- We confirm that our company/system integrator/other partners participating in this bidding as part of the consortium have not been blacklisted / banned by a regulatory authority and any previous ban are not in force at present.

Dated this .....day of..... 2020

Yours faithfully  
(Signature)

(In the capacity of) Duly authorized to sign bid for & on  
behalf of (Name & Address of the Bidder)

**ANNEXURE-13**

**NOTIFICATION OF ACCEPTANCE**

(On Organization's letter head)

Place:

Date:

To

DGM & Head - HR Technology and New Initiatives  
The South Indian Bank Ltd  
Human Resources Department  
SIB House, TB Road  
Mission Quarters, Thrissur  
Kerala - 680001

Dear Sir,

SUB: RFP No

REF: Your Letter No: - \_\_\_\_\_ Dated \_\_\_\_\_.

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

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-14**

**PERFORMANCE CERTIFICATE**

To be provided on Organization's letter head

To,  
DGM & Head - HR Technology and New Initiatives  
The South Indian Bank Ltd  
Human Resources Department  
SIB House, TB Road  
Mission Quarters, Thrissur  
Kerala – 680001

Sir,

Reg.: RFP for LMS

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

LMS 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 -15**

### **SUPPLIER (VENDOR) SECURITY BASELINE**

#### **1. Scope of the document**

The referred document is applicable to all the relevant vendors who are dealing with SIB data / IT Services directly or indirectly. The applicability may be in one of the form of systems/solutions provided to SIB, FM related services rendered to SIB, end to end services facilitated by the vendor/supplier etc. The security baseline / guidelines stated herein are to be considered as indicative and not exhaustive. Also, these may be updated / revised in accordance with exigency, and the supplier will be informed of the same for compliance.

#### **2. Security Policy**

The Supplier/vendor is insisted to have and comply with Information Security guidelines, procedure, policies etc. which meet applicable minimum industry standards such as regulatory requirements, ISO standards etc. The vendor should follow security policy which must comply with the laws, regulations, operational procedures and systems security configurations. This policy must be reviewed on a regular basis by the Supplier.

#### **3. Organizing Information Security**

- Individual Roles and responsibilities need to be clearly defined and implemented while handling SIBs data or services delivered.
- SLA / Non-disclosure agreements (NDA) must be signed by Suppliers prior to being granted access to SIB information.
- All activities involving SIB's information must be approved and secured by the Supplier.

#### **4. Asset Management**

- An appropriate set of procedures for information labeling and handling must be developed and implemented while handling SIB assets.
- Personal use of SIBs equipment, devices, application, services, information etc is not allowed

#### **5. Human Resources Security**

- Security roles and responsibilities of employees, contractors and third party users must be defined and documented to ascertain SIBs data protection control requirements including background checks to the extent permitted by applicable law.
- All employees, contractors, and third-party users must be notified of the consequences for not following security guidelines in handling SIB information.
- All assets used to manage or store SIB information must be protected against unauthorized access, disclosure, modification, destruction or interference.
- All employees, contractors and third party users must be provided with education and training in

secure information processing requirements.

## **6. Physical and Environmental Security**

- Information processing facilities where SIB information is stored must be secured and protected from unauthorized access, damage, and interference.
- Physical security controls such as access card, biometric access, security cameras etc. to be implemented before granting access.
- The number of entrances to the information processing facilities should be restricted and access to be granted on need basis. Every entrance into these areas requires screening. (E.g. Security guard, Card reader, CCTV). Logs must be recorded and maintained.
- Physical access must be restricted to those with a business need. Access lists must be reviewed and updated at least once per month /quarter.
- Process, training and policies must be in place to determine visitor access, after-hours access, and tailgating into controlled areas must be prevented.
- Emergency exits in controlled areas must be in place.

## **7. Communications and Operations Management**

- Operating procedures must be documented and managed by a change control process.
- Supplier should maintain segregation of duties wherever possible.
- Suppliers are responsible for SIBs data protection, privacy compliance, and security control validation/certification of their partners which is mentioned in RFP response.
- Supplier must support standards and procedures that ensure confidentiality, integrity and availability of information and services with continuous oversight on new threats and vulnerabilities by a documented risk assessment process driving risk mitigation implementation on a timely basis.
- System administrators / operators must have adequate training and experience to securely administer the SIB infrastructure.
- Suppliers must maintain sufficient overall control and visibility into all security aspects for sensitive or critical information or information processing facilities accessed, processed or managed by a third-party.
- Supplier must define the end of life process (EOL) for all applications /software services / websites which could include date of EOL and any business triggers that may result in updated EOL date.
- Supplier must remove or destroy all SIB Information by the date requested by the SIB business Contract, or within 30 days of termination of Supplier contract. Copies of data subject to legal data retention requirements or on system backup should be submitted to SIB. SIB data which is no longer required must be shredded/ degaussed.
- All SIB Information transferred must be properly secured. Supplier must not transfer SIB Information to other systems or be used for purposes other than specified, unless approved by SIB. Supplier must inform the SIB all third parties that the Supplier uses to deliver the service.

- Access and Accuracy: The supplier must implement reasonable measures to ensure that the SIB information is accurate and current.

