REQUEST FOR PROPOSAL

for

Design, Development, Implementation & Maintenance of Enterprise Loan Origination System (LOS) at Bank's DC And DR Site Including all Required Software Licenses

Covering Retail, Agriculture, And Loans Against Specified Securities (OD/Term Loans/Demand Loan)

RFP Reference No: RFP # NTB/IT/LOS/2026/09/28 Dated: 05-09-2026
Updated after Corrigendum 1 dated 10-09-2026

DISCLAIMER

The information contained in this Request for Proposal (RFP) document, or subsequently provided to Bidders, whether verbally or in documentary form by or on behalf of The Nainital Bank Limited or any of its representatives, employees, or advisors (collectively referred to as "Bank Representatives"), is provided to Bidders under the terms and conditions set out in this RFP document and any other applicable terms and conditions. This document shall not be transferred, reproduced, or otherwise used for any purpose other than its intended use.

This RFP document is not an agreement and does not constitute an offer or invitation by the Bank representatives to any party other than those qualified to submit their proposals (Bidders). Its purpose is to provide Bidders with information to assist in the formulation of their proposals. This RFP document does not claim to contain all the information that each Bidder may require and may not be suitable for all recipients. It is not possible for the Bank representatives, their employees, or advisors to consider the investment objectives, financial situation, and particular needs of each party that reads or uses this RFP document.

The Bank, its employees, and advisors make no representations and shall have no liability to any person, including any applicant or bidder, under any law, statute, rule, regulation, tort, or principles of restitution or unjust enrichment for any loss, damages, costs, or expenses that may arise from or be incurred as a result of anything contained in this RFP or otherwise, including the accuracy, adequacy, correctness, completeness, or reliability of the RFP and any assessments, assumptions, statements, or information contained therein, or arising from participation in this bidding process.

The Bank also accepts no liability of any nature, whether resulting from negligence or otherwise, for reliance by any Bidder on the statements contained in this RFP. Bidders are expected to examine all instructions, forms, terms, and specifications in the bidding document. Failure to furnish all required information or to submit a Bid that is not substantially responsive to the bidding document may be at the Bidder's risk and may result in the rejection of the Bid. The Bank representatives may, at their absolute discretion and without any obligation to do so, update, amend, or supplement the information in this RFP document.

Subject to any law to the contrary and to the maximum extent permitted by law, the Bank and its Directors, Officers, Employees, Contractors, Representatives, Agents, and Advisors disclaim all liability for any loss, claim, expenses (including, without limitation, any legal fees, costs, charges, demands, actions, liabilities, expenses, or disbursements incurred or incidental thereto), or damage (whether foreseeable or not) ("losses") suffered by any person acting on or refraining from acting based on any presumption or information (whether oral or written, expressed or implied), including forecasts, statements, estimates, or projections contained in this RFP document or conduct ancillary to it, regardless of whether the losses arise in connection with ignorance, negligence, inattention, casualness, carelessness, disregard, omission, default, lack of care, erroneous information, falsification, or misrepresentation on the part of the Bank or any of its Directors, Officers, Employees, Contractors, Representatives, Agents, or Advisors.

Checklist (for indicative purposes only)

The following items must be checked before submitting the Bid:

1. **Application Money:** Application money has to be deposited as DD/PO/NEFT/RTGS* at the time of submission of bid ₹11,800 (Rupees Eleven Thousand Eight Hundred only, inclusive of GST @ 18%) in Envelope A (Eligibility Criteria Response).
2. **Bid Security (EMD):** Bid security money has to be deposited as DD/PO/NEFT/RTGS* at the time of submission of bid of ₹5,00,000 (Rupees Five Lakhs only) in Envelope A (Earnest Money Deposit).
   - Remittance proof in favor of "The Nainital Bank Limited," payable at Nainital, amounting to

₹11,800 (Rupees Eleven Thousand Eight Hundred only, inclusive of GST @ 18%) for Application Money and ₹5,00,000 for Bid Security (EMD).

*DD/PO and Bank Guarantee should be made in favor of The Nainital Bank Ltd. and be made Payable at Nainital.

- The electronic/wire transfer should be made to the designated bank account as detailed below:
- **Account Name:** Application money and EMD
- **Bank Name:** The Nainital Bank Limited
- **Account No:** 999421390000001
- **IFSC Code:** NTBL0NAI999
- **Branch Name:** Head Office, Nainital
- **Address:** 7 Oaks Building, Mallital, Nainital 263001.
- The bidder should mention the RFP number and description in the electronic transfer details.

3. **Bid Preparation:** Eligibility Criteria, Technical, and Commercial Bids must be prepared in accordance with the RFP document.
4. **Envelope 1:** Include the Eligibility Criteria Response and the Technical Criteria Response. (i.e. Envelop A and Envelop B)
5. **Envelope 2:** Include the Financial Criteria response only.
6. **RFP Document:**

The RFP document must be duly signed and sealed by the authorized signatory on each page and submitted under a two-envelope bid system, as follows:

Envelope 1 – **Eligibility and Technical Bid**

- Envelope A – Eligibility / Pre-Qualification Envelope
- Envelope B – Technical Bid Envelope

Envelope 2 – **Commercial Bid**

- Envelope C -Commercial Bid Envelope.

Envelopes A and B shall be placed inside Envelope 1, while Envelope C shall be placed inside Envelope 2. Both Envelope 1 and Envelope 2 shall then be placed in one outer sealed envelope, clearly marked with the RFP title and reference number.

7. **Pricing:** Prices must be quoted in Indian Rupees (INR).
8. **Supporting Documents:** All relevant certifications, audit reports, etc., must be enclosed to support claims made in the bid in the relevant envelopes.
9. **Signature Requirement:** All pages of documents submitted as part of the Bid must be duly sealed and signed by the authorized signatory.
10. Amendments notified to be checked by the bidder before final submission of the bid on the Bank's website i.e. www.nainitalbank.bank.in .

Sr.	Abbreviations	Definition
1.	Bank	Refers to ‘The Nainital Bank Limited
2.	NTBL	Refers to ‘The Nainital Bank Limited
3.	Bidder	Refers to the respondent to the RFP document
4.	RFP	Refers to the Request for Proposal document
5.	CBS	Core Banking Solution implemented by the Bank
6.	Party	Refers to either the Bidder or the Bank; Parties (Refers to both collectively)
7.	Bidder / Respondent	Refers to those who purchase this tender document and submit a response to it
8.	AD	Active Directory
9.	OEM	Original Equipment Manufacturer
10.	SLA	Service Level Agreement
11.	AMC	Annual Maintenance Contract
12.	NDA	Non-Disclosure Agreement
13.	BG	Bank Guarantee
14.	EMD	Earnest Money Deposit
15.	AA	Account Aggregator
16.	BFSI	Banking, Financial Services, and Insurance
17.	CBS	Core Banking Solution
18.	CERT-In	Indian Computer Emergency Response Team
19.	DAST	Dynamic Application Security Testing
20.	DC	Data Centre
21.	DR	Disaster Recovery
22.	EOI	Expression of Interest
23.	FOIR	Fixed Obligations to Income Ratio
24.	LOS	Loan Origination System
25.	LTV	Loan to Value
26.	MeitY	Ministry of Electronics and Information Technology
27.	MoA	Memorandum of Association
28.	MSE	Micro and Small Enterprises
29.	OEM	Original Equipment Manufacturer
30.	RPO	Recovery Point Objective
31.	RTO	Recovery Time Objective
32.	SCB	Scheduled Commercial Bank
33.	UAT	User Acceptance Testing
34.	VAPT	Vulnerability Assessment and Penetration Testing

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1.Section 1 – Invitation to Bid

The Nainital Bank Ltd. Invites Bids (Technical & Financial) from eligible bidders which are valid for 180 days after the last date of submission of the bid date for the **DESIGN, DEVELOPMENT, IMPLEMENTATION, AND MAINTENANCE OF ENTERPRISE LOAN ORIGINATION SYSTEM (LOS) AT BANK'S DC AND DR SITE INCLUDING ALL REQUIRED SOFTWARE LICENCES** for a period of 3 Years may be extended at sole discretion of the Bank for the next 2 years."

Name of Project	Design, Development, Implementation, And Maintenance of Enterprise Loan Origination System (LOS) at Bank's DC And DR Site Including All Required Software Licenses.
RFP Reference Number	RFP # NTB/IT/LOS/2026/09/28
Date of commencement of issue of tender document	05-09-2026
Application Money	₹11,800 (Rupees Eleven Thousand Eight Hundred only, inclusive of GST @ 18%) (non-refundable)
	Application money must be deposited as DD/ PO/ NEFT/ RTGS* at the time of submission of Bid.
Bid Security Amount/ EMD (Earnest Money Deposit)	Rs. 5,00,000/- (Rupees five Lakh only)
	Earnest Money Deposit (EMD) submitted in the form of DD/PO/NEFT/RTGS * or Bank Guarantee which should be valid for 6 months from last date for bid submission date to be deposited along with the bid. (BG Format enclosed)
Last date and time of submission of Bids	15-09-2026
Date and time of opening of Eligibility and Technical Bids (Envelope A and Envelope B)	Date and time of opening of envelope 1 will be shared later to the Bidders (through the authorized e-mail ID shared by the Bidders.) preferably before 20-09-2026
Validity Period	180 days after the last date of submission of bid date
RFP Coordinator	Kavita Rawat 9456727347

Interested parties may view and download the RFP Document containing detailed terms and conditions from the website: www.nainitalbank.bank.in.

*Note: DD/PO/NEFT/RTGS and Bank Guarantee should be made in favor of The Nainital Bank Limited. and be made payable at Nainital. Exemption for Micro and Small Enterprises (MSEs) are exempted from paying the Application Money and Bid Security Amount/EMD, provided they submit the necessary documentary evidence. Government of India provisions for MSEs shall be considered while evaluating the tender. (Please refer to Pt. 1.16 of this RFP document for details on the MSE clause.)

RFP Coordinator – Kavita Rawat
Contact No-9456727347
E-Mail: ho.projects@nainitalbank.co.in
deepak.rautela@nainitalbank.co.in

1.1. Document Control Sheet

Tender Reference No.	RFP # NTB/IT/LOS/2026/09/28
RFP Issuance Date	05-09-2026
Name of Organization	The Nainital Bank Ltd.
Tender Type (Open/Limited/EOI/Auction/Single)	OPEN
Tender Category (Services/Goods/works)	Services
Type/Form of Contract (Work/Supply/ Auction/Service/Buy/Empanelment/Sell)	Work/Supply/Service
Technical Evaluation (Yes/No)	Yes
Is Multi Currency Allowed	No (Only INR)
Payment Mode (Online/Offline)	Online/Offline
RFP Coordinator	Kavita Rawat Contact: +91 9456727347 Email id: ho.projects@nainitalbank.co.in
Bid Related Queries	Deepak Rautela Contact: + 9456727347 Email id: deepak.rautela@nainitalbank.co.in
Last date of receiving written request for clarifications before the pre-bid meeting	17:30 hrs. on 07-09-2026 e-mail: ho.projects@nainitalbank.co.in Deepak.rautela@nainitalbank.co.in
Pre-bid meeting	Pre bid meeting will be held through the online mode on 09-09-2029 Bidder to submit the names of -2- authorized officials/persons (Maximum) along with their contact numbers, designations, and e-mail IDs on **ho.projects@nainitalbank.co.in and deepak.rautela@nainitalbank.co.in** Invitation link of the meeting will be sent by the Bank to email IDs (max 2) of authorized officials/persons of the Bidder to join the Online Pre-Bid Meeting as per the schedule mentioned above. To join the On-Line Pre-bid meeting, the Bidder's representatives will have to click the link provided through E-mail by the Bank.
Last date and place of submission of RFP response (Closing date)	5:00 PM on 15-09-2026 at The Nainital Bank Ltd, Head Office Seven Oaks Building Mallital, Nainital Uttarakhand - 263001
Mode of Submission of Bid	The Bidder shall send the Bid Envelope through Courier / Registered Post / Speed Post at the above address on or before 15-09-2026 (bid submission date). The date on dispatch of Courier / Registered Post / Speed Post receipt should be on or before the last date of bid submission. The receipt of Courier / Registered Post / Speed Post for tracking purpose should be sent to email id of RFP Coordinator mentioned in the Document Control Sheet. However, if the said Bid Envelope sent through Courier / Registered Post / Speed Post is lost in transit or is not delivered within 3 days from the last date of bid submission in such circumstances the Bank shall not be liable, whatsoever, for such misplacement or non-delivery of the said bid envelope.
	Further, the Bidder, whose bid envelope is lost in transit, misplaced in transit or undelivered during 3 days since the last date of bid submission cannot resubmit his bid on the pretext of lost in transit, misplacement, or non-delivery of the Bid envelope.
Date and time and place of opening of Envelop Enclosing Eligibility and Technical Bids (envelope A and envelope B)	Date and time of opening of envelope 1 will be shared later to the Bidders (through the authorized e-mail ID shared by the Bidders.)

Date and place of Technical Presentation (Presentation will be given by the eligible bidder only)	Date of technical presentation will be shared later to the eligible Bidders through authorized e-mail ID shared by the Bidders.
Contract Type (Empanelment/Tender)	Tender
Multiple Technical Annexure(s)	Yes
Quoting for all Technical Annexures is compulsory	Yes
Application Money	₹11,800 (Rupees Eleven Thousand Eight Hundred only, inclusive of GST @ 18%) Non-Refundable) has to be deposited as DD / PO / NEFT at the time of Bid submission. The NEFT should be sent on or before last date of Bid submission as per account details mentioned in RFP.
Bid Security (Earnest Money Deposit)	Rs. 5,00,000/- /- (Rupees five lakh only) submitted in the form of DD/PO/NEFT/ RTGS or Bank Guarantee which should be valid for a period of -6-(six) months from last date for bid submission date. EMD to be deposited along with the bid. The NEFT/RTGS should be sent on or before revised last date of Bid submission as per account details mentioned in RFP.
Bid Validity days	180 days after the last date of submission of bid date which may be extended by the Bank if required and same shall be intimated to bidders.
Location for Submission of Bid	The Nainital Bank Ltd, Head Office Seven Oaks Building Mallital, Nainital Uttarakhand - 263001
Validity of Contract	Three (03) years from the date of signing of the contract with the successful bidder. (may be extended at sole discretion of the bank further for the next two years)
Address for communication	The Nainital Bank Ltd, Head Office Seven Oaks Building Mallital, Nainital Uttarakhand - 263001

- The Bank reserves the right to revise or reschedule the dates specified in this RFP due to unforeseen circumstances or administrative reasons. Any such changes shall be published on the Bank's official website and shall form part of this RFP.
- The Bank issue clarifications, corrections, or amendments to address any errors, omissions, or inconsistencies in the RFP, including technical specifications. Such changes shall be binding on all Bidders and shall form part of this RFP.

2. Section 2 – Instruction for Bid submission

2.1. About the Nainital Bank Limited

The Nainital Bank Limited was established in 1922 with the objective of catering to the banking needs of the people in the region. Bank of Baroda, a premier nationalized bank, is managing the affairs of The Nainital Bank Limited since 1973. Currently, the bank operates in five states: Uttarakhand, Uttar Pradesh, Delhi, Haryana, and Rajasthan, with 179 branches and several offices, which may increase in the future. The bank's Head Office is in Nainital, Uttarakhand, and its Regional Offices are located in Delhi, Dehradun, and Haldwani. The bank operates with a vision that states: "To emerge as a customer-centric national bank and become the most preferred bank for its products, services, technology, efficiency, and financials."
For further details, you can visit the Bank's website www.nainitalbank.bank.in

2.2. Objective of this RFP

The Nainital Bank Limited intends to strengthen and modernize its lending operations by engaging a qualified technology partner for the Design, Development, Implementation, and Maintenance of an Enterprise Loan Origination System (LOS). The Bank has undergone significant upgradation of its IT infrastructure, applications, manpower, and underlying technologies, including the upgradation of its Core Banking System (CBS) to Finacle and modernization of the underlying infrastructure. The Bank has also introduced various new applications and associated technologies to support its growing business and operational requirements.

With the increasing volume and complexity of the Bank's lending business, there is a need for a comprehensive Enterprise Loan Origination System that can integrate with the Bank's existing IT ecosystem, including CBS/Finacle 10.2.25, customer information systems, credit and risk management systems, document management systems, payment systems, regulatory and compliance systems, APIs, and other applications as required.

The objective of this RFP is to procure, design, develop and deploy Enterprise Loan Origination System (LOS) that supports end-to-end, multi-channel loan processing through web, mobile and branch-based interfaces. The solution is expected to streamline, automate and standardize the Bank's loan origination processes for all categories of loans, enhancing operational efficiency, customer experience, compliance, and decision-making capabilities.

a. **Functional Scope:** The proposed Enterprise LOS shall provide a centralized and integrated platform for end-to-end loan origination across the Bank. It shall support lead management, pre-qualification, customer/application capture, eligibility assessment, customer due diligence, document collection and verification, credit assessment, risk assessment, underwriting, approval workflows, sanction, documentation, and disbursement. The solution shall provide configurable workflows, maker-checker controls, approval hierarchies, business rules, exception handling, alerts, notifications, dashboards, MIS, audit trails, and end-to-end application tracking.
b. **Product and Business Support:** The LOS shall support multiple loan products and business segments, including retail, agriculture, corporate, and other applicable products. It shall provide sufficient flexibility to introduce new products, modify existing products, configure policies and workflows, and accommodate evolving business and regulatory requirements with minimal redevelopment. The solution shall enable faster, consistent, compliant, and customer-centric loan processing while providing appropriate visibility to authorized Bank users and customers. The Bank will initially implement Retail Products in Phase 1 and will subsequently onboard other products in the subsequent phases.
c. **Integration and Interoperability:** The proposed solution shall integrate seamlessly with the Bank's existing and future technology landscape, including Finacle/CBS 10.2.25 or higher, credit bureaus, KYC and identity verification services, PAN/GST and government services, account verification systems, document management, e-signature/digital signature services, payment gateways, analytics platforms, SMS/e-mail services, and other required third-party applications. The solution shall conform to open global standards and universal protocols to ensure interoperability across heterogeneous systems, vendors, makes, and models and shall avoid technology or vendor lock-in.
d. **Security and Compliance:** Considering the sensitive nature of financial and customer information, the LOS shall incorporate robust information security, access control, encryption, data protection, audit logging, monitoring, and regulatory compliance mechanisms. It shall support role-based access control, maker-checker functionality, segregation of duties, secure authentication, data confidentiality, complete auditability, and appropriate controls for protection of customer and Bank data.

e. **MIS, Analytics and Management Oversight:** The solution shall provide configurable dashboards, MIS, reports, and analytics to enable monitoring of loan applications, processing times, approval and rejection rates, pending cases, product-wise and branch-wise performance, credit decisions, disbursement status, and other key business parameters. These capabilities shall support effective decision-making, operational monitoring, risk management, and management oversight.

f. **Performance, Scalability and Continuity:** As a mission-critical platform, the LOS shall provide simplicity, robustness, superior user experience, high availability, scalability, and performance to support the Bank's current and future transaction volumes, including peak and seasonal demand. The solution shall incorporate appropriate backup, disaster recovery, business continuity, monitoring, and performance management capabilities.

g. **Implementation and Partner Responsibilities:** The selected technology partner shall be responsible for the complete design/configuration, development, integration, implementation, testing, deployment, documentation, training, knowledge transfer, and stabilization of the Enterprise LOS in coordination with the Bank and its existing technology/application partners. Implementation shall include functional, integration, performance, security, user acceptance, and disaster recovery testing prior to production deployment.

h. **Support, Upgrades and Investment Protection:** The selected partner shall provide comprehensive post-implementation support, issue resolution, maintenance, upgrades, enhancements, and technical assistance throughout the contract period. The Bidder shall also ensure availability of required spares and support future upgrades and expansion of the supplied components for a reasonable period, thereby protecting the Bank's investment. Maintenance support shall be provided directly or through authorized third parties, as required by the Bank.

i. **Contract Period and Overall Outcome:** The contract period shall be three (3) years from the date of project acceptance (may be extended at sole discretion of the bank further for the next two years). The selected partner shall provide implementation and comprehensive support and maintenance throughout the contract period, including updates, bug fixes, enhancements, and technical assistance. The Enterprise LOS shall establish a single, integrated, secure, scalable, and configurable platform enabling faster loan processing, improved operational efficiency, standardized credit processes, enhanced risk management, regulatory compliance, better customer experience, and effective management oversight.

2.3. Invitation of Bids

a. This OPEN RFP seeks proposals from bidders possessing the necessary experience, capability, technical expertise, domain knowledge, resources, and proven track record in implementing and maintaining enterprise-grade Loan Origination Systems for Banks and Financial Institutions. The selected bidder shall be responsible for the complete lifecycle of the Enterprise LOS, including requirement analysis, solution design, development/configuration, customization, integration, testing, data migration wherever applicable, implementation, deployment, documentation, training, knowledge transfer, go-live support, stabilization, warranty, maintenance, upgrades, and enhancements.

b. In brief, the scope of work includes the Design, Development, Implementation, And Maintenance of Enterprise Loan Origination System (LOS) At Bank's DC And DR Site Including All Required Software Licenses for a period of 03 years, including procurement of all required software licenses.

c. All Bidders are advised to carefully examine this RFP document. The techno-commercial proposals may be submitted only after thorough scrutiny and a complete understanding of the scope of work, terms & conditions, and obligations and implications thereof.

d. This Request for Proposal Document is not transferable; however, OEMs are free to quote through their authorized partners, distributors or system integrators.

e. The proposed solution shall comply with applicable RBI guidelines, banking regulations, information security requirements, data protection requirements, audit requirements, and other applicable statutory and regulatory requirements.

f. The criteria and actual process for evaluating the responses and selecting the successful bidder shall be at the sole discretion of the Bank. This OPEN RFP is not an offer or contract by The Nainital Bank Limited but an invitation to receive responses from bidders. No contractual obligation shall arise from this process unless a formal contract/agreement is signed and executed by duly authorized representatives of the Bank and the elected bidder.

g. Before Final submission, the Bidder should consider all clarifications/corrigendum/s, or amendments, (if any), published on the Bank's website related to the Tender Document.

Please go through the tender advertisement and the RFP Document carefully to understand the documents required to be submitted as part of the bid. Please note the number of covers/envelopes in which the bid documents must be submitted and the number of documents - including the names and content of each of the documents that are needed to be submitted. Any deviations from these may lead to rejection of the bid.

2.4. Submission of Bids

a. The bidder shall seal the original DD/PO or Bank Guarantee as EMD and Application fees in the form of DD/PO in an envelope which must be marked as Envelope A along with other pre-qualification documents.
b. In case the Application fees and EMD are sent through NEFT/RTGS, such details must be submitted in the Format as mentioned in the Annexure. **(Annexure A1 - Bidder's Letter for EMD)**.
c. The Bidder shall mark its company/firm/LLP name and RFP reference number on the back of the Bank Demand Draft before sealing the same. The address of The Nainital Bank Ltd., name and address of the bidder and the Tender Reference Number shall be marked on the envelope. The envelope shall also be marked with a Sentence "NOT TO BE OPENED BEFORE THE DATE AND TIME OF BID OPENING". If the envelope is not marked as specified above, THE NAINITAL BANK LTD., Will not assume any responsibility for its misplacement, pre-mature opening etc.
d. The Bidder shall send the Bid Envelope through Courier / Registered Post / Speed Post at The Nainital Bank Ltd, Head Office Seven Oaks Building Mallital, Nainital Uttarakhand – 263001.
e. The date on dispatch of Courier / Registered Post / Speed Post receipt should be on or before the last date of bid submission. The receipt of Courier / Registered Post / Speed Post for tracking purpose should be sent to the email id of RFP Coordinator mentioned in Document Control Sheet.
f. However, if the said Bid Envelope sent through Courier / Registered Post / Speed Post is lost in transit or not delivered within 3 days from the last date of bid submission in such circumstances the Bank shall not be liable, whatsoever, for such misplacement or non-delivery of said bid envelope.
g. Further, the Bidder, whose bid envelope is misplaced in transit or is undelivered within 3 days from last date of bid submission, cannot resubmit his bid on the pretext of misplacement or non-delivery of the Bid envelope.
h. Bidders are requested to note that they should necessarily submit their technical and commercial bids in the format provided and no other format is acceptable. If the Bidder(s) adopts any other format, such bid(s) shall be rejected.

2.5. Bidding Cost

The Bidder shall bear all costs associated with the preparation and submission of its bid, including the cost of presentation for the purpose of clarification of the bid or otherwise. The Bank will in no case be responsible or liable for those costs, regardless of the conduct or outcome of the Tendering process.

2.6. Clarification on RFP Document

a. A prospective bidder requiring clarification on the RFP document may submit queries via email to the Bank's email address: ho.projects@nainitalbank.co.in and deepak.rautela@nainitalbank.co.in Queries must be submitted in the following format (in an Excel file, *.xls) to be considered for clarification:
b. **Email Subject:** Pre-bid Queries - RFP # NTB/IT/LOS/2026/09/28- Name of the Firm

Excel Format

Bid Ref. No.: RFP # NTB/IT/LOS/2026/09/28
Name of the Person submitting the Pre-Bid Queries:
Mobile:
Name of the Firm:
Postal Address:

Sr.	Document Reference	Page No	Clause No	Description in RFP	Clarification Sought	Additional Remarks (if any)
1.						
2.						

c. The Bank will only respond to queries submitted in the above excel format. All queries must be received on or before pre bid meeting, the last date and time specified by the Bank as per the document control sheet of this RFP document. The Bank's responses (including the queries, without identifying the source of inquiry) will be provided to respective bidders and published on the Bank's website: www.nainitalbank.bank.in. Bidders are responsible for checking this website for any clarifications or corrigenda, as well as the Bank's responses. Please note that responses to pre-bid queries will become part of this RFP document.

Note: Inputs/suggestions/queries submitted by bidders as part of the pre-bid queries and otherwise will be given due consideration by the Bank, however, THE NAINITAL BANK LTD. is not mandated to accept any submission made by the bidder and nor the bidder will be given any written response to their submissions. If an input is considered valid by the bank the same will be accepted and incorporated as part of the corrigendum and shall be published on the Bank's website.

2.7. Amendment of RFP Document

a. At any time prior to the last date for receipt of bids, the Bank may, for any reason, whether at its own initiative or in response to a clarification requested by a prospective bidder, modify the RFP document through an amendment.
b. Amendment/s, if any, will be notified in writing on the Bank's website www.nainitalbank.bank.in under the Tender Section and shall be binding on all bidders. Amendments will be provided in the form of addenda to the bidding documents and will be binding on bidders. It will be assumed that bidders have taken into account the amendments in their bids.
c. From the date of issue, addenda to the tender shall be deemed to form an integral part of the RFP.
d. To afford bidders reasonable time to incorporate the amendments into their bids, the Bank may, at its sole discretion, extend the last date for the receipt of Bids. The extended deadline will be posted on the Bank's website.

2.8. Bidder Qualification

a. The "bidder" as used in the RFP documents shall mean the one who has signed the Tender Form. The bidder may be represented either through the Principal Officer or their duly authorized representative; in either case, he/she shall submit a certificate of authority. All certificates and documents (including clarifications sought and subsequent correspondence) received hereby, should, as far as possible, be furnished and signed by the representative and the principal.
b. It is further clarified that the individual signing the tender or other documents in connection with the tender must certify whether he/she signs as the Constituted attorney of the bidder firm/ company, or as a duly authorized representative of the bidder firm/ company.
c. The authorization must be indicated by a written power of attorney accompanying the bid. Any change in the Principal Officer must be communicated to The Nainital Bank Ltd. in advance. The power of attorney and any other document consisting of adequate proof of the ability of the signatory to bind the Bidder shall be annexed to the bid.

2.9. Application Money & Earnest Money Deposit (EMD)

a. Bidders shall furnish, as part of their bid, an Application Money & Earnest Money Deposit (EMD) of ₹11,800 (Rupees Eleven Thousand Eight Hundred only, inclusive of GST @ 18%) (Non-Refundable) & Rs. 5,00,000/- (Rupees Five Lakhs Only) respectively as a security. The EMD protects the Bank against risks associated with the bidder's conduct that could warrant forfeiture of security.
b. The EMD must be submitted in the form of a Demand Draft/Pay Order/ NEFT/RTGS or Bank Guarantee (BG Format enclosed), valid for six months from the last date of bid submission, from any Scheduled Commercial Bank (except the Nainital Bank Ltd.) favoring The Nainital Bank Ltd., with a claim period of 12 months after the expiry of the validity of the Bank Guarantee, as per statutory provisions. In case the EMD is sent through NEFT/RTGS, such details are to be submitted in Format. Use the format in Annexure A1 (Bidders letter for EMD**)**
c. In case of bidders being an MSE (with valid Udyam number) under registration of any scheme of the Ministry of MSE, they are exempted from the submission of EMD. A valid certificate in this regard issued by the MSE/NSIC must be submitted along with the bid. **(Please refer pt. no. 1.16 Micro and Small Enterprises clause for details)**
d. The unsuccessful Bidders EMD will be returned after award of the contract to the successful Bidder by the Bank. **No interest will be paid by the Bank on the EMD**. The successful Bidder's EMD will be discharged upon the bidder executing the Contract and furnishing the Bank Guarantee/security deposit. **No interest will be paid by the Bank on the EMD.**
e. Electronic or wire transfers can be made to the designated account of The Nainital Bank Limited as detailed below:
Account Name: Application money and EMD
Name: The Nainital Bank Limited

Account No: 999421390000001
IFSC Code: NTBL0NAI999
Branch Name: Head Office, Nainital
Address: 7 Oaks Building, Mallital, Nainital

f. The bidder should mention the RFP number and description for reference in the electronic transfer details to the Bank.

