RFP for Revamping/Redesigning, Hosting and Maintenance of Aryavart Bank's Website	ARYAVART BANK

Aryavart Bank
A-2/46, Vijay Khand, Gomti Nagar
Lucknow-226010

Request for Proposal
for
Revamping/Redesigning,Hosting
and
Maintainence of Aryavart Bank's Website

Mode of Submission – OFFLINE only at

Aryavart Bank,Information Technology Department,Shalimar Titanium Building,Ground Floor,Lucknow-226010.

Availability of Tender

From 15.07.2022

Last date of Submission of Tender

04.08.2022

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The proposed evaluation schedule is tabulated below. However, the bank, at its discretion can change the schedule without assigning any specific reason for the same.

Sr.	Event Description	Particulars
1	Category of Tender	Open
2	Mode of submission	Offline
2	Date of publishing of Tender Notice	15.07.2022, on Aryavart Bank website. http://www.aryavart-rrb.com
4	Start Date of RFP document download from bank's website http://www.aryavart-rrb.com/tenders	15.07.2022
5	RFP related communication E-mails Ids	Ho.itceli@aryavartbank-rrb.com
5	Last date for receiving queries	22-JULY -2022 up to 11:00 AM
6	Pre-bid meeting through virtual mode LINK: To be provided by Bank as per request by 21-07-2022	22-JULY -2022 at 2:00 PM
7	Response to Pre-Bid queries	25-JULY -2022
8	Issue of Addendum /Revised Tender document (If required)	25-July -2022
11	Last date & Time for submission of Bid /Bid due date	04-Aug -2022 5:00 P.M
12	Opening of Technical Bids	06-Aug-2022 at 03.30 PM at Bank's Head Office (subject to availability of Tender Committee members)
13	Information regarding Financial Evaluation of Bids	Financial Bid of the technically responsive bidders shall be opened at a later date. The Financial bid opening time & date shall be intimated to the technically qualified bidders.
14	Announcement of L1 bidder	Will be notified
15	Reverse Auction	Will be notified after opening of financial bids as per Bank's discretion.
16	Letter of Award to the selected to L1 Bidder	Will be notified to concerned bidder
17	Bank's Website	www.aryavart-rrb.com

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Contact Person(BANK)

Chief Manager, Information Technology Department :7081530000
Senior Manager, Information Technology Department:7388715876
Manager Information Technology Department: 9532990825

1) Bids received later than the prescribed date and time will not be considered for evaluation.
2) If the last day of submission of Bid is declared as a holiday by any circumstances beyond the control of Aryavart Bank, the next working day will be deemed to be the last day for submission of the Bid.
3) Further, in case Aryavart Bank does not function on the aforesaid date due to unforeseen circumstances or holiday, then the Bid will be opened on the on the next working day subject to availability of all the Technical Committee members; unless otherwise such change may be notified to all bidders.

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ARYAVART BANK, HEAD OFFICE
INFORMATION TECHNOLOGY DEPARTMENT

Aryavart Bank, a Regional Rural Bank, was constituted on 1st April, 2019 after amalgamation of two Regional Rural Banks (RRBs) namely Gramin Bank of Aryavart and Allahabad UP Gramin Bank as per Government of India Gazette notification No. 338 dated 25-01-2019. Gramin Bank of Aryavart was sponsored by Bank of India while Allahabad UP Gramin Bank was sponsored by Allahabad Bank. The amalgamated entity Aryavart Bank functions under Regional Rural Banks Act 1976 having its Head Office at Lucknow under the sponsorship of Bank of India.

The Aryavart Bank is operating in 26 districts namely Agra ,Aligarh, Ayodhya, Bahraich ,Banda ,Barabanki ,Chitrakoot ,Etah ,Farrukhabad ,Firozabad ,Hamirpur ,Hardoi ,Hathras ,Jalaun ,Kannauj ,Kasganj ,Lakhimpur ,Lucknow ,Mahoba ,Mainpuri ,Mathura ,Mirzapur ,Shravasti ,Sitapur ,Sonbhadra and Unnao in the State of Uttar Pradesh with a network of 1367 Branches & 22 Regional Offices.

All branches and Regional Offices are on CBS platform. RTGS/NEFT facility is enabled in all branches. The Head Office of the Bank is situated at Lucknow, the capital of Uttar Pradesh. The Regional Offices of the Bank are located at Agra ,Aligarh ,Bahraich ,Banda ,Barabanki ,Bhinga ,Biswan ,Chitrakoot ,Etah ,Farrukhabad ,Firozabad ,Hardoi ,Hathras ,Kannauj ,Lakhimpur ,Lucknow ,Mahoba .Mainpuri ,Mirzapur ,Orai ,Sitapur and Unnao .

The brief details of the scope of this RFP are as follows:

1) The Bank intends to migrate the existing Aryavart Bank's website, along with Revamping/Redesigning, Hosting of Website, and Maintenance for a period of 1 year . The detailed scope with technical details is illustrated in related clauses of RFP.

2) The interested bidders/vendors should submit a Bid security/Earnest Money Deposit with their Proposal Document of Rs 5000 in the form of Demand Draft drawn in favour of Aryavart Bank,Head Office payable at Lucknow. The EMD/Bid Security must not be included in the Financial Proposal. It is recommended to submit it with Technical Proposal.

   The Micro & Small Enterprise (MSE) bidders are exempted from depositing the bid amount of Rs. 5,000/- subject to the submission of valid and authorized copy of registration certificate and exemption certificate (if applicable) from relevant authorities they are registered with. The MSE registration certificate submitted must be valid as on bid submission date. The exemption will be given based on government guidelines.

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3) Bidding in consortium is not permitted. Any bid submitted under consortium will be summarily rejected. Sub-contracting of contract is also not permitted.

4) In this regard, a two-envelope bidding procedure (Technical Bid and Price Bid) in separate envelopes will be adopted. The technically complete and commercially competitive bids shall be submitted in two parts viz. Qualifying and Technical Bid – Part A and Price Bid – Part B in separate sealed covers.

5) The Bids should be delivered to the address mentioned below with acknowledgement due so as to reach before 5:00 P.M on or before 04.08.2022. If the last day of submission of bid is a declared holiday under Negotiable Instruments Act by the Government subsequent to the issuance of RFP, the next working day will be deemed to be the last date of submission of the Bid. The bids, which are received after the abovementioned date and time, are liable to be rejected at the discretion of the Bank.

6) The Bank shall not be liable for non-delivery of documents due to Postal/Courier delay or loss documents in transit, etc., if any, in submitting the Bid. The Qualifying & Technical Bid shall be opened in the presence of the bidders on 06.08.2022 at 3:30 P.M at the below mentioned premises. The Financial Bid opening date will be communicated to all bidders after evaluation of Technical Bids by Bank authorities at a later date to be decided by the Bank and the information regarding the subject will be passed on to all concerned stakeholders. The bidder's representative need to be present either physically at our Office or via WebEx during the Technical Bid opening, well in time along with the authorization letter from the bidder's company. The important dates / schedules for the above RFP shall be as following:

Address for Communication and delivery of Documents	The General Manager, Aryavart Bank, I.T department Shalimar Titanium Building, Ground floor, Lucknow-226010

7) For any technical clarification, the contact person are Mr Shushant Srivastava, Manager, IT (9532990825) email-id Hoit@aryavartbank-rrb.com / Mr Debnath Mondal (9832163164), Manager IT.

8) Bank reserves the right to change the dates mentioned below or in the RFP, which will be communicated in Tender section of bank's website (https://www.aryavart-rrb.com).

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PART 1: DISCLAIMER

The information contained in this Request for Proposal (RFP) document or information provided subsequently to the Bidder(s) or applicants whether verbally or in documentary form by or on behalf of Aryavart Bank (Bank), is provided to the Bidder(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 is neither an agreement nor an offer and is only an invitation by the Bank to the interested parties for submission of bids. The purpose of this RFP is to provide the Bidder(s) with information to assist the formulation of their proposals. This RFP does not claim to contain all the information each Bidder may require. Each Bidder 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. Bank makes no representation or warranty and shall incur no liability under any law, statute, rules or regulations as to the accuracy, reliability or completeness of this RFP. Bank may in its absolute discretion, but without being under any obligation to do so, update, amend or supplement the information in this RFP.

Subject to any law to the contrary, and to the maximum extent permitted by law, Bank and its directors, officers, employees, contractors, representatives, agents, and advisers disclaim all liability from any loss, claim, expense (including, without limitation, any legal fees, costs, charges, demands, actions, liabilities expenses or disbursements incurred therein or incidental thereto) or damage (whether foreseeable or not) ("Losses") suffered by any person acting on or refraining from acting because of any presumptions or information (whether oral or written and whether express or implied), including forecasts, statements, estimates, or projections contained in this RFP document or conduct ancillary to it whether or not the Losses arises in connection with any ignorance, negligence, casualness, disregard, omission, default, lack of care, immature information, falsification or misrepresentation on the part of Bank or any of its directors, officers, employees, contractors, representatives, agents, or advisers.

The Bank will not be bound to accept the lowest tender and reserves the right to accept or reject any or all the tenders without assigning any reason whatsoever at any time.

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PART 2: INVITATION TO BID (ITB)

Introduction

The RFP document contains statements derived from information that is believed to be true and reliable at the date obtained but does not purport to provide all of the information that may be necessary or desirable to enable an intending contracting party to determine whether or not to enter into a contract or arrangement with Bank in relation to the provision of services. Neither Bank nor any of its directors, officers, employees, agents, representative, contractors, or advisers gives any representation or warranty (whether oral or written), express or implied as to the accuracy, updating or completeness of any writings, information or statement given or made in this RFP document. Neither Bank nor any of its directors, officers, employees, agents, representative, contractors, or advisers has carried out or will carry out an independent audit or verification or investigation or due diligence exercise in relation to the contents of any part of the RFP document.

The RFP document is intended solely for the information of the party to whom it is issued ("the Recipient" or "the Respondent")

The Bank intends to migrate the existing Aryavart Bank's website, along with Revamping/Redesigning, Hosting Website and Maintenance and for this purpose invites quotes as per the specifications as indicated in :Technical Specifications and Scope mentioned in the RFP document. These prices shall remain valid for all orders placed with the selected vendor for the entire contract period and duly accepted by the vendor. The interested bidders are requested to send your Technical and Price proposal as per the enclosed formats. The methodology for submission of the proposals is enumerated in Part 3 Instruction to the bidders. Terms and Conditions of Contract (TCC) are given in Part 4.

The Bidding Document may be obtained from the Bank as under or downloaded from Bank's Website http://www.aryavart-rrb.com/tenders and the bid should be submitted to the office of Aryavart Bank , Information Technology Department, Shalimar Titanium Building, Ground Floor, Lucknow

❖For queries and clarification regarding the RFP, please feel free to contact us at the above-mentioned address or telephone number or e-mail id.

❖Please note that all the information desired needs to be provided by the bidder along with the RFP document. Incomplete bids may lead to non-selection.

❖ Bank reserves the right to change the dates mentioned in the RFP, which will be separately communicated.

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PART 3: INSTRUCTIONS FOR THE BIDDERS (IFB)

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3.1 Introduction

Aryavart Bank, a Regional Rural Bank, was constituted on 1st April, 2019 after amalgamation of two Regional Rural Banks (RRBs) namely Gramin Bank of Aryavart and Allahabad UP Gramin Bank as per Government of India Gazette notification No. 338 dated 25-01-2019. Gramin Bank of Aryavart was sponsored by Bank of India while Allahabad UP Gramin Bank was sponsored by Allahabad Bank. The amalgamated entity Aryavart Bank functions under Regional Rural Banks Act 1976 having its Head Office at Lucknow under the sponsorship of Bank of India.

3.2 Scope of Work

Broad Scope

1. Bank intends to migrate the existing Aryavart Bank along with revamping/redesigning, hosting, and maintenance of the website for a period of 1 year (from the date of go-live), to give new look and feel to attract and service customers from all age-group, especially younger generation.

2. The bank at its discretion / reserves the right, to extend/ renew the contract on annual basis on same terms and conditions including commercials for additional 1 years.

3. It has to be noted that all pages, features, functionalities, modules etc. as made live and implemented in English Website in line with scope of work, technical specifications, and in total as per RFP; the same pages, features, functionalities, modules etc. including related translation and proof-reading to be replicated in website, without any additional cost to the bank during the entire contract period (warranty and ATS period). The translation cost to be borne by the bidder. No separate commercial will be payable by the bank.

4. The all-inclusive cost but not limited to all existing and all future Regulatory Charges, Government Levies, NPCI, Statutory Authority etc., Non-Regulatory Charges, any other Charges (existing or in future), Charges by Any / All Telecom operators, Bandwidth Charges, SEO Activities, Ongoing UI/UX related changes, Analytics and UI/UX Audits, SSL certificate (purchase/renewals), Certification Cost and its compliance, VA/ PT Cost and its compliance, SAST/DAST and its mitigation/ compliance, Changes/ Customization / Development as per non-regulatory, bank's requirements, Changes/ Customization / Development as per

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Regulatory Requirements (RBI, DFS, IBA, NPCI, CERT-IN etc.), Changes/ Customization / Development EASE Requirements , to be quoted by the bidder during bid submission.

5.The solution shall include all components and subcomponents like software licenses, accessories and the bidder at no extra cost to the Bank should supply other components (required for commissioning of the solution as a part of RFP).

6.It has to be noted that bank is not bound to and will not pay any additional cost, apart from the quoted price in entire contract period (including in renewal contract period, if applicable).

Revamped/redesigned website should be in alignment with corporate theme using latest web technology to showcase bank's products & services to current and potential clients in attractive, user friendly and easily navigable manner and also comply with industry standards and guidelines of various regulatory bodies including Reserve Bank, NPCI, Ministry of Finance, etc.

The site should be developed based on a defined information architecture & latest/best practices for UI/UX. Uniformity should be maintained across all the webpages/website of the bank. Website should have improved look and feel and addition of new interactive modules.

7. The revamp/redesigned website is to be hosted on a dedicated server (DC-DR setup with high availability) and must have improved response time.

8. Proof of Concept (POC), showcasing the solution with all the required technical functionalities as mentioned in this RFP will have to be provided by the bidders at their own cost within 7 days of written request from Bank, which will be taken into account for technical evaluation and the final short-listing of the bidders through technical evaluation.

   The vendors participating in the RFP process to have readiness of POC setup in vendor's location well in-advance, to demonstrate the proposed solution (along with all features as per scope) within 7 days of written request from Bank.

   In case of non-demonstration of POC within 7 days of written request from Bank, bank at its discretion will consider accordingly under technical evaluation. No request for extension of POC timeline is permitted.

9. Bidder shall also be responsible for conducting/closing VAPT (Vulnerability Assessment & Penetration Testing) observations of Website.

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10. Bidder should also be responsible for creating separate development (DC/ DR Setup) and UAT environment setup for multiple users simulating near production functionalities. DC and DR setup to be in sync on real time basis.

11. At a minimum, the new website should effectively and efficiently manage the operations and security posture by repairing and responding to cyber risks/threats, facilitate business continuity and recovery from cyber-attacks / incidents.

12. In line to scope, the implementation shall be done by OEM / Bidder, the bidder shall do back to back tie-ups with OEM for the same.

13. The proposed solution shall be tightly integrated with all existing setup and new infrastructure /Assets/ applications of the Bank. The necessary integration by the way of API or any other manner to be performed by vendor without any additional cost. The required APIs/any other mode to be developed by the bidder, thereafter deployed and integrated with Bank's setup without any additional cost to the bank during the contract of 1 year.

In case of non-integration with bank's existing / new any application, the bank reserves the right to deduct the appropriate amount from the amount payable for required development.

14. The bidder shall provide complete services for the solution under the scope including installation, implementation, integration, management, maintenance, support, audit compliance and knowledge transfer.

15. The website should be scalable to fulfil the requirements in line with Bank specific requirement, in compliance of RBI/ other regulator (domestic and overseas) and its amendments (in present and in future), without any additional cost to the bank.