## 8. Access Control

- The access control must specify rights for each user or group of users in applications and must include a process for granting and removing access to all information systems and services. A record of all privileges allocated must be maintained.
- Each user must have a unique user ID and practice the use of strong passwords which are at least eight characters long and composed of letters, numbers and special characters wherever feasible. Suppliers must ensure a password is delivered via a secure and reliable method and a secure temporary password which is changed immediately on login. Avoid usage of Generic Ids.
- Individual user accounts should not have administrative access unless absolutely necessary for successful service delivery which is approved by SIB.
- Access to applications and data must be reviewed at regular intervals to prevent unauthenticated users from accessing SIB data or using vital system resources and must be revoked when no longer required.
- All Client systems must log off after a defined period of in activity and have password protected screen savers. For laptops and mobile devices increased security access controls must be implemented.
- Applications, ports, services, and similar access points installed on a computer or network facility, which are not specifically required for business functionality, must be disabled or removed.
- Network segments connected to the Internet must be protected by a firewall which is configured to secure all devices behind it.
- User connection capability must be documented with regard to messaging, electronic mail, file transfer, interactive access, and application access.
- All extranet connectivity into SIB must be through approved and authorized secure remote connections from SIB.
- All production servers must be located in a secure, access controlled location.
- Supplier is responsible for implementing the secure protocols at their sites and managing the protocols by a change control process.
- Firewall must be configured properly to address all known security concerns.
- Infrastructure diagrams, documentation and configurations must be up to date, controlled and available to assist in issue resolution.
- Access controlled applications must implement a lock out after 3 consecutive failed login attempts.
- Applications containing Confidential/ Sensitive data must require a password change every 30 days or less.
- Applications must never capture and store the user's password and provide it during the login process.



- Access to source code must be limited and controlled to prevent unauthorized access.
- Externally facing web applications must logoff unattended sessions at or before 30 minutes of inactivity.

## **9. Information Systems Acquisition, Development and Maintenance**

- All applications should be designed to meet requirements for availability and protected from denial of service attacks.
- Application development cycle must follow industry accepted Secure Development Lifecycle (SDL) principles, best secure coding standards and practices.
- Systems security patches are to be installed on production systems on a timely basis according to threat level recommendations of the issuing vendor. Exceptions must be documented and based on defined business process controls.
- All applications developed by the Supplier must have a code review prior to being released into the production environment.
- Development, test, and operational environments must be separated to reduce the risks of unauthorized access or changes to the operational system.
- Weak encryption algorithm should not be in practice.
- Change Management process to be implemented.
- Firewall settings should be appropriately configured and secured.
- Auditing should be enabled in the applications/services for all the critical activities.
- Provision for Maker - Checker facility should be enabled.
- To the extent possible, data transfer from one application to another should support 'Straight Through Processing'. In any case even if there is manual intervention, precautions such as encryption etc. should be deployed to prevent unauthorized modifications.
- Audit trails which are pre-requisite for financial systems should be made available.
- Application integrity statements are to be accepted by the vendor, undertaking that application is free of malware at the time of sale, free of any obvious bugs, and is free of any covert channels in the code being provided and any subsequent modifications to be done on them.
- Provision of user registration and revocation should be facilitated in the application/services rendered by the vendor.
- Only necessary and required services or protocols should be enabled on the server.

## **10. Information Security Incident Management**

- A documented information security event management process must be implemented which includes incident response, escalation, and remediation.
- Information security events and incidents include:
  1. loss of service, equipment or facilities,
  2. system malfunctions or overloads,
  3. human errors,

4. non-compliances with policies or guidelines,
  5. breaches of physical security arrangements,
  6. uncontrolled system changes,
  7. malfunctions of software or hardware,
  8. access violations,
  9. legal and regulatory violations
  10. Malware
  11. Suspicious and benign behaviors that may lead to an event
- Any security event involving or impacting SIBs services must be reported to SIB within the shortest duration of time.
  - Data Retention Logs must be maintained and made available for use in investigations as related to any security incidents.
  - Applications developed by the Supplier will allow all data to be extracted if required by the banks Inspection / Forensic team. The process should be allowed until the event is over.
  - Both parties will act in good faith to preserve the other company's evidence and reasonably cooperate with each other during an investigation.

#### **11. Business Continuity (BC) Management**

- Disaster Recovery (DR) plans must be documented and tested at least annually.
- All system media has a regularly scheduled backup and restore capability implemented and tested.
- Disaster recovery resources must be documented and made available to SIB upon request.

#### **12. Virtualization and Cloud Services**

- Supplier must obtain prior approval from SIB before providing virtualization / cloud services for maintaining SIB information / data.

#### **13. Compliance**

- Supplier must undertake to comply with all the clauses stated herewith, and must abide by the terms and conditions of SLA/NDA. SIB has the right to audit security environment of the third party site providing services to the bank by engaging banks own officials, internal /external IS auditors, by way of compliance audit by regulatory agencies like RBI etc. Supplier must have a process to document non-compliance of any legal, regulatory or any such instance while handling or processing SIB data.

SL No	Evaluation Points	These are the parameters on which the Bidder will be evaluated, Bidder to update details
1	<b>Features</b>	
	1) Existing feature mentioned in the Business Requirement Document	
	2) Value additions Bidder can provide other than the requirements shared by Bank	
	<b>Annexure 2</b>	
2	<b>Architecture</b>	
3	<b>Product Demonstration &amp; Bid presentation</b>	
4	<b>Approach and Methodology</b>	
5	<b>Time line to complete the Project. (It is an added advantage for the bidder to complete the project within 5 months)</b>	
6	<b>Past Experience</b>	
	1) How many years Bidder is doing Misapplication development	
	2) Years of Experience in BFSI domain	
	3) How many clients Bidder is serving with LMS application	
	4) Experience in Migrations in BFSI	