2.10. Return of EMD for successful Bidder

The successful bidder's EMD will be returned upon executing the contract and furnishing the Bank Guarantee/security deposit. No interest will be paid on the EMD. The EMD of unsuccessful bidders will be returned after the expiration of the bid validity or the award of the contract to the successful bidder, whichever is earlier. No interest will be paid on the EMD. The EMD may be forfeited if:

- The bidder withdraws their bid before the opening of bids.
- The bidder withdraws their bid after the opening but before notification of award.
- The selected bidder withdraws their bid/proposal before furnishing the Performance Bank Guarantee.
- The selected bidder violates any provisions of the RFP prior to submission of the Performance Bank Guarantee.
- The selected bidder fails to accept the order within ten days from the date of receipt of the order. The Bank reserves the right to consider late acceptance at its discretion.
- The bidder fails to submit the Performance Bank Guarantee within the stipulated period from the date of acceptance of the Purchase Order. In this case, the Bank may cancel the order without notice.
- To comply with any other condition precedent to signing the contract specified in the RFP documents.

2.11. Security Deposit/ Performance Guarantee

a. The successful Bidder shall provide a Performance Guarantee within 15 days from the date of receipt of the order or signing of the contract whichever is earlier in the format as provided in Annexure given to the extent of 20% of the total contract value for the entire period of the contract plus 3 months and such other extended period as the Bank may decide for due performance of the project obligations. The Guarantee should be issued from any Schedule Commercial Bank Only, other than Nainital Bank Ltd.

b. In the event of non-performance of obligation or failure to meet terms of this RFP or subsequent agreement, the Bank shall be entitled to appropriate/invoke the security Deposits/Performance Bank Guarantee as the case may be without notice or right of demur to the Bidder.

c. The Bank reserves the right to recover any dues payable by the selected Bidder from any amount outstanding to the credit of the selected Bidder, including the pending bills and/or invoking Guarantee, if any, under the agreement.

d. If the Performance guarantee is not submitted within the stipulated time, the Bank reserves the right to cancel the order / contract and the earnest money deposit taken from the Bidder, will be forfeited.

e. No interest/charges of any kind shall be paid by the Bank on the security deposit.

2.11.1. Validity

a. The BG will be valid for 36 months i.e. the entire contract period and may be extended for an additional two years if the contract is extended. The BG will be released after 36 months or after completion of the extended period, or upon execution of all pending Purchase Orders, whichever is later, which will be at sole discretion of Bank.

b. In the event of termination, the Bank may invoke the Performance Bank Guarantee/security deposits, recover direct costs, and pursue other rights or remedies available under the law due to such default and pursue such other rights and/or remedies that may be available to the Bank under law.

2.12. Period of Validity of Bids

Bids shall remain valid for 180 days from the last date of submission of bid 15.09.2026 as mentioned in Section 1 or as may be extended. The Bank reserves the right to reject any bid valid for a shorter period as non-responsive, without any correspondence.

2.13. Extension of Period of Validity

In exceptional circumstances, the Bank may request the Bidder(s) for an extension of the period of validity of bids. This request and response shall be made in writing. Any clarification/request or response thereto on extension of period of bid submission or extension of period of validity of EMD shall be done as per this RFP document. The extension should be unconditional and irrevocable. The EMD provided shall also be suitably extended. A bidder may refuse the request without forfeiting the bid security.

2.14. Format and Signing of Bid

- **a.** The original and all copies of the bid shall be typed or written in indelible ink. The original and all copies shall be signed by the Bidder or a person or persons duly authorized to bind the Bidder to the Agreement/Contract. Such authority must be in the form of a written and duly stamped Power of Attorney (Annexure A9) or a Board Resolution certified by the Company Secretary, accompanying the bid. All pages of the bid, except for un-amended printed literature, shall be initialed and stamped by the person or persons signing the bid.
- **b.** The response to the bid should be submitted along with legible, appropriately indexed, duly filled Information sheets and sufficient documentary evidence as per the Checklist. Responses with illegible, incomplete information sheets or insufficient documentary evidence shall be rejected. The Bidder shall duly sign and seal its bid with the exact name of the firm/company/LLP to whom the contract/agreement is to be issued.
- **c.** The bid shall contain no interlineations, erasures, or overwriting, except to correct errors made by the bidder, which must be initialed by the person signing the bid.

2.15. Documents comprising the Bids

The bid prepared by the Bidder shall comprise of the following components:
Final Structure:
Envelope 1 – Eligibility and Technical Bid

- Envelope A – Eligibility / Pre-Qualification Envelope
- Envelope B – Technical Bid Envelope

Envelope 2 – Commercial Bid

- Envelope C -Commercial Bid Envelope

2.15.1. Envelopes A - Eligibility / Pre-Qualification envelope (To be enclosed in Envelop 1)

The pre-qualification envelope, besides the other requirements of the RFP, shall comprise the following: (The envelope should be marked as "Envelope- A Pre-Qualification)"
The following documents, in the listed sequence, shall be included in Envelope A:

- **a.** Index
- **b.** Bid submission cover letter
- **c.** Application money in the form of DD/PO in original or details of NEFT (**Annexure A1**)
- **d.** Earnest Bid Money in the form of DD/PO/NEFT/RTGS (**Annexure A2**) or Bank Guarantee (format provided in **Annexure A3**).
  Note: ***Original EMD in the form of DD / PO or in the form of Bank Guarantee (BG) must be submitted in a sealed envelope mentioning "EMD- RFP # NTB/IT/LOS/2026/09/28***
- **e.** Bid Offer Form (without price) – **Annexure A4**.
- **f.** Bidder Information – **Annexure A5.**
- **g.** Declaration of Clean Track Record by Bidder – **Annexure A6**.
- **h.** Declaration of Acceptance of Terms and Conditions – **Annexure A7.**
- **i.** Declaration of Acceptance of Scope of Work – **Annexure A8.**
- **j.** Power of Attorney for signing the bid – **Annexure A9.**

Note: ***Written power-of-attorney or latest Board Resolution in case of company authorizing the Principal Officer/Authorized representative to submit and duly sign the bid. The power of attorney and any other document consisting of adequate proof of the ability of the signatory to bind the Bidder shall be annexed to the bid***

- **a.** Eligibility Criteria Matrix
- **b.** Audited Balance Sheet and Profit and Loss Statements, along with Auditor Reports and Notes to Accounts for the last two years. **Turnover Certificate Annexure A10**
- **c.** CA Certificate stating that the total turnover has never exceeded Rs. 100 Cr since incorporation/registration (if applicable and only for start-ups).
- **d.** RFP Document duly sealed and signed by the authorized signatory on each page.
- **e.** Additional necessary supporting documents.

2.15.2. Envelope B - Technical Bid envelope (To be enclosed in Envelop 1)

The Technical Bid, besides the other requirements of the Tender, shall comprise of the following:(The envelope should be marked as "Envelope-B Technical bid")

- **a.** Index
- **b.** Technical / Functional Specifications (Annexure B6 – Detailed Technical Specifications & Compliance Matrix Of LOS and Annexure B7- Technical Specifications – Information Security Compliance
- **c.** Undertaking for Information Security as per format provided in **Annexure B1**
- **d.** Client Details as per – **Annexure- B2** also include **Performance Certificate/ Email Confirmation/ Purchase Order** from each client
- **e.** Manufacture Authorization Format (all applicable Original Equipment Manufacturer OEM) **Annexure B3**
- **f.** Requirement of manpower skillset.
- **g.** Supporting documents as required in technical score sheet

Note: ***The Technical Bid Envelope shall not include any financial information. The inclusion of such information will result in the rejection of the entire bid.***

2.15.3. Envelope C- Commercial Bid envelope(To be enclosed in Envelop 2)

The Commercial Bid, besides the other requirements of the Tender, shall comprise of the following:(The envelope should be marked as "Commercial bid")

- **a.** Commercial Bid
- **b.** Commercial Bid Letter
- **c.** Breakdown of Cost Components
- **d.** A standard format for submission of commercial bids has been provided with the tender to be filled by all the bidders. Bidders are requested to note that they should necessarily submit their commercial bids in the format provided in Commercial Bid Format and submission in any other format will lead to rejection of the bid
- **e.** Commercial Bid Form **– Annexure C1**
- **f.** Commercial Bid- **Annexure C2**

Note: ***Bidders are requested to compile all the documents in the file and in the sequence as mentioned in points 2.17, also ensure to index all the papers/documents.***

2.15.4. RFP Terms and Condition Important Points to Be Noted

- **a.** **Errors and Omissions:** Each Recipient should notify the Bank of any error, fault, omission, or discrepancy found in this RFP document but not later than last date for submission of queries / clarifications on the RFP.
- **b.** **Correction of Errors:** Correction of errors in bids will be treated as follows:
  - **i.** If there is a discrepancy between the amounts in figures and in words, the amount in words shall prevail; and
  - **ii.** If discrepancy between the part-wise quoted amounts and total quoted amount, the part-wise rate will prevail.
  - **iii.** If there is a discrepancy between percentage and amount, the amount calculated as per the stipulated percentage basis will prevail.
  - **iv.** If there is a discrepancy between the unit and total price, the unit price will prevail for calculation of the total price.
  - **v.** If there is a discrepancy in the total, the correct total will be arrived at by the Bank. The amount stated in the bid, adjusted in accordance with the above procedure, shall be considered as binding, unless it causes the overall bid price to rise, in which case The bank will be free to accept the amounts mentioned in the commercial bid. The decision of the Bank shall be final and binding on all the vendors to this document and bank will not entertain any correspondence in this regard.

2.15.5. Revelation of Prices

Prices must not be disclosed in any form before the opening of the Commercial Bid; failure to comply will lead to rejection of the offer.

2.15.6. Terms and Conditions of Bidders

Printed terms and conditions of the Bidders will not be considered part of their bids. The terms and conditions outlined in the RFP will prevail.

2.15.7. Consortium

Consortium bids are not allowed.

2.15.8. Last Date & time for Receipt of Bids

a. Bids will be received by the Bank at the address specified under Section I - Invitation for Bids no later than the time and date specified in Section I -Invitation for Bids.

b. The Bank may, at its discretion, extend the last date for the receipt of bids by amending the RFP Document, in which case all rights and obligations of the Bank and Bidders previously subject to the last date will thereafter be subject to the last date as extended.

2.15.9. Late Bids

Any bid received by the Bank after the last date and time for receipt of bids prescribed by the Bank, pursuant to Section 1- Invitation for Bids, shall stand rejected.

2.15.10. Modification and Withdrawal of Bids

No bid may be altered or modified after the closing time for receipt of bids. Unsolicited correspondence will not be considered. No bid may be withdrawn in the interval between the receipt date of bids and the expiration of the bid validity period. Withdrawal of a bid during this interval may result in forfeiture of the EMD submitted by bidder.

2.15.11. Bidder's Address for Correspondence

The Bidder must designate an official mailing address for all correspondence from the Bank.

2.15.12. Contacting the Bank

Bidders shall not contact the Bank regarding their bids from the time of bid opening until the Contract is awarded. Any attempt or effort by a bidder or any person acting on its behalf, to influence the Bank's bid evaluation or contract award decisions may lead to rejection of the Bidder's bid.

2.15.13. Opening of Bids by Bank

The Bank will conduct a bid opening session as per time schedule and may ask one representative from each bidder After this, Bank will further evaluate the Bid of only those agencies whose application fees, EMD and eligibility criteria are found to be in order.

2.15.14. Evaluation of Bids

a. Bank will evaluate the bids. The decision of the Bank would be final and binding upon all the Bidders. The purpose of this clause is only to provide the Bidders with an idea/overview of the evaluation process that the Bank may adopt. However, the Bank reserves the right to modify the evaluation process at any time during the RFP process, without assigning any reason, whatsoever, and without any requirement of intimating the Bidders of any such change.

b. Bidder must possess the requisite experience, strength and capabilities in providing the services necessary to meet the Bank's requirements, as described in the RFP Documents. Bidder must possess the technical knowhow and the commercial wherewithal that would be required to successfully deliver the project as part of the solution and also to provide the maintenance and management support services sought by the Bank, for the entire period of the agreement/contract. The Bidder's bid must be completed in all respect and covering the entire scope of work (Section 3) as stipulated in the RFP Document.

2.15.15. Preliminary Examination

a. The Bank will examine the bids to determine whether they are complete, whether the bid format conforms to the RFP requirements, whether any computational errors have been made, whether required application money and EMD have been furnished, whether the documents have been properly signed and whether the bids are generally in order as required under this RFP.

b. A bid determined as not substantially responsive will be rejected by the Bank and may not subsequently be made responsive by the Bidder by correction of the nonconformity.

2.16. Assistance to bidders

Any queries relating to the RFP Document and the terms and conditions contained therein should be addressed to the RFP Coordinator indicated in this RFP.

2.17. Micro and Small Enterprise (MSE/ NSIC - with valid number)

As per recommendations of GOI, the Bank has decided to waive off EMD and tender cost (application money) for Micro and Small Enterprise MSE.

- **a.** MSEs/ NSIC with valid number are exempted from paying the application money and Bid security amount for which the concerned enterprise needs to provide necessary documentary evidence. For MSEs Government of India provisions shall be considered while evaluating the tender. Bids received without EMD and tender cost (application money) from bidders not having valid NSIC/ UDYAM number for exemption will not be considered.
- **b.** To qualify for EMD & Tender Fee / Cost (application fee) exemption, firms should necessarily enclose a valid copy of registration certificate which is valid on last date of submission of the tender documents. MSE firms who are in the process of obtaining registration will not be considered for EMD & Tender Fee / Cost exemption (application fee).
- **c.** MSE bidder must submit a self-declaration accepting that if they are awarded the contract and they fail to sign the contract or to submit a Performance Bank Guarantee before the deadline defined by the Bank, they will be suspended for a period of three years from being eligible to submit bids for contracts with the Bank.
- **d.** Bids received without EMD for bidders not having valid registration documents for exemption will not be considered. However, Performance Bank Guarantee has to be submitted by the bidder under any circumstance.

2.18. Due Diligence

Bidders are expected to examine all instructions, terms, and specifications stated in this RFP. The bid shall be deemed to have been submitted after careful study and examination of this RFP document. Bids should be precise, complete, and in the prescribed format as per the requirements of this document. Failure to furnish all information or submitting a bid that is not responsive to this RFP will be at the bidders' risk and may result in rejection of the bid. The decision of The Nainital Bank Limited regarding the rejection of bids shall be final and binding, and the grounds for rejection shall not be questioned after the final declaration of the successful bidder.

2.19. Language of Bids

The bids prepared by the Bidder, along with all correspondence and documents related to the bids exchanged between the Bidder and the Bank, shall be written in English language.

2.20. Contract Period

The Nainital Bank Limited intends for the contract contemplated herein with the successful Bidder for a period of three (3) years, subject to satisfactory services may be extended for 2 years on sole discretion of the Bank.

2.21. Clarification

- a) When deemed necessary, during the tendering process, the Bank may seek clarifications or ask the Bidders to make technical presentations on any aspect from any or all the Bidders. However, that would not entitle the Bidder to change or cause any change in the substance of the tender submitted or price quoted.
- b) **THE NAINITAL BANK LTD**. reserves the right to seek fresh set of documents or seek clarifications on the already submitted documents.

2.22. RFP Abandonment

The Bank reserves the right to abandon the selection process at any time before the notification of award.
THE NAINITAL BANK LTD. reserves the right to request a fresh set of documents or seek clarifications on already submitted documents.

2.23. Disqualification

Any form of canvassing/lobbying/influence/query regarding short listing, status etc. will be a disqualification.

3. Section 3 – Scope of Work

The selected bidder shall be responsible for the end-to-end Design, Development, Implementation, Integration, and Maintenance of an Enterprise Loan Origination System (LOS) for The Nainital Bank Limited. The scope shall cover requirement study and business process analysis, solution architecture and design, development/configuration, customization, integration with existing and future Bank systems, testing, data migration wherever applicable, implementation, deployment, training, documentation, knowledge transfer, go-live support, stabilization, and post-implementation maintenance. The LOS shall support the complete loan origination lifecycle, including customer/application capture, eligibility assessment, KYC and document verification, credit appraisal, underwriting, risk assessment, approval, sanction, documentation, collateral/security management, and disbursement. The solution shall support multiple loan products and customer segments and shall provide configurable workflows, business rules, approval hierarchies, maker-checker controls, role-based access, alerts, notifications, audit trails, dashboards, MIS, and management reporting.

The proposed LOS shall be secure, scalable, configurable, highly available, and capable of integrating with the Bank's existing and future IT infrastructure and applications, including CBS/Finacle 10.2.25 and higher, credit bureaus, KYC/identity verification services, government and regulatory platforms, document management systems, digital signature/e-sign services, payment systems, notification services, and other third-party applications as required. The selected bidder shall ensure compliance with applicable RBI guidelines, regulatory requirements, information security standards, data protection requirements, and the Bank's policies. The bidder shall also provide comprehensive application support, corrective and preventive maintenance, upgrades, patches, enhancements, performance monitoring, issue resolution, and technical assistance throughout the contract period. The solution shall be designed to accommodate future business growth, new loan products, changes in regulatory requirements, and evolving technology requirements of the Bank.

3.1. Purpose of this Document

3.1.1. The purpose of this Statement of Work (SOW)

a. **Define the complete scope** of the Enterprise Loan Origination System (LOS), covering functional and non-functional requirements across all applicable lending segments of the Bank.
b. **Define mandatory LOS capabilities**, including:
   i. Dynamic Business Rules Engine (BRE)
   ii. e-KYC and customer verification
   iii. CIC/Credit Bureau integration
   iv. Dynamic multi-level workflow engine
   v. Dynamic Role-Based Access Control (RBAC)
   vi. Organizational hierarchy configuration
   vii. Loan product and scheme configuration
   viii. Credit appraisal and underwriting
   ix. Document management
   x. Approval and sanction workflow
   xi. Disbursement-related processes
c. **Define information security, data privacy, audit, and regulatory compliance requirements**, including adherence to applicable RBI guidelines, OWASP Top 10, regulatory requirements, and the Bank's information security policies and standards.
d. **Define integration requirements** with the Bank's internal and external ecosystem, including:
   i. Core Banking System (CBS/Finacle)
   ii. Active Directory (AD)
   iii. SMTP (As per Bank)/ SMS Gateway
   iv. CIC/Credit Bureaus
   v. KYC and identity verification services
   vi. Document Management System
   vii. Payment systems
   viii. Third-party verification/investigation services
   ix. Other applications and services as required by the Bank
e. **Define roles and responsibilities** of The Nainital Bank Limited and the selected Vendor/System Integrator ("Vendor") for successful implementation and operation of the LOS.

f. **Define the implementation methodology**, project governance, milestones, deliverables, dependencies, and project management requirements.
g. **Define testing and acceptance requirements**, including functional testing, integration testing, security testing, performance testing, User Acceptance Testing (UAT), and production readiness assessment.
h. **Define data migration requirements**, wherever applicable, including data validation, reconciliation, security, integrity, and migration procedures.
i. **Define training and knowledge-transfer requirements** for Bank users, administrators, technical teams, and other stakeholders. The Bidder shall provide comprehensive, hands-on training and knowledge transfer to all relevant Bank personnel, including end-users, system administrators, and auditors, at no additional cost. The training shall be designed to ensure that the Bank can independently operate, manage, and monitor the LOS solution.
j. The Bidder shall also provide comprehensive training materials, including user manuals, SOPs, FAQs, video tutorials, and hand-holding guides. Post-Go-Live refresher and new-joined trainings, as and when required, during the contract period.
k. **Define documentation requirements**, including solution architecture, functional and technical specifications, integration documents, user manuals, administrator manuals, operational procedures, and other project documentation.
l. **Define go-live, stabilization, warranty, and post-go-live support requirements**, including incident management, problem management, change management, upgrades, enhancements, and technical support.
m. **Define the Service Level Agreement (SLA) framework**, including service availability, response and resolution timelines, performance requirements, escalation mechanisms, reporting, and service monitoring.
n. **Serve as the baseline reference document** for solution design, development/configuration, integration, implementation, contractual obligations, project execution, UAT, final acceptance, and ongoing governance and maintenance of the Enterprise LOS platform.

3.1.2. Objective of Engagement:

The Bank's key objectives from the implementation of the Enterprise Loan Origination System (LOS) are

a. **End-to-end digital and paperless/minimal-**paper loan origination across all applicable loan products and channels, including branches, DSA/DST, digital/online channels, mobile applications, contact centers, and API-enabled partner/co-lending channels.
b. **Single, centralized and configurable LOS platform** covering all lending segments and products, replacing fragmented/product-specific systems and thereby reducing loan processing time (TAT), operational risk, manual intervention, and cost of origination.
c. **Standardized, policy-driven and auditable credit decision-making through a dynamic Business Rules Engine (BRE**), reducing subjectivity and enabling authorized Bank users to implement routine policy, product, eligibility, and credit-rule changes without dependency on source-code modifications.
d. **Robust customer identification, KYC and fraud prevention** through integrated e-KYC, PAN/identity verification, CIC/Credit Bureau checks, and other third-party verification services at appropriate stages of the loan origination process.
e. **Configurable multi-level approval and workflow management** aligned with the Bank's Delegation of Financial Powers (DOP/DFP), product policies, credit authority matrix, and organizational hierarchy, with the ability to modify workflows and approval levels through configuration wherever permitted.
f. **Comprehensive customer and loan application view,** providing a single source of information for customer details, applications, documents, credit information, verification results, appraisal, approvals, sanction, and other relevant loan origination activities.
g. **API-first and modular architecture** enabling seamless integration with the Bank's existing and future systems, including CBS/Finacle, credit bureaus, e-KYC services, verification agencies, document management systems, payment systems, notification services, and other third-party applications.
h. **Future-ready and configurable platform** that enables the Bank to onboard new loan products, lending schemes, data sources, verification agencies, credit bureaus, and digital channels with minimal incremental development and implementation effort.
i. **Improved customer experience through simplified application processes,** digital document submission, real-time application status tracking, automated notifications, reduced turnaround time, and minimal manual intervention.
j. **Enhanced operational efficiency and transparency** through automated workflows, maker-checker controls, task allocation, exception management, alerts, dashboards, MIS, comprehensive audit trails, and real-time monitoring of loan applications.

k. **Compliance with applicable regulatory and statutory requirements**, including relevant RBI guidelines, Information Technology Act provisions, data privacy and protection requirements, data localization requirements, audit requirements, and applicable information security standards, including OWASP Top 10 where relevant.
l. **Strong security and access controls** through role-based access control (RBAC), organizational hierarchy, segregation of duties, secure authentication, encryption, audit logging, and controlled access to customer and financial information.
m. **Scalable, secure, highly available and resilient platform** capable of supporting the Bank's current and projected loan origination volumes across its branch network, digital channels, and future business channels.
n. **Reduced dependency on the Vendor for routine business changes** by providing configuration-driven capabilities for products, workflows, business rules, approval matrices, forms, fields, notifications, and other configurable parameters.
o. **Comprehensive MIS, dashboards and analytics** to enable management to monitor application volumes, processing TAT, approval/rejection rates, pending applications, product-wise performance, branch/channel performance, and other key loan origination indicators.

3.2. Scalability

a. All components of the Enterprise LOS must support scalability to accommodate continuous growth and meet the demands of various user departments.
b. A modular design of the Enterprise LOS is an excellent strategy to address growth without major disruptions.
c. A scalable Enterprise LOS should easily be expanded or upgraded on demand, as new computing components are constantly deployed, either to replace legacy components or to support new missions.

3.3. Project Timeline

Delivery (installation, go-live, and proposed training) should occur within two months (installation and go live 45 days + 15 days live training) on system of receipt of the purchase order. Proper training must be provided to The Nainital Bank Limited's Information Security Cell and IT Team, along with relevant HLD, LLD, and other documentation, as well as hands-on experience and video-based knowledge sharing. The Nainital Bank Limited's sign-off is required to conclude the implementation before the operational/maintenance team takes over.

3.4. Project Structure

All team resources included in the RFP should be on the payroll of the Bidder or OEM. The Bidder shall provide on-site resources at each deployment location (Preferably Nainital/ Noida) for their respective solutions during the implementation phase, in case the Bidder cannot resolve The Nainital Bank Limited's queries or delays in implementation, or as necessitated by The Nainital Bank Limited.

3.5. Work-stream – High-Level Coverage

Sr.	Work-stream	High-Level Coverage
1.	Solution Supply & Licensing	The vendor shall provide the complete Enterprise LOS solution, including all required modules, features, users, branches, loan products, and transaction capacity, under the licensing model selected by the Bank (licensed, SaaS, or on-premise), as specified in the SOW.
2.	Implementation & Configuration	Requirement study and analysis, business process study, solution design and preparation of SRS/FSD, product and workflow configuration, Business Rules Engine (BRE) configuration, RBAC and organizational hierarchy setup, forms and UI configuration, branding, parameterization, data migration wherever applicable, and deployment across required environments.
3.	System Integration	Integration with Bank and third-party systems, including CBS/Finacle, e-KYC, CIC/Credit Bureaus, AD/LDAP, SMTP, SMS Gateway, payment/NACH systems, GST/ITR and bank-statement analysis services, Video KYC/liveness services, PAN/Aadhaar validation, third-party verification/investigative data sources, credit/legal/technical valuation agencies, CERSAI/RoC and other collateral registries, e-Stamping, e-Sign, e-NACH, and any other systems specified by the Bank.

4.	Security & Regulatory Compliance	Compliance with applicable RBI guidelines and cybersecurity requirements, OWASP Top 10, secure SDLC practices, application and infrastructure VAPT, vulnerability remediation, data encryption, secure authentication and access controls, audit logging, data privacy requirements, and alignment with the Bank's DR/BCP framework.
5.	Testing & Quality Assurance	Comprehensive testing including System Integration Testing (SIT), User Acceptance Testing (UAT), functional testing, performance/load and stress testing, security testing/VAPT, regression testing, integration testing, business scenario testing, and parallel-run testing, wherever applicable.
6.	Training & Change Management	Training for end users, administrators, super administrators, and other designated Bank personnel; provision of training environment; preparation of user/admin manuals; knowledge transfer; train-the-trainer sessions; and change management support for successful adoption of the LOS.
7.	Go-Live & Hypercare Support	Preparation of cutover and migration plans, production readiness assessment, pilot implementation/phased rollout wherever required, go-live support, monitoring, issue resolution, stabilization, and dedicated support for the agreed period after go-live.
8.	Post-Go-Live Support & AMC	Provision of L1/L2/L3 application and technical support, SLA-based incident and problem management, change and release management, bug fixing, patches, upgrades, performance optimization, regulatory updates, periodic enhancements, and Annual Maintenance Contract (AMC) during the contract period.
9.	Documentation & Knowledge Repository	Preparation and maintenance of comprehensive documentation, including SRS/FSD, solution architecture, technical architecture, API/integration documentation, database/data dictionary, security documentation, deployment documents, user manuals, administrator manuals, SOPs, test reports, DR/BCP documentation, training material, and source-code escrow arrangements wherever applicable.

3.6. Deployment Model

The Vendor shall propose a deployment model (currently on-premises within the Bank's data center and DR site, *Bank approved private cloud (if bank require so in future),* or Vendor-hosted SaaS in an RBI-compliant, data-localized environment) in line with the Bank's IT and data localization policy. Irrespective of the model chosen, the Platform must comply with RBI's data storage guidelines requiring that all payment/customer data relating to Indian transactions/customers be stored only in India, with mirroring outside India (if any) permitted only for legitimate business purposes and in a manner compliant with applicable RBI circulars.

Multi-Segment, Multi-Product Coverage: The Platform shall provide end-to-end origination coverage, on a single platform instance/tenant (with segregated workflows/products), for all lending segments and products of the Bank as detailed in Section 4 and Section 5, without requiring separate/parallel systems for different segments.

3.7. Lending Segments and Products Covered

The Platform shall support, at a minimum, origination for the following segments and product types. Product parameters (eligibility, pricing, documentation, approval matrix) shall be fully configurable by the Bank through the Platform's admin UI, without vendor/coding intervention, using the BRE and workflow engine described in Section 5.

Minimum Requirement at present

Sr.	Work-stream	High-Level Coverage
1.	General retail (including staff loans)	Home Loans, Auto/Vehicle Loans , Education Loans, Gold Loans, Personal Loans, overdraft, loan against securities.
		Housing Loan Top-up, Balance Transfer/ Take Over Loans & top-up loan cases and Loan Against Property.
2.	Agriculture & Allied	Crop Loans (Kisan Credit Card), Agri Gold Loans.
3.	Term and demand loans	Origination and renewal

May further extend as per mutual agreement.

1	Cash Credit / Overdraft Facilities	CC and OD limit origination, renewal, enhancement and review workflows across all borrower segments, with stock/book-debt statement-based drawing power computation support.