16. The bidder shall do all kind of customizations / development as required by the Bank during the period of contract without any extra cost to the Bank. There are regulatory guidelines time to time which should be implemented by the bidder within stipulated timelines. The bidder should factor the skilled resources for customization and development as per eligibility criteria. The bidder should upscale the resources as per prevailing technologies of time. The UAT environment shall be maintained and managed by the bidder.

The customization (Regulatory/ Non-Regulatory/ Bank's Request) shall be performed by bidder, but not limited to existing and new – functionality, online application forms, API

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development and integration with bank's setup/ third party applications/ webpages, interfaces etc. in the deployed solution without any additional cost to the Bank during the contract period.

The changes/fine-tuning in the website deployed should to be performed to ensure proper functioning of interface applications without any additional cost to the Bank during the contract period.

All customizations and enhancements (banners/creative's, functionality, reports, interfaces etc.) developed will be Bank's Property and have Bank's IPR rights. Customization Development should be done in time bound manner.

17. The non-regulatory/ bank specific (required as per requirement by the bank), functionality / customization to be developed, integrated and implemented in UAT within maximum 15 days of written request and finalized scope by bank team. Thereafter, post sign-off of UAT from bank, the functionality to be implemented in production setup by following bank's internal process in a time bound manner.

In case of non-compliance, penalty as specified under Part 4 will be applicable.

18. The bidder shall ensure that during various phases of implementation, the performance, security, network availability, etc. of the existing bank's setup must not be compromised.

19. The bidder should ensure compliance with various standards such as ISO 27001:2013, PCI DSS, ISO 22301 or higher standards etc.

20. The bidder shall follow all respective technical/statutory guidelines, validations, SCD should be implemented, checked & verified, and related reports including SOP, SCD, Software Integrity Certificate and VAPT Clearance must be submitted, duly certified by OEM to the Bank for sign off the successful installation / go-live.

21. Post implementation and go-live of the website, the scope of bidder contains support for the following activities, but not limited to, from time to time, in relation to maintenance and upgrades/updates/patches :

(a) Firmware/ IOS Upgrades / up to date patching,

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(b) System monitoring,
(d) Troubleshooting & Performance Tuning,
(e) Operating System Upgrades,

(f) Upgrades of supplied software,
(g) Advisories on software upgrades & vulnerabilities,
(h) Support during DR Drills,
(i) OS Administration & patching as per OEM guidelines
(j) Compliance/Audit /Review as per Bank's requirement /Statuary guidelines
(k) Any support required to make system & solution up and running as per SLA.

22. The list mentioned above is the indicative list; however, the successful bidder should provide end-to-end support and repair for any activities and resolution of any issues related to new deployment without any extra cost to the Bank.

23. The patches (critical / non-critical) as and when released by OEM / solution provider, for the proposed solution/ servers/OS / setup, to be tested first in UAT/ test environment, and thereafter deployed, installed and configured by bidder's team, as per Bank's requirement during the contract period without any additional cost to Bank.

24. The bidder has to provide a certificate on the OEM's letterhead for upgrade and uninterrupted maintenance support for a period of One(1) years.

Post deployment, the bidder has to carry out Cyber Security Audit through CERT-IN Empanelled Vendor without any additional cost to the bank and submit report to the Bank with compliance.

Subsequently on annual basis, the bidder has to carry out Cyber Security Audit through CERT-IN Empanelled Vendor without any additional cost to the bank and submit report to the Bank with compliance.

The Bank's Audit Department, and Other statutory authorities conduct review/ audit of the solutions time to time. All such Audit reports including VAPT Reports to be compiled/attended

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by bidder/OEM within the timelines, during the entire period of contract also conduct periodic review audit of the database and application.

25.The bidder shall adhere to the Service Level Agreements (SLA) and regular monitoring and reporting it to the bank.

26.The solution should be scalable, designed and deployed accordingly.

27.The solution deployment should be compliant with Bank's CISP, IT and Cyber policies, internal guidelines, regulatory standards and countrywide regulations (including overseas regulations) and laws from time to time.

28.The proposed solution should be able to integrate with SIEM, Active Directory/ LDAP/ PIM, DAM, Security Solutions for user authentication or with any other solution/ tool as stated by the Bank in order to have control and visibility.

29.The selected bidder must generate and provide a complete holistic signoff report of entire scope and confirmation of implementation in line with scope and technical specifications, before handover to ensure 100% serviceability of delivered solution.

30.The bidder must provide detailed architecture of the provided solution/ every module along with installation / deployment and administration guide, which must include high-level design (HLD), and Low Level Design (LLD) along with Technical bid.

31.All installed OS / DB / App / Middleware / firmware/ other related software for website must be of stable version and all recommended patches should be installed by the bidder and same to be submitted to the bank on monthly basis and also be cleared through Bank's Information Security Team.

32.The bidder shall conduct preventive maintenance as may be necessary from time to time (minimum on quarterly basis) to ensure that equipment is in efficient running condition to ensure trouble free functioning.

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33.The bidder shall do the mandatory quarterly cutover of the solution to check its full-fledged running with alternate site, in line with Bank's policy. Moreover, un-planned cutover (if case of emergency/ issue in application) to be performed in the alternate site in time bound manner.

34.The bidder shall make DR to be made identical to DC and able to run with full load at any point in time. The bidder shall do quarterly DC and DR cutover for the solution running from DR and DC respectively and submit a report to the Bank.

35.The URLs of the management server/software of proposed solution should be accessible on HTTPS/TLS 1.3 or latest Protocol with valid certificate.

36.The bidder shall provide all-inclusive solution, as per specification and scope mentioned in the RFP including any other components required to make solution running as per SLA and required uptime. The supplied infrastructure shall be compatible with IPv6 and comply with all latest security protocols/ industry standards. The proposed solution shall be TLS 1.3 or higher ready.

37.The Proposed solution should be free from any kind of vulnerabilities and as and when vulnerabilities are notified by the bank, regulators, CERT-IN, Govt. of India or any other Govt / Non- Govt. agencies, it should be patched within prescribed time.

38.The bidder should keep the bank explicitly informed about the end of support dates of the related infrastructure and should ensure support during the warranty and AMC/ATS period.

39.The bidder shall do regular backup of the entire website as per the defined Bank's backup policy in offsite tape/storage in encrypted format. The bidder to provide the backup as per the requirement to the bank during contract period without any additional cost with related decryption.

On expiry of the contract, the bidder will share the complete solution/ site and data backup. Thereafter, post bank's confirmation, the bidder to deleted all records/ data and provide certificate of deletion of all records / data at their end.

OEM support should include in implementing controls for the risk advised by regulators, Govt. of India, other agencies, other organizations.

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40.The Bidder shall be responsible for delivering the website and its support post implementation. The proposed website should be integrated with Banks existing and future setup/ applications/ APIs without any additional cost.

41.The bidder shall confirm the integrity of the website deployed i.e. the software is free from bugs, malware, covert channels in code etc. and Integrity certificate should be submitted to the bank as per the related format.

42.The selected bidder shall be responsible for health monitoring, maintenance and management of the Server, Database and related infra of the deployed application on a

continuous basis.Any required customization, to have better monitoring of the website to be performed by the bidder without any additional cost to the bank

43.Centralized Monitoring System – For centralized monitoring of performance, issue etc. of deployed solution, centralized monitoring system /tool/ dashboard is required.

44.Solution shall have centralized architecture with web or Graphical User Interface (GUI) based dashboard console to monitor, reporting, notification, maintaining the application. This should be a single console for service management, infra management and configuration management. The GUI of the deployed application to be error-free and without overlapping of fields, easy to navigate etc. features in line with industry standards.

45.Reports in HTML / CSV / Excel and other required formats to be able to generated from Website Dashboard. All reports should be configured to generate auto or scheduled responses and send via SMTP / any other mode on periodicity (set in day) / daily/monthly/yearly as per the bank requirement. Alerts (for issues/ changes / bank defined) to be configured to bank defined email-id's. Customization reports to be developed based on bank's request to have effective monitoring to be developed and deployed by the vendor without any additional cost to the bank.

46.The proposed solution should have its own security features.

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47.The successful bidder shall ensure Infra, Solution and Service management of operating system and other software/utility/application. This will include patching, mitigation of VA/PT points and any other risk, updates, etc. during contract period.

48.Any gap identified during audit, risk assessment, VAPT, SAST (Static Application Security Testing), DAST (Dynamic Application Security Testing) etc., vendor has to mitigate the same without any additional cost to the bank.

49.All audit points raised by the Software/Security/NPCI (National Payment Corporation of India) /SCA (Statutory Central Auditors)/Regulator Auditor should be complied by the selected bidder without any extra cost within the timeline specified by the bank. Bidder have to provide full Assistance/support required during audit of the entire project/solution and subsequent audit as per additional implementations, at no additional cost to the bank. The vendor has to perform all audits and its resolution but not limited to Application Security Audit, SAST, DAST by CERT-In empanelled auditors during initial implementation / go-live , and on every customization/ enhancement in functionality / version up-gradation during the contract period without any additional cost to the bank.

50.During warranty and ATS period, bidder needs to comply with security and system audit observation and remove the audit observation without any extra cost to Bank within the timeline specified by the bank.

51.The bidder must have an arrangement with the OEM such that the bidder/ Bank' SI/ Bank should be able to log a call with the OEM directly.

52.The bidder should have a 24x7x365 days support contact center in order to log the calls. The contact centre numbers should be provided to the Bank along with the escalation matrix mentioning the contact person's name, number and designation in the company.

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53.The overall Technical support, management of website with comprehensive maintenance shall be of 1 years.

54.The bidder shall prepare the SOPs (Standard Operating Procedures) with periodical review as per industry practices and regulatory guidelines. The drafted SOPs shall be submitted to the Bank for its review and Approval.

55.The bidders shall also provide the following documents (but not limited to following) as part of the deliverables of the project.

i. Original manuals of proposed setup (all proposed hardware/ software/ applications etc.)
ii. Standard Operating Procedures
iii. Installation & Technical Configuration Documents
iv. Network & Security Design Documents (Will be approved by the Bank)
Troubleshooting Manual

v. Executive summary report for the project to the management
vi. Functional and operational requirements
vii. Project design/plan
viii. Product description
ix. Guidance for best practices, implementation guidelines
x. User acceptance test plan, if any
xi. Training materials
xii. Monthly health check-up report by OEM.

56.The bidder shall implement all the functionalities proposed in the technical specifications & demonstrate the same to the Bank team for complete sign off the solution.

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If there are any upgrades to the source systems, then it will be Vendor's responsibility to ensure that appropriate integration is provided without affecting the normal course of business.

57.The bidder shall formulate/ supply/share all kinds of procedures/ documents upon any level or version changes, clarification, corrections and modifications in the abovementioned documents in a timely manner.

Detailed Scope of Work

1. Website is to promote and market products and services of the Bank; and to be developed in line with best industry standards and practices.

2. Successful Bidder will also provide a comprehensive User Acceptance Test (UAT) Plan along with Technical Proposal covering every possible failure/negative scenarios for all functionalities. During Acceptance Test, Bidder shall also demonstrate and provide required documentation for Business Continuity of service in every failure scenarios.

3. Bidder will also be responsible to provide necessary documentation such as Project Plan, SRS (Software Requirement Specifications), DSD (Design Specification Document), UAT (User Acceptance Testing), Test Plans, DRP (Data Recovery Plan) & BCP (Business Continuity Plan), Installation / Operational Manual, etc.

4. Website must be beta tested to bank's satisfaction before final go live.

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5. After award of the contract, successful Bidder has to appoint a Project Manager who will be the single point of contact for the Bank throughout the project cycle. Replacement of Project Manager should be provided to the Bank without any gap period.

6. Escalation Matrix to be provided by the successful bidder at the start of the project and should adhere to it during the contract period. Any change in escalation matrix structure or contact person should be informed to concerned Bank Officer immediately.

7. Migrate the existing pages including content and database after redesign and reformat.

Migration and Design

1. Website to have sections but not limited to static information, dynamic promotional content / banner, product information including demo (audio as well as video), online application form, survey / lead generation forms, geo-location enabled maps & locators, calculators, tender section, online contest, advanced/intelligent search options, download option for

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forms/brochures, request for additional information/enquiry, offline/online support, photo/video gallery, link for internet banking, other websites/micro sites etc. apart from standard / mandatory sections of a financial website.

The selected vendor is required to develop the required functionality (as and when required based on requirement) during the entire contract period as per the requirement on the website, without any additional cost to the bank.

The features/functionality in current website of the bank needs to be incorporated/used and improved upon.

2.The design and development at all stages to adhere to Bank's branding guidelines with regards to font, color, text size etc.

3.Migrate existing pages not limited to content, database and others after redesign and reformat as per requirement. All internal webpages must be well connected using proper navigation controls and an appropriate site-map should be available with information/routing to all pages, which should be duly updated by bidder every now and then as per the site expands. The site-map to be submitted within 10 days of go live; also to be reviewed and submitted on quarterly basis to the bank. Non-submission of site-map will lead to penalty as applicable.

4.All existing dynamic modules should be migrated along with their admin module and reporting features.

5. Website should be optimized in Windows OS for desktops, laptops, tablets, mobiles etc.(Android & iOS) device agnostic (responsive design for desktops, laptops, tablets, mobiles etc) of and all browsers (Chrome, Firefox, Edge, IE etc), and fit-to- handset / tablet size.

6. Personalization of website for regular visitors/users should be included as an important module and customer journey needs to be defined for the same. Website should have capability to capture dynamic data of visitors at various levels (the number of times a visitor

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visits homepage/web pages, how much time is spent on each webpage, at what time in day it visits the website, from which device, location and any such information related to the visitor). All such information related to visitor access to the website to be available on Centralized Dashboard on real-time basis.

7.Exact visitor's count to be displayed on the home page of the website.

8.Website should act dynamically i.e. displaying the content, email sending, image adaptiveness, SMS sending, etc. wherever required.

9.End-to-End design, development, translation (wherever applicable) of Innovative and attractive banners/creative, webpage to be performed by the bidder as per requirement of the Bank from time to time during the contract, for website content, without any cost to the Bank. Such banners/creative should be copyright protected. The website should be copyright protected.

UI / UX(User interface/ User Experience)

1. Ease of usability of the site by the visitors to achieve the objective of user satisfaction/delight. Successful Bidder will have to provide the Bank with different layout options for homepage and internal pages (minimum 3 options to be provided).

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2. The options provided must be clearly distinct from each other and should not be a modified version of other options provided. Bidder should come up with unique, out of the box options distinct from existing website layouts in the market/competition.

3. Rationale / logic / approach from information architecture / UI/UX perspective to be submitted along with designs. Bank will decide which option to take forward along with necessary modifications, if required any. If no option provided is found good by the bank, then the bidder will have to come up with different set of options. Bank will give a go ahead on layouts and other UI/UX features only on its complete satisfaction. Number of iterations for modifications can be unlimited until Bank's complete satisfaction and confirmation. If Bank doesn't like the design/layout/template and other UI/UX features provided by bidder, then Bank, at its sole discretion, will provide the design/layout/template to the vendor and vendor will have to incorporate these and implement it in the website without any objection.

4. Responsive & Retina Ready: Site should be fully responsive and ready for retina displays. Customers should get best user experience of website looks on tablets and mobile devices adapting to the screen size layout.

5. Navigation to be simple, easy and intuitive. Customer journey should be defined for every targeted segment.

6. Site map should be prepared and made available by the bidder.

7. Design should be such that pages are not cluttered. Intuitive design, i.e. customer need not to work hard to find where they need to go. It should have Quick Search option; drop down on home page to enable the visitors to directly navigate the page they choose.

8. Modern, trendy with easy to navigate with advanced features to support text, image, audio, video, and combination (multi media) posting.

9. Website should also be optimized to work in low bandwidth places / devices.

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10. Home page and other pages of website should have high response time for visitors. Bidder to propose hardware sizing for desired application performance. Loading time / Response Time of the website as well as webpages should be less than 1 second.

11. Design of templates, customer journey, should allow pages for Bank's Online Account Opening Module which will be integrated with the website.

12. Dynamic display of content/banners feature should be made available by the successful bidder. The content/banner to be displayed on the interest/website journey/usage pattern of the users.

13. Text should not spam across the screen width which makes it difficult user to read copy.

14. Short durations videos may be used on the site however heavy size videos should be loaded from YouTube/Video

Security

1. Provide secured access to organization information/services and facilitate customer to interact with organization to submit request, view application and track the status.

2. The Bidder shall be responsible for ensuring Bank's and its customer's sensitive PII &Bank data's security and brand reputation on cloud platform.

3. To achieve the same the bidder shall have adequate monitoring capabilities using advanced security tools like security incident & event monitoring (SIEM) which has integration with all servers and other storage and network devices carrying bank related data. All security related alerts to be monitored in line with Bank policy requirements.
4. The Aryavart Bank website setup should have protection using Web Application Firewall (WAF) for application layer attacks. Also Anti-DDoS protection should be factored for both volumetric and application layer attacks.

5. The Bank's and its customer's sensitive PII &Bank's data stored in databases should be encrypted with keys stored in HSM secure custody inline to the bank's satisfaction.

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6. SSL certificate(s) will be procured/renewed and configured by the successful bidder on website without any cost to the bank.

7. Security Controls for the bank website would be in conformity with legal and regulatory standards/ CERT-In guidelines, IT Act 2008 / 2013 (as amended from time to time), RBI and IBA guidelines. Also for foreign websites, their respective regulators compliance requirements to be fulfilled. Audit certificate from CERT-IN empaneled third party auditor should be submitted by the Bidder covering all above mentioned requirements.

8. The Successful bidder shall ensure bank website would be in conformity with Bank's Information Technology Policy. This policy would be addressing bank's risk profile and legal and regulatory requirements. Bank's relevant Information Security policy will be shared with the selected bidder.

9. Bidder shall comply with secure coding practice such as OWASP (Open Web Application Security Project Guidelines) Top 10 like SQL Injection, Cross Site Scripting (CSS) etc. on an ongoing basis and share with a bank a quarterly compliance report from trusted third party testing website and necessary security features to be built for securing the site from hacking.

10. Bidder has to monitor the web site application 24x7x365 from security threats and ensure its uninterrupted functioning. Necessary Alerts also need to be configured for bank's specified email-id.

11. Any unwanted security threat or hacking attempt should be taken on high priority and dealt with immediate effect. Root cause analysis (RCA) should be provided to the bank within 3 working days with all artefacts/evidences required by the bank.

12. Lock HTML source code to protect web pages from unauthorized copy.

13. Any security breach identified must be informed to Bank immediately and attended instantly to protect interest of the bank and its customer. Selected vendor would be responsible for providing fix to the problem in consultation with bank's security team. Any such incidence

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should be followed by Root Cause Analysis (RCA) within 3 working days with all artefacts/evidences required by the bank and audit of the system.

14.Successful Bidder to arrange for comprehensive security audit of the site before launch. The audit to also include monitoring setup, its capabilities and preparedness to observe and correct any challenge noticed from inside or outside. The company will also have to get similar audit once in every year and submit the report to bank. The bank will also arrange for an internal/external audit to the entire setup and processes as and when desired. The bidder to extend all possible support to the audit team to examine and update the system to mitigate the observed risk.

15.Vulnerability Assessment Penetration Testing (VAPT) should be done at least once a year and additionally based on security threat. Additionally, Bidder to mitigate any vulnerability points raised by Bank from time to time. In case of any major change VAPT need to be carried out by the bidder.

16.Bank has the right to conduct Audit at the Bidder's site. Any open point needs to be closed/complied by the Bidder within the specified Time frame

17.Security Audit by Internal as well as External Auditors after UAT is to be carried out by the vendor at its own expenses. Vendor should also allow regular security audit of the system by bank or its authorized agency as per their requirements and the company to ensure rectification of the audit observations as part of maintenance. Any audit/security enhancement proposed by the Government or Law enforcing agency should be carried out by the vendor at no cost to the bank.

18.Add plugins / modules to monitor uptime and check on bot attacks. Alerts and response should work in real time to ensure 100% uptime

19.The bidder to ensure to take periodical backup of the site including forms, data etc.

20.Build fail safe server mechanism to create replica of live and run this instance in case the live site goes down

21.Any webpage collecting visitor's personal information or login credentials should be protected through secure communication such as TLS and the same should be stored in encrypted format in database in the form and format acceptable to the Bank.

22.The Security Controls should also confirm to bank's security policies. The bidder should follow a standard process to ensure that proposed solution meets functional, security performance and regulatory requirements of the bank

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23.The new website should be guarded against all vulnerabilities, including but not limited to OWASP top 10 attacks and necessary security features to be built for securing the site from hacking.

24.Use of CAPTCHA should be feasible and the same should be implemented for all forms as required by the Bank.

25.Facility for secure-remote access shall be provided along with an appropriate Content Management Tool for designated officials of the Bank, including Webmaster to access /manage the content. There should be 2FA implementation for accessing data/servers by the Bidder and Bank Officials if needed.

As the Bank website has to function under the regulations/ recommendations of regulatory authorities such as – CERT-In, & RBI, etc. the Successful Bidder will address all issues/ security related threats/ vulnerabilities notified to the Bank by these institutions and fix/ resolve them to the satisfaction of these institutions/ Bank, without any additional cost.

Audit trail for logon-logoff and any modification should be available for at least 3 months. Old audit data to be preserved during entire contract period for future reference.

26.Post deployment of website including all components including OS, VA & PT (Vulnerability Assessment & Penetration Testing) shall be conducted before initial launch and subsequent contract period wherever applicable.

27.All findings/issues pointed out in the report to be complied/fixed before production of the software (All components i.e. Database, application).

28.All such Audit reports including VAPT Reports to be compiled/attended by bidder/OEM within the timelines, during the entire period of contract also conduct periodic review audit of the database and application.

29.The solutions should be scalable, designed and deployed throughout the IT infrastructure of the Bank and its subsidiaries.

30.The proposed solution shall have the ability to freely change forms, fields, workflows, escalations and authorization structures and reports according to bank requirements/processes without affecting the future tool updates and integration with other /third party Solutions

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31.All the industry standard protocols for functioning, detection of risks, mitigation should be supported and complied by the respective solution.

32.Remote access capabilities on its management interface should be supported by the software via HTTPS or SSH access and in case of File Transfer it should be SFTP.

33.Role based administration like Administrator, Database Reader and Read-only access users shall be mandatorily supported in the solution.

34.Solution should provide reports in CSV / Excel/ PDF and other required formats for uptime, performance etc as required by the Bank. All reports should be configured to generate auto or
scheduled responses and send via SMTP on daily/monthly/yearly as per the bank requirement.
In case any of the infrastructure used in proposed website is declared end of life/end of support during the contract period, the bidder shall do up gradation or replacement and implementation of the infrastructure without any cost to the bank.

35.During the period of the contract, all upgrades or requirements software, licensing, implementation of upgrades/patches/version changes, etc., due to whatsoever reason including but not limited to EOL or EOS, would be done by the bidder without any additional cost to the bank. EOS/EOL solution will not be accepted and if any solution is declared EOS/EOL during the period of contract, the bidder shall do the necessary upgrade as stated above, to ensure uninterrupted functioning of website.

36.If during the contract period, if any functionality/ form etc. is not performing as per specifications in this RFP, the bidder shall do the necessary enhancements without any extra cost to the bank till the required performance is achieved.

Documentation:

The bidder should provide the complete documentation including technical, operations, user manual, design documents, process documents, technical manuals, functional

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specification, system configuration documents, system/database administrative documents, debugging/ diagnostics documents, test procedures etc.

Equipment /Hardware/Software:

1. The successful bidder should provide all the necessary equipment, system software, Database and other software for successfully hosting of the website.

2. The hosting of the server will have to be done by successful bidder in India.

3. The successful bidder should be able to trouble-shoot any unforeseen problems related to equipment /hardware/software with the website at a short notice.

4. Hosting infrastructure should be ISO 27001 and 22301 certified and should follow all the ISO process. Audit/risk assessment would also cover compliance to the standard, bank's relevant policies. The websites shall be assessed for vulnerabilities from INTERNAL IPs to ensure that server is also secure from insider threats. The result of Internal VA/PT shall be submitted to the Bank after the test every quarter.

5. Protection services for website against DDOS attack for detection and mitigation.

6. A complete Bill of Material for the required for the successful hosting of the website should also be provided by the bidder, with full particulars like make, model, part numbers, etc with future expandability ,Patching of the Hardware/software without any additional cost to the Bank.

   Bidder to ensure that all the Hardware, software, Database are having proper technical support from the OEM and are not end of support/end of life

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Scalability

1. This is one of the important parameters of this project to have powerful admin panel to allow users to customize theme in an easy and simple way. There should not be any need of coding anything because of the options that are included in the solution to be provided. (Bidder to study existing website, requirements of RFP for work estimates)

2. It should have the option and scalability of integration with Bank's back end systems like RSS feeds, E-banking, e-Platform, Document Management System (DMS), SFTP, Call Centre, Bank's email, SMS Systems, CIBIL , CMS, Government portals like Income tax, UIDAI, NSDL etc. either real time or as required by Bank.

3. Integration with third party application like tax planner, online IT filing, EMI/Loan calculator etc. and selected external sites of banks, other financial institutions, income tax, loan modules, offer modules of Rupay and NPCI etc. for smooth access from Bank's website.

4. Scalability and Resilience Review to be conducted and the observations (if any) to be complied with.

Website Maintenance
Operational activities

1. Successful bidder to provide support 24*7*365 on all Banking days and weekends/holidays if required. It is the responsibility of the successful bidder to ensure availability of the resource, in case he/she is on leave, the successful bidder shall arrange for alternate resource.

   The resource(s) must be well trained to handle all operational activities of all sites.

2. Quarterly DR drill should be done as per requirement of the Bank, and report should be shared in the format of the Bank.

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3. VA/PT points, as scanned and reported by the bank from time to time, should be mitigated within 10 working days by the successful bidder, failing which penalty will be invoked.
   User access review, application inventory report, BCP reports, audit related information, etc shall have to be provided by the successful bidder as and when sought by the bank.

4. Selected bidder is required to prepare a schedule for maintenance activity and carry them out regularly. Maintenance activity to be carried out at midnight to avoid visitor inconvenience.

5. Bidder will also be responsible to design product management process / operation Manual as per best practices.

6. Bidder shall provide post implementation technical support including any new feature, template or device integration e.g. tab / mobile.

7. Bidder shall also undertake to carry out implementation / operationalization including move, add, and delete changes / customization of such software updates, releases, version upgrades. Bidder should update and maintain all supplied solutions to correctly reflect actual state of the setup at any point in time during the contract period.

8. The bidder shall do all kind of customizations / development as required by the Bank during the period of contract without any extra cost to the Bank. There are regulatory guidelines time to time which should be implemented by the bidder within stipulated timelines.

The bidder should factor the dedicated skilled resources for customization and development as per eligibility criteria. The bidder should upscale the resources as per prevailing technologies of time. The UAT environment shall be maintained and managed by the bidder.

The dedicated skilled resource at vendor's site for Bank has to be ensured , so that all required customizations/ development will be performed in the time bound manner.

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9. The customization (Regulatory/ Non-Regulatory/ Bank's Request) shall be performed by bidder, but not limited to existing and new – functionality, reports, interfaces etc. in the deployed solution without any additional cost to the Bank during the contract period.

a. The changes/fine-tuning in solution deployed should to be performed to ensure proper functioning of interface applications without any additional cost to the Bank during the contract period.

b. All customizations and enhancements (functionality, reports, interfaces etc.) developed will be Bank's Property and have Bank's IPR rights.

c. Customization Development should be done in time bound manner.

10.The non-regulatory/ bank specific (required as per requirement by the bank) functionality / customization to be developed, integrated and implemented in UAT within maximum 15 days of written request and finalized scope by bank team.

The regulatory functionality (not limited to Regulators, GOI, DFS, RBI, NPCI etc.) to be developed, integrated and implemented in production within maximum 7 days (or maximum as per the timeline specified by regulator/ others) of written request and finalized scope by bank team.

Thereafter, post sign-off of UAT from bank, the functionality to be implemented in production in a time bound manner.

Non- compliance of timeline will lead to penalty as per SLA/ Penalty terms for both non-regulatory / regulatory requirements.

11.Successful bidder to manage and maintain the site during the contract period or frequency as decided by Bank including updating.

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12.Applications and software should be up to date with the latest service pack and patches to protect against attacks.

13. The discrepancies found during audit should be complied with in 10 days. Implement the regulatory requirement as per need.

14. The bidder will have to trouble-shoot any problems with the website at a short notice.

15. The bidder shall be responsible to share SLA adherence and traffic reports with Bank.

16. The bidder shall provide the escalation matrix in respect of calls that need to be attended for installation/support and maintenance.

17. Bidder should provide customized reports, SLA's regarding health and maintenance of the site, industry standards including following information at no extra cost.But not limited to availability of the Web Site – geographical region wise, response time of the website.

    Provide the support for newly developed application within the life cycle. Bidder will have to appoint a dedicated team at their premises for maintenance of website throughout the contract period. Any change in the team should be informed to the bank immediately. There shall no sharing of these resources with any other project / organization is allowed; if found, the bank reserve the right to terminate the contract by giving 30 days' notice.

    Some dynamic pages may require more frequent editing/ modifications/ updation etc. Such pages should be identified accordingly and a monthly review will be done for them at the end of every month throughout the contract period. Any changes, modifications, updation, up-gradation will be carried out accordingly by the bidder.

18. Provision of scheduling tasks/updates (with a provision to set the start date/time and end date/time of display of such content) should be available for all content updations on the website under CMS.

19. The maximum response time for a maintenance complaint (i.e. time required to response after a request call / fax /e-mail is made or written) shall not exceed 15 minutes. The response time is of 15 minutes and resolution time of 2 hours to be complied for all issues.

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20. Bank at its sole discretion can terminate the ATS contract(If awarded by bank) in whole or as part thereof with the Vendor and discontinue the same without citing any reason by giving 90 days' notice and applicable amount, on a pro-rata basis, for the service rendered shall be payable.

21. The Vendor shall handover the solution in 100% working condition on termination or at the end of the contract. Any breakdown call that has been reported before termination of the contract shall have to be corrected by the Vendor before handing over to Bank.

22. Bidder shall take steps to prevent unauthorized access to data and contain malicious activities directed at the Bank's website/dedicated server hosting of Bank's website through Internet or otherwise.

23. Whenever any new threats/vulnerabilities become public, the bidder will take appropriate steps to protect the interests of the Bank so far as it relates to the services covered under this agreement and shall also bring this to the notice of Bank immediately and, wherever required, help/guide Bank in plugging the same.

24. Once the call is received by the bidder, it will put its maximum efforts and deploy its best resources to resolve all calls at the earliest possible time frame.

25. The bidder shall be responsible for any act of its employees that may result in security breach of Bank Website.

26. As the Bank's website has to function under the regulations/ recommendations of regulatory authorities such as – Cert-In, GOI, RBI, etc. the service provider will address all issues/ security related threats / vulnerabilities notified to the Bank by these institutions and fix/ resolve them to the satisfaction of these institutions / Bank.

27. Selected Bidder has to provide technical support under the current scope of AMC for new module developed by them during the entire life cycle of contract.

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28.The Vendor Infrastructure used for hosting Bank's setup shall be certified with ISO27001 certification on an ongoing basis. The relevant evidences shall be shared with the bank yearly.

29.The bidder should comply Data Localization guidelines as issued by GOI, RBI and other authorities.

30.As per vendor risk management program of the Bank, relevant compliance evidences shall be shared by the vendor with Bank for processes like Patching, VA/PT, User access review, application security testing, SCD , DR Drill & fail over testing, CSITE advisory compliances, Awareness trainings etc

Hosting & Bandwidth Requirements:

1. The bidder should propose adequate software, hardware and bandwidth to support the concurrency of minimum of 5,000 concurrent users during the peak times and scalable automatically to cater requirement of additional concurrent users. Minimum 10% YoY increase in concurrent users to be considered.

2. The Vendor must have sufficient Bandwidth to provide throughput and data transfer. The vendor to ensure adequate arrangement to cater any future growth of hits on the vendor without any additional cost to the bank, by ensuring no impact on performance of the website.

3. Optimum bandwidth should be allocated to the servers to cater the need of minimum load time of the website and webpages.