The above list is indicative and not exhaustive. The Platform's product configuration module shall allow the Bank to independently create new products/sub-products, discontinue products, and modify product parameters at any time during the contract period without dependency on the Vendor for routine product/parameter changes.

3.8. Detailed Functional Requirements (Indicative)

This section describes the detailed functional capabilities required from the **Enterprise Loan Origination System (LOS)** across the complete loan origination lifecycle. The LOS shall provide a secure, configurable, scalable, and workflow-driven platform capable of supporting different loan products, customer segments, business channels, and lending processes of the Bank.

3.8.1. End-to-End Loan Origination Lifecycle

The LOS shall digitize and support, at a minimum, the following stages of the loan origination lifecycle, configurable on a **product-wise, segment-wise, channel-wise, and business-rule-wise basis**:

3.8.2. Lead Management -Origination Channels

- **a.** The proposed Loan Origination System (LOS) shall support multi-channel loan origination to ensure accessibility, operational efficiency, scalability, and a consistent customer experience across digital and assisted channels.
- **b.** The solution shall provide a unified, secure, and workflow-driven platform for capturing, tracking, processing, and managing loan applications throughout their lifecycle, irrespective of the channel through which the application is initiated.
- **c.** The LOS shall support, at a minimum, the following origination channels:
  - **i.** Bank Branches / Internal Users (Initial Phase)
  - **ii.** Identification of Existing-to-Bank (ETB) and New-to-Bank (NTB) customers.
  - **iii.** Pre-population of customer information from CBS/CRM for existing customers.
  - **iv.** Facility for saving, resuming, modifying, and submitting applications.
  - **v.** Product-specific fields, conditional fields, validations, and branching logic.
  - **vi.** Customer Self-Service Web Portal

- **d. Proposed In future phases**
  - **i.** Bank Mobile Banking Application (Android and iOS)
  - **ii.** Field Agent / Loan Officer Mobile Application
  - **iii.** Third-Party / Partner APIs, including DSAs, aggregators, fintech's, and other Bank-approved channels
  - **iv.** Capture leads from all applicable channels, including branches, DSA/DST/connectors, digital/website, mobile applications, API-based partners/aggregators, contact centers, and Relationship Managers (RMs).
  - **v.** Lead assignment, allocation, routing, and reassignment.
  - **vi.** Lead-to-application conversion tracking.
  - **vii.** Lead ageing, pending lead, conversion, and SLA monitoring dashboards.
  - **viii.** Dynamic and configurable application forms based on loan product and customer segment.
  - **ix.** Capture of applicant, co-applicant, guarantor, and other related-party details.

3.8.3. Lead and Application Management

- **a.** It should support a light or low-code platform where fields and pages can be added on the lender's side and reflected in both the web and mobile apps in real time.
- **b.** Lead de-duplication checks should be enforced to avoid redundant records across channels and systems.
- **c.** The solution must support dynamic and configurable digital loan application forms based on product type, customer segment, and channel of origination.
- **d.** Forms should allow the capture of detailed borrower information, including primary applicant, co-applicants, guarantors, and entity details (in case of business loans).
- **e.** Mandatory and optional fields should be fully configurable through a rule-based engine or administrative interface.

f. The solution shall support real-time integration with identity verification services (eKYC, Aadhaar, PAN, GSTN, etc.) to prefill or verify applicant data.

3.8.4. Eligibility and pre-screening

The proposed **Loan Origination System (LOS)** shall provide configurable, real-time **eligibility and pre-screening capabilities** based on the Bank's approved credit policies, business rules, and eligibility criteria.
The solution shall:

- **a.** Perform real-time eligibility checks during application capture based on parameters including, but not limited to, **income, loan product, loan amount, customer segment, employment type, geographic location, customer profile, and other Bank-defined criteria**.
- **b.** Support configurable eligibility outcomes, including **Proceed/Eligible, Refer for Manual Review, and Reject**.
- **c.** Provide the Bank with the flexibility to configure **manual or automatic rejection** based on defined eligibility criteria, without requiring application code changes.
- **d.** Support real-time screening against **internal and external negative/blacklist/watchlist databases**, including internal defaulter lists, fraud databases, regulatory/RBI lists, and other Bank-approved sources.
- **e.** Based on screening results, support configurable actions including **allow, refer, restrict, hold, or automatically prevent further processing/sanction**, as per Bank-defined policies.
- **f.** Integrate with the Bank's **Credit Policy/Business Rule Engine** for automated evaluation of eligibility and pre-screening criteria.
- **g.** Support **configuration, versioning, effective dating, and modification of business rules** without requiring source-code changes or application redeployment.
- **h.** Maintain a complete and tamper-evident **audit trail** of eligibility checks, rules applied, screening results, exceptions, overrides, decisions, and user actions.

3.8.5. Document Management

The proposed LOS shall provide a **centralized, secure, configurable, and audit-compliant Document Management capability** for capturing, validating, storing, retrieving, and managing documents throughout the complete loan lifecycle.
The solution shall:

- **a.** Support **configurable document checklists** based on loan product, applicant type, customer segment, loan stage, risk category, and other Bank-defined criteria.
- **b.** Allow documents to be configured as **Mandatory, Optional, or Conditional** based on applicable business rules.
- **c.** Support document capture and upload through all supported origination channels, including **Branch, Customer Web Portal, Mobile Application, Field Agent Application, and approved Third-Party/Partner interfaces**.
- **d.** Support automated validation of documents for **completeness, file format, file size, duplication, validity/expiry, and other Bank-defined parameters**.
- **e.** Maintain linkage between documents and the relevant **Customer, Application, Applicant, Co-applicant, Guarantor, Collateral, and Loan/Transaction records**, as applicable.
- **f.** Support integration with **OCR, e-KYC, digital document repositories, document verification services, and other Bank-approved systems** through standard APIs/interfaces, wherever required.

3.8.6. Customer Identification, KYC & Eligibility Checks

- **a.** e-KYC and customer identity verification.
- **b.** PAN and other identity document validation.
- **c.** Customer/application de-duplication and matching.
- **d.** Screening against applicable sanctions, negative lists, PEP/watchlists, RBI caution lists, internal blacklist, defaulter lists, and other Bank-approved databases.
- **e.** Fraud and suspicious-activity database checks through integrated services.
- **f.** Automated eligibility checks based on product-specific criteria and configured business rules.
- **g.** Document Collection & Management
- **h.** Dynamic document checklist based on loan product, customer type, segment, and application parameters.
- **i.** Digital document upload through web/mobile channels and scanning/photo capture.
- **j.** OCR-based document data extraction wherever applicable.
- **k.** Document verification, approval, rejection, and deficiency tracking.

l. Document version control and document status tracking.
m. Generation and tracking of document deficiency memos.
n. Secure storage and retrieval of application-related documents.
o. Capable of collection Data from Visit Application/other application of the bank. through Bank-approved APIs.

3.8.7. Credit Bureau / CIC Integration

a. Automated retrieval of credit bureau/CIC reports through Bank-approved APIs.
b. Support for multiple credit bureaus wherever required.
c. Capture of credit score, credit history, existing liabilities, enquiries, defaults, and other relevant bureau information.
d. Bureau-based eligibility and risk rules within the BRE.
e. Storage and audit trail of bureau reports and responses.

3.8.8. Income Assessment & Financial Analysis

a. Income and turnover assessment for salaried, self-employed, business, agricultural and other applicable customer segments.
b. Bank statement analysis through manual or automated analyzer integration.
c. GST and ITR-based income/turnover assessment wherever applicable.

3.8.9. Business Rules Engine (BRE) Based Decision Making

a. Automated eligibility and loan amount computation.
b. Credit scorecard and risk-based deaccessioning.
c. Risk grading/rating based on configurable parameters.
d. Identification and recording of policy deviations.
e. Automated Approve/Reject/Refer decisions wherever applicable.
f. Configurable rules for product eligibility, income, bureau score, LTV, FOIR, DSCR, exposure limits, and other credit parameters.
g. Complete audit trail of rules executed and decisions generated.

3.8.10. Collateral & Security Management

a. Capture and management of collateral/security details, including property, gold, securities, stock/book debts, deposits, and other applicable securities.
b. Collateral valuation and revaluation tracking.
c. Integration with approved legal, technical, and valuation agencies.
d. Title search and legal opinion tracking.
e. Integration with CERSAI and other applicable registries/registrars of charges.
f. Security creation and documentation tracking.
g. Automated LTV and other collateral-based calculations.
h. Tracking of collateral conditions and deficiencies.

3.8.11. Credit Appraisal Note / Proposal Generation

a. Automated generation of Credit Appraisal Notes (CAN), credit proposals, and appraisal memoranda in Bank-approved formats.
b. Auto-population of customer, financial, bureau, collateral, risk, and application information.
c. Facility for authorized users to review, modify, and add relevant appraisal information.
d. Version control and complete audit trail of appraisal documents.

3.8.12. Multi-Level Approval Workflow

a. Configurable, multi-layer approval workflow aligned with the Bank's Delegation of Financial Powers (DOP/DFP) and organizational hierarchy.
b. Automatic routing of proposals to appropriate approving authorities.
c. Support for branch, regional, Head Office, credit committee, management committee, and Board-level approvals, as applicable.
d. Committee-based approval workflows.
e. Support for e-voting/e-noting wherever required.(
f. Maker-checker and segregation-of-duty controls.

g. Facility for counter-offers and negotiation of applicable terms.
h. Initiation of single or multiple tranche disbursement requests.
i. Disbursement checklist and verification of applicable conditions.
j. Automated validation of sanction terms and pre-disbursement requirements.
k. Integration/handover to CBS/Finacle 10.2.25 and/or Loan Management System (LMS) for loan account creation and fund transfer.
l. Disbursement status tracking and reconciliation.

3.8.13. Post-Sanction / Pre-Disbursement Monitoring

a. Tracking and monitoring of Conditions Precedent (CP), Conditions Subsequent (CS), undertakings, and other sanction conditions.
b. Tracking of insurance requirements, policy validity, renewal, and related documentation.
c. Monitoring and confirmation of CERSAI/security creation and other applicable statutory registrations.
d. Pre-disbursement checklist and compliance verification.
e. Workflow for pending conditions, exceptions, and approvals.
f. Renewal and review workflows for Cash Credit (CC), Overdraft (OD), Working Capital, and other applicable credit facilities.
g. Automated alerts and reminders for pending conditions, expiry, renewal, and review dates.
h. Escalation of overdue conditions to designated authorities.

3.8.14. Rejection, Cancellation & Withdrawal Handling

a. Structured capture of loan rejection, cancellation, and withdrawal reasons using configurable reason codes.
b. Facility for recording detailed remarks and supporting information.
c. Automated communication to applicants regarding rejection, cancellation, or withdrawal, through applicable channels.
d. Tracking of applicable cooling-off periods and re-application eligibility.
e. Facility to initiate and process re-applications while retaining relevant previous application history.
f. Configurable rules to identify and control duplicate or repeated applications.
g. Complete audit trail of rejection, withdrawal, cancellation, and re-application activities.

3.8.15. Audit Trail & Application Case History

a. Maintain a complete, tamper-evident and timestamped audit trail of all activities performed during the loan origination lifecycle.
b. Capture details of user actions, decisions, approvals, rejections, overrides, rule executions, document uploads/modifications, workflow movements, and system-generated activities.
c. Record user ID, date/time, activity, previous value, revised value, approval/authorization details, and relevant remarks wherever applicable.
d. Maintain complete application-level case history from lead initiation through application, appraisal, approval, sanction, documentation, and disbursement.
e. Maintain records of customer communications, notifications, and correspondence related to the application.
f. Audit trail shall be non-reputable and protected against unauthorized modification or deletion.
g. Authorized Bank users shall be able to search, retrieve, view, and generate audit reports for internal audit, statutory audit, regulatory inspection, legal requirements, and other investigation purposes.

3.8.16. Notifications and Alerts

The proposed LOS shall provide a configurable, event-driven notification and alert mechanism for timely communication with applicants and Bank users throughout the loan lifecycle. The solution shall:

a. Support notifications through SMS, Email, WhatsApp, and other Bank-approved channels.
b. Send automated alerts for key events such as lead creation, application status, document requirements, approval, rejection, disbursement, and closure.
c. Notify internal users of pending actions, approval requests, SLA/TAT breaches, exceptions, and escalations.
d. Support configurable templates, dynamic data fields, and multilingual content.
e. Support conditional/event-based notification rules based on product, loan amount, customer segment, status, SLA, and other Bank-defined criteria.
f. Maintain complete notification delivery logs, failure/retry status, and audit trails.
g. Support integration with the Bank's approved SMS, Email, and WhatsApp gateways.

3.8.17. Technical and Integration Requirements

a. **CBS Integration:** The LOS shall support secure bi-directional integration with **Finacle 10.x** for customer data, loan account creation, disbursement, repayment schedules, and loan status updates.

b. **Credit Bureau Integration:** The LOS shall support integration with **CIBIL, CRIF, Experian, Equifax**, and other approved bureaus for automated credit-report retrieval, parsing, mapping, and audit logging.

c. **Identity Verification APIs:** The LOS shall integrate with approved **Aadhaar/UIDAI, PAN, and CKYC/CERSAI** services for real-time identity verification and e-KYC, including appropriate retry and exception handling.

d. **Document & eSign Integration:** The LOS shall support integration with **DigiLocker, eSign/DSC, and approved e-Stamping services** for secure document retrieval, execution, signing, and stamping.

e. **Notification APIs:** The LOS shall support secure integration with **SMS, Email, WhatsApp, and other approved notification gateways**, including templates, delivery tracking, retries, and audit logs.

f. **Archival/DMS Integration:** The LOS shall integrate with approved **Document Management/Archival Systems** for secure storage, retrieval, retention, and lifecycle management of loan-related documents and communications.

g. ***GST/GSP Integration:*** *The LOS shall support integration with approved* ***GST Suvidha Providers (GSPs)*** *for real-time GST data retrieval, validation, and reconciliation.* **(may be capable)**

h. **Integration Architecture:** The solution shall provide a **secure, scalable, API-driven integration framework** supporting standardized interfaces, encryption, authentication, monitoring, error handling, reconciliation, and comprehensive audit trails.

3.8.18. Deployment Architecture

a. Web-Based Platform: The LOS shall be accessible through modern Bank-approved web browsers with a responsive interface for desktops, laptops, and tablets.

b. UI/UX: The solution shall provide an intuitive, accessible, and role-based user interface with configurable dashboards and actionable widgets.

c. Mobile Application: The LOS shall provide Android and iOS applications supporting offline processing, geo-tagging, document/photo capture, KYC, and online synchronization.

d. RESTful APIs: The LOS shall provide secure RESTful APIs for integration with CBS, LMS, GSPs, credit bureaus, payment gateways, analytics platforms, and other approved systems.

e. API Security: APIs shall support secure authentication, encryption, versioning, documentation, access control, monitoring, and audit logging.

f. DC/DR Deployment: The solution shall support deployment at the Bank's DC and DR sites in accordance with the Bank's infrastructure and security requirements.

g. HA & DR: The solution shall support high availability, failover, disaster recovery, and data replication in accordance with the Bank's defined RPO/RTO.

h. Availability: The solution shall provide a minimum 99.5% monthly uptime, with appropriate monitoring, failover, and corrective mechanisms.

i. Scalability: The architecture shall support horizontal/vertical scaling, load balancing, and increasing users and concurrent processing volumes without significant degradation in performance.

j. Branch-Wise Access: The solution shall provide role-, branch-, regional-, and organizational-unit-level access controls to ensure secure and segregated access to data and functions.

3.8.19. Infrastructure and Hosting

a. **Hosting & Deployment:** The LOS shall be deployed at the Bank's **DC and DR sites on Bank-approved Infrastructure** for five years (3+2 Years), complying with all applicable regulatory, statutory, security, and Bank requirements.

b. **High Availability:** The solution shall provide **99.5% or higher monthly uptime** with redundancy, load balancing, and automated failover across applicable zones/sites.

c. **Scalability:** The solution shall support **on-demand scalability** to accommodate increased workloads, seasonal peaks, user growth, and new products without major architectural redesign.

d. **Infrastructure Monitoring:** The Bank shall be responsible for monitoring and managing the underlying infrastructure, while the LOS Vendor shall provide necessary **technical coordination, support, and access to relevant systems/logs**.

e. **Disaster Recovery:** The Vendor shall maintain a comprehensive **DR Plan** and conduct DR drills at least **twice annually** in coordination with the Bank, with detailed drill reports submitted for review and audit.

f. **Backup:** The solution shall support **automated daily incremental and weekly full backups**, with retention in accordance with the Bank's approved IT and regulatory requirements.
g. **Data Residency:** All LOS data, backups, and replicated data shall be **stored and processed within India**, with no transfer or replication outside Indian territory.
h. **Indicative RTO/RPO:** The solution shall achieve an **RTO of ≤30 minutes and RPO of ≤15 minutes**, unless otherwise agreed in writing with the Bank.
i. **Security & Compliance:** The hosting environment and solution shall comply with applicable RBI requirements and recognized standards including ISO 27001 and ISO 22301, as applicable.
j. **Data Security:** The Vendor shall ensure **encryption of data at rest and in transit, strong access controls, confidentiality, monitoring, and protection against unauthorized access**.
k. **Data Ownership & Exit: All Bank data and configurations shall remain the property of the Bank**, and the Vendor shall provide secure data/configuration handover and exit support upon contract termination or expiry.

3.8.20. Training and Change Management

a. **Training Responsibility:** The Vendor shall be responsible for comprehensive training and structured change-management activities to ensure effective LOS adoption and minimize Vendor dependency.
b. **Training Plan:** The Vendor shall submit a Bank-approved training plan covering scope, audience, schedule, methodology, and deliverables before rollout.
c. **Train-the-Trainer:** The Vendor shall implement a Train-the-Trainer program covering Head Office, regional, and other designated Bank personnel.
d. **Training Delivery:** The Vendor shall conduct centralized and regional physical/online hands-on training sessions for relevant users.
e. **Training Environment:** The Vendor shall provide access to a sandbox/test environment for hands-on practice and user familiarization.
f. **Training Records:** All training sessions shall be recorded, archived, and made available to the Bank for future reference.
g. **SOPs:** The Vendor shall provide role-based Standard Operating Procedures (SOPs) covering relevant LOS modules, processes, and workflows.
h. **User Manuals:** The Vendor shall provide comprehensive user manuals and quick-reference guides for day-to-day operations.
i. **FAQ:** The Vendor shall maintain an up-to-date FAQ/knowledge repository based on user queries and operational issues.
j. **Go-Live Support:** The Vendor shall provide on-site and/or remote support across identified branches and Bank offices during the rollout and go-live period.
k. **Feedback Mechanism:** The Vendor shall establish a structured feedback and grievance mechanism to capture user issues, system gaps, and additional training requirements.
l. **Content Updates:** The Vendor shall promptly update SOPs, user manuals, training materials, and relevant configurations based on approved feedback and system changes.
m. **Refresher Training:** The Vendor shall conduct refresher training after six months and annually thereafter throughout the contract period at no additional cost to the Bank.

3.8.21. Deliverables – Scope of Work for Vendor / SI

a. **LOS Configuration:** The Vendor shall deliver a fully configured, integrated, and Bank-approved LOS aligned with the Bank's products, workflows, policies, and applicable regulatory requirements.
b. **Regulatory Compliance:** The solution shall comply with applicable RBI, Cooperative Banking, statutory, and regulatory requirements throughout the contract period.
c. **Configurability:** New products, workflows, rules, and business-process changes required during the contract period shall be configurable without major development and without additional cost to the Bank.
d. **API & System Integration:** The Vendor shall complete and maintain all required integrations with CBS, credit bureaus, KYC/CKYC, Aadhaar, DigiLocker, eSign, eStamping, notification gateways, regulatory interfaces, and other Bank-specified systems.
e. **API Security:** All integrations shall use secure, documented, version-controlled, tested, and auditable APIs/interfaces.
f. **Environment Setup:** The Vendor shall establish separate UAT, and Production environments with defined deployment, migration, release, and rollback procedures.
g. **Security Controls:** The Vendor shall ensure encryption at rest and in transit, access controls, vulnerability management, security hardening, and required security testing across environments.

h. **UAT & Production Validation:** UAT and Production environments shall be subject to Bank-approved testing, validation, and sign-off before deployment/acceptance.
i. **Training Materials:** The Vendor shall provide comprehensive role-based SOPs, user manuals, quick-reference guides, and multilingual video tutorials for all relevant user groups.
j. **Training IP:** All training materials developed specifically for the Bank shall be owned by the Bank and updated by the Vendor with applicable new features, releases, and process changes.
k. **Go-Live Readiness:** The Vendor shall submit a comprehensive Go-Live checklist covering functional, technical, infrastructure, security, penetration testing, data migration, and UAT readiness.
l. **Go-Live Acceptance:** Production Go-Live shall occur only after formal written acceptance by the Bank.
m. **Infrastructure Sizing:** The Vendor shall provide a Baseline Infrastructure Requirement Document (BIRD) specifying required vCPU, RAM, storage/IOPS, and other infrastructure requirements for achieving agreed performance levels.
n. **Performance Guarantee:** Subject to the Bank provisioning the Vendor-specified infrastructure, the Vendor shall ensure agreed application performance, including screen response time of less than 5 seconds under defined operating conditions.
o. **Performance Remediation:** Any performance degradation attributable to application/software inefficiency shall be rectified by the Vendor at no additional cost to the Bank.
p. **Warranty & Support:** The Vendor shall ensure stable, secure, and uninterrupted operation and maintenance of the LOS throughout the warranty and support period.
q. **Defect Resolution:** The Vendor shall identify and resolve bugs, defects, errors, vulnerabilities, performance issues, and technical problems within the agreed SLA without additional cost.
r. **Updates & Patches:** The Vendor shall provide regular product updates, patches, security fixes, and applicable enhancements in accordance with industry standards, Bank policies, and regulatory requirements.
s. **Regulatory Changes:** The Vendor shall implement required changes arising from new or amended requirements of RBI, SEBI, NABARD, NPCI, or other competent authorities within the applicable timelines.
t. **Business Enhancements:** The Vendor shall support agreed business, workflow, product, and system enhancements required during the warranty/support period without undue delay.
u. **No Additional Cost:** No additional charges shall be payable by the Bank during the warranty/support period for bug fixes, security patches, regulatory compliance changes, version upgrades, or agreed mandatory enhancements forming part of

3.8.22. Dynamic Business Rules Engine (BRE)

This section defines a **Business Rules Engine (BRE)** that allows the Bank to control and change its lending rules **without depending on the vendor for routine changes**.

a. **No-Code / Low-Code Rule Builder**
   i. The Bank's business and credit teams should be able to create and modify rules themselves.
   ii. No programming should be required for normal rule changes.
   iii. The system should provide visual tools such as:
      - **Decision tables**
      - **Decision trees**
      - **If–then–else rule chains**

b. **Product, Segment & Channel-Wise Rules**
   i. Different rules should be configurable for different:
      - **Loan products**
      - **Customer segments**
      - **Application channels**
   ii. Rules should have effective-from and effective-to dates.
   iii. Every rule change must have a complete audit trail.
   iv. Maker-checker approval should be mandatory before a changed rule becomes active.

c. **Configurable Eligibility Rules**
   i. The Bank should be able to define eligibility criteria using parameters such as:
      - **Age**
      - **Income**
      - **FOIR / DSCR**
      - **Employment or business vintage**
      - **CIC/bureau score and credit history**
      - **Existing banking relationship**
      - **Geography/branch**

- **Product-specific limits/caps**

ii. Rules should also be able to combine information about the applicant, co-applicant, guarantor, and collateral.

d. **Configurable Credit Scorecards**

i. The Bank should be able to create and modify credit scoring models.

ii. It should support:
- **Application scoring**
- **Behavioural scoring, where relevant data is available**
- **Weighted parameters**
- **Score cut-offs**
- **Score bands**
- **Risk grades**

iii. For example, a score above a defined threshold could result in a lower-risk grade.

e. **Automated Deviation Identification**

i. The BRE should automatically identify cases where an application **does not meet a particular credit policy**.

ii. These exceptions/deviations should be classified by type.

iii. The Bank should be able to configure a **deviation matrix** that determines which authority must approve each type of deviation.

f. **Automated Credit Decision Making**

i. Based on the rules, the system should automatically classify applications as:
- **Straight-through approval**
- **Straight-through rejection**
- **Refer to underwriter/manual assessment**

ii. Every decision must have clear reason codes, so the Bank can understand why the decision was made.

g. **Simulation / What-If Testing**

i. Before making a rule live, the Bank should be able to test the proposed change.

ii. The system should allow the Bank to run the new rules against historical or sample applications.

iii. This helps estimate the impact of a rule change before production deployment.

h. **External Data Integration**

i. The BRE should be able to receive real-time information from external and internal sources, such as:
- **CIC/credit bureau data**
- **Banking behaviour**
- **GST/ITR information**
- **Fraud databases**
- **Internal exposure and limit information**

ii. These data points should be available as inputs while evaluating credit rules.

i. **Risk-Based Pricing**

i. The same BRE should be capable of determining pricing/commercial terms based on the customer's risk.

ii. For example:
- **Risk grade → Interest rate**
- **Risk grade → Processing fee**
- **Risk grade → Other applicable charges/terms**

iii. This allows the Bank to implement a risk-based rate grid.

j. **Central Rule Repository & Impact Analysis**

i. All rules should be maintained in a central repository.

ii. Before changing a rule, the system should show which products, workflows, and processes are dependent on that rule.

iii. This helps prevent a change made for one product from unintentionally affecting another product.

3.8.23. e-KYC Capability

This section describes the **e-KYC and digital customer identification capabilities** that the LOS/platform must provide. The objective is to allow the Bank to verify customers digitally while meeting applicable **RBI KYC requirements**.

a. **Multi-Modal e-KYC**

i. The platform should support digital KYC for:
ii. Applicants
iii. Co-applicants
iv. Guarantors
v. Beneficial Owners

b. Multiple KYC methods should be available depending on the product and use case.

c. **Aadhaar-Based e-KYC**
vi. The system should support Aadhaar-based verification through authorised UIDAI KUA/Sub-KUA channels.
vii. It should support permitted authentication methods such as:
- **OTP-based authentication**
- **Biometric authentication**

viii. The exact method should depend on the Bank's approved use case and applicable regulations.

d. **Digi-Locker Integration**
i. The platform should integrate with Digi-Locker to fetch customer documents digitally.
ii. Retrieved documents should be capable of being verified and used directly in the loan application, reducing manual document handling.

e. **Offline Aadhaar Verification**
i. Where online Aadhaar authentication is not being used, the platform should support verification through:
- **Aadhaar XML**
- **Aadhaar QR code**

ii. This provides an alternative method of validating Aadhaar information.

f. **PAN Verification**
i. The LOS should verify the customer's PAN details against the Income Tax Department database.
ii. It should also check the PAN-Aadhaar linkage status, where applicable.
iii. The verified information should be available for the credit/KYC process.

g. **CKYC Integration**
i. The platform should integrate with the Central KYC Registry (CKYC).
ii. It should support:
- **CKYC search**
- **CKYC record download**
- **CKYC record upload**

iii. This helps the Bank reuse verified KYC information instead of collecting the same information repeatedly.

h. **Video KYC / V-CIP**
i. The system should support Video-based Customer Identification Process (V-CIP) for eligible non-face-to-face onboarding.
ii. The integration should support required controls such as:
- **Liveness detection – confirming that the person is physically present.**
- **Face matching – comparing the customer's live face with the identity document/photo.**
- **Geo-tagging – capturing location information as required.**

iii. The process should comply with the Bank's applicable RBI V-CIP requirements.

i. **OCR-Based Document Processing**
i. The platform should use OCR (Optical Character Recognition) to read information from KYC documents such as:
- **PAN**
- **Aadhaar**
- **Voter ID**
- **Passport**
- **Driving Licence**
- **GST certificate**

ii. Extracted information should automatically populate the loan application fields.
iii. The system should cross-check information across documents to identify inconsistencies.

j. **KYC De-Duplication**
i. The platform should identify whether a customer already exists in the Bank's customer database.

ii. It should detect potential duplicate or multiple customer records using available KYC/customer attributes.

iii. This helps prevent the same person from being created as multiple customers and improves the Bank's customer-level exposure and risk assessment.

iv. The requirement is for a **single integrated digital KYC layer** within the LOS:

- **Customer → KYC Method Selection → Identity/Document Verification → OCR & Data Capture → Cross-Validation → CKYC/KYC Checks → De-duplication → Verified Customer Profile → Loan Application**

3.8.24. API Cost / Expenditure Responsibility

a. **Vendor bears all e-KYC costs:** The **Vendor must include all e-KYC-related costs in its commercial proposal/TCO (Total Cost of Ownership)**. This includes:

i. e-KYC API subscription and transaction charges
ii. UIDAI or authorised agency fees
iii. Digi-Locker integration costs
iv. V-CIP platform costs
v. Liveness-detection licensing costs
vi. OCR engine licensing costs
vii. Integration and implementation costs
viii. Any other costs required to operate the e-KYC solution

The Bank should **not have to pay these costs separately**.

b. **No unexpected/pass-through charges to the Bank:** During the contract period, including renewals, the Vendor cannot later claim additional charges for normal e-KYC API usage. For example, if the Vendor initially quotes a price for the LOS with e-KYC included, it cannot subsequently say: "The Aadhaar API charges have increased, so the Bank must pay an additional amount." The only exception is where the commercial contract **clearly defines additional charges for usage above an agreed/contracted volume threshold**.

c. **Vendor is responsible for regulatory compliance:** The Vendor must ensure that it has all necessary licenses, authorisations, approvals, or authorised partnerships required to legally provide Aadhaar-based e-KYC services. This could include:

i. Maintaining the required **KUA/Sub-KUA status**, where applicable; or
ii. Having an appropriate arrangement/tie-up with a **licensed/authorised KUA**.