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4. The application and hardware should be scalable with respect to increase in load, without any additional cost to the bank.

5. The customization/development/enhancement as the regulatory requirements from RBI/EASE/GOI or any statutory authorities, any other guidelines related to website functionalities should be implemented on website set-up without any additional cost to the bank for entire contract period.

6. Provision to download reports (any date range) in excel format. The reports to be available for downloading the details pertaining to any period of the contract. Data should be retained as per the retention policy of the bank in the portal.

Admin Portal Requirements

1. Utilization Monitoring
   - ☐ Provide automatic monitoring of resource utilization and other events such as failure of service, degraded service, etc. via service dashboard or other electronic means.
   - ☐ Real time performance thresholds
   - ☐ Real time performance health checks
   - ☐ Real time performance monitoring Et Alerts
   - ☐ Historical Performance Monitoring

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- Capacity Utilization statistics

2. Trouble Management
   - Provide Trouble Ticketing via online portal/interface (tools).

3. User Profile Management
   - Support maintenance of user profiles and present the user with his/her profile at the time of login

Compliance of Regulatory / Govt./ SLBC guidelines in pandemic –

The bidder and its deployed source to comply the Regulatory / Govt./ SLBC guidelines as issued , in pandemic ; over and above the vendor's company policy to ensure uninterrupted support for functioning and maintenance of website.

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3.3 Scope of Facility Management Services

Scope of Facility Management Services and availability of vendor

1. The bidder shall provide one resource for the customization, managing and maintenance and support of website.

   Also, 24x7x365 support of successful bidder will be required for any content update or as per prioritized requirement of the Bank

   Successful bidder should confirm availability in such cases.

2. The resource will be Single Point of Contact (SPOC) who will understand the requirement of bank and make the necessary changes/ customization on the website.

3. Root Cause Analysis (RCA) of the incidents and reporting of Security incidents.

4. The bidder should ensure Support / management is required for 24*7*365 (366 days in Leap year) monitoring.

5. SLA Maintenance / Management, Monthly Uptime reports, Utilization reports of all components of entire website should be provided on daily/weekly/monthly basis as per Bank's Requirement.

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3.4. Eligibility Criteria

3.4.1 The bidders who fulfill the following criteria are eligible to respond to the RFP. The bidder shall submit the supporting documents pertaining to the eligibility criteria along with the Technical Bid. The bids which do not fulfill any of the following eligibility criteria are liable to be rejected.

i. The bidder should be a registered company in India as per Companies Act 1956 / 2013 and must have registered office at Lucknow.It must be in existence for the last 5 years on the date of RFP. The Certificate of Incorporation issued by Registrar of Companies along with the copies of Memorandum and Articles of Association have to be submitted along with the technical bid.

Note – In case of MSEs only, the count of years is relaxed for 2 years (i.e. 3 years existence required) subject to meeting the quality and technical specifications.

ii. The bidder must have minimum annual turnover of Rs 15 Lakhs and maximum annual turnover of Rs. 50 Lakhs for each of the last Five (5) financial years, i.e. FY 2017-18, FY 2018-19,FY 2019-20, FY 2020-21 and FY 2021-22. The bidder should also be in net profit or Positive Net worth after tax during these five financial years (Certified / Audited Balance Sheets and P&L statements for the last 5 financial years should be submitted in support of the turnover and profitability).

Note – In case of MSEs only, subject to meeting the quality and technical specifications, turnover may be relaxed with minimum annual turnover 10 Lakhs and the maximum annual turnover for each of the last Three (3) financial years, i.e FY 2019-20, FY 2020-21 and FY 2021-22 is Rs. 25 Lakhs.

iii. The bidder should have experience of development / migration / implementation of at least ten websites of Public / Private Sector Bank /Financial Institution / PSU/ BFSI Sector, IPv6 complaint in India or Guidelines of Indian Govt. in the last three years .

iv. POCs done will not be treated as experience of the bidder.

The bidder should submit proof of implementation along with Purchase Orders and a letter from user organization mentioning successful implementation / migration along with staff strength. POCs done will not be treated as experience of the bidder.

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v. The Solution Provider should comply with the Bank's security policy and regulators i.e. Govt. / RBI / CERT-IN / NPCI/ DeitY/MeitY/SEBI/AMFI etc. guidelines ; industry guidelines as well as complying with other country's regulatory guidelines wherever applicable.

vi.Self-declaration cum undertaking to be submitted

vii. The Data Centre (DC)/DR where the websites will be hosted should be tier III and ISO 27001 and ISO 22301 certified and should follow all the ISO process. Facility Management services to be provided to Bank in all (365) days to support in customization, managing and maintenance and support of website.

viii. Bidder must have satisfactorily conducted bank accounts for last three years.Bidder shall furnish the undertaking, details of his bank accounts and certificates from his banks regarding satisfactory conduct of bank accounts, along with the technical bid.

3.4.2 Make In India Clause

3.4.2.1 Applicability of Preference to Make in India, Order 2017 (PPP-MII Order)

Bank will follow the guidelines on Public Procurement (Preference to Make in India), Order 2017 (PPP-MII Order) issued vide Central Vigilance Commission Order No. 018/VGL/022-377353 dated April 20, 2018 and basis of allotment will be done in terms of instructions on Public Procurement (Preference to Make In India), Order, 2017 – Revision; regarding issued vide GOI, Ministry of Commerce and Industry, Department of Industrial Policy and Promotion letter No. P-45021/2/2017(BE-II) dated May 29, 2019. Revision issued letter No. P-45021/2/2017(BE-II) dated June 04, 2020.

3.4.2.2 CERTIFICATE OF LOCAL CONTENT

Certificate from the statutory auditor or cost auditor of the company (in case of companies) or from a practicing cost accountant or practicing chartered accountant (in respect of Service Providers other than companies) giving the percentage of local content, on their letterhead with Registration Number with seal. **(If applicable)**

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3.5 Cost of Bidding

3.5.1 All costs and expenses (whether in terms of time or money) incurred by the Recipient / Respondent in any way associated with the development, preparation and submission of responses, including but not limited to attendance at meetings, discussions, demonstrations, etc. and providing any additional information required by the Bank, will be borne entirely and exclusively by the Recipient / Respondent.

3.5.2 The Bank will in no case be responsible or liable for any of such costs, regardless of the conduct or outcome of the Bidding process.

B. The Bidding Documents

3.6 Content of Bidding Documents

3.6.1 The products required, Bidding procedures, and contract terms are prescribed in the Bidding Documents. The Bidding Documents include:

(a) PART 1 - Disclaimer
(b) PART 2 - Invitation to Bid (ITB)
(c) PART 3 - Instruction for The bidders (IFB)
(d) PART 4 - Terms and Conditions of Contract (TCC)
(e) PART 5 - Technical Specifications (TS)
(f) PART 6 - Bid Forms, Price Schedules and other formats (BF)
(g) PART 7 - Other Terms and Conditions (OTC)

3.6.2 The bidder shall ensure to examine all instructions, forms, terms and specifications in the Bidding Document. Failure to furnish all information required by the Bidding Document or to submit a Bid not substantially responsive to the Bidding Document in every respect will be at the bidder's risk and may result in the rejection of the Bid.

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3.7 Clarification of Bidding Documents

3.7.1 The bidder requiring any clarification of the Bidding Document may notify the Bank in writing at the address or by e-mail indicated in Invitation to Bid on or before **22.07.2022 up to 11:00 A.M** hours as per requisite format for submission of pre-bid queries.

3.7.2 A pre-bid meeting is scheduled on **22.07.2022 at 2:00 P.M.** Relaxation in any of the terms contained in the Bid, in general, will not be permitted, but if granted, the same will be put up on the Bank's Website.

3.8 Amendment of Bidding Documents

3.8.1 At any time prior to the deadline for submission of Bids, the Bank, for any reason, whether, at its own initiative or in response to a clarification requested by a prospective bidder, may modify the Bidding Document, by amendment.

3.8.2 Notification of amendments will be published on the Bank's Website and will be binding on all the bidders.

3.8.3 In order to allow prospective bidders reasonable time in which to consider the amendment in preparing their Bids, the Bank, at its discretion, may extend the deadline for a reasonable period as decided by the Bank for the submission of Bids.

C. PREPARATION OF BID

3.9 Language of Bid

The Bid prepared by the bidder, as well as all correspondence, documents relating to the Bid exchanged by the bidder and the Bank, supporting documents, and printed literature shall be written in English.

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3.10 Format and Signing of the Bid

3.10.1 Each bid shall be in two parts -

Part I- Technical Proposal.

Part II- Price Proposal.

The two parts should be in two separate covers, each super-scribed with the name of the Project as well as "Technical Proposal" and "Price Proposal" as the case may be.

3.11.1 Documents comprising the Technical Bid envelope should contain the following:

a. Organizational Profile as per Format .

b. Conformity to Eligibility Criteria in accordance with clause 3.4

c. Technical Bid Form as per Format 6.1.1 and duly signed by the bidder.

d. Documentary evidence establishing that the products, systems and ancillary services to be supplied by the bidder are eligible products and services and conform to Part 5 of the Bidding Document.

e. Non-Disclosure Agreement in stamp paper as per Format 6.2.

f. Manufacturer's / Producers' authorization form as per Format 6.6 wherever applicable.

g. List of features to be provided by the bidder Format

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3.11.2 Documents comprising Price Bid Envelope should include:

a) A Full Price Schedule of the Solution indicating all the components of the solution and services with the prices, in one separate closed sealed cover. (Format 6.3)

b) The Bid as per Format 6.1.2 as furnished in the Bidding Documents duly signed by the bidder and completed.

c) Price bids containing any deviations or similar clauses will be summarily rejected.

3.12. Bid Submission

The bidder shall complete both the Envelopes of the Bid Forms furnished in the Bidding Document separately. Bids are liable to be rejected if only one (i.e. Technical Bid or Price Bid) is received.

3.13. Bid Prices

3.13.1 The prices indicated in the Price Schedule shall be entered in the following manner:

a) The total price quoted must be inclusive of cost of providing software, licenses, services for installation, testing and commissioning of the solution and support, all applicable taxes, duties, levies, charges, etc. plus cost of incidental services such as transportation, insurance, training etc., but exclusive of GST/Sales/Service tax and /or VAT payable in the respective State.

b) The cost of Annual Maintenance/Technical services of the entire solution, for a period of 1 years after completion of warranty period of one year.(If awarded by the Bank)

c) Prices quoted as above shall be valid for a minimum period of 180 days from last date for submission of the tender. The Vendor cannot quote for the project inpart.

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3.14. Bid Currencies

Bids are to be quoted in Indian Rupees (INR) only.

3.15. Period of Validity of Bids

Bids shall remain valid for a minimum period of 180 days, from the date of opening of the Bid. A Bid valid for a shorter period shall be rejected by the Bank as nonresponsive.

In exceptional circumstances, the Bank may solicit the bidders' consent to an extension of the period of validity. The request and the responses thereto, shall be made in writing.

D. Submission of Bids

3.16. Sealing and Marking of Bids

The bidders shall seal the envelopes containing "Technical Bid" and "Price Bid" separately and the two envelopes shall be enclosed and sealed in an outer envelope.

The inner and outer envelopes shall:

a) be addressed to the Bank at the address given; and

b) Bear the Project Name " RFP for Revamping/Redesigning, Hosting and Maintenance of Aryavart Bank's Website RFP Ref ARYAVART:HO/IT/PVS/2022-23/450 dated 12.07.2022" and a statement: "DO NOT OPEN BEFORE bid opening date (mention respective bid opening dates)".

c) All envelopes should indicate on the cover the name and address of the bidder.

If the outer envelope is not sealed and marked, the Bank will assume no responsibility for the Bid's misplacement or premature opening.

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3.17. Deadline for Submission of Bids

Bids must be received by the Bank at the address specified, no later than the date and time specified in the Invitation to Bid.

The Bank may, at its discretion, extend this deadline for the submission of Bids by amending the Bid Documents, in which case, all rights and obligations of the Bank and the bidders, previously subject to the deadline, will thereafter be subject to the deadline as extended.

3.18. Late Bids

Any bid received by the Bank after the deadline for submission of Bids, will be rejected and returned unopened to the bidder.

3.19. Technical Bid Evaluation

Technical bids of only those Bidders who qualify in the eligibility criteria will be evaluated thereafter. Bidders found ineligible will be disqualified and won't be allowed to participate in technical evaluation.

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

Bank reserves the right to accept or reject any tender in whole or in parts without assigning any reason thereof. The decision of the Bank shall be final and binding on all the Bidders to this document and bank will not entertain any correspondence in this regard.

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3.20 Opening of Price Bids

Each Recipient acknowledges and accepts that the Bank may, in its sole and absolute discretion, apply whatever criteria it deems appropriate in the selection of the bidder, not limited to those selection criteria set out in this RFP document. The issuance of RFP document is merely an invitation to offer and must not be construed as any agreement, contract, or arrangement nor would it be construed as any investigation or review carried out by a Recipient. The Recipient unconditionally acknowledges by submitting its response to this RFP document that it has not relied on any idea, information, statement, representation, or warranty given in this RFP document.

Only those bidders whose bids are found to be technically responsive will be informed of the date / time / venue of opening of price bids. The Technical Bids will be evaluated as per eligibility criteria. Thereafter the Bank reserves the right of selection of vendor by opening of Commercial Bids (who are found eligible after evaluation of Technical Bids).

After opening of price bids and declaring the prices, the Bank will evaluate and compare the Price Bids. Alternatively, the Bank may shortlist the vendors, who were found eligible after evaluation of Technical Bids, for opening the price bids.

Arithmetical errors will be rectified on the following basis. If there is a discrepancy between the unit price and the total price that is obtained by multiplying the unit price and quantity, the unit price shall prevail, and the total price shall be corrected. If the Successful bidder does not accept the correction of the errors, its Bid will be rejected, and its Bid security may be forfeited. If there is a discrepancy between words and figures, the amount in words will prevail.

The Bank's evaluation of Indicative Price Bid will take into account, in addition to the Bid price quoted, one or more of the following factors:

a) Deviations in payment schedule & Delivery Schedule from that specified;
b) Deviation in prices quoted;

c) Other specific criteria indicated in the Bid and/or in the Technical Specifications & Price schedule.

The TCC Clause 4.5 stipulates the payment schedule offered by the Bank.

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3.21.

(a) **Delivery Schedule:**

Delivery Schedule for Website Solution:

The delivery of all products and/or systems and/or services and/or functionalities covered under this bid to be completed within 90 days (3 months) of issuance of Purchase Order.

Sr. No.	Milestone	Timeline
1	UI/UX(Layout finalization) of complete project and sign-off	15 days
2	Developed, Deployment, Implementation & Customization of proposed website in UAT	40 days
3	UAT , submission of observations and its ratification and its Sign off	25 days
4	Pilot Run, Go-live and DR Setup implementation of all websites	10 days
	TOTAL	90 days

1. Post the initial deployment of solution in UAT, the bank team will perform the UAT and provide the inputs/ suggested changes in line with agreed scope / SRS. The vendor need to promptly perform the necessary changes and deploy it in UAT setup so that the UAT can be initiated by bank team.

2. All functionalities, features as per scope to be implemented on go-live.

3. The selected bidder is required to setup DR site in parallel. On UAT sign-off, the functionalities/ pages etc. to deployed in DC and DR also.
4. On go-live from DC site, all parameters/ functionalities/ features etc. to be replicated in DR setup to ensure DC and DR in sync.
5. DR cut-over to be conducted within 3 months of go-live.

   Bank reserves the right to implement the website in phased manner based on requirement.

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No credit will be given for early deliveries and installation.

For delayed deliveries and installation, penalty/liquidated damages will be applicable as mentioned in the related clauses of the RFP.

3.22 Award of Contract

The Bank reserves the right to accept or reject any Bid, and to annul the bidding process and reject all Bids at any time prior to contract award, without thereby incurring any liability to the affected bidder or bidders, or any obligation to inform the affected the bidder or the bidders of the grounds for the Bank's action.

After identification of L1 bidder, the Bank will follow the internal procedure for necessary approvals and thereafter proceed with notification of award to qualified L1 bidder.