The Bank should not be expected to obtain these authorisations on the Vendor's behalf.

The clause establishes a clear **"all-inclusive vendor responsibility"** principle: **e-KYC capability + APIs + third-party charges + licenses + integrations + regulatory arrangements = Vendor's responsibility and included in TCO.**

The bidder shall include all integration and implementation costs for e-KYC, UIDAI, DigiLocker, V-CIP, OCR, APIs, middleware, and other third-party integrations in the TCO.

However, recurring API/transaction-based charges payable to UIDAI, CKYC, DigiLocker, bureaus, government agencies, SMS/email gateways, and other third parties shall be borne by the Bank on actuals and shall not form part of the bidder's TCO.

3.8.25. Credit Information Company (CIC) Integration

This section defines the **Credit Bureau / CIC integration requirements** for the LOS. The main objective is to ensure that the Bank can obtain, analyse, and use credit bureau information directly during the lending process.

a. **Integration with Major Credit Bureaus**

i. The LOS should integrate with all major Credit Information Companies (CICs) in India, including:

- **TransUnion CIBIL**
- **Experian**
- **Equifax**
- **CRIF High Mark**

ii. The Bank should be able to configure whether a particular loan product or customer segment uses:

- **Single-bureau checking, or**
- **Multi-bureau checking.**

b. **Real-Time Bureau Pull**

i. When a loan application reaches the relevant stage, the LOS should be able to automatically request the credit report **through an API.**

ii. The retrieved information should be stored against the loan application.

iii. It should be available to:

- **Credit underwriters**

- **Business Rules Engine (BRE)**
- **Credit decisioning processes**

c. **Important Bureau Data to be Captured**
The system should capture structured information such as:
   i. Credit score
   ii. Existing loans/trade lines
   iii. Recent credit enquiries
   iv. **DPD (Days Past Due) history**
   v. Write-off indicators
   vi. Settlement indicators
   vii. Other relevant bureau attributes

d. **Structured Data, Not Just PDF Storage**
   i. The requirement is important here: the LOS should not simply save the bureau report as a PDF.
   ii. It must extract and structure the bureau information into usable data fields.
   iii. This data should be available for:
      - **Automated credit rules**
      - **Score-band mapping**
      - **Eligibility checks**
      - **MIS/reporting**
      - **Credit analytics**

   For example, the BRE should be able to apply a rule such as: **If bureau score < defined threshold → Refer/Reject** rather than requiring a credit officer to manually read the PDF.

e. **Commercial Bureau Reports** (further may be capable)
   i. The platform should support not only individual consumer credit reports but also commercial bureau reports.
   ii. This is particularly relevant for:
      - **Corporate borrowers**
      - **Business entities**

f. **Customer Consent**
   i. Before obtaining a bureau report, the LOS should capture and manage the required customer consent.
   ii. The consent process should comply with applicable RBI and CIC requirements.
   iii. The system should maintain an audit trail showing that the required consent was obtained.

g. **Bureau Re-Fetch / Refresh**
   i. The Bank should be able to configure when the credit report needs to be pulled again.
   ii. For example:
      - **At login/application stage**
      - **Again, before disbursement**
   iii. The system should support configurable refresh points depending on the Bank's credit policy.

   The requirement is for the LOS to provide a **complete, automated credit-bureau layer**: **Loan Application → Customer Consent → CIC API → Bureau Report → Structured Credit Data → BRE/Credit Assessment → Decision → Optional Re-Fetch Before Disbursement**

3.8.26. API/Connectivity Responsibility

The Bank will provide the Vendor with the required CIC API details, connectivity credentials, member codes, and existing agreements with the credit bureaus, since the Bank already has CIC membership. The Vendor will be responsible for integrating and testing the CIC APIs, converting and mapping the bureau data into the LOS, and ensuring the integration works properly within the Bank's existing CIC arrangements. Any CIC membership fees, per-report/pull charges, or other charges payable to the CICs will be borne by the Bank, unless both parties agree otherwise.

3.8.27. Dynamic Workflow Engine

The Platform shall provide a fully configurable, no-code/low-code dynamic workflow engine that enables the Bank to design, modify and deploy multi-layered approval workflows independently, based on product, loan amount, risk grade, deviation, and organizational delegation structure. Required capabilities include:

a. Visual workflow designer (drag-and-drop / flowchart-based) allowing business/process owners to create and modify workflow stages, parallel/sequential routing, conditional branching, and escalation paths, without vendor coding support.

b. Product-based workflow configuration: ability to define a distinct workflow (stages, approvers, SLAs, documents required) for each product/sub-product/segment.
c. Delegation-based / DOP (Delegation of Powers) based routing: automatic routing of applications to the appropriate approving authority/level based on loan amount, exposure, risk grade, product type, and the Bank's Delegation of Financial Powers matrix, with support for multi-level sanctioning authorities (e.g., Branch Manager → Regional Credit Head → Regional Credit Committee/Naini Loan Point → Head Office Credit Committee → Management Committee → Board), fully configurable by the Bank.
d. Support for joint/dual authorization, committee-based voting/quorum-based approvals, and maker-checker at every stage.
e. Parallel workflow support (e.g., simultaneous legal vetting and technical valuation) and convergence points before proceeding to the next stage.
f. Configurable SLA/TAT per stage, with automated escalation, reminders, and reassignment on breach, and holiday/working-day calendar awareness.
g. Dynamic re-routing capability: ability to recall, return-for-clarification, reject, hold, or reassign an application at any stage, with reason capture and full audit trail.
h. Ability to model both linear (straight hierarchy) and matrix-based (dual reporting - e.g., business line + risk line) approval structures.
i. Delegation/out-of-office proxy assignment allowing an approver to temporarily delegate authority to another user within permissible limits, with full logging.
j. Workflow simulation and test-mode to validate a new/modified workflow before activation in production.
k. Central workflow monitoring dashboard showing pendency, ageing, and bottleneck analysis at each stage, for each product and branch/region.

3.8.28. Role-Based Access Control (RBAC) and Organization Hierarchy Management

The Platform shall provide a centralized, configurable Organization & Hierarchy Management engine that allows the Bank to manage organizational structures, reporting/approval relationships and DOP mappings through UI, bulk upload or APIs, and seamlessly use the same configuration for workflow routing, approvals and escalations.

Sr.	Requirement	Summary
1.	Organization Structure Management	UI-based configuration of Head office, **NLP, RAH, Regions**, Branches, Departments, Business Units, CPCs, etc., including relevant master data and metadata.
2.	Hierarchy & Reporting Management	Configure branch-to-region/NLP/HO hierarchy and role/position reporting, approval and escalation relationships without coding or Vendor dependency.
3.	Bulk Upload & API Integration	Support Excel-based bulk upload and APIs for creating, updating and synchronizing organization and hierarchy data.
4.	Workflow Integration	The configured organizational hierarchy shall be directly reusable by the Workflow, Approval and DOP engines for routing and authority determination.
5.	Effective-Dated Changes	Support future-dated organizational changes while preserving historical hierarchy for existing transactions and audit purposes.
6.	Approval & Escalation Mapping	Configure approval limits, reporting authorities, escalation authorities and delegated authorities by role, position, product or organizational unit.
7.	Reusable Hierarchy Service	Maintain a single centralized organization hierarchy that can be consumed by workflow, DOP, task assignment, escalation and reporting modules.
8.	Hierarchy & Matrix Support	Support both traditional hierarchical structures and matrix/functional/product-based reporting and approval relationships.
9.	Audit & Governance	Provide maker-checker controls, versioning and complete audit trail for all organization and hierarchy configuration changes.

10.	Technical Architecture	Implement the organization structure as a centralized, metadata-driven service exposed through secure APIs to downstream modules.

3.8.29. Role and Access Management

The Platform shall provide a centralized, granular Role-Based Access Control (RBAC) and User Administration framework supporting data-level security, SoD enforcement, multi-role and temporary access, complete user lifecycle management, periodic access recertification, and comprehensive auditability.

3.8.30. Technical Summary – Role, Access & User Management

Sr.	Requirement	Summary
1.	Granular Role & Permission Management	UI-based creation of custom roles with module, screen, field and action-level permissions such as view, create, edit, approve, delete, export and print.
2.	Data-Level Access Control	Restrict user access based on organizational scope, product and role—for example, branch-, region- or business-unit-level data visibility.
3.	Segregation of Duties (SoD)	Configure mutually exclusive roles/actions and automatically prevent conflicts such as a maker approving their own application.
4.	Multiple & Temporary Roles	Allow users to hold multiple roles, switch roles/contexts, and receive temporary or time-bound roles for officiating/delegation arrangements.
5.	User Lifecycle Management	Manage complete user lifecycle—creation, modification, suspension, deactivation and reactivation—with maker-checker controls and HR/AD integration for automated provisioning/de-provisioning.
6.	Access Review & Recertification	Support periodic access reviews, recertification workflows, audit reports and identification of dormant/inactive users.
7.	Access-Control Audit Trail	Maintain complete audit logs for role, permission and hierarchy changes, including maker, checker, timestamp and before/after values.

3.8.31. Document Management, Communication and Ancillary Capabilities

3.8.31.1. Document Management

- **a.** Centralized Document Repository: Secure storage with version control, tagging, categorization, retention policies, search and retrieval.
- **b.** Document Capture & Integration: Support scanned uploads, mobile capture and integration with the Bank's existing DMS/imaging system.
- **c.** Automated Document Generation: Generate application forms, appraisal notes, sanction letters, offer letters, loan agreements, rejection letters, etc., using configurable templates.
- **d.** Dynamic Data Merge: Automatically populate documents with application/customer/loan data using configurable field mapping.
- **e.** Document Lifecycle Management: Support document upload, update, versioning, archival and retention as per Bank policy.

3.8.31.2. Communication – SMTP and SMS Integration

- **a.** Integration with the Bank's SMTP/email server (Currently G-suite) for all system-triggered email communications (acknowledgements, status updates, document deficiency notices, sanction/rejection communication, OTPs, escalation alerts to approvers) using the Bank's approved email domain and templates.
- **b.** Integration with the Bank's empanelled SMS gateway (including DLT-registered sender IDs/templates as mandated by TRAI) for all SMS-based communication and OTP delivery.
- **c.** Template management for all email/SMS communications, with the ability for the Bank to create, modify and localize (multi-language) templates through the admin UI.
- **d.** Support for WhatsApp Business API / push notification integration as an optional/future communication channel.

3.8.31.3. Active Directory (AD) Integration

Integration with the Bank's Active Directory / LDAP for Single Sign-On (SSO), centralized authentication, and automated user provisioning/de-provisioning based on HR/AD status changes. • Support for standard federated authentication protocols (SAML 2.0 / OAuth 2.0 / Open ID Connect) for SSO integration, in addition to native AD/LDAP bind authentication. • Support for multi-factor authentication (MFA) for all users, and mandatory MFA for privileged/admin users and for access from outside the Bank's network.

3.8.32. Third-Party Data Dumps for Investigative/Verification Purposes as applicable and further capable for

a. **Third-Party Data Integration:** Integrate with fraud databases, negative-area databases, court/litigation records, GST, MCA/ROC, utility/telecom, employment verification and other Bank-approved data sources.
b. **Configurable Connector Framework:** Provide reusable connectors to onboard new third-party data sources through configuration of API endpoints, authentication and field mapping, minimizing custom development.
c. **Fraud & Risk Checks:** Support automated retrieval and validation of third-party information for fraud, negative-area, litigation and investigative checks.
d. **Field Agency Integration:** Integrate empanelled field agencies for residence/office/business verification, technical/legal valuation and RCU checks.
e. **Agency Case Management:** Support case assignment, agency allocation, report/document upload, status tracking and TAT/SLA monitoring.
f. **Data Mapping & Validation:** Support configurable mapping, validation and processing of data received from external sources.
g. **Data Privacy & Retention:** Store, process and purge third-party data strictly as per the Bank's privacy policy, applicable laws and data-provider agreements.
h. **Data Usage Restriction:** Ensure third-party data is used only for authorized Bank processes and is not used by the Vendor for any other purpose.

3.8.33. Dashboards, Reporting & MIS

a. **Role-Based Dashboards:** Configurable dashboards for branch users, credit officers, approvers and management showing pipeline, TAT, approval/rejection rates, rejection reasons and productivity.
b. **Self-Service Reporting:** Standard and ad-hoc report builder allowing business users to create MIS reports without Vendor/IT dependency.
c. **Regulatory Reporting:** Support RBI/statutory reporting, including priority sector lending and CIC reporting data in Bank-compatible formats.
d. **Data Export:** Export reports and dashboards in **Excel, CSV, PDF and API** formats.
e. **Scheduled Reports:** Automatic generation and email distribution of scheduled reports.

3.8.34. Product & Master Configuration

a. **Configurable Product Master:** Bank users can create, modify and retire loan products/schemes through the Admin UI without Vendor dependency.
b. **Product Parameters:** Configure eligibility, interest/pricing, fees, tenure, moratorium, repayment structure and document checklists.
c. **Centralized Master Data:** Maintain branches, employees, DSAs/connectors, valuers, advocates, agencies, collateral types and other reference data.
d. **Multi-Environment Support:** Support **Development, UAT and Production** environments.
e. **Controlled Configuration Promotion:** Provide controlled, versioned and audited movement of **products, rules and workflows** between environments.

3.8.35. Project Objectives

a. **Digitization & Standardization of Processes:** Automate and standardize loan origination workflows across all branches and digital channels to ensure uniformity, accuracy, transparency, and reduction of manual intervention.
b. **Reduction in Turnaround Time (TAT):** Enable straight-through processing (STP) to accelerate loan processing, approvals, and disbursements. The Bank shall finalize and communicate the TAT matrix at the time of issuance of Purchase Order (PO).

c. **Regulatory & Policy Compliance:** Ensure full compliance with RBI, KYC, AML, CIBIL/credit bureau, UIDAI, CKYC, IT Act, and other applicable statutory and regulatory guidelines.
d. **Scalability, Security & Configurability:** Deliver a secure, configurable, and scalable enterprise-grade platform capable of supporting future business expansion and evolving regulatory requirements.
e. **Seamless Integration Capability:** Support API-based and secure integrations with CBS, LMS, credit bureaus, KYC/ID authentication agencies, Aadhaar/UIDAI, PAN/Income Tax systems, CKYC, HRMS, and other internal or external third-party applications/services.
f. Therefore, the proposed LOS must be a feature-rich, workflow-driven, analytics-enabled enterprise solution supporting the end-to-end digital lending lifecycle, including (but not limited to):
   i. Loan application intake and capture
   ii. KYC and identity verification
   iii. Credit assessment and scoring
   iv. Appraisal and risk evaluation
   v. Approval and sanction workflows
   vi. Documentation and agreement management
   vii. Disbursement authorization and execution
   viii. Monitoring, reporting, dashboards, and audit trails
g. The Bidder shall be responsible for the end-to-end supply, customization, implementation, testing, deployment, integration, data migration (where applicable), training, warranty & support for next 03 years. The LOS must be successfully integrated with the Bank's Core Banking System (CBS) and other relevant systems such as HRMS, UIDAI, CKYC, PAN services, credit bureaus, and third-party interfaces as specified by the Bank.

3.9. Technical and Integration Requirements

3.9.1. Solution Architecture

a. **Modern Architecture:** Modular, API-first, microservices/service-oriented architecture supporting independent module scaling, deployment and upgrades.
b. **API-First Integration:** Comprehensive REST/SOAP APIs with documentation for integrations and future channel/system requirements.
c. **Responsive UI:** Device-agnostic interface supporting desktop browsers, tablets and mobile devices.
d. **Mobile Application:** Dedicated mobile app for Field/RM users, with offline/low-connectivity data capture and synchronization where required.
e. **Multi-Tenancy:** Support multiple entities/subsidiaries with segregated data and configurations under centralized administration, where applicable.
f. **Horizontal Scalability:** Ability to scale users, transactions, branches and workloads horizontally without major architectural redesign.
g. **Future-Ready Architecture:** Architecture should support addition of new modules, integrations, channels and business capabilities with minimal impact on existing components.

3.9.2. Integration Requirements

The Platform shall integrate with the following systems, at a minimum, through secure, well-documented APIs/interfaces:

Sr.	System / Interface	Purpose	Direction
1.	Core Banking System (CBS)	Customer 360 data pull for ETB customers, account creation trigger, disbursement instruction, limit/facility creation	Bi-directional
2.	Active Directory / LDAP	SSO, authentication, user provisioning/deprovisioning	Bi-directional
3.	SMTP Server (G-Suite)	Transactional and workflow-triggered email communication	Outbound
4.	SMS Gateway	OTP and workflow-triggered SMS communication	Outbound
5.	e-KYC / UIDAI (KUA/Sub-KUA), Digi locker, CKYC	Identity verification and document fetch	Bi-directional
6.	CIC / Credit Bureaus (CIBIL/Experian/Equifax/CRIF)	Credit report pull (API provided by Bank)	Bi-directional

7.	GST Portal / GSP, Income Tax (ITR) data providers	Turnover/income verification for MSME & Corporate	Bi-directional
8.	Bank Statement Analyzer (Account Aggregator / PDF-based)	Automated banking behaviour analysis	Bi-directional
9.	Video-KYC / Liveness & Face-match Provider	Non-face-to-face customer identification	Bi-directional
10.	CERSAI / Registrar of Companies (MCA)	Security interest registration & charge search	Bi-directional
11.	e-Stamping and e-Sign / Aadhaar e-Sign Service Providers	Digital execution of loan/security documents	Bi-directional
12.	NACH / Payment Systems	Mandate registration for repayment (as applicable at origination stage)	Bi-directional
13.	Third-Party Investigative / Fraud / Verification Data Sources	Negative area, fraud, litigation, field-verification checks	Inbound
14.	External Credit Rating Agencies	Corporate/MSME external rating data (where applicable)	Inbound
15.	Document Management System (DMS), if separate	Document storage/retrieval	Bi-directional
16.	Collection / LMS	Hand-off of sanctioned & disbursed loan data	Outbound
17.	SIEM / Log Management	Security event and audit log forwarding	Outbound

Implementation Priority

- Mandatory Controls: Control Nos. 1, 2,7,4, 5, 6, 8,10, 11, 12 and 17 shall be supported as part of the proposed solution.
- Future Solution / Planned Integrations: Control Nos. 3, 9,13, 14, 15 and 16 may be implemented in future phases based on the Bank's requirements and implementation roadmap.

Note: ***The Bank reserves the right to add, remove, modify, or reprioritize any integration/interface based on its business, operational, regulatory, security, or technology requirements. The Platform shall provide the necessary flexibility and extensibility to support such changes.***

3.9.3. API and Middleware Requirements

- **a.** Secure Communication: All integrations shall use HTTPS/TLS 1.2+ with mutual TLS where required, OAuth 2.0/JWT authentication and payload-level encryption for sensitive data.
- **b.** API Gateway: Provide an API Gateway/integration layer with rate limiting, throttling, traffic logging, monitoring and control of inbound/outbound API calls.
- **c.** Secure Credential Management: Store API credentials, encryption keys and certificates in a secure Key Vault/HSM-backed repository; hard-coded credentials shall not be permitted.
- **d.** API Documentation: Provide complete API specifications, OpenAPI/Swagger documentation and sample request/response payloads.
- **e.** Integration Sandbox: Provide a dedicated sandbox/test environment enabling the Bank and third-party vendors such as CBS/LMS vendors to independently develop and test integrations.
- **f.** Integration Monitoring: Provide visibility of API availability, failures, response times, transaction logs and integration errors for operational monitoring and troubleshooting.

The Vendor must include all API and Middleware costs in its commercial proposal/TCO (Total Cost of Ownership).

3.9.4. Performance, Scalability and Availability

- **a.** Performance: Support specified concurrent users, peak transaction volumes and projected 3–5-years growth, with standard screen response time of 2–3 seconds under normal load.

b. External API Handling: Provide configurable timeout, retry, fallback and error-handling mechanisms for bureau, e-KYC and other external APIs.
c. Disaster Recovery: Provide DR aligned with the Bank's defined RTO/RPO, including periodic DR testing and drills.
d. Horizontal Scalability: Support auto-scaling in DC/DR environments and capacity expansion in on-premise deployments.
e. Peak Load Management: Ability to handle seasonal and unexpected transaction spikes without significant degradation in system performance.
f. Capacity Planning: Provide sizing and capacity-planning methodology covering current requirements and projected 3–5 year growth.

3.10. Information Security and Cyber Security Requirements

The Platform, including all associated infrastructure, application code, integrations and operational processes, shall comply with the Bank's Information Security Policy, the latest OWASP Top 10 security standards, and all applicable RBI cybersecurity, IT governance, outsourcing, digital lending and data security guidelines/frameworks. The solution shall implement appropriate controls for authentication, authorization, encryption, secure coding, vulnerability management, logging, monitoring and data protection, and shall ensure compliance with regulatory updates issued by RBI during the contract period. The Vendor shall also provide necessary security documentation, audit evidence, compliance reports and support for Bank and regulatory audits/assessments.

3.10.1. OWASP Top 10 Compliance

1. The Vendor shall design, develop, test and maintain the Platform such that it is, at all times, free from the vulnerability classes identified in the latest OWASP Top 10 Web Application Security Risks, including (illustratively, per the most recent OWASP Top 10 revision):
   i. Broken Access Control
   ii. Cryptographic Failures (data-in-transit and data-at-rest encryption weaknesses)
   iii. Injection (SQL/NoSQL/Command/LDAP injection etc.)
   iv. Insecure Design • Security Misconfiguration
   v. Vulnerable and Outdated Components
   vi. Identification and Authentication Failures
   vii. Software and Data Integrity Failures • Security Logging and Monitoring Failures
   viii. Server-Side Request Forgery (SSRF) and other emerging risks as updated by OWASP from time to time
2. The Vendor shall demonstrate compliance through source-code level secure coding practices, Static Application Security Testing (SAST), Dynamic Application Security Testing (DAST), Software Composition Analysis (SCA) for open-source/third-party components, and third-party VAPT reports (see Section 7.4) prior to go-live and periodically thereafter.

3.10.2. RBI Cybersecurity Guidelines Compliance

a. **RBI Cybersecurity Framework:** Comply with the RBI Cyber Security Framework for Banks, including baseline security controls, incident reporting timelines and Cyber Crisis Management Plan (CCMP) requirements.
b. **IT Outsourcing Compliance:** Comply with RBI IT outsourcing requirements covering data confidentiality, subcontractor governance, disclosure, Bank/RBI right-to-audit and business continuity.
c. **Data Localization:** Store all customer and transaction data related to Indian operations **exclusively within India**. Any cross-border data transfer shall be controlled, disclosed and compliant with applicable RBI requirements.
d. **Digital Lending Compliance:** Where applicable, support RBI Digital Lending requirements including **Key Fact Statement (KFS), cooling-off period, borrower consent, credit-limit enhancement consent and mandatory disclosures**.
e. **Regulatory Incident Reporting:** Provide timely security event logs, audit trails and incident data required by the Bank for RBI/regulatory cyber-incident reporting.
f. **Data Protection & Privacy:** Comply with applicable requirements under the **IT Act, 2000, SPDI Rules, Digital Personal Data Protection Act, 2023 and related rules**.
g. **Data Security:** Implement appropriate controls for collection, processing, storage, access, sharing, retention and secure deletion of personal and sensitive data.

h. **Regulatory Updates:** Ensure the Platform is updated to address applicable changes in RBI regulations, cybersecurity requirements and data protection laws during the contract period.

3.10.3. Application and Infrastructure Security Controls

a. **Encryption:** Encrypt all data in transit using **TLS 1.2+** and data at rest using **AES-256 or equivalent**, including database fields containing PII, financial and KYC data.
b. **Access Control:** Implement **Role-Based Access Control (RBAC)** and least-privilege access, with strong password policies and mandatory **MFA** for privileged and remote access.
c. **Audit Logging:** Maintain comprehensive, tamper-evident logs covering user actions, system events, configuration changes and data access; retain logs as per Bank policy and forward them to the Bank's **SIEM**.
d. **Network Security:** Implement **DDoS protection and network segmentation** for the Platform.
e. **Secure SDLC:** Follow **SSDLC** practices including secure coding, code reviews, security champions and security gates before every release.
f. **Data Masking & Tokenization:** Mask/tokenize sensitive information such as Aadhaar and account numbers in non-production environments and restrict visibility in screens/reports based on user roles.
g. **Session Security:** Implement secure session controls including session timeout, concurrent-session restrictions and secure cookie configuration.

3.10.4. Security Testing and Assurance

a. **Periodic VAPT**: Conduct application VAPT (black-box and grey-box) through a CERT-In empanelled auditor before go-live, annually thereafter, and after every major release/change.
b. **VAPT Remediation:** All Critical/High vulnerabilities shall be remediated before go-live; Medium/Low findings shall be closed within timelines agreed with the Bank.
c. Independent Bank Audit: Permit the Bank, RBI or authorized representatives to conduct independent security audits/VAPT, with necessary cooperation, access and supporting evidence.
d. **Vulnerability & Patch Management:** Maintain a formal vulnerability and patch management process with defined remediation SLAs based on severity, including expedited timelines for Critical vulnerabilities.
e. **Security Incident Response:** Maintain a documented incident response and breach management process covering detection, investigation, containment, remediation and recovery.
f. **Incident Notification:** Notify the Bank of any security incident affecting the Platform or Bank data within the timeline specified in the SLA/contract, e.g. 6–24 hours of detection.
g. **Evidence & Reporting:** Provide VAPT reports, remediation status, patch records and incident reports to the Bank for security governance and audit purposes.

3.10.5. Data Ownership, Privacy and Data Localization

a. **Data Ownership:** All data generated, captured, processed or stored in the Platform—including applicant, KYC, financial, bureau, document, communication and audit data—shall remain the **sole property of the Bank** during and after the contract.
b. **Purpose Limitation:** The Vendor shall use Bank data only for providing contracted services and shall not use, sell, share, sublicense or process it for product development, analytics, benchmarking or any other purpose without the Bank's prior written consent.
c. **Third-Party Data:** Investigative and verification data shall be used strictly for the intended purpose and retained/purged as per the Bank's retention policy and applicable law.
d. **Data Export on Exit:** On contract expiry/termination, the Vendor shall provide a **complete and structured export** of all Bank data in an agreed format.
e. **Secure Data Destruction:** After successful data handover, the Vendor shall securely delete/destroy all copies of Bank data, including backups where legally permissible, and provide a **Certificate of Destruction**.
f. **Data Localization:** Comply with all applicable data localization and cross-border data transfer requirements.
g. **Data Flow Transparency:** Provide the Bank with a complete **data-flow architecture**, including data locations, processing locations, sub-processors, sub-contractors and their respective locations.
h. **Regulatory Retention:** Any data retained due to legal or regulatory requirements shall remain protected and shall be securely destroyed once the applicable retention period expires.

4. Section 4 – Eligibility Criteria

4.1. Eligibility Criteria

The Eligibility Criteria has been furnished below:

4.1.1. Start-ups

Criteria	Justification
Company Type	The bidder should be incorporated as a Private Limited Company, a Registered Partnership Firm or a Limited Liability Partnership and should have the Certificate issued by Department for Promotion of Industry and Internal Trade (DPIIT) or in the process of applying the same and shall be submitted before a formal engagement with" The Nainital Bank Limited.
Annual Turnover	Should have an annual turnover not exceeding Rs. 200 crore for any of the financial years since its Incorporation.
Company Age	Period of existence and operation should not exceed 10 years from the Date of Incorporation.
Original Entity	Entity should not have been formed by splitting up or reconstructing an already existing business
Blacklisting Status	Neither the OEM nor the bidder must have been blacklisted by any bank, financial institution, government department, or other institution in India as of the date of submission of the bid.
Innovative & Scalable	Should work towards development or improvement of a product, process or service and/or have scalable business model with high potential for creation of wealth & employment
Other Criteria	The bidder should be authorized to quote and support for OEM products and services. The bidder shall not get associated with the distribution channel once in any other capacity once he is eligible for price discussion.

4.1.2. Other than start-ups

Sr.	Eligibility Criteria	MSE	Other than MSE
1.	**Registration and incorporation**	The bidder is a Company/ LLP registered in India under the Companies Act or Partnership under Partnership Act for at least since last 5 years. In case the bidder is the result of a merger or acquisition, at least one of the merging companies should have been in operation for at least 5 years as on date of submission of the bid. In case the bidder is the result of a demerger or hiving off, at least one of the demerged company or resulting company should have been in operation for at least 3 years as on the date of submission of bid.	The bidder is a Company/ LLP registered in India under the Companies Act or Partnership under Partnership Act for at least since last 5 years. In case the bidder is the result of a merger or acquisition, at least one of the merging companies should have been in operation for at least 5 years as on date of submission of the bid. In case the bidder is the result of a demerger or hiving off, at least one of the demerged company or resulting company should have been in operation for at least 5 years as on the date of submission of bid.
2.	Turnover & profitability	The bidder should have reported a minimum annual turnover of Rs. 10 crores and should have reported profits (profit after tax) as per audited financial statements in at least 2 out of last 3 financial years (FY 2023-24,2024-25, 2025-26). In case audited financial statements for most recent financial year are not ready, then CA/management certified financial statement shall be considered. In case the bidder is the result of a merger or acquisition or demerger or hive off, due consideration shall be given to the past financial results of the merging entity or demerged entity to determine the	The bidder should have reported a minimum annual turnover of Rs. 35 crores and should have reported profits (profit after tax) as per audited financial statements in at least 2 out of last 3 financial years (FY 2023-24,2024-25, 2025-26). In case audited financial statements for most recent financial year are not ready, then management certified financial statement shall be considered. In case the bidder is the result of a merger or acquisition or a merger or hive off, due consideration shall be given to the past financial results of the merging entity or demerged entity as the case may be to the minimum annual turnover to meet the

		minimum annual turnover to meet the eligibility criteria; should the bidder be in operation for a period of less than 2 financial years. For this purpose, the decision of bid opening Committee of the "The Nainital Bank Limited" will be treated as final and no further correspondence will be entertained on this.	eligibility criteria; should the bidder be in operation for a period of less than 2 financial years. For this purpose, the decision of bid opening Committee of the "The Nainital Bank Limited" will be treated as final and no further correspondence will be entertained on this.
		Audited financial statements or a certificate issued by a CA confirming the turnover may be submitted.	
3.	Governance – Statutory obligations	There shall be no continuing statutory default as on date of submitting the response to the tender. Necessary self-declaration along with extract of auditors' report.	There shall be no continuing statutory default as on date of submitting the response to the tender. Necessary self-declaration along with extract of auditors' report.
4.	Financial Solvency and Insolvency Status	The Bidder and the OEM should not be bankrupt, insolvent, under liquidation, under administration, or subject to any proceedings under the applicable insolvency or bankruptcy laws, nor shall they have filed or sought protection under any such laws. Bids submitted by any Bidder or OEM not meeting this requirement shall be treated as non-responsive and shall be rejected.	Undertakings by the OEM and Bidder in this regard should be enclosed

4.1.3. Other Eligibility Criteria

Sr.	Clause	Documents Required
1.	Company incorporated in India under the Companies Act / LLP Act and in operation for at least 3 years as on bid date.	Copy of the Certificate of Incorporation should be enclosed
2.	Bidder/OEM must not have been blacklisted/debarred by any Government, regulator, PSU, bank or financial institution during the last 5 years and as on date submission of Bid.	Annexure A6 - Declaration for Clean Track Record
3.	At the time of submission of the bid, neither the Bidder nor the OEM shall have any pending litigation, legal dispute, court case, arbitration, or regulatory proceedings with the Bank in respect of the supply of goods and/or services during the preceding 05 years.	An undertaking by the Bidder and OEM in this regard should be enclosed.
4.	The bidder should be authorized to quote and support OEM products and services. The bidder shall not get associated with the distribution channel once in any other capacity once he is eligible for price discussion. The bidder must be authorized partner of quoted OEM.	OEM Authorization Letter from all OEMs whose products are being proposed and MAF (Manufacturer's Authorization Form) to be submitted.
5.	LOS experience- The proposed OEM should have supplied and implemented in LOS in at least five scheduled commercial banks / Small Finance Banks / Cooperative Banks / major NBFCs in India, of which at least three should be live/UAT for two years. The cited implementations must collectively demonstrate experience in (i) Large Corporate lending, (ii) MSME lending, (iii) Small Finance Bank, and (iv) Cooperative Bank.	Purchase orders, completion/go-live certificates and client references clearly identifying client type and lending segments should be enclosed.
6.	The Bidder/OEM must possess any one of the following valid certifications as on the last date of submission of the bid: (i) Capability Maturity Model Integration (CMMI) at Maturity Level 3 (CMMI-3) or above for the respective Software Development/Delivery Unit(s), issued by the CMMI Institute or its authorized partner/assessment body; or (ii) ISO 9001 certification for its Quality Management System (QMS); or (iii) ISO/IEC 27001:2022 certification for its Information Security Management System (ISMS). The Bidder/OEM shall submit a self-attested copy of the valid certificate as documentary evidence,	Valid OEM certificates for ISO 9001, ISO/IEC 27001:2022 and CMMI Level 3 or higher Documentary proof in respect of the Bidder

	clearly indicating the name of the certified entity, applicable certification/maturity level, scope, certificate/assessment number, issuing/assessment body, and validity period.	
7.	Implementation References The bidder should provide the Implementation References in last 5 years. At least 1 live implementation supporting 50+ branches or 400+ users and multiple lending segments.	Implementation References. Client certificate
8.	The bidder to provide declaration on its letter head that all the technical features highlighted as a part of technical scope are covered in totality in proposal submitted by the bidder.	Declaration from bidder. Annexure A8 - Declaration for Acceptance of Scope of Work
9.	Bidder or OEM shall have a minimum of 50 full-time technical employees, including personnel covering implementation, integration, database, security, testing and application support. **Note:** ***Personnel engaged primarily in support, maintenance, helpdesk, customer support, administrative, HR, finance, sales, marketing, or other non-technical functions shall not be considered for the purpose of meeting this criterion.***	Certificate from HR / statutory records confirming full-time technical manpower.
10.	The OEM should have proven capabilities and prior experience in the successful implementation of LOS or similar digital lending solutions for Cooperative Banks / RBI-Regulated Entities / NBFCs / Scheduled Commercial Banks / Public or Private Sector Banks / Small Finance Banks or Regional Rural Banks shall be considered as a critical indicator of their capacity to address the unique technical, infrastructural and operational challenges. The proposed solution must be based on the latest stable version of the LOS and be capable of supporting the current as well as evolving functional, regulatory, and digital transformation requirements of cooperative banks. Additionally, the proposed LOS platform must be operational and running in at least one of the financial institutions mentioned above.	A certificate from the concerned client organizations confirming the actual deployment of the proposed LOS may be enclosed
11.	The proposed Loan Origination System (LOS) software shall have successfully processed a minimum of 50,000 loan applications IN Financial Institutions in the BFSI sector during last 03 years, where the proposed solution is live and operational. Note: Only loan applications processed through the proposed LOS shall be considered for this criterion.	An undertaking from the OEM or certificate from the client confirming the application volumes, analytics or dashboard or any third-party usage / audit reports may be enclosed
12.	The proposed LOS must have an in-built credit rule engine and should support evaluation of 500+ data points both from internal and external sources. Further, the credit rules must be easily configurable and manageable by business users without requiring code changes.	A certificate of LOS architecture / product screenshots or case study demonstrating usage by the client may be enclosed.
13.	Bidder to provide the declaration that any of its subsidiary or associates or holding company or companies having common directors or companies in same group promoters/management or partnership firms/ LLPs having common partners have not participated in bid process.	Declaration from bidder. (mandatory)

4.1.4. Marking Scheme – Envelope A / Eligibility & Pre-Qualification

Sr.	Evaluation Criteria	Maximum Marks	Suggested Evaluation
1.	Company Incorporation & Experience	5	3 years = 2 mark; 5–7 years = 3 marks; >7 years = 5 marks
2.	Financial Eligibility	5	Marking Criteria (5 Marks) #
3.	OEM Certifications – ISO 9001, ISO/IEC 27001:2022, CMMI L3+	6	ISO 9001 = 1; ISO 27001 = 1; CMMI L3/L4/L5 = 2/3/4 **(sum of all)**
4.	BFSI/LOS Experience of OEM	10	5 qualifying implementations = 5 marks; 6–8 = 7 marks; >8 = 10 marks
5.	Live LOS Implementations	15	3 live for 2 years = 5 marks; 4–5 = 10 marks; 6-7= 12 marks; >8 = 15 marks
6.	Loan Application Processing Volume	10	50,000+ in 1 institution, 2 institutions = 5 marks; 3–4 institutions = 7 marks; >4 = 10 marks
7.	Scale of Live Implementation	5	50+ branches / 400+ users = 3 marks; 100+ branches / 1,000+ users = 4; 200+ branches / 3,000+ users = 5
8.	Technical Manpower	5	50–75 = 2;76-100-3 101–150 = 4; >150 = 5
9.	Experience	10	5 references = 3; 6–10 = 6; >10 = 10
10.	Credit Rule Engine Capability	10	500 data points = 3; 501–750 = 4; >751 = 10
11.	Product Readiness / Existing Product	10	70% readiness = 5; 70.01–85% = 8; >85% = 10
12.	Support Infrastructure	4	1 Northern Region center = 2; 2 or more = 4
13.	Reference Quality & Client Profile	10	Based on relevance, size, regulatory profile, and similarity of reference institutions
	Total	100	

Note: ***Those 100 marks will be converted to 30 marks for the final evaluation for technical scoring. Conversion formula for Technical Scoring Matrix -Converted Marks = (Marks obtained ÷ 100) × 30***

4.1.5. Financial Eligibility Marks

Sr.	MSE	Other than MSE
1.	Annual Turnover: Bidder having an average annual turnover of Rs. 10 Crores during the last three financial years – 1 Mark	Annual Turnover: Bidder having an average annual turnover of Rs. 35 Crores during the last three financial years – 1 Mark
2.	Annual Turnover: Bidder having an average annual turnover of Rs. 20 Crores or more during the last three financial years – 1 additional Mark	Annual Turnover: Bidder having an average annual turnover of Rs. 50 Crores or more during the last three financial years – 1 additional Mark
3.	Profitability: Bidder having reported Profit After Tax (PAT) in at least 2 out of the last 3 financial years – 1 Mark	Profitability: Bidder having reported Profit After Tax (PAT) in at least 2 out of the last 3 financial years – 1 Mark
4.	Higher Profitability: Bidder having reported PAT in all 3 of the last 3 financial years – 1 additional Mark	Higher Profitability: Bidder having reported PAT in all 3 of the last 3 financial years – 1 additional Mark
5.	Financial Strength: Bidder having an average annual turnover of Rs. 20 Crores or more and PAT in all 3 financial years – 1 additional Mark	Financial Strength: Bidder having an average annual turnover of Rs. 75 Crores or more and PAT in all 3 financial years – 1 additional Mark

5. Section 5 - Bid Opening

Bids will be opened in 2 stages:

Stage 1 – In the first stage the Eligibility bid i.e. Envelope ‘A’ and Technical Bid i.e. Envelope ‘B’ will be opened.

Stage 2 – Commercial bids i.e. Envelope ‘C’ will be opened for technically qualified bidders for finalizing the prices by Nainital Bank’s management.

a. **Opening of Eligibility and Technical Bids Envelope A and Envelope B:** Nainital Bank will open Envelope 1 containing Eligibility bids (Envelope ‘A’) and technical bid (Envelope ‘B’) on the date, time and address mentioned in Section 1 or as amended by Nainital Bank from time to time.
b. **Opening of Commercial Bids Envelope C:** hose Bidders who meet the eligibility criteria and technical criteria will be intimated by email, the date, time and address for opening of the Commercial Bids. The bank may ask for the bidders’ representative. If called for the Bid opening, the representatives of the Bidder have to produce an authorization letter from the Bidders by way of letter or email to represent them at the time of opening of bids. Only one representative will be allowed to represent each Bidder.

In case the Bidder’s representatives are not present at the time of opening of Bids, the Bids will still be opened at the scheduled time at the sole discretion of the Nainital Bank Limited.

The Bidder’s representatives who are present shall sign the register evidencing their attendance.

6. Section 6 - Bid Evaluation

Competitive bids shall be submitted in two stages:

6.1. Stage 1.a – Evaluation of Eligibility Criteria

a. Whether the required information has been provided as outlined in the bid document.
b. Whether the documents have been properly signed and whether the bids are generally in order.
c. Eligibility and compliance with all forms and annexures will be the first level of evaluation.
d. The Bank may waive any minor informality, non-conformity, or irregularity in a bid that does not constitute a material deviation, provided such waiver does not prejudice or affect the relative ranking of any bidder.
e. If a bid is not substantially responsive, it will be rejected by the Bank and may not subsequently be made responsive by the bidder through correction of the non-conformity.

6.2. Stage 1.b – Evaluation of Technical Criteria

a. Only those bidders who qualify all pre-qualification/eligibility criteria requirements will be eligible for technical bid evaluation.
b. A technical presentation will be part of the evaluation process for the bids.
c. The Bank reserves the right to reject a product/solution/service if it believes the offered product/service does not meet the technical requirements/objectives specified in the Technical Bid – Bank's Requirements.
d. The technical bid will first be reviewed to determine compliance with the tender terms and conditions, minimum/mandatory technical requirements, and the scope of work as defined in this tender.
e. Any bid found to be non-compliant with the mandatory technical requirements, tender terms and conditions, and the scope of work shall be rejected and will not be considered for further evaluation.
f. Bids that are technically compliant will only be considered for commercial evaluation.
g. Bidders should submit the Technical Specification Compliance Sheet as part of the technical bid.
h. If the bidder is found to be non-compliant with any of the mandatory technical specifications, the respective bid will be summarily rejected without assigning any score.
i. Bidders are required to submit all supporting documents as per the criteria mentioned in the RFP. The Bank reserves the right to summarily reject any bid that does not contain all mandatory supporting documents or may ask the bidder to resubmit documents. The decision of the Bank will be final and binding in this regard.

The Technical Evaluation will be based on the following broad parameters:

6.2.1. Technical Scoring Matrix

Sr.	Criteria	Max Marks	
1.	Eligibility criteria (Marking Scheme – Envelope A -Eligibility & Pre-Qualification100 Marks will be converted to 30)		**30**
2.	Detailed Technical Specifications and Compliance Matrix of LOS		**20**
3.	Information Security / Technical Compliance		**10**
4.	Bidder's technical presentation for proposed Solution (Evaluation Criteria and Maximum Marks)		**30**
4.1.	Understanding of requirement	**6**	
4.2.	Proposed technical solution & approach	**8**	
4.3.	Methodology and implementation plan	**6**	
4.4.	Innovation / value addition	**4**	
4.5.	Presentation quality & Q&A	**6**	
5.	Solution as per Bank Requirements – Evaluation by the Technical Evaluation Committee Member		**5**
	5 Marks – Fully meets Bank requirements with a comprehensive, practical and well-suited solution. 4 Marks – Meets most requirements with minor gaps. 3 Marks – Adequately meets requirements with some gaps. 2 Marks – Partially meets requirements with significant gaps. 1 Mark – Minimally meets requirements. Evaluation basis: The evaluator/Technical Evaluation Committee member shall award marks based on the overall suitability, completeness, practicality, configurability and alignment of the proposed LOS solution with the Bank's business and operational requirements.		
6.	Application Performance, Availability & Business Continuity		**5**
	Total		**100**

6.3. Stage 2 – Evaluation of Commercial Bids

The Commercial Bids of all technically qualified Bidders shall be subjected to financial evaluation. It may be noted that the total Gross Price quoted by the Bidders inclusive of all applicable taxes for all components specified in the RFP and any other incidental or allied items quoted by the Bidder which is required for the completeness of the project, along with 03 years of comprehensive warranty, support and maintenance shall be taken into consideration for determining the L1 Bidder. For further details, the Bidders may refer to the sample Commercial Bid format provided in Section 6.10.

All bids shall be evaluated by different Bid Evaluation Committees/Subcommittees set up for this purpose by the Bank. The evaluation will be based on Eligibility Criteria, Technical Evaluation Criteria, and Evaluation of Commercial Bids. Bidders must pass the Eligibility Criteria to be considered for Technical Evaluation. The marks obtained in Technical Evaluation will carry a 70% weightage when comparing the Commercial Bids.

The resultant score will be calculated for all qualified bidders using the following formula:

Score (S) = [(C1 / C) x 0.3] + [(T / TMax) x 0.7]

Where:

- S: Resultant Score
- C1: Lowest Commercial Bid
- C: Commercial Bid of the bidder
- T: Technical Score of the bidder
- TMax: Highest Technical Score

Illustrative Example:

Sr.	Bidder	Technical Evaluation Marks (T)	Commercial Bid (C)	[(C1 / C) x 0.3]	[(T / TMax) x 0.7]	Score (S)
1.	ABC	95	80	(95 / 95) x 0.3 = 0.3	(95 / 95) x 0.7 = 0.7	0.925
2.	PQR	80	70	(60 / 70) x 0.3 = 0.257	(80 /x 0.7 = 0.589	0.846
3.	XYZ	75	60	(60 / 60) x 0.3 = 0.3	(75 / 95) x 0.7 = 0.553	0.853

Scores will be considered up to two decimal places. In this example, bidder ABC, with the highest score, becomes the successful bidder. The eligibility criteria, technical evaluation criteria, and commercial bid formats are provided in the annexures. Bidders must provide information in the prescribed formats only; any deviation from these formats may lead to disqualification.

Bidders to note:

Notwithstanding anything contained herein this RFP, by submitting bid in this RFP, the bidder understands and agrees that, the Bank reserves the right, at its sole and absolute discretion, to accept or reject any or all proposals, in whole or in part, received in response to this RFP. Bank is under no obligation to award the contract to the lowest-priced bidder (L1). The contract will be awarded to the responsive and responsible bidder whose proposal demonstrates the highest overall efficiency, technical competence, and value to the Bank, based on the evaluation criteria outlined herein. Bank further reserves the right to waive any minor informalities, irregularities, or technicalities in any proposal received. Bank further, reserves the right to reject any proposal if the financial bid is determined to be abnormally low or unsustainable. A bid may be deemed unsustainable if, in the sole judgment of the Bank, the price does not permit the bidder to maintain the operational efficiencies, quality benchmarks, and staffing levels required to successfully execute the scope of work.

7. Section 7 - Terms and Conditions

7.1. Bank's Right to Vary Scope of Contract at the Time of Award

The Bank may, at any time, issue a written order to the Bidder to make changes to the scope of the Contract as specified. If any such change causes an increase or decrease in the cost of, or the time required for, the Bidder's performance of any part of the work under the Contract—whether changed or not changed by the order—an equitable adjustment shall be made in the Contract Value or time schedule, or both, as decided by the Bank, and the Contract shall be accordingly amended. Any claims by the Bidder for adjustment under this clause must be asserted within thirty (30) days from the date of the Bidder's receipt of the Bank's change order.

7.2. Bank's Right to Accept Any Bid and Reject Any or All Bids

The Bank reserves the right to accept any bid, to annul the RFP/tender process, and to reject all bids at any time prior to the award of the Contract, without incurring any liability to the affected Bidder or Bidders, or any obligation to inform the affected Bidder or Bidders of the grounds for the Bank's action.

7.3. Notification of Award

Prior to the expiration of the period of bid validity (180 days after the last date of submission of bid date), the Bank will notify the successful Bidder in writing that its bid has been accepted. The notification of award will constitute the formation of the Contract, requiring the successful Bidder to furnish a Bank Guarantee favoring The Nainital Bank Ltd. of 20% of the Work/Purchase Order Value for contract performance. Thereafter, the Bank will notify each unsuccessful Bidder and will return/release its EMD.

7.4. Award of Contract

- **a.** There will be only one vendor. At the same time as the Bank notifies the successful Bidder that its bid has been accepted, the Bank will send the Bidder the Proforma of Contract. Within 30 days of receipt of the Proforma of Contract, the successful Bidder shall sign and date the Contract and return it to the Bank along with the Bank Guarantee favoring The Nainital Bank Ltd. of 20% of the Work/Purchase Order Value for contract performance. The contract period will commence from the date of signing and will be valid for 3 years, which may be extended for an additional 2 years at the sole discretion of the Bank with mutual agreed terms.
- **b.** Keeping in view the project commitment, The Nainital Bank Ltd. reserves the right to ask the bidder to add new features/ process or modify the existing solution to take care the service delivery for matching the project requirements as and when required. Bidder has to agree for honoring all tender conditions and adherence to all aspects of fair-trade practices in executing the purchase orders placed by THE NAINITAL BANK LTD.
- **c.** If the name of the system/service/process changes to describe substantially the same system/service/process under a new name, all techno-fiscal benefits agreed upon concerning the original product shall be passed on to The Nainital Bank Ltd. The obligations with The Nainital Bank Ltd. taken by the bidder with respect to the product/works/services with the old name shall also transfer along with the renamed product/works/services.
- **d.** The Security Deposit shall be in the form of a Bank Guarantee (BG) from any Scheduled Commercial Bank (except the Nainital Bank Ltd.). The Security Deposit should be valid for the entire period of 36 months and shall be renewed for extended period required. Upon satisfactory performance and completion of the contract, the Security Deposit shall be refunded to the bidder without any interest.

7.5. Termination of contract:

- **a.** The Bank shall serve the 30 days' notice of termination to the Shortlisted bidder before terminating the contract of the selected bidder.
- **b.** The Bank will be entitled to terminate the contract, without any cost to the Bank and recover expenditure incurred by the Bank, on the happening of any one or more of the following:
- **c.** The selected bidder commits a breach of any of the terms and conditions of the bid.
- **d.** The selected bidder goes into liquidation voluntarily or otherwise or appointment of receiver or manager of any of the successful bidder's assets or insolvency of the successful bidder.
- **e.** Distress, execution or other legal processes being levied on or upon any of the successful bidder's goods and/ or assets.
- **f.** If the successful bidder assigns or attempts to assign his interest or any part thereof of the project assigned.

g. An attachment is levied or continues to be levied for a period of 7 days upon effects of the Agreement.
h. The progress regarding the execution of the order accepted by the successful bidder is found to be unsatisfactory or delay in execution of the contract, the Bank reserves the right to get the balance contract executed by another party of its choice by giving 30 days' notice for the same. In this event, the successful bidder is bound to make good the additional expenditure, which the Bank may have to incur in executing the balance contract. This clause is applicable if for any reason the contract is cancelled.
i. Non-satisfactory performance of the successful bidder during implementation and operation.
j. An act or omission by the successful Bidder, its employees or its agents in the performance of the services provided in the contract and this RFP including delay in performance of the services beyond the specified period or any other reason which in the judgment of the Bank does warrants termination of contract
k. Failure to perform services to the satisfaction of Bank.
l. Material discrepancies in the Services noted by the Bank. The Bank reserves the right to procure the same or similar service from the alternate sources at the risk, cost and responsibility of the Successful bidder.
m. Successful bidder is found to be indulged in frauds.
n. The Bank suffers a reputation loss on account of any activity of empaneled vendor or penalty is levied by regulatory authority.
o. In the event of subcontract or assignment contrary to the terms of agreement.

FURTHERMORE, THE NAINITAL BANK LTD. may, at any time, terminate the contract by giving written notice of -30- days to the vendor without any compensation, if the vendor becomes bankrupt or otherwise insolvent, provided that such termination will not prejudice or affect any right of action or remedy which has accrued or will accrue thereafter to THE NAINITAL BANK LTD. If at any point during the contract, if the vendor fails to, deliver as per the tender terms and conditions or any other reason amounting to disruption in service, the Termination and Exit Management clause to be incorporated in contract, will be invoked.

In case of any takeover/merger/acquisition/transfer of ownership of bidder, the responsibility for smooth transition to the new entity lies with the bidder. Moreover, Bank will be informed in advance through written notice of likely event of any takeover/merger/acquisition/transfer of ownership of Bidder. If the contract is terminated by the Bank, the Bank shall also be entitled to get back the infrastructure and hardware, if any, provided by the Bank. Termination of contact by the Bank may also be accompanied by a de-facto blacklisting of the successful bidder.

7.6. Conflict of Interest

The Bank requires that bidder shall provide professional, objective, and impartial advice and at all times hold the Bank's interest paramount, strictly avoid conflicts with other Assignment(s)/ Job(s) or their own corporate interests and act without any expectations/ consideration for award of any future assignment(s) from the Bank. Bidder has an obligation to disclose any situation of actual or potential conflict in assignment/job, activities and relationships that impacts their capacity to serve the best interest of the Bank, or that may reasonably be perceived as having this effect. If the Bidder fails to disclose said situations and if the Bank comes to know about any such situation at any time, it may lead to the disqualification of the Bidder during bidding process or the termination of its Contract during execution of assignment

7.7. Placing of Purchase Orders

a. Purchase order will be placed on the vendor in hardcopy format for procurement of proposed solution / Hardware/ Software/ System / Service.
b. Objection, if any, to the Purchase Order must be reported to the Bank by the vendor within 10 working days counted from the date of receipt of Purchase Order for modifications, otherwise it is assumed that the vendor has accepted the Purchase Order.
c. If the vendor cannot supply/deploy/operationalize the ordered Hardware/software system/service/process/solution completely within the specified period, the penalty clause will be invoked.
d. The decision of THE NAINITAL BANK LTD. shall be final and binding on all the vendors to this document. THE NAINITAL BANK LTD. reserves the right to accept or reject an offer without assigning any reason whatsoever.
e. Bank Guarantee for Contract Performance: Within thirty days of receiving the notification of award from the Bank, the successful Bidder shall furnish a performance security in the form of a Bank Guarantee favoring The Nainital Bank Ltd., valid for a period of 36 months from the date of signing the Contract, in accordance with the Conditions of Contract.
f. Failure of the successful Bidder to comply with the requirements mentioned in the document/Contract shall constitute sufficient grounds for the annulment of the award and forfeiture of the EMD and Bank

Guarantee/Security Deposit for contract performance. In the event of exigency, if the Bank engages another party to perform the work, the difference in cost shall be borne by the successful Bidder.

7.8. Performance Bank Guarantee Schedule

Sr.	Item	Value
1.	Instrument	One single Deposit in the form of Bank Guarantee
2.	Validity of Performance Bank Guarantee	Bank Guarantee for contract performance to be submitted along with the duly stamped and signed contract and should be valid for a period of 36 months from the date of signing the Contract. In case there is an extension of contract beyond 06 months, Bidder has to provide the BG for that extended period.
3.	Amount	20% of Purchase Order value.

7.9. Confidentiality and Non-Disclosure of the Document

a. The RFP Document submitted by the bidder is confidential. The Bidder shall ensure that no part of the RFP Document is disclosed in any manner. The document contains information that is proprietary to the Bank. Additionally, the bidder will have access to internal business information of the Bank and its associates. The bidder shall ensure that its employees maintain full confidentiality of all information. Disclosure, reproduction, or transmission of this RFP, any amendments, specifications, plans, drawings, patterns, samples, or any related information to parties not directly involved in providing the requested services may result in disqualification, premature termination of the contract, and legal action for breach of trust.

b. No media release, public announcement, or reference to the RFP or any related program shall be made without the Bank's written consent. Reproduction of the RFP or any other document without written consent of the Bank, through photographic, electronic, or other means, is strictly prohibited. The successful bidder will be required to sign a Confidentiality and Non-Disclosure Agreement with the Bank.

7.10. Prevention of Corrupt and fraudulent practices

It is required that every participating bidder is required to sign a pact:

a. Every Bidders / Suppliers / Contractors/Service Providers are expected to observe the highest standard of ethics during the procurement and execution of such contracts in pursuance of the policy.

b. “Corrupt Practice” means the offering, giving, receiving or soliciting of anything of value to influence the action of an official in the procurement process or in contract execution AND

c. “Fraudulent Practice” means a misrepresentation of facts to influence a procurement process or the execution of contract to the detriment of the Bank and includes collusive practice among Bidders (prior to or after bid submission) designed to establish bid prices at artificial non-competitive levels and to deprive the Bank of the benefits of free and open competition.

d. The Bank reserves the right to reject a proposal for award if it determines that the Bidder recommended for award has engaged in corrupt or fraudulent practices in competing for the contract in question.

e. The Bank reserves the right to declare a firm ineligible, either indefinitely or for a stated period of time, to be awarded a contract if at any time it determines that the firm has engaged in corrupt or fraudulent practices in competing for or in executing the contract.

7.11. Tender Related Condition

The Bidder must confirm unconditional acceptance of full responsibility for completing the job and executing the ‘Scope of Work’ as detailed in this tender. This confirmation should be submitted as part of the Technical Bid.

The Bidder shall also be the sole point of contact for all matters related to the Contract. The Bidder should not be involved in any major litigation or arbitration that may impact the delivery of services as required under this contract. If any suppression or falsification of such information comes to the Bank's attention during the tendering process or during the term of the Contract, the Bank shall have the right to reject the bid or terminate the contract without any compensation to the Bidder and/or claim damages before the court resulting from such rejection or termination.

7.12. Rejection Criteria

Besides other conditions and terms highlighted in the RFP Document, bids may be rejected under the following circumstances:

7.13. General Rejection Criteria

Bids submitted without or with improper EMD and/or Application Money.

- **a.** Bids received through telex, telegraphic means, fax, or email will not be considered for evaluation.
- **b.** Incomplete Bids, including non-submission or non-furnishing of requisite documents/ Conditional Bids / Bids not conforming to the terms and conditions stipulated in this RFP are liable for rejection by the Bank.
- **c.** Bids that do not confirm unconditional validity as prescribed in the Tender.
- **d.** If the information provided by the Bidder is found to be incorrect or misleading at any stage during the Tendering Process.
- **e.** Any effort by a Bidder to influence the Bank's bid evaluation, comparison, or contract award decisions.
- **f.** Bids received after the last date and scheduled time for receipt as prescribed by the Bank.
- **g.** Bids lacking power of authorization and any other document providing adequate proof of the signatory's ability to bind the Bidder.