PART 4: TERMS AND CONDITIONS OF CONTRACT (TCC)

4.1 Performance Security / Performance Bank Guarantee

The Selected bidder shall furnish an unconditional and irrevocable Bank Guarantee of 3% of the total value of contract (LOI value), in favour of the Bank, from a scheduled Commercial Bank / Nationalized Bank, other than Aryavart Bank, towards performance of the contract in accordance with the specification and conditions of the bid document and agreed upon on final bid evaluation. The bidder shall submit the above guarantee within 10 days from the Purchase Order date. The Contract Performance guarantee shall be kept valid up to One (01) years from the start date of the contract, with continuous period, without any break period. The guarantee shall contain a claim period of at least three months from the last date of validity.

The Performance Security will be discharged by the Bank and returned to the Service Provider within 90 days after the claim period, following the date of completion of the Service Provider's performance and other obligations under the Contract.

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4.2 Training

Bidder has to provide training as per the requirement at a central location in Lucknow in our premises. Venue for the training will be provided by bank.

The cost of travelling/stay for trainers to be borne by bidder. Training to include analytical tools implemented in the site(s) (if any) and all the features / functionalities implemented.

4.3 Payment

Payment shall be made in Indian Rupees after delivering, installing and commissioning the Solution. No advance payment will be done by the Bank.

The maintenance cost shall be paid half yearly in arrears, subject to satisfactory services rendered, till that date.(If ATS/AMC contract awarded by Bank post 1 year warranty)

4.4 SLA, Uptime & Liquidation Damages

SLA, Uptime and Penalty

The successful bidder is bound and to comply the Service Levels as described below-

1.The successful bidder shall have to enter into "Service Levels Agreement" having all terms and conditions of this RFP to maintain uptime and provide the service support and onsite support during the entire contract period.

2.Both the bidder and OEM (IF ANY) will be totally responsible for the End to end Migration, Revamping/ Redesigning, Development, Migration, Implementation, Maintenance and fault free operations of website during the warranty period.

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3.Any technical glitch/ issue in installed infrastructure of the website (i.e. hardware and software, OS/DB etc.) should be attended on priority and should be covered under warranty.

4.Both the mentioned Penalty and Liquidated Damages are independent of each other and can be levied separately and concurrently.

5.All the penalties, charges, liquidated damages or fine imposed on the bidder by the bank for non-compliance of terms & conditions of this document are independent of each other and can be levied separately and concurrently.

6.The Service Level Penalties and Liquidated Damages both are separate penalties and the maximum cap of 10% on contract value, in each case, will also be separately applicable.

7.The Penalty and Liquidated Damages are not applicable in case the delay is for reasons attributable to the Bank and Force Majeure. However, it is the responsibility of the Bidder to prove that the delay is attributed to Bank and Force Majeure. The decision taken by Bank in this regard shall be final and Bidder shall not dispute the same.

8.If the Bidder fails to perform its obligation as per this RFP or subsequent Agreement then Bank reserves the right to get the balance work executed by another Bidder as per choice of Bank and Bidder shall be liable to bear the expenditure which Bank may incur for the execution of balance work and its completion.

9.The bidder has to maintain a guaranteed minimum uptime of 99.95% for all functionalities of website under this RFP to avoid any disruption due to breakdown of system or degraded performance or unavailability of website. The calculation of uptime will be on a monthly basis.

10. The issue/ break down message may be communicated by the Bank team by way over phone / email/ call logging.

11..For penalty calculation, the total time elapsed between the intimation of break down message from Bank side to the vendor and receipt of rectification message from the bidder to Bank side will be considered.

12.During the warranty period, the penalty (if applicable) will be deducted in one time implementation cost payment or Facility Management Cost as per applicable penalty clauses.

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13.In case, Bank is unable to adjust penalty in above payment, the Bank at its discretion may invoke the Performance Bank Guarantee (PBG) to deduct the penalty amount.

14.Post warranty period, the penalty will be deducted in half-yearly FMS/ ATS payment(only if ATS/AMC contract is awarded after expiry of warranty period). In case, .the Bank is unable to adjust penalty in FMS/ATS payment, the Bank at its discretion may invoke the Performance Bank Guarantee (PBG) to deduct the penalty amount.

15.If the support services is not provided on 24*7*365 basis and/or satisfactory services are not provided, the Bank with its discretion may reject the proposal / terminate the contract, without assigning any reason, after deduction of maximum penalty.

16.The bidder is required to mandatorily conduct quarterly preventive and breakdown maintenance activities to ensure (without any impact on day to day operations) to maintain uptime of 99.95% uptime on monthly basis covering 24*7*365 days.

17.Apart from maintaining uptime of 99.95%, for any breakdown / malfunctioning of website and any of the components or accessories or any system software issue etc., the resolution time is mentioned below:-

$$\text{Uptime\%} = \frac{(\text{Number of hours in month} - \text{Number of hours impacted in month}) * 100)}{\text{Total Number of hours in month}}$$

Downtime Penalty to be calculated at hourly rate of Rs 500 Per hour which will be doubled after continuous outage of 3 hours. The amount will be deducted from monthly contract value.

18.For calculation of uptime (penalty), planned/ scheduled down time will be exempted. Bank will pay the bidder after deducting the calculated penalty from the payable amount.

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19.If any critical component of the entire configuration setup is out of service, then the bidder & OEM (IF ANY) shall either immediately replace the defective unit (with new one) or replace it at its own cost or provide a standby, on immediate basis, not more than 2 hours, The bidder should maintain proper inventory of standby components/ setup for early resolution of issues.

20.If the bidder, having been notified, fails to remedy the defect(s) within the 2 hours' time duration from the incident, the Bank may proceed to take such remedial action as may be necessary, at the Service Provider's risk and expense and without prejudice to any other rights, which the Bank may have against the Service Provider under the Contract.

21.The bidder should comply with the security and audit standards of the Bank and various regulatory guidelines. For this, the bidder should apply new patches related to OS/ firmware & BIOS updates etc, without any additional cost to the bank, during the contract period.

22.The customization (Regulatory/ Non-Regulatory/ Bank's Request) shall be performed by bidder, but not limited to existing and new – pages, features, functionalities, modules, interfaces etc. in the deployed website without any additional cost to the Bank during the contract period.

23.For all issues related to installed infrastructure, RCA (Root Cause Analysis) to be provided by the Service Provider/OEM (IF ANY) within 3 working days. The delay in submission will lead to penalty @ Rs. 500/day.

24.Penalty on delay for customizations/ ongoing UI-UX related changes / ongoing development :

The non-regulatory/ bank specific (required as per requirement by the bank) (Domestic and Overseas), functionality / customization to be developed, integrated and implemented in UAT within maximum 15 days of written request and finalized scope by bank team. The timelines as per field count to be complied with.

The regulatory functionality (not limited to Regulators, GOI, DFS, RBI, NPCI etc.) (Domestic and Overseas) to be developed, integrated and implemented in production

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within maximum 7 days (or maximum as per the timeline specified by regulator/ others) of written request and finalized scope by bank team.

Thereafter, post sign-off of UAT from bank, the functionality to be implemented in production in a time bound manner.

Non- compliance of timeline will lead to penalty as per SLA/ Penalty terms for both non-regulatory / regulatory requirements as under -

Penalty of Rs. 200/- per day per vulnerability for delay in mitigation/ fixing vulnerabilities.

Delay in development/migration of website within specified timeline of 90 days will result is penalty to be calculated on daily basis at rate of Rs 300/day which will be deducted from total contract value.

Penalty on delay in conduct of DR Cut-over (Quarterly basis)

Post initial go-live, the DR Cutover to be conducted within 90 days.

During the maintenance period, any changes, modifications, updations, upgradations, additions, deletions or any other decision taken by the bank at the monthly and quarterly review of our website should be complied by the bidder within 15 days of intimation from the bank, failing which, a penalty of 0.5% of monthly contract value (on monthly basis) will be deducted from the payment of subsequent quarter to the bidder.

Subsequently, if the bidder still not complies till the next monthly review meeting, then the penalty will be increased to 1% of monthly contract value. This penalty will be subject to an overall cap of 10% of the monthly contract value and thereafter, Bank has the discretion to cancel the contract.

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4.5 Payment Schedule

Payment shall be made in Indian Rupees, as given below for end to end Migration, Revamping/ Redesigning, Development, Migration, Implementation and Maintenance of website as mentioned in the price schedule.

A. Website Migration, Revamping/ Redesigning, Development, Migration, Implementation and Maintenance Cost End to end Migration, Revamping/ Redesigning, Development, Migration, Implementation and Maintenance of Bank's Website (Hindi & English) (As specified in RFP scope and Price Bid format)

- 10% on Developed, Deployment, Implementation & Customization of proposed website in UAT
- 60% on successful go-live of project (all websites) and DR Setup implementation of all websites
- 30% on initial bug fixes and modifications required/occurred after the implementation of project and conduct of successful DR Cutover within 3 months.
- Separate Cost breakup for whole website development with post development monthly maintenance charge is required for calculation on monthly penalty in case of downtime during 1 year contract period. The Bank reserves the Right to defer payments stated above on unsatisfactory service, OR break up payments into multiple periods over the course of 12 month contract.(Monthly /Quarterly)

The above payment terms will also be applicable for Design/Development of New Website, UI/UX Revamp for entire setup.

B. Website Annual Technical Support (ATS) Cost (If ATS awarded after expiry of 1 year warranty period)

End to end maintenance i.e. Annual Technical Support (ATS) of Bank's Website and Price Bid format)

i. The AMC/ATS charges shall be paid by the bank quarterly in arrear within forty-five (45) days(If AMC/ATS contract awarded by Bank after of 1 year warranty at Bank's discretion) from the date submission and acceptance of invoice, subject to submission of adequate and correct / undisputed supporting documents by the service provider as requested by the bank and after deducting the applicable penalty.

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ii. The payment will be subjected to satisfactory services rendered and preventive maintenance carried out as per scheduled frequency, conduct of DR Cutover, submission of up-to-date site-map, quarterly audit and its compliance, conduct and compliance of VA/PT.

The invoice should be clear and with all supporting documents else the payment processing shall be delayed and the bank will not be responsible for any delay in non-payment beyond stipulated time to the bidder due to non-availability of supporting documents. The total support period will be five years (1 year warranty period plus 4 years maintenance).

C. Payment of AMC(If services continued beyond 1 year warranty period)

i. Payment of annual maintenance will be paid to vendors on quarterly basis in arrears.

4.8 Termination for Default

The Bank, without prejudice to any other remedy for breach of Contract, by a written notice of default sent to the Service Provider, may terminate the Contract in whole or in part:

(a) if the Service Provider fails to deliver any or all of the Products and Services, within the period(s) specified in the Contract, or within any extension thereof granted by the Bank;

OR

(b) if the Service Provider fails, to perform any other obligation(s) under the Contract.

In the event the Bank terminates the Contract in whole or in part, it may procure, up on such terms and in such manner as it deems appropriate, Products and Services similar to those undelivered, and the Service Provider shall be liable to the Bank for any excess costs for such similar Products or Services. However, the Service Provider shall continue performance of the Contract to the extent not terminated.

4.7 Force Majeure

Notwithstanding the provisions of TCC, the Service Provider shall not be liable for forfeiture of its performance security, liquidated damages, or termination for default if and to the extent

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that it's delay in performance or other failure to perform its obligations under the Contract is the result of an event of Force Majeure.

For purposes of this clause, "Force Majeure" means an event beyond the control of the Service Provider and not involving the Service Provider's fault or negligence and not foreseeable. Such events may include, but are not restricted to, acts of the Bank in its sovereign capacity, wars or revolutions, fires, floods and freight embargoes.

If a Force Majeure situation arises, the Service Provider shall promptly notify the Bank in writing of such condition and the cause thereof. Unless otherwise directed by the Bank in writing, the Service Provider 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.

4.8 Termination for Insolvency

The Bank may, at any time, terminate the Contract by giving 30 days written notice to the Service Provider if the Service Provider becomes bankrupt or otherwise insolvent. In this event, termination will be without compensation to the Service Provider, 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.

4.9 Termination for Convenience

In addition to the right of the Bank to terminate the contract for the delayed/unsatisfactory/non-performance of the Vendor and/or for various reasons detailed above, the Bank shall also be entitled to terminate the Contract at any time for its convenience(like Budgetary Constraints, etc) by giving one month notice to the Vendor. It is hereby clarified that the termination for convenience shall be without any compensation to the Vendor and in case of termination for any reason, the Bank shall not be liable to pay any fee/consideration for the contract which is not performed. It is also clarified that the Vendor shall not be entitled to terminate the contract.

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In any situation which leads to termination of agreement prior to the expiry of the contract period, the bidder has to ensure to provide necessary co-operation for migration of entire setup (not limited to complete solution/ site and data) to the alternate vendor identified by the bank and bank team.

4.10 Resolution of Disputes

The Bank and the Vendor/Supplier shall make every effort to resolve amicably by direct informal negotiation, any disagreement or dispute arising between them under or in connection with the Contract.

a) If, the Bank and the Vendor/Supplier have been unable to resolve amicably a Contract dispute even within 30 days, either party may require that the dispute be referred for resolution to the formal mechanisms specified herein below. These mechanisms may include, but are not restricted to, conciliation mediated by a third party and/or adjudication in an agreed national forum.

b) The dispute resolution mechanism to be applied shall be as follows:

i. In case of Dispute or difference arising between the Bank and the Vendor/Supplier relating to any matter arising out of or connected with this agreement, such disputes or difference shall be settled in accordance with the Arbitration and Conciliation Act, 1996 by a sole Arbitrator appointed by the parties by mutual agreement;

ii. Arbitration/Legal proceedings shall be held at Lucknow, and the language of the arbitration proceedings and that of all documents and communications between the parties shall be English;

c) The decision of arbitrator shall be final and binding upon both parties. The cost and expenses of Arbitration proceedings will be paid as determined by the arbitral tribunal. However, the expenses incurred by each party in connection with the preparation, presentation, etc., of its proceedings as also the fees and expenses paid to the arbitrator appointed by such party or on its behalf shall be borne by each party itself; and If the Parties fails to reach mutual consensus identifying an Arbitrator, the Parties shall be free to approach the competent court of law for adjudication of the dispute.

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PART 5: TECHNICAL/FUNCTIONAL SPECIFICATIONS (T&FS)

The bidder shall submit a datasheet for complying the scope of work and related technical /functional specifications as supporting document for proving/establishing the compliance confirmed on every point.

The bidder shall also extend additional features as per regulatory and security compliance if any, which is mandatorily required to run the solution in the big enterprise level environment, without any additional cost to the bank.

5.1 Technical/Functional Specifications of the Solutions

Technical and Functional Specifications

1. Prepare user, design & technical manuals and other documents for the developed website in an easy to understand and user friendly language with proper diagram, screen-shots and charts where ever required.

2. The design should organize business logic and presentation logic separately while developing and implementing the proposed system. Thus, restricting the database queries to be inserted inside the presentation and business logic, rather, it should be written in the database only.

3. Design to be attractive, latest technology based and should facilitate availability of information with minimum clicks with logical and intuitive flow.

4. Website should be mobile, tablet and similar device compatible (mobile first strategy to be adopted). All major browser and platform support.

5. The sites should be fully optimized. Attention to details, well written code and optimized icons and images.

6. Images should be used intelligently on home page and in all main sections. Images used should be of high resolution and there should be no copyright issue currently or in future. Icons used should be attractive and self-explanatory. Image should be SEO optimized to maintain site speed.

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7. Parallax Effect & Video Background should be done aesthetically to give a smooth transition, easy on eyes and can include videos, put text, images, buttons or other graphical elements for a great looking sections

8. Images and contents should be adaptive and responsive to all formats, browsers, devices, operating systems, screen sizes, resolutions, etc.

9. Standardized use of design elements so that user can identify content items with ease. For example, call to action (CTAs) should be of some standard color and style as approved instead of using different styled CTAs on different pages.

Hosting Specifications:

1. The bidder should comply Data Localization guidelines as issued by GOI, RBI and other authorities.

2. The Vendor Infrastructure used for hosting Bank's setup shall be certified with ISO27001 certification on an ongoing basis. The relevant evidences shall be shared with the bank yearly.

3. As per vendor risk management program of the Bank, relevant compliance evidences shall be shared by the vendor with Bank for processes like Patching, VA/PT, User access review, application security testing, SCD , DR Drill & fail over testing, CSITE advisory compliances, Awareness trainings etc

Data Ownership

The ownership of the data shall always reside with the Bank. The Bidder will only act as a custodian of Bank's data. No part of the Bank's data shall be used by the Bidder for any purposes including but not limited to marketing and data mining. Aryavart Bank will have copyright on all content and media hosted in the website.

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Data Privacy and Data Protection:

1. The Bidder shall ensure that the data is protected and appropriate policies and controls are put in place to provide data privacy and protection. The bidder shall adhere to all laws pertaining to data privacy and protection that are applicable as per the Banking Guidelines in India and in overseas countries. The bidder shall also ensure that necessary

2. enhancements are made to the services provided whenever there are changes sought either by the regulators or Government of India and overseas countries.

2. The bidder shall notify the Bank of legal requests from Governments or Authorities for the Bank's data and insist that correct legal processes are being followed in providing the data.

3. The Bank shall be notified of any cyber forensic investigation that is being carried out in the area that also hosts the Bank's data and applications.

4.In case of any breach service provider should notify bank immediately.

5.Bidder shall not allow any audit activities of the Bank's infrastructure on the cloud without getting the written permission from the bank.

Data Management and Availability

1. Data Availability is one of the prime concerns of mission and safety critical organizations like Banks.

2. The bidder needs to ensure that Bank is provided with service around the clock.

3. Manage data isolation in a multi-tenant environment.

4. The bidder should provide tools and mechanism to the Bank for defining their backup requirements & policy.

5. Transfer data back in-house either on demand or in case of contract or order termination for any reason.

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6. Provide and implement security mechanisms for handling data at rest and in transit's shall not delete any data at the end of the agreement (for a maximum of 90 days beyond the expiry of agreement) without the express approval of the Bank.

Data Security

1. Data should be encrypted and stored in Securely. Data security shall be further enhanced by implementing firewall to isolate confidential information. Secure network protocol shall be used when connecting to a secured information store.

2. Compromising data by deletion of records without backup of original content, unlinking a record from a larger context, loss of encoding key and access to sensitive organizational data, pose a definite threat to the users. Proper data protection techniques shall be used and all legal laws are adhered to by the bidder.

3. The bidder shall work with the Bank to ensure that Security guidelines issued by industry bodies like IBA, IDRBT, DSCI, CERT-Fin, RBI etc. are adhered to.

4. The encryption algorithm for storing critical and sensitive data may be AES 256 in CBC mode or equivalent. Secure destruction by secure wipe routines and checking successful execution of erasure of file/data shall be ensured as detailed above.

5. User Access Review report to be submitted quarterly.

Data Accessibility

1. Data privacy should be assured by the bidder.

2. There should be 2FA implementation for accessing data/servers by the Bidder, Bank Official
3. Apart from sharing of data to Bank as per the Bank requirements. Bidder needs to share the complete data to the Bank on quarterly basis

4. Bidder has to ensure that all data has been stored properly. Data of the whole contract period should be available with the Bidder for onward submission to the bank based on the requirement / request. Data can be archived after two years but should not be deleted during the contract period.

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5. All the data must be shared with the Bank (entire contract period data), in case Bank is moving to some other Service provider. Bidder can delete the data only after Bank's confirmation

Right to Audit

1. The Bank as well as the regulator shall have the right to inspect and audit the cloud services being provided to the Bank. The bidder shall ensure that appropriate changes are done as recommended by the regulators, if any. Periodical physical audit reports shall be submitted by the bidder to Bank for better Monitoring.

2. Rights to audit the bidders compliance with the agreement including rights of access to the provider's premises where relevant records and Banks data is being stored.

3. Rights for the bank to ask for the Roles and Responsibilities chart from the bidder.

4. Rights for the Bank to participate in the external audit of the bidder.

Backup and Disaster Recovery

1. Vendor should have the DR setup for the website available in India, the DR server hosting Bank's website must be deployed on a tier-III data centre in a different seismic zone other than that of primary server in India.

2. Back-up of the site is to be provided to the bank at monthly/quarterly basis, if decided by the bank.

3. Bank also requires a disaster recovery and business continuity plan for the website.

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4. Reports/Logs to monitor the "down time" of the website should be provided and made available at any time.

5. In addition to the Primary DC, the bidder is responsible for Disaster Recovery Services so as to ensure continuity of operations in the event of failure of primary data centre and meet the RPO and RTO requirements. RPO should be less than or equal to 2 hours and RTO shall be less than or equal to 4 hours. The key transaction data shall have RPO of 15 minutes. However, during the change from DC to DRC or vice-versa (regular planned changes), there should not be any data loss. There shall be asynchronous replication of data between Primary DC and DR and the Bidder will be responsible for sizing and providing the DC-DR replication link so as to meet the RTO and the RPO requirements

6. The bidder should offer dashboard to monitor RPO and RTO of application and database.

7.Bidder should ensure Disaster Recovery set up and switch to DR setup in case of disaster within the agreed RPO and RTO limits. Any offering that does not replicate the data and application infrastructure across multiple sites is vulnerable to a total failure. CSP/ bidder in defining the modalities and frequency of disaster recovery drills as applicable

8.In the event of a site failover or switchover, DR site will take over the active role, and all requests will be routed through that site. Application data and application states will be replicated between data centers so that when an outage occurs, failover to the surviving data center can be accomplished within the specified RTO. This is the period during which the Compute environment for the application shall be equivalent to DC. The installed application instance and the database shall be usable and the same SLAs as DC shall be provided.

9.The use of this Full Compute DR environment can be for specific periods during a year for the purposes of DC failure or DR Drills or DC maintenance. The Database and storage shall
be of full capacity and the licenses and security shall be for full infrastructure. The bandwidth at the DR shall be scaled to the level of Data center. Users of application should be routed seamlessly from DC site to DR site. The bidder shall conduct DR drill as and when requested by the Bank for the duration specified by the Bank wherein the Primary DC has to be deactivated and complete operations shall be carried out from the DR Site. However, during the change from DC to DRC or vice-versa (regular planned changes), there should not be any data loss.

10.It has to be ensured that all functionalities as available in DC site will be available from DR site.

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11.The Bidder should offer dashboard to monitor RPO and RTO of each application and database. The bidder shall clearly define the procedure for announcing DR based on the proposed DR solution. The bidder shall also clearly specify the situations in which disaster shall be announced along with the implications of disaster and the time frame required for migrating to DR. The bidder shall plan all the activities to be carried out during the Disaster Drill and issue a notice to the Bank at least two weeks before such drill.

PART 6: BID FORM, PRICE SCHEDULES AND OTHER FORMATS

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FORMAT 6.1.1: BID FORM (TECHNICAL BID)

(to be included in Technical Bid Envelope)

Date: .....

To:

The General Manager,
Information Technology Department,
Shalimar Titanium Building,Gomti Nagar
Aryavart Bank, Head Office, Lucknow-226010

Sir,

Having examined the Bidding Documents, the receipt of which is hereby duly acknowledged, we, the undersigned, offer to Aryavart Bank Website Solution, in conformity with the said Bidding documents.

We undertake, if our Bid is accepted, to deliver, install and commission the Solution in accordance with the delivery schedule specified in the Schedule of Requirements.

If our Bid is accepted, we will obtain the guarantee of a bank in a sum equivalent to 3 percent of the Contract Price for the due performance of the Contract, in the form prescribed by the Bank. **(GOI Memorandum dated 12 Nov 2020-No.F.9/4/2022-PPD)**

We agree to abide by the Bid and the rates quoted therein for the orders awarded by the Bank up to the period prescribed in the Bid, which shall remain binding upon us.

Until a formal contract is prepared and executed, this Bid, together with your written acceptance thereof and your notification of award, shall constitute a binding Contract between us.

We undertake that, in competing for (and, if the award is made to us, in executing) the above contract, we will strictly observe the laws against fraud and corruption in force in India namely "Prevention of Corruption Act 1988".

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

Dated this ..... day of 2022

_____ _____ _____

(Signature) (Name) (In the capacity of)

Duly authorized to sign Bid for and on behalf of _____

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RFP for Revamping/Redesigning, Hosting and Maintenance of Aryavart Bank's Website	ARYAVART BANK

Technical Bid Specifications(To be attached with Technical Bid)

S/NO	Technical Bid Eligibility	Complaiance(Yes/No)
1	1. HD Quality Banner of our Product Catalogue and timely up gradation of the product as per launch of new Product. Product Promotion section to be included which will consist of latest offers, campaigns, discounts, etc. Provision for landing page pop-ups/banners/display of information on landing page of website, or flashing tickers should be included. Dynamic display of content/banners feature should be made available by the successful bidder. The content/banner to be displayed on the interest/website journey/usage pattern of the users.	
2	Website should be responsive in all major OS platform for desktops, laptops, tablets, mobiles etc. and all browsers (Chrome, Safari, Firefox, Edge, IE etc), and fit to handset/tablet size. It should be well supported in Android 4.0 and above. Website to conform to the international	

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		accessibility standards, the World Wide Web Consortium (W3C), Govt. of India Guidelines for websites and the WebContentAccessibility Guidelines (WCAG) 3.0 Level AA, Google CoreWeb Vitals	
3		Website to be multi lingual i.e. Hindi and English and Chatbot should be in English and Hindi Language	
4		Display of Bank's product & services (FI, Deposit, Advance and Third Party Product) to current and potential clients in attractive, user friendly and easily navigable manner and also comply with industry standards and guidelines of various regulatory bodies including RBI, NPCI, Ministry of Finance, etc.	
5		Customer Complaint Request form on submission will be diverted to complaint dept	
6		Branch, Regional Office, Head Office locator. Also the Region wise location of ADHAR Centers, BCcenters will be shared on website.	

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7		Online customer can show interest and fill loan application which will be redirected to Marketing and advance department (Online Lead Generation). AND PMSVANIDHI Loan request, customer can initiate the request and the same will be redirect to advance department of concerned Regional Office.	
8		Calculators (EMI/RD/FD/all deposit calculators etc.); Calculators such as EMI Calculator for Home Loan, Car Loan, Personal Loan and other products with a graphical representation should be included; should be developed and implemented by the bidder and also during the contract as per requirement of the bank, without any extra cost to the bank.	
9		ATMREV/POSREV complaint lodging by customer on revamped bank website. Complaint to be diverted to respective RO-IT Outlook and followed up by Respective RO-IT.	
10		Account Opening Request form,	

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		Customers can fill the account opening request form from their location and the request will be redirect to concerned Regional Office/Branch.	
11		Locker Vacant Position will be displayed on revamped Website for particular date. Call Center Details and Missed call Enquiry number should be display ed on revamped website.	
12		Site map should be prepared and made available by the bidder.	
13		Expenditure Manager, Retirement Planner, Financial Planner, Savings Calculator ,Investment Planning Calculator, Mortgage Calculator should be included at strategic section on revamped website. Bank would provide data as well as process for such computation	
14		Insurance request/renewal/discontinuation information .All tied up with third party products should be well placed in the website.	
15		The website should be scalable to fulfil the requirements in line with	

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		Bank specific requirement, in compliance of RBI/ other regulator (domestic and overseas) and its amendments (in present and in future), without any additional cost to the bank	
16		Central/State government sponsored schemes details will be displayed on website.	
17		Management facility for Pension Slip of Retired Staff. Presently it is operational with (PHP and MYSQL PLATFORM).	
18		Management of staff portal for all internal circular, policies, manual etc. Here bank users will get Login and password at different access level. a. Admin level the user should be able to upload, Modify, delete. b. Normal user the user should be able to read all data	
19.		Revamped/redesigned websites should be in alignment with corporate theme using latest web technology to showcase bank's products & services to current and potential clients in attractive, user friendly and easily navigable manner and also comply with Industry standards and	

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		guidelines of various regulatory bodies including Reserve Bank of India, NPCI, Ministry of Finance, etc	
20.		CBC's and BC's Details will be display on website	
21.		Any other changes required by Bank from time to time. Bidder has to monitor the web site application 24x7x365 from security threats and ensure its uninterrupted functioning. Necessary Alerts also need to be configured for bank's specified email-id.	
22.		SSL certificate(s) will be procured/renewed and configured by the successful bidders on websites without any cost to the bank..	
23.		The developer should prepare a SOP/Manual for uploading, modifying deleting for dynamic pages	
24.		The sites should be developed based on a defined information architecture & Latest/best practices for UI/UX. Uniformity should be maintained across all the WebPages/websites of the bank. Websites should have improved look and feel and addition of new interactive modules	
25.		Bidder shall also be	

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		responsible for conducting/closing VAPT (Vulnerability/Assessment & Penetration Testing) observations of Website.	
26.		At a minimum, the new website should be effectively and efficiently managed, the operations and security procedure by repairing and responding to cyber risks/threats, facilitate business continuity and recovery from cyber-attacks / incidents	
27.		The bidder shall submit Implementation Plan with OEM Implementation methodology duly signed by OEM and Bidder. Post completion of Implementation and going-live, the bidder should manage and provide support(including back to back support from OEM) during entire contract period.	
28.		The solution deployment should be compliant with Bank's CISP, IT and Cyber policies, internal guidelines, regulatory standards and countrywide regulations (including overseas	

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		regulations) and laws from time to time	
29.		The selected bidder must generate and provide a complete holistic signoff report of entire scope and confirmation of implementation in line with scope and technical specifications, before handover to ensure 100% serviceability of delivered solution.	
30.		All installed OS / DB / App / Middleware / firmware/ other related software for website must be of stable version and all recommended patches should be installed by the bidder and same to be submitted to the bank on monthly basis and also be cleared through Bank's Information Security Team	
31.		The URLs of the management server/software of proposed solution should be accessible on HTTPS/TLS 1.3 or latest Protocol with valid certificate	
32.		The bidder shall do regular backup of the entire website as per the defined Bank's backup policy in offsite tape/storage in encrypted format.	

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33.		The Bidder shall be responsible for delivering the website and its support post implementation. The proposed website should be integrated with Banks existing and future setup/ applications/ APIs without any additional cost.	
34.		The bidder shall confirm the integrity of the website deployed i.e. the software is freeform bugs, malware, covert channels in code etc. and Integrity certificate should be submitted to the bank as per the related format.	
35.		The bidders shall also provide the following documents (but not limited to following) as part of the deliverables of the project. I. Original manuals of proposed setup (all proposed hardware/ software/Applications etc.) ii.Standard Operating Procedures iii.Installation & Technical Configuration Documents iv.Network & Security Design Documents (Will be approved by the Bank)Troubleshooting Manual	

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		v.Executive summary report for the project to the management vi. Functional and operational requirements vii. Project design/plan viii. Product description ix. Guidance for best practices, implementation guidelines x. User acceptance test plan, if any xi. Training materials xii. Monthly health check-up report by OEM.	
36.		The bidder shall implement all the functionalities proposed in the technical specifications & demonstrate the same to the Bank team for complete sign off the solution.	
37.		Exact visitor's count to be displayed on the home page of the website. Summary of website to be available in the centralized dashboard.	
38.		Website to be developed should have the scalability of integration with Bank's CRM(Customer Relationship	

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		Management),(Lead Management System), e-Platform solution, Contact Centre, Email, SMS Systems, Online Account Opening, Bank's file transfer (SFTP) systems etc	
39.		Any online application/data entry form as per bank's requirement from time to time during the contract should be part of maintenance and to be designed/developed by the bidder (module may be of any complexity as per requirement of the bank), any number of such modules will be developed and deployed by the bidder without any extra cost to the bank during the contract period	
40.		All locators (branch / ATM, BC Points) should have Google map integration with directions and address of the branch / ATM. The locators need to be geo location enabled, wherein the user will be by default shown the branch / ATM of the location that the user is accessing the website from	
41.		.Survey feature should be available on website for bank to publish and conduct periodical surveys for its visitors. Survey reports should	

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		be provided to the Bank at the end of every survey. The surveys would be enabled based on the requirement of bank and the content would be provided by the bank.	
42.		Option to download, print and share brochures, application forms, tender notices, guidelines and any other similar document must be provided	
43.		Dedicated tender and auction section with search options based on location, amount, etc. must be present in the site. Segregation based on Region, Department to be available.	
44.		Short duration's videos may be used on the site however heavy size videos should be loaded from YouTube/Video	
45.		Bidder shall comply with secure coding practice such as OWASP (Open Web Application Security Project Guidelines) Top 10 like SQL Injection, Cross Site Scripting (CSS) etc. on an ongoing basis and share with a bank a quarterly compliance report from trusted third party testing website and necessary security	

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		features to be built for securing the site from hacking.	
46.		Any unwanted security threat or hacking attempt should be taken on high priority and dealt with immediate effect. Root cause analysis (RCA) should be provided to the bank within 3 working days with all artifacts /evidences required by the bank.	
47.		Security Audit by Internal as well as External Auditors after UAT is to be carried out by the vendor at its own expenses	
48.		Design should be such that pages are not cluttered. Intuitive design, i.e. customer need not to work hard to find where they need to go. It should have Quick Search option; drop down on home page to enable the visitors to directly navigate the page they choose.	
49.		Maximum time for development/revamp of website is 90 days from day issuance of Purchase Order and award of official Contract letter.	