7.14. Technical Rejection Criteria

- **a.** Technical bids containing commercial details.
- **b.** Revelation of prices in any form or by any reason before the opening of the Commercial Bid.
- **c.** Failure to furnish all information required by the RFP Document or submission of a bid not substantially responsive to RFP document in every respect.
- **d.** Bidders not quoting for the complete scope of work as indicated in the RFP Document, corrigendum/ addenda (if any), and subsequent information given to bidders.
- **e.** Bidders not complying with material technical requirements regarding functionality, specifications, and general terms and conditions as stated in the RFP Document.
- **f.** The Bidder not confirming unconditional acceptance of full responsibility for providing services.
- **g.** If the bid does not conform to the timelines indicated. (PERT CHART)
- **h.** Bidders not scoring the minimum marks as mentioned in the Tender.

7.15. Commercial Rejection Criteria

- **a.** Incomplete Commercial Bid.
- **b.** Financial bids that do not conform to the Tender's commercial bid format.
- **c.** Total price quoted does not clarify regarding all statutory taxes and levies applicable.
- **d.** If there is an arithmetic discrepancy in the commercial bid calculations, the Bank shall rectify the same at its discretion. If the Bidder does not accept the correction, its bid may be rejected.

7.16. Liquidated Damages

- **a.** If the selected Bidder fails to complete the contract performance in accordance with the agreed specifications and conditions, the Bank reserves the right to recover liquidated damages (LD) at a rate of 0.5% of the total yearly order value per week, subject to a maximum of 10% of total charges for non-performance or delayed performance.
- **b.** LD is not applicable for delays due to reasons attributable to the Bank or force majeure. However, it is the Bidder's responsibility to prove that the delay is attributable to the Bank or force majeure. The selected Bidder shall submit proof authenticated by the Service Provider and a Bank official that the delay is attributed to the Bank or force majeure along with the bills requesting payment. If the delay is due to the Bank, force majeure, or any other circumstances beyond the Service Provider's control, the Bank will continue with the contract without claiming any liquidated damages. The Bank reserves the right to adjust any penalties and liquidated damages against the Security Deposit.

7.17. Force Majeure

Bank shall not be responsible for delays or non-performance of any or all obligations, contained in this RFP or agreement thereafter, caused by war, revolution, insurrection, civil commotion, riots, mobilizations, strikes, blockade, acts of God, Plague, epidemics or pandemics, fire, flood, obstructions of navigation by ice of Port of dispatch, acts of government or public enemy or any other event beyond the control of the bank, which directly, materially and adversely affect the performance of any or all such obligations. However, the bidder shall continue to perform its obligations as contained in this RFP and agreement thereafter.

7.18. Arbitration

Bank and the Bidder shall make every effort to resolve amicably, by direct negotiation between the respective Designated Officials of the bank and the Bidder, any disagreement or dispute arising between them under or in connection with the RFP and or contract thereafter. If the designated official of the Bank and the Bidder are unable to resolve the dispute within -30- days from the commencement of such informal negotiations, they shall immediately escalate the dispute to their Senior Authorized Personal. If within -30- days from the commencement of such negotiations between the Senior Authorized Personal designated by the Bidder and Bank, are unable to resolve their dispute amicably, in such case the dispute shall be settled finally by arbitration in, Nainital Uttarakhand, India under and in accordance with the provisions of the Arbitration and Conciliation Act, 1996 or any statutory modification or re-enactment thereof. The right to appoint arbitrator shall lie with the bank only.

7.19. Jurisdiction

The jurisdiction for all disputes shall be in Nainital, Uttarakhand, India.

7.20. Safety

All safety codes and preventive measures for this type of work shall be strictly followed. All personnel and staff will remain under the authority of the bidder. In the event of any mishap causing injury, disability, or death on-site or off-site during or after the project due to negligence by the bidder's staff, the bank shall not bear any responsibility in any case. No claims in this regard shall be paid by the bank.

7.21. Statutory Laws

- **a.** The vendor shall comply with all applicable statutory rules, regulations, and notifications regarding taxes, duties, labor, and other relevant matters in force at any given time, including registration, labor laws, payments, ESIC, PF, insurance etc. The vendor shall coordinate these matters directly with the relevant authorities directly.
- **b.** Service Provider shall procure and maintain all necessary licenses, permissions, approvals from the relevant authorities under the applicable laws throughout the currency of this Agreement, require for performing the Services under this Agreement

7.22. Confidential Information

All information exchanged between the parties will remain confidential. If the implementation project requires the disclosure of, or receipt of confidential information, such actions will be made with mutual agreement and may involve a separately executed MoU or non-disclosure agreement with the vendor by the bank.

7.23. Extra Deviated Items

Any extra items, such as variations in quantity/quality of services, must be executed only after receiving appropriate approvals and written confirmation from the bank. At the time of invoice submission, all documentary evidence of the necessary approvals for extra/deviated items or variations in quantities/ quality must be attached. Payments will not be made without proper approvals.

7.24. Term and Extension of the Contract

- **a.** The term of Contract shall commence from and shall be for period of 3 years. It may be extended for an additional two years at the sole discretion of the Bank with mutual agreed terms. The Bank reserves the exclusive right to grant any extension to the aforementioned term and shall notify the Bidder in writing at least six months before the expiration, indicating whether an extension will be granted. The decision to grant or refuse the extension shall be at the Bank's discretion.
- **b.** If deemed appropriate, during the extended period, the terms and conditions for the Service Level Agreement (SLA), penalties, and prices for services, Annual Maintenance Contract (AMC), and manpower shall remain the same.
- **c.** Should the Bank determine that no further extension will be granted, it will notify the Bidder at least six months prior to the expiration of the term. Upon receipt of such notice, the Bidder shall continue to fulfill all obligations under the Contract until such reasonable time beyond the contract term, during which the Bank will either appoint an alternative service provider or establish its own infrastructure to operate the Services provided

under this Contract. In this case, the terms and conditions for SLA, penalties, and prices for services, AMC, and manpower shall remain the same as those specified for the third year.

7.25. Prices

a. Prices quoted must be firm and shall not be subject to any upward revision for any reason throughout the contract period. However, any increase or decrease in taxes or duties occurring after the Notification of Award shall be passed on to The Nainital Bank Limited.

b. The quoted cost shall include all licensing and monitoring services provided through the Vendor's Loan Operating System (LOS), on a 24x7x365 basis. Additionally, the LOS must be capable of integrating with the Bank's Security Information and Event Management (SIEM) solution, IBM QRadar, to facilitate centralized security event monitoring, logging, and analysis.

c. Under no circumstances shall any additional costs be payable by the Bank for any software or tools used by the service provider in rendering the required services outlined in the tender. The bidder must arrange for such software or tools at their own expense. The responsibility for ensuring that only legal, authorized, and licensed versions of software or tools are provided and used by its employees' rests solely with the bidder. The Bank shall not be involved in any litigation arising from the use of unauthorized software or tools by the bidder or service provider.

7.26. Payment Terms (Inductive)

a. No advance payment shall be made by the Bank for any supplies under this invitation for bid. The Bidder shall bear all the initial costs for mobilization, setup, and resource deployment.

b. Payments for all goods and services specified herein shall be released by the Bank on a milestone basis, as detailed below, subject to formal verification, certification and acceptance by the Bank and/or its Consultant.

Sr.	Description of the Goods & Services		Conditions for Release of Due Payment by the Bank to the Vendor
1.	**LOS along with all associated / allied software and applications, to be hosted at DC and DR:** Payment will be processed only after the receipt of the Performance Bank Guarantee.		
	Component (All related software	**Terms of payment**	**Milestone and Condition**
	License Cost (software)	20 %	Installation of licenses in UAT set up and making default configuration, submission of invoice and submission of Performance Bank Guarantee
		20 %	After UAT Sign off and receipt of invoice along with Payment request
		30%	One month of Go live sign off and receipt of the respective Invoice along with Payment request
		30%	Six months after Go live and receipt of Invoice along with Payment request.
	Annual Technical Support (after warranty period)	100 %	Annually on receipt of Invoice within first quarter of each year of support.
	Implementation Cost	20 %	After UAT sign off and receipt of invoice
		30 %	After Go live and receipt of invoice
		50 %	Six months after Go live and receipt of invoice.
	Integration Cost	100 %	3 months after integration and implementation in production and receipt of Invoice
	Manpower Cost	100% of monthly cost	On completion of support month and receipt of invoice.
1.1.	One-time supply, installation, configuration, customization, testing, data migration, and successful implementation/deployment of the Core LOS software with perpetual enterprise licenses (active-active setup) at the Data Centre , along with three (03) years of comprehensive warranty and OEM support.		
1.2.	One-time supply, installation, configuration, customization, and implementation of all associated applications, middleware, utilities, components, or solutions required to ensure full compliance, end-to-end functionality, interoperability, security, seamless integration, and successful rollout of the LOS, in accordance with the technical specifications and scope of work defined in this RFP.		
1.3.	One-time Customization, Implementation and Integration of LOS with existing CBS and Third-Party Portals / APPs, etc.		

1.4.	Training and Live Demonstration to the Users and Senior Management of the Bank as per need.	After imparting the training.
1.5.	One-time Installation, Configuration, Testing and Deployment of LOS at the DR site.	After successful completion of the job.
1.6.	Operation and Maintenance of the LOS on a 24×7×365 basis for a period of three (03) years post Go-Live at both the Data Centre (DC) and Disaster Recovery (DR) sites, including the implementation of all regulatory, statutory, and compliance-related updates/changes as mandated by banking regulators from time to time.	On a post-paid bi-annual basis as certified by the Bank / Consultant.
1.7.	Post Go-Live, any further customization or modification of the LOS required to meet the business needs of the Bank during the three-year warranty and support period, for a total of 90 man-days.	On a post-paid bi-annual basis as per actual man-days utilized and certified by the Bank / Consultant.
2.	**Supply, installation and configuration of Operating Systems (OS), Databases (DB) and associated software required to deploy the LOS at the DC and DR along with 03 years comprehensive warranty & OEM support. (If bidder to provide same- further bank may also provide the OS and DB-** Will be decided at the time of PO.**)**	
2.1.	Operating System licenses for DC (If bidder to provide same)	**50 %** upon successful delivery and verification of all the licenses. The remaining **50 %** after successful installation, commissioning, UAT and Go-Live of the solution in the DC and DR.
2.2.	Operating System licenses for DR site (If bidder to provide same)	
2.3.	Databases licenses for DC (If bidder to provide same)	
2.4.	Databases licenses for DR site (If bidder to provide same)	
2.5.	Any other licensed software needed for the DC and DR site	
3.	**Miscellaneous (Any other solution, technology, goods & services that are not explicitly specified in this RFP but are required to ensure completeness, compliance, and full functionality of the proposed solution for next 03 years)**	
3.1.	To be quoted by the Bidder	Will be decided at the time of PO.
3.2.	To be quoted by the Bidder	

c. In case of non-performance, delay, or default on the part of the Vendor, penalty and/or Liquidated Damages (LD) shall be deducted from the overall payable amount, as per the terms and conditions stipulated in the RFP and Purchase Order (PO).

d. In the event of any delay is attributable to the Bank (e.g., unavailability of required IT infrastructure or manpower, delayed approvals, delay in conducting UAT, etc.), the related payment milestones shall be mutually revised and rescheduled to ensure that the Vendor is not unfairly penalized. However, if the delay or default is attributable to the Vendor, the corresponding milestone payments may be withheld or proportionately reduced until successful completion, without prejudice to the penalties prescribed under the SLA.

e. All payments shall be subject to applicable statutory deductions including TDS, GST compliance, and submission of valid invoices raised in the name of the Bank.

f. The Bank reserves the right to withhold payments pertaining to disputed invoices until such disputes are resolved. No interest shall be payable on payments withheld due to disputes, non-compliance, or delayed submissions.

g. The Vendor shall ensure that all licenses, subscriptions, software, and associated services are procured and provisioned strictly in the name of the Bank. Payments shall be contingent upon submission of documentary proof confirming the same.

h. In the event of early termination of the contract due to Vendor's default and unsatisfactory performance, the Bank shall be entitled to recover the unutilized payment on a pro-rata basis from the performance guarantee and/or any pending dues payable to the Vendor.

i. In case of early termination of the contract due to the Bank's decision (not arising from Vendor default), the Vendor shall be entitled for the payment against the work and milestones completed or accepted till the date of termination.
j. The Bank may require the Vendor to provide a payment reconciliation statement (milestone vs. % vs. payment received) for audit and compliance purposes.

Stipulated Time Schedule
The key milestone dates anticipated by the Bank are as follows:
Date of release of Purchase Order and project timelines, including penalties:

- Date of release of Purchase Order: T Day
- Purchase Order acceptance by successful bidder: T + 10 days
- Go Live and Operational phase: T+10+45 days
- Training 15 days

Sr.	Roadmap
1.	**Phase 1** - List of requirements to be shared with the Bank. - Bank's readiness with requirements. - Delivery, installation, configuration, and commissioning as defined in the RFP document. **Phase 2** Go Live and Operational phase **Phase 3** Additional requirement as per agreed between Bank and the Selected Bidder

The Bidder shall perform the Services and comply fully with the critical dates. Any failure by the Bidder to meet these critical dates may lead to the imposition of obligations outlined in the Delay and Deterrent Mechanism, the levying of penalties, and/or termination of the Contract at the Bank's discretion, without prejudice to any other rights the Bank may have.

7.27. Rates

a. The rates quoted by the Vendor shall remain valid and firm throughout contract life cycle i.e. for next 03 years and shall not be subject to any upward modification whatsoever.
b. For attending any meeting, call or complaint at the Bank or any of its Offices / Branches, no TA / DA and boarding & lodging facility will be provided by the Bank to the staff of the Vendor. Therefore, the Bidders are advised to consider such expenses and overheads in their offers accordingly.

7.28. Penalties

a. In the event of any delay in supply, installation, execution, implementation, delivery, or commissioning of the goods and services under this Contract, Liquidated Damages (LD) shall be levied as per the following terms, calculated on the value of the delayed portion of the Purchase Order (PO) / Project:
   i. 1% per month of the delayed portion for the first one (01) months of delay;
   ii. 2% per week of the delayed portion for each subsequent week of delay; subject to a maximum cumulative cap of 10% of the total value of the PO / Project.
b. In case the delay exceeds six (06) months, the Bank reserves the right, without prejudice to any other rights and remedies available under the Contract or applicable law, to:
   i. Cancel the PO or Contract, in whole or in part;
   ii. Forfeit the Performance Security / Bank Guarantee; and/or
   iii. Get the remaining work executed through alternate means at the risk and cost of the Vendor.
   iv. Impose additional and/or higher penalties, as deemed appropriate by the Bank, commensurate with the severity and impact of the delay.
c. Any delay, deficiency, lapse, or negligence attributable to the Vendor, including that of its employees, representatives, partners, OEMs, or subcontractors, shall be deemed as Vendor default. The Bank further reserves the right to impose additional penalties, as deemed appropriate, for any non-performance, non-compliance, breach of SLA, or deficiency in services during the contract period.
d. However, delays attributable to the Bank, Core Banking Solution (CBS) vendor, cloud service provider, third-party API/service providers, Government portals, security auditors, or delays arising due to pending approvals, User Acceptance Testing (UAT), dependencies on external agencies, or any other reasons beyond the control of the Bidder/OEM, shall not be considered for the purpose of computation of Liquidated

Damages. In such cases, the implementation timelines shall be extended appropriately on a case-to-case basis, subject to documentary evidence and approval of the Bank.

e. All penalties, liquidated damages (LD), and other applicable charges shall be levied simultaneously and concurrently strictly in accordance with the Service Level Agreements (SLAs), terms and conditions, and other provisions specified in the RFP and the resultant contract to be signed between the Bidder and the Bank. Notwithstanding the above, the Bank may, at its sole discretion and based on merits, supporting documentation, and recommendations of its internal team or designated consultants, waive, relax, or modify the applicable penalties. The decision of the Bank in this regard shall be final and binding on the Vendor.

8. Documents Envelop A

8.1. Annexure A1 - Bidder's Letter for Application Money & EMD Details

To,
The Chief Operating Officer,
The Nainital Bank Ltd,
Head Office, Mallital,
Nainital -263001 (Uttarakhand)

Subject: **RFP # NTB/IT/LOS/2026/09/28** dated ______________ for "Design, Development, Implementation, and Maintenance of Enterprise Loan Origination System (LOS) at Bank's DC And DR Site Including All Required Software Licenses.

- **a.** We have enclosed an Application Money in the form of a DD/PO/NEFT - UTR No________issued by the branch of the__________Bank, for the sum of Rs_(Rupees______). This Application money is as required by clause 2.11 of the Instructions to Bidders of the above referred RFP.
- **b.** We have enclosed an EMD in the form of a DD/PO/NEFT/RTGS - UTR No_____________issued by the branch of the__________Bank, for the sum of Rs_(Rupees_____________).

This EMD is as required by clause of the Instructions to Bidders of the above referred RFP.

Thanking you,

Yours faithfully,

(Signature of the Bidder)
Name:
Designation:
Seal:
Date:
Business Address:

8.2. Annexure A2 - Bid Security (Bank Guarantee)

(BANK GUARANTEE ("BG") IN LIEU OF EARNEST MONEY DEPOSIT)

Date:
[Bank's Name, and Address of Issuing Branch or Office]

The Chief Operating Officer,
The Nainital Bank Ltd,
Head Office, Mallital,
Nainital -263001 (Uttarakhand)

WHEREAS ___(hereinafter called "the Bidder") has submitted its bid dated ___________________("Date of Submission of Bid") for selection a Service Provider DESIGN, DEVELOPMENT, IMPLEMENTATION, AND MAINTENANCE OF ENTERPRISE LOAN ORIGINATION SYSTEM (LOS) AT BANK'S DC AND DR SITE INCLUDING ALL REQUIRED SOFTWARE LICENCES for three years for The Nainital Bank Limited (hereinafter called "the Purchaser") in response to Request for Proposal **RFP # NTB/IT/LOS/2026/09/28** (hereinafter called "the Bid") issued by the Purchaser.
KNOW ALL PEOPLE by these presents that We_(Name of Bank) having our registered office at ________ (hereinafter called "the Bank") are bound unto the Purchaser to the sum of INR Rs. 5,00,000/- (Rupee five lakh only) for which payment will and truly to be made to the said Purchaser, the Bank binds itself, its successors and assigns by these presents.
Sealed with the seal of the said Bank this ______day of _,20_.

THE CONDITIONS of this obligation are:

- **a.** If the Bidder withdraws its Bid during the period of bid validity specified in the RFP aforesaid; or
- **b.** If the Bidder, having been notified of the acceptance of its bid by the Purchaser during the period of bid validity, the Bidder:
  - **i.** fails or refuses to execute the Contract; or
  - **ii.** fails or refuses to furnish the Security Deposit/ Bank Guarantee for contract performance.

We undertake to pay the Purchaser up to the above amount upon receipt of its first written demand, without the Purchaser having to substantiate its demand, provided that in its demand the Purchaser will note that the amount claimed by it is due owing to the occurrence of one or both two conditions, specifying the occurred condition or conditions.
This Guarantee will remain in force up to and including _months i.e. up to ____________and any demand in respect thereof should reach the Bank not later than the above date i.e. _ Notwithstanding any other term contained herein-

- **a.** this Guarantee shall be valid only up to where upon it shall automatically expire irrespective of whether the original guarantee is returned to the Bank or not; and
- **b.** the total liability of the Bank under this Guarantee shall be limited to INR Rs. 5,00,000/- (Rupee five lakh only).

Place:
SEAL Code No.

Signature

NOTE:

1. Bidder should ensure that the Seal & Code no of the signatory is put by the bankers, before submission of BG.
2. Stamp paper is required for the BG issued by the scheduled commercial banks in some states.

8.3. Annexure A3 - Bid Security

(PERFORMANCE BANK GUARANTEE FORMAT)

To,
The
The Nainital Bank Limited

In consideration of The Nainital Bank Limited, having its Registered office at G.B. Pant Road, Nainital (hereinafter referred to as NTB) (which expression shall unless repugnant to the context or meaning thereof shall include its successors, representatives and assignees) having awarded in favor of _ a Company registered under the Companies Act, 1956 (now the Companies Act 2013) and having its registered Office at ____________(hereinafter referred to as "Service Provider") a Purchase Order No.______________ dated ____________, hereinafter referred to as contract/agreement for the_____________at Bank Branches/Offices With ______________on terms and conditions set out in contract aforesaid, which is valued at Rs.____________(Rupees __________________ Only) and the same having been unequivocally accepted by the Service Provider and the Service Provider having agreed to provide a Contract Performance Guarantee for due, satisfactory and faithful performance of entire 'Contract' including the warranty obligations/liabilities under the said contract equivalent to ____________of the said value of the contract to the NTB amount to Rs._____(Rupees _________________________Only) as Contract Security in form of a Bank Guarantee (hereinafter called as 'the Performance Guarantee').

AND WHEREAS the Service Provider has approached us, _____, a body corporate in terms of the Banking Companies Acquisition and Transfer of Undertakings Act,1970/1980 having its registered office at __________and amongst other places, a branch at ___________(hereinafter referred to as the Bank) for providing the Performance Guarantee to NTB,

AND WHEREAS in consideration of the fact that the Service Provider is our valued constituent and the fact that they have entered into the Agreement with NTB, we__, a body corporate in terms of the Banking Companies Acquisition and Transfer of Undertakings Act,1970/1980 having it's registered office at____________ and amongst other places, a branch at ____ have agreed to issue the Performance Guarantee,

THEREFORE, we the Bank through our Registered office at ____and amongst other places, a branch at ______________India furnishes you, the NTB, the Performance Guarantee in manner hereinafter contained and agree with NTB as follows:

We __________(Bank name) do hereby expressly, irrevocably and unconditionally guarantee and undertake to pay NTB, on demand any and all money payable under this Guarantee without any demur, merely on demand from you and undertake to indemnify you and keep you indemnified from time to time and at all times to the extent of Rs.___ _____________(Rupees ____________Only) an amount equivalent to 20% of the Total Purchase

Order Value excluding tax if any against any loss or damage caused to or suffered by or that may be caused to or suffered by NTB on account of any material breach or breaches on the part of the Service Provider of any of the terms and conditions contained in the Agreement and in the event of the Service Provider default or defaults in carrying out any of the work or discharging any obligation in relation thereto under the Agreement or otherwise in the observance and performance of any of the terms and conditions relating thereto in accordance with the true intent and meaning thereof we shall forthwith on demand pay to NTB such sum or sums not exceeding the sum of Rs. _______(Rupees _____________Only) claimed by NTB on account of breach on the part of the Service Provider of their obligations in terms of the Agreement.

Notwithstanding anything to the contrary herein or elsewhere, we agree that NTB's decision as to whether the Service Provider has made any such breach/default or defaults and the amount or amounts to which the NTB is are entitled by reasons thereof will be binding on us and we shall not be entitled to ask the NTB to establish NTB's claim or claims under Performance Guarantee but will pay the same forthwith on NTB's demand without any protest or demur. Any such demand made by NTB shall be conclusive as regards the amount due and payable by us to you.

This Performance Bank Guarantee shall continue and hold good until it is released by you on the application by the Vendor after expiry of the relative guarantee period provided always that the guarantee shall in no event remain in force after (date) without prejudice to your claim or claims arisen and demanded from or otherwise notified to us in writing before the expiry of the said date which will be enforceable against us notwithstanding that the same is or are enforced after the said date.

Should it be necessary to extend Performance Guarantee on account of any reason whatsoever, we may extend the period of Performance Guarantee at our sole discretion only on a request from the Service Provider till such time as may be required by NTB.

NTB will have the fullest liberty without affecting Performance Guarantee from time to time to vary any of the terms and conditions of the Agreement or extend the time of performance of the agreement/Contract or to postpone any time or from time to time any of its rights or powers against the Service Provider and either to enforce or forbear to enforce any of the terms and conditions of the Agreement and we shall not be released from our liability under Performance Guarantee by the exercise of NTB's liberty with reference to matters aforesaid or by reason of any time being given to the Service Provider or any other forbearance, act, or omission on its part or any indulgence by it to the Service Provider or by any variation or modification of the Agreement or any other act, matter or things whatsoever which under law relating to sureties, would but for the provisions hereof have the effect of so releasing us from our liability hereunder provided always that nothing herein contained will enlarge our liability hereunder beyond the limit of Rs.__(Rupees _____________Only) as aforesaid or extend the period of the guarantee beyond the said day of _ _______unless expressly agreed to by us in writing.

The Performance Guarantee shall not in any way be affected by your taking or giving up any security from service provider or any other person, firm or company on its behalf or by the winding up, dissolution, insolvency or death as the case may be of the Service Provider or due to any disputes raised or pending before any Court, Tribunal, Arbitration or any other authority.

We agree that the guarantee herein contained shall continue to be enforceable till this sum due to the NTB is fully paid and claim is satisfied or till the Service Provider disagrees the obligations contained in the said Agreement or until ___whichever is earlier.

In order to give full effect to the guarantee herein contained, NTB is entitled to act as if we were its principal debtors in respect of all its claims against the Service Provider hereby guaranteed by us as aforesaid and we hereby expressly waive all our rights of suretyship and other rights, if any, which are in any way inconsistent with any of the provisions of Bank Guarantee and notwithstanding any other Security or guarantee that we may have in relation to the Service Provider liabilities.

Subject to the maximum limit of our liability as aforesaid, Performance Guarantee will cover all claim or claims of NTB against the Service Provider from time to time arising out of or in relation to the Agreement and in respect of which its claim in writing is lodged on us from the date of claim expiry of Performance Guarantee.

Any notice by way of written demand or otherwise hereunder may be sent by special courier, registered post to our local address as aforesaid and if sent by post it shall be deemed to have been served on the date of it being received by us duly acknowledged shall mean delivery to the Branch.

The Performance Guarantee and the powers and provisions herein contained are in addition to and not by way of limitation of or substitution for any other guarantee or guarantees heretofore given to NTB by us (whether jointly with others or alone) and now existing un-cancelled and that Performance Guarantee is not intended to and shall not revoke or limit such guarantee or guarantees. The Performance Guarantee shall not be affected by any change in the constitution of the Service Provider or us nor shall it be affected by any change in NTB's constitution or by any merger, amalgamation or absorption thereof or therewith, but will endure to the benefit of and be available to and be enforceable by the absorbing or amalgamated company or concern.

The Performance Guarantee shall come into force from the date of its execution and shall not be revoked by us any time during its currency without your previous consent in writing.

We further agree and undertake to pay to NTB the amount demanded by it in writing irrespective of any dispute or controversy between you and the Service Provider in any suit or proceedings pending before any court or tribunal including arbitration relating thereto, our liability under this present being absolute and unequivocal. The payments so made by us shall be valid discharge of our liability for payment hereunder and the Service Provider shall have no claim against us for making such payment.

Notwithstanding anything contrary contained in any law for the time being in force or banking practice, this guarantee shall not be an assignable or transferable by the beneficiary. Notice or invocation by any person such as assignee, transferee or agent of the beneficiary shall not be entertained by the bank. Any invocation of guarantee can be made only by the beneficiary directly.

Notwithstanding anything contained herein

a. Our liability under this guarantee shall not exceed Rs.___(Rupees ______Only).

b. This guarantee shall be valid and remain in force up to and including the date ___and,

c. The beneficiary's right as well the Bank's liability under this Guarantee shall stand extinguished unless a written claim or demand is made under this Guarantee on or before completion of one year from expiry date i.e. ____.

We have the power to issue this Bank Guarantee in your favor under the Memorandum and Articles of Association of our Bank and the undersigned has full power to execute this Bank Guarantee under the Power of Attorney issued by the Bank.

Dated this _____(month) 202____ For and on behalf of _______________Bank Seal and Address

NOTE:

a. Vendor should ensure that the seal & code no. of the signatory is put by the bankers, before submission of BG

b. Stamp paper is required for the BG issued by the banks located in

c. Bank guarantee if submitted, should be accompanied with copy of the SFMS transmitted at the time of issue of bank guarantee. As per IBA notification no. PS&BT/Govt/2305 dated 16-mar-2016 along with ministry of finance, government of India circular f.no.7/112/2011-boa dated 08-mar-2016 with respect to sending bank guarantee advices through structured financial messaging system (SFMS), it is necessary to confirm the authenticity of the bank guarantees (BG) by SFMS message. The SFMS should be sent to following branch: _________ IFSC code:

d. Vendor should ensure that the bank guarantee should contain all terms & conditions as per this format. Bank guarantee submitted with any rider or deviation to the stipulated terms & conditions will not be accepted.

8.4. Annexure A4 - Bid Offer Form (without Price)

(Bidder's Letter Head) OFFER LETTER

Date:

To,
The Chief Operating Officer,
The Nainital Bank Ltd,
Head Office, Mallital,
Nainital -263001 (Uttarakhand)

Dear Sir,

Subject: RFP # NTB/IT/LOS/2026/09/28 dated ____________ for "Request for Proposal for Design, Development, Implementation, And Maintenance of Enterprise Loan Origination System (Los) At Bank's DC and DR Site Including all Required Software Licenses.