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FORMAT 6.1.2: BID FORM (PRICE BID)

(to be included in Price Bid Envelope)

Date: .....

To:

The General Manager,
Information Technology Department,
Shalimar Titanium Building,Gomti Nagar
Aryavart Bank, Head Office, Lucknow-226010

Sir,

Ref: Your RFP Ref: ARYAVART:HO/IT/PVS/2022-23/450 dated 12.07.2022

Having examined the Bidding Documents, the receipt of which is hereby duly acknowledged, we, the undersigned, offer to supply and deliver the captioned solution, in conformity with the said Bidding documents as may be ascertained in accordance with the schedule of Prices attached herewith and made part of this Bid.

We undertake, if our Bid is accepted, to deliver, install and commission the system in accordance with the delivery schedule specified in the Schedule of Requirements.

If our Bid is accepted, we will obtain the guarantee of a bank in a sum equivalent to 3 percent of the Contract Price for the due performance of the Contract, in the form prescribed by the Bank. **(GOI Memorandum dated 12 Nov 2020-No.F.9/4/2022-PPD)**

We agree to abide by the Bid and the rates quoted therein for the orders awarded by the Bank up to the period prescribed in the Bid which shall remain binding upon us.

Until a formal contract is prepared and executed, this Bid, together with your written acceptance thereof and your notification of award, shall constitute a binding Contract between us.

We undertake that, in competing for (and, if the award is made to us, in executing) the above contract, we will strictly observe the laws against fraud and corruption in force in India namely "Prevention of Corruption Act 1988".

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

Dated this ..... day of .....
2022

_____

_____

(Signature) (Name) (In the capacity of)

Duly authorized to sign Bid for and on behalf of _____

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FORMAT 6.2: NON-DISCLOSURE AGREEMENT

(Need to be submitted in Rs. 600 Rupees stamp paper)

Ref: Your RFP Ref: ARYAVART:HO/IT/PVS/2022-23/450 dated 12.07.2022

WHEREAS, we,_____,having Registered Office at _____, hereinafter referred to as the COMPANY, are agreeable for doing Revamping/Redesigning, Hosting and Maintenance of Aryavart Bank's Website for Aryavart Bank, having its registered office at A-2/46, Vijay Khand, Gomti Nagar, Lucknow-226010,hereinafter referred to as the BANK and, WHEREAS, the COMPANY understands that the information regarding the Revamping/Redesigning, Hosting and Maintenance of Aryavart Bank's Website shared by the BANK in their Request for Proposal is confidential and/or proprietary to the BANK, and

WHEREAS, the COMPANY understands that in the course of submission of the offer for the ARYAVART Website Solution and/or in the aftermath thereof, it may be necessary that the COMPANY may perform certain jobs/duties on the Bank's properties and/or have access to certain plans, documents, approvals or information of the BANK;

NOW THEREFORE, in consideration of the foregoing, the COMPANY agrees to all of the following conditions, in order to induce the BANK to grant the COMPANY specific access to the BANK's property/information

The COMPANY will not publish or disclose to others, nor, use in any services that the COMPANY performs for others, any confidential or proprietary information belonging to the BANK, unless the COMPANY has first obtained the BANK's written Authorization to do so;

The COMPANY agrees that notes, specifications, designs, memoranda and other data shared by the BANK or, prepared or produced by the COMPANY for the purpose of submitting the offer to ARYAVART Website Solution, will not be disclosed to during or subsequent to submission of the offer to the BANK, to anyone outside the BANK

The COMPANY shall not, without the BANK's written consent, disclose the contents of this Request for Proposal (Bid) or any provision thereof, or any specification, plan, pattern, sample or information (to be) furnished by or on behalf of the BANK in connection therewith, to any person(s) other than those employed/engaged by the COMPANY for the purpose of submitting the offer to the BANK and/or for the performance of the Contract in the aftermath. Disclosure to any employed/engaged person(s) shall be made in confidence and shall extend only so far as necessary for the purposes of such performance.

Authorized Signatory
Name:
Designation:
Office Seal:
Place:
Date:

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FORMAT 6.3: PRICE SCHEDULE

Part I: Website Migration, Revamping/ Redesigning, Development, Migration, Implementation and Maintenance Cost

(Include in Price Bid Only – Not to be included in Technical Bid)

(Part I includes Total Cost for Migration, Revamping/ Redesigning, Development, Migration, Implementation and Maintenance of Website with 1 Year Comprehensive Onsite Warranty after successful go-live of Website with all technical/functional specifications mentioned in RFP and scope of RFP)

The bidder must take care in filling price information in the commercial bid, to ensure that there are no typographical or arithmetic errors. All fields must be filled up correctly.

The all-inclusive cost but not limited to all existing and all future Regulatory Charges, Government Levies, NPCI, Statutory Authority etc., Non-Regulatory Charges, any other Charges (existing or in future), Charges by Any / All Telecom operators, Bandwidth Charges, SEO Activities, Ongoing UI/UX related changes, Analytics and UI/UX Audits, SSL certificate (purchase/renewals), Certification Cost and its compliance, VA/ PT Cost and its compliance, SAST/DAST and its mitigation/ compliance, Changes/ Customization / Development as per non-regulatory, bank's requirements, Changes/ Customization / Development as per Regulatory Requirements (RBI, DFS, IBA, NPCI, CERT-IN etc.), Changes/ Customization / Development EASE Requirements , to be quoted by the bidder during bid submission.

The solution shall include all components and subcomponents like software licenses, accessories and the bidder at no extra cost to the Bank should supply other components (required for commissioning of the solution as a part of RFP).

It has to be noted that bank is not bound to and will not pay any additional cost, apart from the quoted price in entire contract period (including in renewal contract period, if applicable).

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Part I: Cost with 1 Year Comprehensive Onsite Warranty

Sl. No.	Item Description	Total Cost including (Amount in Rs.) (Excluding Taxes)
i	End to end Migration, Revamping/ Redesigning, Development, Migration, Implementation and Maintenance of Bank's Website in line to scope, technical specifications and best industry practices.	
	Total – i	
	Amount in Words -	

*(Data Centre Primary Server-Dedicated with including OS,AV,DB; Data Centre Primary Server-Dedicated Firewall & IPS; Data Centre Disaster Recovery – Dedicated with replication including OS,AV,DB; Data Centre Disaster Recovery – Dedicated Firewall, IPS; WAF for DC; WAF for DR; UAT –Dedicated Server with including OS,AV,DB (having all features/ functionalities inline with production);Bandwidth Charges; CMS (Content Management System); Chatbot)

*Any other item not specified here to be factored by the bidder, to comply the technical specifications as per the RFP and best industry practices

** Translation Cost to respective Language

- The payment is subject to deployment / implementation of all functionalities as mentioned above in the price bid format and RFP scope. In case any functionality as specified above is not implemented, No part payment under any line item will be made.

- Necessary changes / New page creation but not limited to Online Applications/ Dynamic Modules/data-entry forms containing basic CRUD operations, attractive UI/UX, Preview on last page before submission, option for uploading attachment,

- Print option after submission, Save & Next option on each page (intermediate saving in database before submission, in case form/application has multiple pages and 'resume filling of form later' option), generation of unique reference number (on 1st save of the form), validations, Admin page for reports to bank with search facility,

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encrypted saving on DB and decrypted reports, Integration with Bank's systems like SFTP, DMS, CAPS Loan module, CBS, CRM / ePlatform/, LMS etc as per

requirement of the bank, schedulers for file transfer, OTP generation for validation purpose, auto-email generation and auto-sms on submission, acknowledgement message to users etc, missed call service; during the warranty period to be factored by the bidder above.

- Post UI/UX Revamp (ii), No separate ATS will not be paid separately and will be covered under "end-to-end" ATS cost for respective websites.(If Bank extends ATS/AMC beyond 1 year warranty)

- Ongoing UI/UX related changes during contract period will be covered under warranty / ATS.

- It is as per the discretion of the bank, not to migrate any particular Foreign/ Regional language website during the migration period. The same will be notified to the bidder & cost for that particular website will be omitted during payment in such case. Subsequently, applicable ATS will also not payable by the bank.

Important Notes:

1. The Bank reserves the rights to buy for the line items as mentioned above as full or any partial hardware and software. The Bank also reserves the rights to increase the number of any line items mentioned while doing the actual procurement.

2. Price quoted should be exclusive of Goods & Services tax but inclusive of all other applicable taxes.

3. In case of discrepancy between figures and words, the amount in words shall prevail.

4. No increase in costs, duties, levies, taxes, charges, etc., irrespective of reasons (including exchange rate fluctuations, etc.) whatsoever, shall be admissible during the currency of the Contract.

5. Successful bidder has to submit the OEM support certificate for all Products, Hardware, Software and deliverables for releasing the payment. Bank will not release the payment until the certificate from the OEM will not be provided.

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6. Hardware, software, Solution quoted in this bid should not be END of support during contract period.
7. For any item, the price is not quoted or cost is indicated as zero, it will be assumed that the item is provided to the bank at no cost.

FORMAT 6.3: PRICE SCHEDULE

Part II : Website Annual Technical Support (ATS) Cost
(Only If Bank extends contract after 1 year warranty period)
(Include in Price Bid Only – Not to be included in Technical Bid)

Part II: Annual Maintenance Cost (AMC)/ Annual Technical Support (ATS) Cost (Comprehensive Onsite Management, Maintenance, Support and Services) (Comprehensive AMC/ ATS for 1 year period, post comprehensive warranty of 1 year) of Website (with all technical/functional specifications mentioned in RFP and scope of RFP)

The bidder must take care in filling price information in the commercial bid, to ensure that there are no typographical or arithmetic errors. All fields must be filled up correctly.

The all-inclusive cost but not limited to all existing and all future Regulatory Charges, Government Levies, NPCI, Statutory Authority etc., Non-Regulatory Charges, any other Charges (existing or in future), Charges by Any / All Telecom operators, Bandwidth Charges, SEO Activities, Ongoing UI/UX related changes, Analytics and UI/UX Audits, SSL certificate (purchase/renewals), Certification Cost and its compliance, VA/ PT Cost and its compliance, SAST/DAST and its mitigation/ compliance, Changes/ Customization / Development as per non-regulatory, bank's requirements, Changes/ Customization / Development as per Regulatory Requirements (RBI, DFS, IBA, NPCI, CERT-IN etc.), Changes/ Customization / Development EASE Requirements , to be quoted by the bidder during bid submission.

The solution shall include all components and subcomponents like software licenses, accessories and the bidder at no extra cost to the Bank should supply other components (required for commissioning of the solution as a part of RFP).

It has to be noted that bank is not bound to and will not pay any additional cost, apart from the quoted price in entire contract period (including in renewal contract period, if applicable).

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Part II: (Comprehensive AMC/ ATS for 1 year period, post comprehensive warranty of 1 year)

Sl. No.	Item Description	AMC/ATS Charges per year (Amount in Rs.) (Excluding Taxes) (A)	AMC/ATS Charges for 1 year period (Amount in Rs.) (Excluding Taxes) (B = A*1)
i	End to end maintenance i.e. Annual Technical Support (ATS) of Bank's Revamped Website (Part I, Sl. No. i) in line to scope, technical specifications and best industry practices (including but not limited to *)		
	Total – i		
	Amount in Words -		

*Any other item not specified here to be factored by the bidder, to comply the technical specifications as per the RFP and best industry practices

** Translation Cost to respective Language

- Necessary changes / New page creation but not limited to Online Applications/ Dynamic Modules/data-entry forms containing basic CRUD operations, attractive UI/UX, Preview on last page before submission, option for uploading attachment, Print option after submission, Save & Next option on each page (intermediate saving in database before submission, in case form/application has multiple pages and 'resume filling of form later' option), generation of unique reference number (on 1st save of the form), validations, Admin page for reports to bank with search facility, encrypted saving on DB and decrypted reports, Integration with Bank's systems like SFTP, DMS, CAPS Loan module, CBS , CRM / ePlatform/, LMS etc as per requirement of the bank, schedulers for file transfer, OTP generation for validation purpose, auto-email generation and auto-sms on submission, acknowledgement message to users etc, missed call service; during the warranty period to be factored by the bidder above.

- Post UI/UX Revamp (ii), No separate ATS will not be paid separately and will be covered under "end-to-end" ATS cost for respective websites.

- Ongoing UI/UX related changes during contract period will be covered under warranty / ATS.

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Important Notes:

1) All Prices will be exclusive of Goods & Services tax but inclusive of all other applicable taxes.

2) The AMC/ATS has to be a minimum of 10 % of the cost of respective line item as per Format 6.3 Part I)

3)AMC/ATS charges to be given in the prescribed format separately.

4) AMC/ATS contract can be extended at the discretion of the bank at the same rates after the expiry of the contract period.

5) The Bank, at its sole discretion, will enter into an AMC/ATS Contract for required duration.

6) AMC/ATS will include all applicable Software Modules / Components items as applicable, indicated in the Price Schedule.

7) AMC/ATS charges as above will be considered for Price evaluation.

8) Bank at its discretion can terminate the AMC/ATS contract in whole or as part thereof with the bidder and discontinue the same without citing any reason by giving 90 days' notice and applicable amount, on a pro-rata basis, for the service rendered shall be payable.

9) For any item, the price is not quoted or cost is indicated as zero, it will be assumed that the item is provided to the bank at no cost.

10) Any extra components/ item/service if required for fulfilling the scope, the bidder is required to factor the same in above mentioned line items only.

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FORMAT 6.3: PRICE SCHEDULE

Part III

(Include in Price Bid Only – Not to be included in Technical Bid)

Part III: Facility Management Cost

Resource type	No. of resources	Unit rate per resource per month (Amount in Rs.) (Excluding Taxes) (A)	Cost for One year (Amount in Rs.) (Excluding Taxes) (B=A*12)	Total cost for 1 year (C=B) (Amount in Rs.) (Excluding Taxes)
L1	1			
Total amount in numbers				X
Total amount in words				

(In case Period extended beyond 1 year, subsequent yearly total cost for FMC, C=B*N- where N is number of years FMC has been awarded as per AMC/ATS post 1 year warranty expiry)

- It will be the decision of the Bank to decide the actual number of resources, which may increase, or decrease depending on the actual requirements and will be finalized with the successful bidder during the contracting period at a later stage and during entire contract period at the same above quoted rates. If procured, payment will be effective from the date of reporting to bank.
- FMS Charges as above shall be considered for price evaluation.
- The Unit rate for L1 lead will remain fixed for contract period(in each year).
- Payment of support/services will be done as per calculation of the uptime and deducting applicable penalty for downtime, which is mentioned in the related clause of the RFP.
- The bidders strictly quote in the format and for periods as mentioned above.
- Providing software upgrades in time for the devices supplied by the bidder from the Original Equipment Manufacturer (OEM (IF ANY)).
- The resource deployed will be Single Point of Contact (SPOC) who will understand the requirement of bank and make the necessary changes/ customization on the website. In case, the changes are not possible at resource level, the same to be developed / customized at bidder's location within the defined timelines.
- The bidder should quote optimum rates of FMS as per the industry standards.