We have examined the above-mentioned RFP document. As per the terms and conditions specified in the RFP document, responses to the pre-bid queries and in accordance with the schedule of prices indicated in the commercial bid and made part of this offer.

We acknowledge having received the following addenda / corrigenda/ pre-bid responses to the RFP document.

Addendum No. / Corrigendum No/Pre-bid responses	Dated

While submitting this bid, we certify that:

- **a.** All the Prices have been quoted in INR.
- **b.** The prices in the bid have not been disclosed and will not be disclosed to any other bidder of this RFP.
- **c.** We have not induced nor attempted to induce any other bidder to submit or not submit a bid for restricting competition.
- **d.** We agree that the rates / quotes, terms, and conditions furnished in this RFP are for The Nainital Bank Limited. If our offer is accepted, we undertake to start the assignment under the scope immediately after receipt of your order. We have taken note of Penalty clauses in the RFP and agree to abide by the same. We also note that The Nainital Bank Limited reserves the right to cancel the order. We understand that for delays not attributable to us or on account of uncontrollable circumstances, penalties will not be levied and that the decision of The Nainital Bank Limited will be final and binding on us.

We agree to abide by this offer till 180 days after the last date of submission of bid date stipulated by The Nainital Bank Limited for submission of bid, and our offer shall remain binding upon us and may be accepted by The Nainital Bank Limited any time before the expiry of that period.

Until a formal contract is prepared and executed with the selected bidder, this offer will be binding on us. We also certify that the information/data/particulars furnished in our bid are factually correct. We also accept that in the event of any information / data / particulars are found to be incorrect, The Nainital Bank Limited will have the right to disqualify /blacklist us and forfeit bid security.

We undertake to comply with the terms and conditions of the bid document. We understand that The Nainital Bank Limited may reject any or all the offers without assigning any reason whatsoever.

As security (EMD) for the due performance and observance of the undertaking and obligation of the bid we submit herewith RTGS/BG bearing no. ----------------------------------- dated----------------------drawn in favor of "The Nainital Bank Limited" or Bank Guarantee valid for----------days for an amount of Rs. ------------ (Rsonly)
payable at Nainital.

Yours sincerely,

Authorized Signature [In full and initials]:
Name and Title of Signatory:
Name of Company/Firm:
Address

8.5. Annexure A5 - Bidder Information

(Bidder's Letter Head) Bidder Profile

To,
The Chief Operating Officer,
The Nainital Bank Ltd,
Head Office, Mallital,
Nainital -263001 (Uttarakhand)

Sub: Request for proposal (RFP) for RFP # NTB/IT/LOS/2026/09/28 dated 05-09-2026.
Having examined the Tender Documents including all Annexures and Appendices, the receipt of which is hereby duly acknowledged, we, the undersigned offer to supply, deliver, implement and commission ALL the items/activities mentioned in the 'Request for Proposal' and the other schedules of requirements and services for your bank in conformity with the said Tender Documents in accordance with the schedule of Prices indicated in the Price Bid and made part of this Tender.

We also submit the required information along with documentary evidence in the following format:

Sr.	Particulars	Details
1.	Name of the Bidder	
2.	Address of the Bidder	
3.	Status of the Company (Public Ltd/ Pvt. Ltd)/Firm/LLP etc.	
4.	Details of Incorporation of the Company/Firm	
5.	Details of Commencement of Business	Date:
		Ref
6.	GSTIN Number HSN Number	
7.	Permanent Account Number (PAN)	
8.	Name & Designation of the authorized contact person to whom all references correspondence shall be made regarding this tender Including (Contact no and Email id:)	
9.	Telephone No. (with STD Code) Landline Mobile	
10.	E-Mail of the contact person:	
11.	Fax No. (with STD Code)	
12.	Website	

#	Year	2023-24	2024-2025	2025-26
1.	Net worth			
2.	Turn Over			
3.	Profit After Tax (PAT)			

If our Bid is accepted, we undertake to comply with the delivery schedule as mentioned in the Tender Document.

- **a.** We agree to abide by this Tender Offer for 180 days after the last date of submission of bid date and our Offer shall remain binding on us and may be accepted by the Bank any time before expiry of the offer.
- **b.** This Bid, together with your written acceptance thereof and your notification of award, shall constitute a binding Contract between us.
- **c.** We undertake that in competing for and if the award is made to us, in executing the subject Contract, we will strictly observe the laws against fraud and corruption in force in India namely "Prevention of Corruption Act 1988".
- **d.** We agree that the Bank is not bound to accept the lowest or any Bid the Bank may receive.
- **e.** We certify that we have provided all the information requested by the bank in the format requested for.
- **f.** We also understand that the bank has the exclusive right to reject this offer in case the bank is of the opinion that the required information is not provided or is provided in a different format.

Dated this…………………………………..by 2026

Yours faithfully,
Authorized Signatory Name:
Designation:
Bidder's Corporate Name Address
Email and Phone #

8.6. Annexure A6 - Declaration for Clean Track Record

Declaration for non-blacklisting (Bidder's Letter Head)

To,
The Chief Operating Officer,
The Nainital Bank Ltd,
Head Office, Mallital,
Nainital -263001 (Uttarakhand)

Dear Sir,

Subject: RFP # NTB/IT/LOS/2026/09/28 dated _______________for "Request for Proposal for Design, Development, Implementation, And Maintenance of Enterprise Loan Origination System (Los) At Bank's DC And DR Site Including all Required Software Licenses.

I have carefully gone through the Terms & Conditions contained in the NTB/IT/LOS/2026/09/28 dated 05-09-2026
I hereby declare that my company has not currently been debarred/blacklisted by any Government / Semi Government / Private organizations in India / abroad. I further certify that I am a competent officer and duly authorized by my company to make this declaration.

Yours faithfully,

(Signature of the Bidder)
Printed Name Designation
Seal Date: Business Address:

8.7. Annexure A7 - Declaration for Acceptance of RFP Terms and Conditions

(Bidder's Letter Head)

To,
The Chief Operating Officer,
The Nainital Bank Ltd,
Head Office, Mallital,
Nainital -263001 (Uttarakhand)

Dear Sir,

Subject: RFP # NTB/IT/LOS/2026/09/28 dated ____________for "DESIGN, DEVELOPMENT, IMPLEMENTATION, AND MAINTENANCE OF ENTERPRISE LOAN ORIGINATION SYSTEM (LOS) AT BANK'S DC AND DR SITE INCLUDING ALL REQUIRED SOFTWARE LICENCES.

I/WE have carefully gone through the terms & conditions contained in the NTB/IT/LOS/2026/09/28 dated 05-09-2026 I/WE declare that all the provisions of this RFP/Tender Document are acceptable to my company. I/WE further certify that ___is the authorized signatory of my company and, therefore, competent to make this declaration.

Yours faithfully,

(Signature of the Bidder)

Printed Name Designation
Seal Date:
Business Address:

8.8. Annexure A8 - Declaration for Acceptance of Scope of Work

(Bidder’s Letter Head)

To,
The Chief Operating Officer,
The Nainital Bank Ltd,
Head Office, Mallital,
Nainital -263001 (Uttarakhand)

Dear Sir,

Subject: RFP # NTB/IT/LOS/2026/09/28 dated ____________________for “Request for proposal for DESIGN, DEVELOPMENT, IMPLEMENTATION, AND MAINTENANCE OF ENTERPRISE LOAN ORIGINATION SYSTEM (LOS) AT BANK’S DC AND DR SITE INCLUDING ALL REQUIRED SOFTWARE LICENCES.

I/WE have carefully gone through the scope of work (including the scope of work mentioned in responses to pre- bid queries/Corrigendum/Corrigenda) contained in the NTB/IT/LOS/2026/09/28 dated _________________.
I/WE declare that all the provisions of this RFP / Tender Document are acceptable to my company. I further certify that I am an authorized signatory of my company and am, therefore, competent to make this declaration.

Yours faithfully,

(Signature of the Bidder)

Printed Name Designation
Seal Date:
Business Address:

8.9. Annexure A9 – Format Power of Attorney

(On Stamp paper of relevant value)

Know all men by the present, we________________(name of the company and address of the registered office) do hereby appoint and authorize ______________(full name and residential address) who is presently employed with us holding the position of as our attorney, to do in our name and on our behalf, deed and things necessary in connection with or incidental to our proposal for __________________ in response to the NTB/IT/LOS/2026/09/28 dated 05-09-2026 for "Request for proposal for DESIGN, DEVELOPMENT, IMPLEMENTATION, AND MAINTENANCE OF ENTERPRISE LOAN ORIGINATION SYSTEM (LOS) AT BANK'S DC AND DR SITE INCLUDING ALL REQUIRED SOFTWARE LICENCES., including signing and submission of all the documents and providing information/responses to The Nainital Bank Limited in all the matter in connection with our bid. We hereby agree to ratify all deeds and things lawfully done by our said attorney pursuant to this Power of Attorney and that all deeds and things done by our aforesaid attorney shall always be deemed to have been done by us.

Dated this day of________2026.
For ___________________________________

(Signature)

(Name Designation and Address)

Accepted

(Signature)
(Name Designation)
Date:
Business Address:

8.10.Annexure A10 – Turnover Certificate

[To be provided by Statutory Auditor/Chartered Accountant on their Letterhead]

NTB/IT/LOS/2026/09/28 dated 05-09-2026 for "Request for proposal for engaging DESIGN, DEVELOPMENT, IMPLEMENTATION, AND MAINTENANCE OF ENTERPRISE LOAN ORIGINATION SYSTEM (LOS) AT BANK'S DC AND DR SITE INCLUDING ALL REQUIRED SOFTWARE LICENCES".

This is to certify that M/s__________________, a company incorporated under the Companies Act, 1956 with its headquarters at, _____________has the following Turnover, Net Profit/Loss, and Net worth from its Indian Operations. This information is based on the Audited Financial Statements for FY2023-24, FY2024-25 and FY2025-26.

Financial Year (for Three Consecutive FY)	Annual Turnover (in Rs.)	Net Profit/Loss (in Rs.)	Net Worth (in Rs.)
2023-24			
2024-25			
2025-26			

I/WE declare that all the provisions of this RFP / Tender Document are acceptable to my company. I further certify that I am an authorized signatory of my company and am, therefore, competent to make this declaration.

Yours faithfully,

(Signature of the Bidder)
Designation
Seal Date:
Business Address:

8.11.Annexure A11 – Non-Disclosure Agreement

(To be submitted by all Bidders)

(To be submitted by all Bidders For "Design, Development, Implementation, and Maintenance of Enterprise Loan Origination System (LOS) at Bank's DC And DR Site Including All Required Software Licenses")
(TO BE STAMPED AS AN AGREEMENT AS APPLICABLE TO STATE OF UTTARAKHAND)

This NON-DISCLOSURE AGREEMENT **("NDA")** is made at Nainital this _______day of _2026 BY AND BETWEEN **THE NAINITAL BANK LTD**, a public limited Banking Company incorporated under the Companies Act, 1956 (now the Companies Act, 2013) having its Registered Office at G.B. Pant Road, Nainital and its Head Office at Seven Oaks Building, Mallital, Nainital (CIN No. U65923UR1922PLC000234) (hereinafter referred to as the "**Bank**" which expression shall mean and include its legal representatives, successors-in-interest and permitted assigns) and represented herein by its authorized signatory, of the **ONE PART**. **AND __________a** company within the meaning of Section 2(20) of the Indian Companies Act 2013, having its registered office at________, INDIA (hereinafter referred to as the "Bidder" which expression shall mean and include its legal representatives, successors-in-interest and permitted assigns) and represented herein by its authorized signatory, of the **OTHER PART**; Bank and Bidder are hereinafter individually referred to as the "Party" and collectively as the "Parties", as the context may require in this Agreement.

RECITALS

WHERES:

Bank pursuant to its working relationship which has been or may be established, with the Bidder, anticipate that it may have to disclose or deliver certain documents, components, parts, information, drawings, data, sketches, plans programs, specifications, techniques, processes, software, inventions and other materials, both written and oral, of a secret, confidential or proprietary nature, including without limitation any and all information relating to marketing, finance, forecasts, invention, research, design or development of information system and any supportive or incidental sub-systems, (collectively, "Proprietary Information"); and which may be accessible / available to the Bidder.
WHEREAS, Bank desires to ensure that the confidentiality of any Proprietary Information is maintained, during the tenure of the NDA (contract) and thereafter;

NOW, THEREFORE, in consideration of the foregoing premises, and the mutual covenants contained herein, both the parties intending to be legally bound, Bank and Bidder hereby agree as follows:

1. CONFIDENTIAL INFORMATION

- **i.** All Bank's product and process details, documents, data, applications, software, systems, papers, statements and business / customer information which may be communicated to or come to the knowledge of the Bidder or its employees during the course of discharging their obligations shall be treated as absolutely confidential and the Bidder irrevocably agrees and undertakes and ensures that the Bidder and its employees shall keep the same secret and confidential and not disclose the same, in whole or in part to any third party without the prior written permission of Bank nor shall use or allow to be used any information other than as may be necessary for the due performance by the Bidder of its obligations.
- **ii.** The Bidder shall not make or retain any copies or record of any Confidential Information submitted by Bank other than as may be required for the performance of the Bidder.
- **iii.** The Bidder shall notify Bank promptly of any unauthorized or improper use or disclosure of the Confidential Information.
- **iv.** The Bidder shall return all the Confidential Information that is in its custody, upon termination / expiry of this Agreement. Also so far as it is practicable the Bidder shall immediately expunge any Confidential Information relating to the projects from any computer, word processor or other device in possession or in the custody and control by Bidder or its affiliates.
- **v.** Bidder shall extent practicable, immediately furnish a certificate signed by its director or other responsible representative confirming that to the best of his/her knowledge, information and belief, having made all proper enquiries the requirements of this paragraph have been fully complied with.
- **vi.** The Bidder hereby unconditionally agrees and undertakes that it and its employees shall not disclose the terms and conditions of any oral or written information which may contain, hold or bear confidential information or disclose the information submitted by Bank under any other Agreement to any third part

unless such disclosure is mandatorily required by law or if it is required necessarily to be disclosed to any other agency/subcontractor or the like for the purpose of performing any of its obligations under the contract.

vii. Bidder shall not disclose the name of the Bank, or the existence, nature or substance of any agreement, relationship and/or negotiations between Bank and the Bidder, in any publicity material or other communications to any third parties without the prior permission of Bank. However, the Confidential Information will not be limited to the information mentioned above but not include the following as Confidential Information:

- Without breach of these presents, has already become or becomes and/or hereinafter will become part of the public domain;
- Prior to the disclosure by Bank was known to or in the possession of the Bidder at the time of disclosure;
- Was disclosed or parted with the prior consent of Bank;
- Was acquired by the Bidder from any third party under the conditions such that it does not know or have reason to know that such third party acquired directly or indirectly from Bank.

1. The Bidder agrees to take all necessary action to protect the Confidential Information against misuse, loss, destruction, deletion and/or alteration. It shall neither misuse or permit misuse directly or indirectly, nor commercially exploit the Confidential Information for economic or other benefit.
2. In any dispute over whether information or matter is Proprietary Information or not mentioned herein, it shall be the burden of Bidder to show that such contested information or matter is not Proprietary Information within the meaning of this Agreement, and that it does not constitute violation under any laws for the time being enforce in India.

2. PROPRIETARY RIGHTS

Title to all documents, process details, any other information which is having intellectual property rights received by Bidder from Bank, including all Proprietary Information, shall remain at all times the sole property of Bank, and this Agreement shall not be construed to grant to Bidder any patents, licenses or similar rights to such property and Proprietary Information disclosed to Bidder hereunder.

3. INDEMNITY

i. The Bidder hereby agrees to indemnify and keep Bank indemnified safe and harmless at all times against all or any consequences arising out of any breach of this confidentiality undertaking by the Bidder and /or its employees and shall immediately reimburse and pay to Bank on demand all damages, loss, cost, expenses or any charges that Bank may sustain suffer, incur or pay in connection therewith.

ii. The Bidder acknowledges that a breach of its obligations under this Agreement could cause irreparable harm to the Bank for which monetary damages may be difficult to ascertain or an inadequate remedy. The Bidder therefore agrees that the Bank will have the right, in addition to its other rights and remedies, to seek injunctive relief and damages for any violation of this Agreement.

iii. In event, the Bank arrives to the conclusion that the bidder has disclosed the confidential information in breach of NDA, the Bank will appropriate the EMD deposited by the bidder along with the RFP apart from other available remedies of seeking compensation from the bidder.

4. TERMINATION AND SURVIVAL

i. The terms of this Agreement shall be for twelve months unless terminated by Bank with thirty days' prior written notice to Bidder, however, this Agreement's provisions will survive as to Confidential Information that is disclosed before termination.

ii. Unless Bank otherwise agree in writing, Bidder duty to protect Confidential Information expires one year from termination / expiry of this Agreement, provided the information which is by its nature required to keep confidential or under any applicable laws required to protect forever such information shall remain confidential forever or until such time when the Bidder no longer has access to the Confidential Information or has returned or destroyed all Confidential Information having in its possession.

5. GOVERNING LAW AND JURISDICTION:

The provisions of this Agreement shall be governed by the laws of India. If any disputes or differences shall arise between the Parties hereto as to the interpretation or the performance of this Agreement the same shall be referred to sole arbitrator to be appointed by Bank. The arbitration proceeding shall be governed by the Arbitration and Conciliation Act 1996 and rules / amendments there under.

The place of Arbitration shall be at Nainital. The language of arbitration shall be English and the courts at Nainital shall have the exclusive jurisdiction to try any matters arising from this Agreement.

6. SEVERABILITY

If any provision of this Agreement is invalid or unenforceable, then such provision shall be construed and limited to the extent necessary, or severed, if necessary, in order to eliminate such invalidity or unenforceability, and the other provisions of this Agreement shall not be affected thereby.

7. NO LIABILITY

Bidder understands and agrees that neither Bank nor any of its directors, officers, employees, agents, advisors or representatives (i) have made or make any representation or warranty, expressed or implied, as to the accuracy or completeness of the Confidential Information or (ii) shall have any liability whatsoever to Bidder or its Affiliates relating to or resulting from the use of the Confidential Information or any errors therein or omissions therefrom.

8. MISCELLANEOUS

- **i.** No delay or omission by either party in exercising any rights under this Agreement will operate as a waiver of that or any other right. A waiver or consent given by either Party on any one occasion is effective only in that instance and will not be construed as a bar to or waiver of any right on any other occasion.
- **ii.** This Agreement is in addition to any prior written agreement between Bank and Bidder relating to the subject matter of this Agreement; in the event of any disparity or conflict between the provision of such agreements, the provision which is more protective of Proprietary Information shall control.
- **iii.** This Agreement may not be modified, in whole or in part, except by an agreement in writing signed by Bank and bidder.
- **iv.**

IN WITNESS WHEREOF, the Parties hereto have set the hands of the respective authorized officials on the day and year first hereinabove written.

Date:

Signed by for & on Behalf of the Nainital Bank Ltd through	**Signed by for & on Behalf of Bidder**
Designation:	**Designation:**
IN THE PRESENCE OF	**IN THE PRESENCE OF**
Designation:	**Designation:**
Date: **Place:**	

Place:

9. Documents Envelop B

9.1. Annexure B1 - Declaration for Undertaking of Information Security

(Bidder's Letter Head)

To,
The Chief Operating Officer,
The Nainital Bank Ltd,
Head Office, Mallital,
Nainital -263001 (Uttarakhand)

Dear Sir,

Subject: RFP # NTB/IT/LOS/2026/09/28 dated 05-09-2026 for "Request for Proposal for Selection of Vendor for Design, Development, Implementation, And Maintenance of Enterprise Loan Origination System (LOS)" for a period of 3 Years may be extended at sole discretion of the Bank for the next 2 years.")

We hereby undertake that the proposed hardware/ software/firmware to be supplied will be free of malware, free of any bugs/vulnerabilities and free of any covert channels in the code (of the version of the application being delivered as well as any subsequent versions/modifications done) which may lead to any data leakage/compromise of the server/solution or any cyber security incident in future. We also undertake that: -

a. The Solution and Software being offered, as part of the contract, does not contain Embedded Malicious code that would activate procedures to:
   i. Inhibit the desires and designed function of the equipment.
   ii. Cause physical damage to the user or equipment during the exploitation.
   iii. Tap information resident or transient in the equipment/network.

b. The firm will be considered to be in breach of the procurement contract, in case physical damage, loss of information or infringements related to copyright and Intellectual Property Right (IPRs) are caused due to activation of any such malicious code in embedded software and any loss occurring due to the above may be recovered from the existing contracts.

I/WE declare that all the provisions of this RFP / Tender Document are acceptable to my company. I further certify that I am an authorized signatory of my company and am, therefore, competent to make this declaration.

Yours faithfully,

(Signature of the Bidder)
Printed Name Designation
Seal Date: Business Address:

9.2. Annexure B2 – Client Details

Sr.	Particulars	Details
4.	Organization Details	
1.1.	Name of the Organization	
1.2.	Address	
1.3.	Contact Person Name and Designation	
1.4.	Phone Number of the Contact person	
1.5.	Email Address of the Contact person	
2.	Project Details	
2.1.	Name of the Project	
2.2.	Start Date	
2.3.	End Date	
2.4.	Current Status (In Progress / Completed)	
3.	Size of Project	
3.1.	Value of Work Order (In Lakh) (only single work order)	

(Signature)

(Name) (In the capacity of)

9.3. Annexure B2-1 - Performance and Experience Certificate (Part of annexure B2)

(Email confirmation from the issuing company)

[RFP Ref. No. NTB/IT/LOS/2026/09/28 dated 05/09/2026**]**

To,
The Chief Operating Officer
Nainital Bank Ltd
Head Office
Mallital, Nainital -263001 (Uttarakhand)

This is to certify that M/s ______has supplied/implemented the below listed devices.

Name and Full Address of the Purchaser	Purchase Order Number and Date	Name of OEM of the Product and Model Service Offered	Specifications brief)	Date of GO LIVE/ Sign Off

The services provided by the M/s ______for the specified solutions are:

a. Satisfactory
b. Good
c. Very Good [Select and tick only one]
d. Excellent

and working fine since the date of go-live/ sign-off till date.

The certificate has been issued on the specific request of the company.

Date: __

Place: _

[Signature of Authorized Signatory]

Name of Signatory: Designation:
Email ID:

9.4. Annexure B3 - Manufacturer's (OEM) Authorization Form

(To be included in Envelope B- Commercial Bid Envelope)

To be provided on the Letter head of the OEM duly signed & stamped by their Authorized Signatory

To,
The Chief Operating Officer,
The Nainital Bank Ltd,
Head Office, Mallital,
Nainital -263001 (Uttarakhand)

Dear Sir,

Subject: RFP # NTB/IT/LOS/2026/09/28 dated 05-09-2026for "Request for Proposal for Selection of Vendor for Design, Development, Implementation, And Maintenance of Enterprise Loan Origination System (LOS)" for a period of 3 Years may be extended at sole discretion of the Bank for the next 2 years.")
We hereby submit the following:

We, M/s_______are the OEM of the following components/devices/solution being offered to The Nainital Bank Limited through M/s ___ (Bidder's Name), who is our authorized Partner/representative in India for supply of this Product/Solution.

Sr.	Component/ Device/Solution Name	Model No.	Components/ devices/ solutions conform to all the technical specification & requirements mentioned in this RFP
1.			

- **a.** We agree to provide the device/solution/component being supplied as per the scope of work and technical specifications of this RFP through our partner M/s ______
- **b.** With reference to all the components/parts/assemble/software used inside the company products being quoted by us vide your tender cited above, we hereby undertake that all the components / parts / assembly used inside the company products/software shall be original new components / parts / assembly / software only, from respective OEMs of the products and that no refurbished / duplicate / second hand components / parts / assembly are being used or shall be used.
- **c.** In the case of default/unable to comply with the above at the time of delivery or during implementation, for the IT asset including software already billed, we agree to take back the supplied items without demur, if already supplied and replace the same with new one.
- **d.**

I/WE declare that all the provisions of this RFP / Tender Document are acceptable to my company. I further certify that I am an authorized signatory of my company and am, therefore, competent to make this declaration.

Yours faithfully,

(Signature of the Bidder) Printed Name Designation
Seal Date: Business Address:

9.5. Annexure B4 – Bill of Material Cum Compliance Sheet for Hardware and Software

Following is the exhaustive bill of material with make and model / part numbers / license details. Further, we abide ourselves by the compliances indicated as per the desired specifications.

Reference: RFP Notice No. NTB/IT/LOS/2026/09/28

Sr.	Description of the Items quoted	Make	Model / Part No. / Software License/ Version, etc.	Qty.	Compliance (Yes/No)
Detail of Loan Origination System (LOS) and all associated components / middleware requested in the RFP:					
1.	Core LOS				
	Any additional or associated application, middleware, utility, component or solution required to ensure full compliance, end-to-end functionality, interoperability, security, seamless integration and successful rollout of the LOS as per the specs and scope of work defined in the RFP.				
2.	Any other				
Detail of Operating Systems, Databases and other licensed software required to host the LOS:					
3.	Operating Systems				
4.	Databases				
5.	Any other licensed software / tool				
List of additional software, licenses, tools, solution or third-party components that are not specified in this RFP but are essentially required for the successful rollout and implementation of the LOS. The Bidder must clearly specify all such items along with complete information (usage, specifications, quantities and costs).					
6.					
7.					