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FORMAT 6.3: PRICE SCHEDULE

Part IV
(Include in Price Bid Only – Not to be included in Technical Bid)
Part IV: Total Project Cost

Sr. No	Type	Total Cost (in INR)
1	Website Migration, Revamping/ Redesigning, Development, Migration, Implementation and Maintenance Cost (with 1 Year Comprehensive Warranty)	
2	Website Annual Technical Support (ATS) Cost for 1 Year (post 1 Year Comprehensive Warranty, if ATS/AMC awarded by Bank)	
3	Facility Management Cost for One Year	
Total Cost Of The Project (TCP) in figures		1+2+3
Total Cost Of The Project (TCP) in words		1+2+3

Note: Lowest bidder (Lowest Financial Score) will be declared after the sum of total of format 6.3 Part I, Part II and Part III as tabulated above.

Validity: The prices offered will remain valid for Contract Duration in case of Additional development of website & for Manpower resources during contract period from the date of issue of Purchase Order.

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Important Notes:

- L1 (Lowest Price Bid) will be declared after examining Total Project Cost. H1 will be determined after Techno-Commercial evaluation.
- Payment of support/services will be done as per calculation of the uptime and deducting applicable penalty for downtime, which is mentioned in the related clause of the RFP.
- The bidders strictly quote the price in the format and periods as mentioned above.
- Providing software upgrades in time for the devices supplied by the bidder from the Original Equipment Manufacturer (OEM).
- The Bank reserves the rights to buy for the line items as mentioned above as full or any part thereof. The Bank also reserves the rights to increase the number of any line items mentioned while doing the actual procurement.
- The bidder shall mandatorily attach the detailed Specifications of all Hardware/ Software, Components as above separately in the Technical Bid (Bill of Material), supported by Technical Literature/ Data sheet/ Product Catalogues/Brochures, etc. This is Mandatory for the bidder.
- Price quoted should be inclusive of all costs, duties, levies, taxes and all other applicable charges excluding GST as applicable in respective State,
- In case of discrepancy between figures and words, the amount in words shall prevail.
- In case of discrepancy between unit price and total price, the unit price shall prevail.
- No increase in costs, duties, levies, taxes, charges, etc., irrespective of reasons (including exchange rate fluctuations, etc.) whatsoever, shall be admissible during the currency of the Contract.
- Successful bidder has to submit the OEM support certificate for all Products, Software for releasing the payment. Bank will not release the payment until the certificate from the OEM will be provided to bank.
- Software quoted in this bid should not be END of support during contract period.
- For any item, the price is not quoted or cost is indicated as zero, it will be assumed that the item is provided to the bank at no cost.

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- The bidder shall mandatorily attach the detailed Specifications of all Software, Components as above separately in the Technical Bid (Bill of Material), supported by Technical Literature/ Data sheet/ Product Catalogues/Brochures, etc. This is Mandatory for the bidder.

- Price quoted should be inclusive of all costs, duties, levies, taxes and all other applicable charges excluding GST as applicable in respective State.

- The Annual Maintenance / Technical Support i.e. ATS, offered by the bidder should have a back to back supporting arrangement with the original suppliers or their approved business partners of the hardware or software with necessary documentary evidence thereof produced to the bank.

- The vendor will be responsible for obtaining necessary clearance/approval from the local sales tax authorities (at destination place).

- The price quoted, shall be valid for contract period. Prices payable to the Supplier as stated in the Contract shall be firm and not subject to adjustment during performance of the Contract, irrespective of reasons whatsoever, including exchange rate fluctuations, changes in taxes, duties, levies, charges etc.
- Price quoted will be inclusive of all taxes, duties, levies charges, etc. and no additional charges shall be payable by the bank. GST/ Service tax payable if any under this contract shall be payable as applicable.

Place:
Date:

Authorized Signatory
Name & Designation:
Business Address & Email ID:
Office Seal:

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FORMAT 6.4: CONTRACT FORM

THIS AGREEMENT made the .....day of....., 2022. Between ..... (Name of Purchaser) (hereinafter called "the Purchaser") of the one part and ..... (Name of Service Provider) of ..... (City and Country of Service Provider) (hereinafter called "the Service Provider") of the other part:

WHEREAS the Purchaser invited Bids for certain Products and services viz., ... (Brief Description of Products and Services) and has accepted a Bid by the Service Provider for the supply of those Products and services in the sum of ..... (Contract Price in Words and Figures) (hereinafter called "the Contract Price").

NOW THIS AGREEMENT WITNESSETH AS FOLLOWS:

1. In this Agreement words and expressions shall have the same meanings as are respectively assigned to them in the Conditions of Contract referred to.

2. The following documents of Bid No.: ARYAVART:HO/IT/PVS/2022-23/450 dated 12.07.2022 shall be deemed to form and be read and construed as part of this Agreement, viz.:

   a) the Bid Form and the Price Schedule submitted by the bidder;

   b) the Bill of Material;

   c) the Technical & Functional Specifications;

   d) the Terms and Conditions of Contract;

   e) Schedule of dates and awards

3. In consideration of the payments to be made by the Purchaser to the Service Provider as hereinafter mentioned, the Service Provider hereby covenants with the Purchaser to

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4. provide the Products and services and to remedy defects therein, in conformity in all respects with the provisions of the Contract.

5. The Purchaser hereby covenants to pay the Service Provider in consideration of the provision of the Products and services and the remedying of defects therein, the Contract Price or such other sum as may become payable under the provisions of the Contract at the times and in the manner prescribed by the Contract.

IN WITNESS whereof the parties hereto have caused this Agreement to be executed in accordance with their respective laws the day and year first above written.

Signed, Sealed and Delivered by the

said ..... (For the Purchaser)
in the presence of:
.....

Signed, Sealed and Delivered by the

said ..... (For the Service Provider)
in the presence of:
.....

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FORMAT 6.5: Format for Performance Bank Guarantee (PBG)
(Covering Delivery obligations)

NOTE:

1. This guarantee should be furnished by a Nationalized Bank / Scheduled Bank, other than Aryavart Bank, as per the following format.
2. This bank guarantee should be furnished on stamp paper value as per Stamp Act. (Not less than Rs. 500/-).
3. The stamp paper should be purchased either in the Name of the Bank executing the Guarantee or in the name of Aryavart Bank.
4. This Bank Guarantee should be furnished within 10 days from the date of purchase order .
5. This Bank Guarantee should be directly sent to the Purchaser by the Issuing Bank under RPAD.

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Bank Guarantee No.....
Date: .....
Issued by.....

To,

Aryavart Bank
(As per RFP) .....
.....

WHEREAS.....,having its registered office at..... (hereinafter called the "Service Provider") has undertaken, in pursuance of your RFP Reference No. Ref: ..... Dated ..... for Revamping/Redesigning, Hosting and Maintenance of Aryavart Bank's Website for the period specified in the RFP (hereinafter called "the Contract").

2. AND WHEREAS it has been stipulated by you in the said Contract that the Service Provider shall furnish you with a Bank Guarantee by a recognized Bank for the sum of Rs..... as security for compliance with the Service Provider's performance obligations in accordance with the said Contract.

3. AND WHEREAS we .....having our Head Office at..... and a Branch office at..... at the request of the Service Provider issue this Guarantee in your favour guaranteeing the due performance of the Service Provider of the said Contract.

4. We ..... Bank hereby agree and affirm that we are Guarantors and responsible to you, on behalf of the Service Provider, up to a sum of Rs ..... (Rupees in words) and we undertake to pay you the said amounts without demur or objection, upon your first written demand declaring the Service Provider to be in default under the said Contract. We shall pay the said amounts without cavil or argument as aforesaid, without needing to prove or to show grounds or reasons for your demand or the sum specified therein.

5. We undertake to pay you any money so demanded notwithstanding any dispute or disputes raised by the Service Provider in any suit or proceeding pending before any Court or Tribunal relating thereto our liability under this present being absolute and unequivocal.

6. We,_____ (indicate the name of bank) further agree that the guarantee herein contained shall remain in full force and effect during the period that

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would be taken for the performance of the said Contract and that it shall continue to be enforceable till all the dues of the Aryavart Bank under or by virtue of the said Contract

have been fully paid and its claims satisfied or discharged or till Aryavart Bank certifies that the terms and conditions of the said Contract have been fully and properly carried out by the said Service Provider and accordingly discharges this guarantee. This Guarantee shall be valid up to……. and unless a demand or claim under this guarantee is made on us in writing on or before the……. +6 months we shall be discharged from all liability under this guarantee thereafter.

7. We, _____ (indicate the name of bank) further agree with Aryavart Bank that Aryavart Bank shall have the fullest liberty without our consent and without affecting in any manner our obligations hereunder to vary any of the terms and conditions of the said Contract or to extend time of performance by the said Service Provider from time to time or to postpone for any time or from time to time any of the powers exercisable by Aryavart Bank against the said Service Provider and to forbear or enforce any of the terms and conditions relating to the said Contract and we shall not be relieved from our liability by reason of any such variation, or extension being granted to the said Service Provider or for any forbearance, act or omission on the part of Aryavart Bank or any indulgence by the Aryavart Bank to the said Service Provider or by any such matter or thing whatsoever which under the law relating to sureties would, but for this provision, have effect of so relieving us.

8. This guarantee will not be discharged due to the change in our constitution or of the Service Provider.

9.We, _____ (indicate the name of bank) lastly undertake not to revoke this guarantee during its currency.

Notwithstanding anything contained hereinabove,

(i)Our liability under this bank guarantee shall not exceed Rs. … (Rs … Only) (ii)This bank guarantee shall be valid upto …….
(iii)We are liable to pay the guaranteed amount or any part thereof under this bank guarantee only and if you serve us a written claim or demand at ….. on or before …..

Executed at…… on this the …….. Day of ……

Signature and Seal of Guarantors (Service Provider's Bank)

……

Date…… ……

Address: …… ……

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FORMAT 6.6:
MANUFACTURERS'/PRODUCERS' AUTHORIZATION FORM
(If Applicable)

No. Date:

To:

Dear Sir:

Ref: Your RFP Ref: ARYAVART:HO/IT/PVS/2022-23/450 dated 12.07.2022

We who are established and reputable manufacturers / producers of _____ having factories / development facilities at (address of factory / facility) do hereby authorize M/s _____ (Name and address of Agent) to submit a Bid, and sign the contract with you against the above Bid Invitation.

We hereby extend our full guarantee for the Solution, Products and services offered by the above firm against this Bid Invitation.

We also undertake to provide any or all of the following materials, notifications, and information pertaining to the Products manufactured or distributed by the Service Provider:

(a) Such Products as the Bank may opt to purchase from the Service Provider, provided, that this option shall not relieve the Service Provider of any warranty obligations under the Contract; and

(b) in the event of termination of production of such Products:
i. notification to the Bank of the pending termination, in sufficient time to permit the Bank to procure needed requirements; and

ii. following such termination, furnishing at no cost to the Bank and shall be inline to RFP terms. The blueprints, design documents, operations manuals, standards, source codes and specifications of the Products shall be provided to bank at no cost, if requested for ensuring business continuity.

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(c) We duly authorize the said firm to act on our behalf in fulfilling all scope, Technical support and maintenance obligations required by the contract.

(d) We will engage our (OEM (IF ANY)) team for deployment, implementation of the solution/ solution(s) in the stipulated timeline of RFP, we, OEM (IF ANY), undertake to deploy the solutions, in line with the deployment methodology as proposed during bid submission by our partner and approved by us. Thereafter, support will be provided for contract period.

Yours faithfully,

Authorized Signatory
(Name of OEM (IF ANY)/ Producers)
Note:

i. This letter of authority should be on the letterhead of the manufacturer and should be signed by a person competent and having the power of attorney to bind the manufacturer. It should be included by the Bidder in its Bid.

ii. This MAF/ Undertaking letter has to be issued by every OEM (IF ANY) / all OEM (IF ANY)s of the solutions offered by the bidder under this RFP.

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FORMAT 6.7: PROFORMA OF CERTIFICATE FOR ISSUE BY THE PURCHASER AFTER SUCCESSFUL COMMISSIONING OF THE SOLUTION

No.
Date:

M/s.

Ref: Your RFP Ref: ARYAVART:HO/IT/PVS/2022-23/450 dated 12.07.2022

Sub: Certificate of commissioning of Website Solution

1. This is to certify that the products / equipment as detailed below has/have been received in good condition along with all the standard and special accessories (subject to remarks in Para No. 2) in accordance with the Contract/Specifications. The same has been installed and commissioned.

   a) Contract No._____ dated _____

   b) Description of the Solution _____

   c) Quantity _____

   d) Date of commissioning and proving test _____

2. Details of products not yet supplied and recoveries to be made on that account:

S. No.	Description	Amount to be recovered

3. The proving test has been done to our entire satisfaction and Staff have been trained to operate the Product.

4. The Service Provider has fulfilled his contractual obligations satisfactorily*

or

The Service Provider has failed to fulfil his contractual obligations with regard to the following:

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(a)

(b)

(c)

(d)

5. The amount of recovery on account of non-supply of Products is given under Para No. 2.

6. The amount of recovery on account of failure of the Service Provider to meet his contractual obligations is as indicated in endorsement of the letter.

Signature : _____

Name : _____

Designation with stamp : _____

* Explanatory notes for filling up the certificates:

a) The Service Provider has adhered to the time schedule specified in the contract in dispatching the Products / Manuals pursuant to Technical Specifications.

b) The Service Provider has supervised the commissioning of the solution in time i.e., within the period specified in the contract from the date of intimation by the Purchaser in respect of the installation of the Product.

c) Training of personnel has been done by the Service Provider as specified in the contract.

d) In the event of Manuals having not been supplied or installation and commissioning of the Solution having been delayed on account of the Service Provider, the extent of delay should always be mentioned.

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FORMAT 6.8: ORGANISATIONAL PROFILE

(Include in Technical Proposal Only – Not to be included in Price Proposal)

CONSTITUTION Proprietary Private Ltd. Public Ltd.	:		
Established since Commercial Production of the solution on Offer started since	: :		
Address of Registered Office	:		
Category	:	Software Producer / Developer (Principal) Hardware Manufacturer (Principal) System Integrator / Solution Provider (Third party) Any Other (please specify)	
		Name	Phone Nos. (With STD Codes)
Names of Proprietor/Partners/ Directors	:	1.	
		2.	
		3.	
		4.	
Number of Engineers familiar with the solution being offered	:		
Number of Total Employees	:		

Solution being offered, sold so far to:			
Purchaser, with full address and Details of contact person (Phone, Fax and E-Mail)	Modules in Use	Date of Sale	Whether Warranty/AMC still continues
1.			
2.			

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Note: Please support the above facts with documentary evidence. Enclose copies of Audited Balance Sheet along with enclosures Please also attach Income-Tax Clearance Certificate (latest), Referral Letters from Clients mentioned above.

Signature of The bidder: _____

Name: _____

Business address: _____

Place:

Date:

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PART 7: OTHER TERMS AND CONDITIONS (OTC)

7.1	Bid Validity Up to	180 days from the last date stipulated for receipt of responses to the Bid
7.2	Period within which Performance Security or Amendment thereto is to be submitted by the Successful bidder upon notification of Award of Contract /Purchase Order	10 days
7.3	Period of Performance Contract	One (1) year
7.4	Performance Security Amount	3% of Amount of Contract value
7.5	Warranty support period for the entire Solution	12 months from date of user acceptance
7.6	Period within which Supplier to resolve issues after having been notified of the same	2 hours
7.7	Required period of validity of the Performance Security /Bank guarantee	1 years with six months claim period post validity
7.8	Minimum ATS commitment required for equipment offered to the Bank	1 year (1 year warranty plus one year ATS if Bank awards ATS/AMC after 1 year warranty at Bank's discretion)
7.9	Period within which Products / Services under the Contract are to be installed/commissioned.	Commissioning within 90 days from date of issuance of Purchase Order (PO).
7.10	Official Contract Service Agreement to be signed between authorized person of Bank and Vendor.	Within 10 days of Issue of Purchase Order.

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