In addition to the above Bill of Materials (BoM), the Bidder shall clearly specify all requirements for IT hardware/resources to be provisioned by the Bank on the including appropriate sizing and quantities, in the format prescribed below:

Servers and Software Stack required for the Deployment of the LOS in High Availability (HA) mode at the DC:

Sr.	Server Component	Nos.	Minimum Specs (No. of CPU Cores, RAM, Storage, etc.)	OS, DB and other licensed software required
1.	UAT Servers(Application + Database + Web server)			
2.	Production Application Server			
3.	Production Database Server			
4.	Monitoring / Log Server (If any)			
5.	Web Server			
6.	Any Other (Plz. specify)			

Servers and Software Stack required for the Deployment of the LOS in Standalone mode at the DR site:

Sr.	Server Component	Nos.	Minimum Specs (No. of CPU Cores, RAM, Storage, etc.)	OS, DB and other licensed software required
1.	Production Application Server			
2.	Production Database Server			
3.	Monitoring / Log Server			
4.	Web Server			
5.	Any Other (Plz. specify)			

(Signatures)

Name: Designation:

Seal

9.6. Annexure B5 – Service Level Agreement

(To be executed on non-judicial stamp paper of appropriate value)

BE it known to all that **M/s _____**, hereinafter referred to as the Vendor and The Nainital Bank Limited, NAINITAL(NTBL), hereinafter referred to as the Bank, agree to enter into this mutually binding contract in order to afford best support and preventive and on call maintenance services to the Bank as per the following terms and conditions:

Definitions:

Bank	
Name and Address of the Vendor	
Name of the Work	

a. **Purpose:** The purpose of this Support Service Level Agreement (SLA) is to formalize an arrangement between the Vendor and the Bank to deliver specific support services, at specific levels, and at an agreed-upon cost. This document is intended to provide details of the provision of support services to the Bank. This SLA will evolve over time, with additional knowledge of the client requirements, as well as the introduction of new applications and services into the support portfolio provided to the Bank. This SLA shall form an integral part of the contract and shall be enforceable during the entire contract period.

b. **Scope of Agreement:** The following services shall be provided by the Vendor in response to the calls / complaints and tickets booked by the Bank related to any aspect of the LOS and allied applications / middleware. The Bank shall provision and provide the required infrastructure, including but not limited to Compute, Storage, and Network, for deployment of the Loan Origination System (LOS) at both Data Centre (DC) and Disaster Recovery (DR) sites. The scope covers the operation, maintenance, and support of the Loan Origination System (LOS) and all associated application, middleware, database supplied by the Vendor for both DC and DR.

i. **Operation, Maintenance and Support:** The Vendor shall ensure round-the-clock (24×7×365) operation, monitoring, and maintenance of the LOS application, databases and middleware, etc. excluding IT infrastructure supporting LOS at DC and DR. The Vendor shall attend, troubleshoot, and resolve all LOS-related issues- including application bugs, workflow failures, performance degradation, integration breakdowns, infrastructure faults, and security incidents within the timelines defined in the SLA, irrespective of holidays or non-business hours.

ii. **Logging and Monitoring of LOS Components:** The Vendor's onsite/offsite technical team shall maintain complete logs and status record related to:

- LOS application health
- API and third-party integrations
- LOS database performance
- Server, storage, virtualization, and network resources supporting LOS

These logs shall be regularly reviewed, updated, and made available to the Bank during audits, evaluations, and technical reviews. In the event of any sudden failure or malfunction of hardware, the Vendor shall immediately notify the Bank and the Managed Service Provider and shall extend full cooperation in initiating and ensuring timely remedial actions.

iii. **Dedicated Help Desk and Support Operations:** To ensure smooth functioning of LOS and related services, the Vendor or OEM shall maintain a dedicated help desk. The Vendor needs to share the following details:

- Contact details of support personnel
- Dedicated phone numbers and email
- Escalation matrix (L1/L2/L3 and OEM)
- Support window and shift timings

This information shall be shared with all LOS users, branch teams, and relevant Bank officials.

iv. **Ticket Management, Issue Resolution and Reporting:** The Vendor shall maintain detailed records of all LOS related incidents, service requests, change requests, enhancements, and system alerts raised by the users, Bank authorities, or monitoring systems. Support engineers must:

- Acknowledge tickets within the defined SLA
- Diagnose and resolve issues within the committed timelines
- Provide Root Cause Analysis (RCA) for recurring or major incidents
- Maintain audit-compliant ticket history and closure notes

- All ticket handling shall align with ITIL-based incident and problem-management practices.

v. **Ensuring LOS Availability and Uptime at DC AND DR:** The Vendor shall ensure uninterrupted availability and operation of LOS and all related IT Software components at DC and DR, ensuring minimum 99.5 % application uptime as defined in the SLA.
   - Responsibilities include:
   - Proactive health checks
   - Performing preventive, predictive, and corrective maintenance
   - Ensuring real-time data replication and DR readiness for LOS
   - Any downtime must be communicated and handled as per SLA and escalation protocol.

vi. **Software Licenses, Renewals, and Upgrades:** All licenses must be issued and registered in the name of the Bank.
   - Vendor shall provide all updates, patches, security fixes, and version upgrades for LOS, database, middleware and related components during the warranty and support period at no additional cost.
   - Ensure backward compatibility or provide migration support when required.
   - Train Bank stakeholders on major LOS updates or technological changes.
   - In case of premature termination of contract by the Bank, pro-rata license cost for the full year shall be settled with the Vendor as applicable.

vii. **OS Patch Management, Security and Incident Reporting:** The Vendor shall maintain, patch, and update OS, database, middleware, web servers, and security components for LOS servers at DC and DR. The Vendor shall also ensure:
   - **Proper hardening of LOS servers**
   - Regular application of security updates
   - Protection of data and infrastructure against malware, intrusion, or misuse
   - Immediate reporting of any hardware theft, security breach, or misuse of LOS resources
   - Compliance with Bank's Cyber Security, ISMS, and data-protection policies.
   - All incidents must be reported immediately to designated Bank authorities and consultants.

viii. **Compliance with GoI, RBI, MeitY, and State Government Guidelines:** The Vendor shall adhere to all applicable ICT, cyber-security, data-storage, audit, and system-usage guidelines issued by – Govt. of India, RBI, MeitY, Govt, Bank's internal policies, etc. The Vendor shall maintain logs of LOS user activity, system access, administrative operations, API transactions, and network activities for a minimum of 02 months (or higher if required by regulations). In case of an RBI/CSITE/IT Audit, the technical team of the firm shall help and assist the Bank. During the contract, the authorities of the Bank or the Consultants may assign any other related work related to operation and maintenance of IT infrastructure or services to the staff of the firm on a mutual agreed upon terms & conditions.

c. Services Automatically Provided Under This Agreement

This section defines the services that shall be automatically provided by the Vendor/SI to the Bank.

i. **Corrective Maintenance:** The Vendor shall provide corrective maintenance for the LOS application and all related components deployed at the Bank's DC and DR. This includes:

ii. **Root-Cause Analysis (RCA)**
   - Conducting analysis to identify the underlying causes of reported issues or failures.
   - Implementing measures to eliminate or mitigate identified root causes.
   - Preparing and submitting RCA reports to the Bank within the mutually agreed timelines.

iii. **Bug Fixes / Rectification of Defects**
   - Emergency repair of any defect, malfunction, or non-conformance that prevents the LOS from functioning as per approved specifications.
   - Resolution of system errors, application hangs, incomplete workflows, halted screens, and unexpected or incorrect outputs rendering the system unusable.
   - Deployment of patches, fixes, and configuration updates necessary to restore operations.

iv. **Ticket Status Updates:** The Vendor or OEM shall:
   - Provide updates on all tickets through their complaint/ticket management system.
   - Ensure timely diagnosis and communication from the nearest support location or remotely through Vendor's e-Support Centers.
   - Maintain transparency on progress, actions taken, and expected resolution timelines.

d. **Requests for Support Specifically Covered Under This Agreement**
   i. **System Monitoring:** The Vendor shall perform periodic monitoring of production systems to assess system health, performance levels, and availability. Alerts and anomalies will be communicated promptly to the Bank.
   ii. **Preventive Maintenance:** Preventive maintenance shall be carried out at least twice a year, or as specified by the Bank. Activities shall include system inspection, performance tuning, log review, resource optimization, and health checks of application, middleware, OS, database, and hardware components.
   iii. **Level 1 and Level 2 Support:** The Vendor shall provide first-line (Level 1) helpdesk support for issue like login failures, initial diagnosis, and basic troubleshooting. The Level 2 support includes the infrastructure-level support for technical issues requiring specialist intervention, assistance to the Bank's IT team for joint diagnosis and resolution and execution of configuration changes required for issue closure, subject to Bank approval.
   iv. **Status Reporting:** The Vendor shall compile and submit monthly status reports containing summary of calls/tickets raised, resolved, and pending, major incidents, RCA summaries, and corrective actions, system performance and uptime metrics, risks, dependencies, and recommendations. These reports shall be reviewed monthly with the Bank's management.
   v. **Knowledge Management:** The Vendor shall establish and maintain a knowledge base to record the issues occurring repeatedly and their resolutions, configuration updates, known bugs, and corrective steps, standard troubleshooting guides and SOPs. The objective is to reduce escalations to Level 3 support and enhance the Bank's self-reliance.

e. **Requests for Support NOT Covered Under This Agreement**

The following services are excluded from the scope of this SLA. However, the Vendor may submit separate proposals / SOWs if the Bank requires these services:
   i. **Evaluation of New Systems:** Assessment, evaluation, or approval of new software or hardware including systems developed by the Bank or third-party Vendors is outside the scope of this SLA.
   ii. **Specific Trainings:** Any training on technologies / tools beyond what is contracted under this RFP shall be chargeable and provided only upon Bank's request.
   iii. **Adaptive Maintenance:** Upgrades, migrations, or conversions **required** due to adoption of new technologies, platforms, or tools by the Bank shall not be covered unless separately contracted.

f. **Changes to the Agreement**
   i. **Termination of Agreement:** The Bank reserves the sole right to terminate the Agreement if the Vendor fails to provide satisfactory services as per the Purchase Order/SLA. A one month (30 days) prior written notice will be served to the Vendor in such cases
   ii. **Amendment to the Agreement:** Any modification or amendment to this Agreement shall require written approval from both the Bank and the Vendor. Amendments shall be executed through a formal addendum. Annual review windows may be utilized to make mutually agreed adjustments.
   iii. **Revision of Support Levels:** Levels of Effort to address problem tickets will be reviewed and adjusted accordingly for all new systems implemented, or decommissioned, during the term of this agreement. All changes will be conducted by the Vendor and the Bank jointly, with an addendum made to this agreement.
   iv. **Renewal of Agreement:** At the end of the contract period, renewal may be considered based on the Bank's discretion and Vendor performance.

g. **Call Management Process:** The Bank shall lodge or book the complaints / problem tickets to the Vendor's complaint or ticket management system through either of the following gateways:
   i. **Toll-Free Number:**
   ii. **Email:**
   iii. **Postal Address:**

   Upon receipt, the Vendor shall immediately acknowledge the ticket. The time of acknowledgement shall be considered the start time for SLA measurement.

h. **Term of the Agreement:** This Agreement shall come into force from the date of acceptance by both parties and shall remain valid for Three (03) years, unless terminated earlier as per the terms of this SLA.

i. **Levels of Support: There are three levels of support, level 1, 2 and 3. These levels, which are integrated into the Bank's support process, are defined as follows:**

   i. **Level 1:** This is support provided by the appropriate Vendor help desk when it receives the Support Request from the Bank. This represents general helpdesk support for initial diagnosis and resolution of basic issues. If this level of support cannot resolve the problem, the Support Request is passed to the Vendor's level 2 support, which is the infrastructure support specialist.

   ii. **Level 2:** This is support provided by an infrastructure support or subject matter specialist, focusing on the resolution of operational and system-level issues not resolved at L1. All operational issues will be resolved at this level. If resolution requires system configuration etc., the same will be passed to the Vendor's level 3 support.

   iii. **Level 3:** This is the final expert, advanced and specialized support from the Vendor or OEM, for handling of complex issues, code fixes, and escalations requiring deep system expertise

The SLA shall govern the performance, service quality, uptime commitments, support obligations, and responsibilities of the selected Bidder / System Integrator (SI) for the Supply, Installation, Customization, Implementation, Integration, Testing, Commissioning, and Maintenance of the Loan Origination System (LOS) at the Bank's Data Centre (DC) and Disaster Recovery (DR) sites, along with the procurement, installation, and upkeep of the related hardware and software components, for a period of Three (03) years from the date of UAT / Go-Live.

j. **Service Level Definitions:** This agreement binds the Vendor to meet the following expected levels of support services along with response and final resolution timelines. The Vendor shall ensure timely response, workaround (where applicable), and final resolution of all incidents reported by the Bank. Incidents shall be classified by the Bank based on their business impact and criticality, as mentioned below.

Priority	Description	Response Time	Workaround Time	Resolution Time
1 - Critical	Fatal production issue / calls that have severe impact on business affecting large numbers of users like complete LOS outage, inability to log in, workflow failure, corruption of data, DC-DR sync failure, security breach, major financial risk, etc.	15 Minutes (24×7x365)	2 Hours	6 Hours
2 - High	Loss of critical business function like major functionality failure, performance issue affecting 20 % users, partial workflow blockage.	30 Minutes (24×7x365)	4 Hours	12 Hours
3 - Medium	Issues with workaround, intermittent failures / problems, minor functional impact.	4 Hours (Business Hours)	1 Day	3 Days
4 - Low	User interface corrections, cosmetic issues, non-critical issues.	1 Business Day	N/A	7 Days

For Priority 1 (Critical) and Priority 2 (High) incidents, the Vendor/OEM shall provide technical support on a 24×7×365 basis. For Priority 3 (Medium) and Priority 4 (Low) incidents, support shall be provided during the Bank's business hours, i.e., 09:00 AM to 06:00 PM (IST), Monday to Saturday, excluding Bank-declared holidays unless otherwise agreed by the Bank.

The Response Time shall be measured from the time the incident is logged by the Bank through the agreed support channels and acknowledged by the Vendor. The Workaround Time shall be measured from the time the incident is acknowledged by the Vendor until an acceptable temporary solution is implemented to restore critical business operations. The Resolution Time shall be measured from the time the incident is acknowledged by the Vendor until the incident is permanently resolved, the root cause is addressed, normal business operations are fully restored, and the Bank formally confirms closure of the incident.

Failure to meet the above Service Levels shall constitute an SLA breach and shall attract the applicable service credits, penalties, or other contractual remedies as specified in this RFP and the Contract.

k. **Service Performance Standards and Penalty Applicable**

Measurement	Definition	Performance Target
System Availability	Percentage of time LOS system is available outside of maintenance window of scheduled outages.	99.5% availability each month

Client Response / Resolution Time	Response and resolution times for any support issue	Meeting 99.5% performance of standards mentioned in section above
Number of Unscheduled Outages	Number of outages during the Core Availability Time	12 times in a year, but within the system availability of 99.5% for the month of occurrence of the outage/s
Scheduled outages	Outages planned for system maintenance with minimum 48 hours' notice to the Customer	Normal scheduled outages should be between 21:00-06:00 hrs. Maintenance outages if needed during 06:00-21:00 hrs. must not exceed 60 minutes per outage

Responsibility Assignment Matrix (RACI)

The Bidder shall adhere to the following Responsibility Matrix, where 'Infrastructure Availability' is the Bank's domain, but 'Application Availability, Security Patching and Functional Uptime' are the sole responsibility of the Vendor**.**

(R: Responsible, A: Accountable, C: Consulted, I: Informed)

Activity / Task	Bank	Vendor (LOS Provider)
Provisioning of VMs/Physical Servers	R / A	I
Provisioning of Storage (SAN)	R / A	C
Supply of LOS Application Licenses	I	R / A
Installation of OS, DB, & Middleware	I	R / A
Hardening of OS & DB (Security Patching)	C	R / A
CBS Integration (API/Middleware Setup)	C	R / A
LOS Application Configuration & Customization	I	R / A
Network Connectivity (VPN/MPLS Setup)	R / A	C
DR Replication Configuration	C	R / A
UAT (User Acceptance Testing) Execution	R / A	R
VAPT (Security Audit) & Bug Fixing	I	R / A
Application Uptime & Performance (SLA)	I	R / A
Hardware/Infrastructure Uptime	R / A	I

SLA Matrix for Application Availability:

Component	Location	Minimum Availability	Measurement Method	Penalty for Non-Compliance
LOS Application (All Modules)	DC	99.5% per month	Monthly uptime reports	Penalty as per uptime shortfall matrix
LOS Application (Failover/DR)	DR	99.5% per month	DR readiness checks, replication logs	Penalty if failover fails or DR not in sync
OS, Database, Middleware,	DC/DR	99.5% per month	Monitoring tools	Penalty for impact on LOS availability

DR (Disaster Recovery) SLA:

DR Synchronization	DR Drill Requirements
• **RPO**: Max **15** Minutes • **RTO**: Max **30** Minutes	Minimum **two (2) DR drills per year** (half-yearly).

Patch, Upgrade & Security Compliance SLA:

Activity	Timeline for Deployment	Penalty for Delay
Critical Security Patches	Within **24 Hours** of OEM release	Will be decided mutually at the time of PO.
High-Priority Patches	Within **72 Hours**	
Regular Updates / Minor Patches	Within **15 Days**	
Version Upgrades	As per Bank-approved plan	
Vulnerability Fixes (CERT-In/RBI)	As per timeline mandated by regulator	

SLA Exclusions

- **Bank or DC/DR Managed Service Provider side failures.**
- **Planned maintenance (with 48 hours prior notice).**
- **Force majeure conditions.**

Penalty clause for not meeting SLA terms:

That one instance of failure in SLA terms will be penalized to the Vendor as one week warranty extension of the products or applicable amount of penalty as mentioned in the Agreement and Purchase Order will be deducted while verifying and making the payment to the Vendor. However, if the problem is not rectified even after one week of raising the fault ticket, the Consultant / Bank will recommend suitable penalty which will be binding on the Vendor.

THE VENDOR BY ITS SIGNATURE ACKNOWLEDGES THAT IT HAS READ THIS AGREEMENT (INCLUDING THE TERMS AND CONDITIONS, UNDERSTANDS THEM AND AGREES TO ABIDE BY THEM.

SIGNED FOR AND ON BEHALF OF M/s

Authorized Signatory
NAME & TITLE:
Date:

ACCEPTED FOR AND ON BEHALF OF The Nainital Bank Limited
Authorized Signatory
NAME & TITLE:
Date:

WITNESSED

Authorized Signatory
NAME & TITLE:
Date:

9.7. Annexure B6 – Detailed Technical Specifications & Compliance Matrix of LOS

Sr.	Required Controls	Available (Y/N)
1.	The Vendor shall ensure continuous and reliable availability of the LOS deployed at the Bank's DC and DR sites on the Bank's infrastructure, with a minimum monthly uptime of 99.5%. The Vendor shall proactively monitor the solution and promptly address any availability-related issues. Failure to meet the prescribed uptime shall constitute a breach of SLA and shall attract penalties and other remedies, including corrective and preventive actions, as determined by the Bank.	
2.	The Vendor shall provide a scalable and extensible solution architecture capable of accommodating increases in concurrent users and system instances without requiring major architectural changes. At peak load, CPU and memory utilization of the application and database server infrastructure shall not exceed 70%. The Vendor shall undertake capacity planning and optimization measures whenever utilization approaches the prescribed threshold.	
3.	The Vendor shall provide an LOS architecture supporting enterprise-level SSO across all LOS modules and seamless integration with the Bank's Finacle 10.X CBS. The integration shall enable secure and controlled bidirectional data exchange between the systems, including automated push and pull of required data. The solution shall minimize manual data entry and ensure appropriate authentication, authorization, data integrity, auditability, and error handling for all CBS integrations.	
4.	The Vendor shall provide a hardware-independent and platform-agnostic solution that does not create vendor lock-in or dependency on proprietary hardware. The solution shall support deployment, migration, scaling, and replacement of underlying infrastructure without materially affecting application functionality, performance, or availability.	
5.	The Vendor shall ensure that the proposed solution supports both single-instance and multi-instance deployments and can be configured as per the Bank's infrastructure, scalability, availability, and operational requirements.	
6.	The Vendor shall provide an LOS capable of supporting multiple products (Retail Products), branches, and organizational structures through a common platform. The solution shall support flexible centralized, decentralized/localized, and hub-and-spoke deployment architectures. It shall provide configurable workflow capabilities for the automatic and manual assignment, reassignment, routing, and escalation of tasks across branches, zones, departments, and other organizational units.	
7.	The Vendor shall provide a workflow-driven LOS architecture capable of managing the complete lifecycle of applications and transactions, from initiation and data capture through validation, processing, approval, disbursement, modification, closure, and other applicable stages.	
8.	Supports real time replication of data: The solution shall ensure real-time data replication between the Production and DR sites with minimum data loss. The solution shall support both manual and automatic failover/failback of the application to the DR site in the event of a planned or unplanned disruption at the Production site.	
9.	The proposed solution shall support database-level and operating-system-level clustering to ensure high availability, scalability, and resilience against infrastructure or component failures.	
10.	Application should be light weight, bandwidth-optimized application, capable of delivering consistent and responsive performance across the Bank's branches, including locations with low bandwidth, high latency, or intermittent connectivity. The solution shall incorporate appropriate optimization mechanisms such as data compression, caching, asynchronous processing, and efficient API communication, wherever applicable.	
11.	The selected Vendor needs to deploy the application in the Production, DR and Training and Development / UAT environments.	
12.	The proposed solution shall provide a centralized, hierarchical, and configurable user administration framework covering all modules. It shall support: • Bank-level super administration. • Delegated administration at Head Office, Regional, and Branch levels. • Role-Based Access Control (RBAC).	

	• Creation, modification, activation, suspension, and deactivation of users. • Assignment and modification of roles and permissions. • Module-, function-, branch-, region-, and organizational-unit-level access controls. • Segregation of duties and maker-checker controls, where applicable. • Password and authentication policy management. • User access review and periodic access certification. Complete audit trails of user and administrator activities.	
13.	The Vendor should provide necessary changes in the LOS to meet the regulatory/statutory guidelines/ requirement free of cost to the Bank during the contract period.	
14.	The Vendor shall undertake proactive monitoring and capacity planning well in advance at regular intervals and advise the Bank on software/hardware upgrades.	
15.	The test environment shall be configured as a replica of the Production environment from an application and software-stack perspective, including application components, versions, configurations, integrations, and relevant system interfaces. The test environment shall contain approximately 50% of the Production data volume and shall be appropriately masked/anonymized to comply with the Bank's data-security and privacy requirements.	
16.	Data integrity must be always maintained, with 100% accuracy and consistency throughout the processing, storage, transmission, backup and recovery of data.	
17.	All data transmitted between the LOS and interfacing applications/systems shall be encrypted using industry-standard, secure encryption protocols to ensure confidentiality and integrity during transmission.	
18.	LOS should comply with the IT Security Policy, Cyber Security Policy and IT Policy of the Bank.	
19.	The Service Provider shall implement adequate application and security controls to ensure that exception, error, or abnormal conditions do not result in the bypass of security controls, unauthorized access, or exposure of core dumps or sensitive system information.	
20.	Client account, transaction data or any sensitive information is encrypted when in transit.	
21.	The proposed solution shall provide comprehensive audit trail and audit logging capabilities to record and monitor activities performed across all application modules, programs, functions, processes, transactions, and data objects. Audit logs shall capture activities of all users, including privileged, administrative, and system users, in accordance with the Bank's policies and requirements.	
22.	The proposed solution shall support Segregation of Duties (SoD) through a flexible, role-based, multi-level administration framework. It shall support separate administrative roles, including System Administrators, Application/Functional Administrators, and other delegated administrators, with configurable permissions across individual modules and functions.	
23.	The proposed solution shall support the creation and management of user groups to categorize users and facilitate centralized assignment of roles, permissions, and access rights.	
24.	All modules in the system are fully integrated and provide online processing for Mobile/Web channels, real time updates and batch processing for offline processing like KCC in camp mode.	
25.	Provide support to standard messaging protocols for interfacing.	
26.	The system should have the ability to rollback a transaction to a particular stage and restart, if required.	
27.	Interface able to handle exceptions (e.g. will output to log files, retries) when unsuccessful. Able to handle continual processing or gracefully terminated.	
28.	The application should support various web servers and web server should scale to future Bank requirements.	
29.	The proposed solution shall support a store-and-forward mechanism to enable continued processing and secure queuing of transactions/data during temporary communication or network failures. Queued data shall be automatically transmitted and synchronized once connectivity is restored.	
30.	All transaction screens shall display relevant system-generated information, including the Processing Date, Current System Time, Current User/User ID, and other information required by the Bank.	

31.	The proposed solution shall provide daily activity reports capturing and summarizing all transactions processed during the business day, with appropriate filtering, sorting, and reporting capabilities.	
32.	The proposed solution shall record and maintain an audit trail of all unsuccessful login attempts, including failed authentication attempts by both normal and privileged users.	
33.	The proposed solution should provide comprehensive session logging and allow authorized users to view, search, filter, and analyze session-related information, including User ID, Account ID, login/logout time, session duration, source IP/device, and relevant session activities.	
34.	The proposed solution shall be capable of capturing, recording, and tracking the client's public and private IP addresses associated with user sessions, transactions, and relevant system activities.	
35.	The proposed solution shall support integration with standard reporting tools/report writers to enable authorized Bank users to create, customize, generate, and export user-defined reports without requiring application-level customization.	
36.	The proposed application shall be platform-independent and shall not be inherently dependent on any specific operating system, third-party software, middleware, database, or proprietary technology, subject to the Bank-approved technical prerequisites.	
37.	The Vendor should provide perpetual Corporate License of the software(s) to the Bank having no limitation based on No of the Users, No. of the Branches, Nature, Location and Type of Branches etc.	
38.	The proposed solution shall support integration with the Bank's Negative/Watchlist databases for Customers, Properties, Vendors, Sourcing Agencies, and other relevant entities, including approved external databases where available.	
39.	Proposed Software is to be integrated with Core Banking Solution i.e. Finacle 10.x (running in Oracle DB) for fetching Customer and other Data required for processing, Online account Opening and other referral work.	
40.	The proposed LOS architecture shall be scalable and capable of supporting increases in the number of users, concurrent sessions, transactions, and processing workloads without degradation in system performance or availability.	
41.	System should be able to access and use Customer and other information from Core Banking System during Loan processing. Accounts are to be opened in CBS.	
42.	The bidder must propose the complete list of software and hardware infrastructure required for deployment of the LOS at both the DC and DR site. The proposed infrastructure may be sized appropriately based on the volumetric details, system sizing parameters and workload assumptions specified in this RFP. The sizing shall also account for projected business growth by providing adequate capacity to support an annual growth of approximately 10 - 15% throughout the contract period, without compromising the required performance, availability, or service levels.	
43.	The Application software should have capability of being integrated with other Customer Sourcing channels like Internet, Mobile (Android + iOS), Tablets and other devices. Further the application should be accessible through other devices like Mobile, internet etc. for Loan processing / Approval by Bank's Officials on the move	
44.	System should provide separate Admin Modules for System and User Admin functionalities.	
45.	Facility to upload and attach scanned images of documents with the application in compressed and encrypted form. The different users in the workflow can view the images.	
46.	Application should work satisfactorily with low bandwidth.	
47.	The proposed solution must support current industry-standard and stable web browsers like Google Chrome, Microsoft Edge, Mozilla Firefox and Safari, etc.	
48.	System integration testing will be followed by user acceptance testing, plan for which has to be submitted by the Vendor to the Bank. The UAT includes Functional tests, Resilience tests, Benchmark Comparisons, Operational tests, Load tests etc. Bank staff/ third Party Vendor designated by the Bank will carry out the functional testing. This staff/ third party Vendor will need necessary training for the purpose and should be provided by the Vendor. Vendor should carry out other testing like resiliency/ benchmarking/ load etc. Vendor should submit result log for all testing to the Bank.	
49.	Computer security and information security audits of the LOS and all associated software components/ applications may be carried out by the Bank, or by any external/internal	

	auditor appointed or authorized by the Bank. The Vendor shall fully cooperate and provide all necessary access, documentation, technical support, and resources required to complete such audits. The Vendor shall, at no additional cost to the Bank, facilitate and/or conduct a source code audit/review of the solution (including all customizations and integrations), whenever required by the Bank or the designated auditor. Any gaps, risks, vulnerabilities, non-compliances, configuration weaknesses, or deficiencies identified during the audit shall be comprehensively rectified, remediated, and re-validated by the Vendor within the mutually agreed timelines, without any financial implications to the Bank.	
50.	The system must provide an inbuilt tool or facility that enables the Bank's technical team to independently create, customize, configure, or modify any report, document, page, form, workflow, loan parameter, loan scheme, loan product, or loan amount computation methodology, without requiring support or intervention from the selected Bidder or OEM and without requiring source code changes.	

Points 1 – 50 = 50 × 1 = 50 marks
Total = 20 marks
Note: Those 50 marks will be converted to 20 marks for the final evaluation for technical scoring.

9.8. Annexure B7- Technical Specifications – Information Security Compliance

Security Controls: In addition to the eligibility criteria defined in Appendix-2 A, Bidder(s) are also required to comply with the following points and submit their compliance on the same on their letterhead. In case of non- compliance of any of the requirements, bid would be rejected

Sr.	Required Controls	Compliance (Yes/No)
1.	Whether Bidder has information security policy in place with periodic review	
2.	Whether Bidder has operational processes with periodic review in following areas: • Business continuity management • Backup Management • Desktop/ system/ server/ network device hardening with baseline controls • Patch management • Port management • Media movement • Log management • Personnel security • Physical security • Internal security assessment processes • Asset Management Change Management	
3.	Whether Bidder has implemented physical controls to allow access to computing facilities only to authorized users? If yes, whether the sufficiency and effectiveness of physical controls is assessed by independent security auditors?	
4.	Whether Bidder has proper documented policy and process of incident management/ response	
5.	Whether Bidder's IT environment is suitably protected from external threat by way of firewall, WAF, IDS/IPS, AD, AV, NAC, DLP etc.	
6.	Whether Bidder's IT environment is suitably protected from external threats by way of firewall, WAF, IDS/IPS, AD, AV, NAC, DLP etc.	
7.	Whether Bidder's environment is segregated into militarized zone (MZ) and demilitarized zone (DMZ) separated by firewall, where any access from an external entity is permitted through DMZ only.	
8.	Whether Bidder has deployed secure production, disaster recovery and testing environment for their application.	
9.	Whether quarterly/Half yearly vulnerability assessment and penetration testing is being done by the Bidder for its IT infrastructure.	
10.	While sharing the data, whether Bidder is agreeable to encrypt the same as per industry best standards with robust key management.	
11.	Whether Bidder is agreeable to store the data with encryption (Data at rest encryption), if storing is permitted in RFP.	
12.	Bidder to confirm that it will not share the NTBL's data to any other party for any purpose without prior permission of the NTBL.	
13.	Bidder to confirm that it will not take any crucial decisions on behalf of the NTBL without written approval from the NTBL	
14.	Whether Bidder is willing to purge the post archival data regularly and report the same to the NTBL	
15.	Whether the Bidder has a documented User Access Management process, including role-based access control (RBAC), periodic review of user access rights, timely revocation of access upon role change/termination, and strong authentication for privileged users.	
16.	Whether Bidder is willing to purge the post archival data regularly and report the same to the NTBL.	
17.	Whether bidder is having system in place for proper log generation, storage, management and analysis?	

18.	Whether bidder is maintaining all Web, Application, DB, Configuration and User access logs for forensic readiness?	
19.	Whether bidder is maintaining logs for privileged access to their critical systems?	
20.	Bidder must comply to all RBI/CERT-in and other frameworks & circulars existing & new.	

Points 1–20 = 20 × 0.5 = 10 marks
Total = 10 marks
Note: Those 20 marks will be converted to 10 marks for the final evaluation for technical scoring.

9.9. Annexure B8- Solution as per Bank Requirements

Sr.	Evaluation Criteria	Marks
1.	Extent to which the proposed LOS solution meets the **Bank's current business, operational and functional requirements.**	1
2.	Flexibility/configurability of the LOS to accommodate the **Bank's policies, processes, products and approval workflows.**	1
3.	Integration capability with the Bank's existing systems, applications, databases and third-party services/APIs.	1
4.	Ability to support **future requirements, regulatory changes and business process changes without major redevelopment.**	1
5.	Overall suitability of the proposed solution for the Bank, **including user experience, reporting, MIS, dashboards and value addition.**	1
	Total	**5**

9.10. Annexure B9- Application Performance, Availability & Business Continuity

Sr.	Evaluation Criteria	Marks
1.	System performance and scalability to meet the Bank's expected transaction volumes and user load.	**1**
2.	Defined SLA for system availability, response time and resolution of critical incidents.	**1**
3.	Disaster Recovery (DR) and Business Continuity Plan with defined RTO/RPO.	**1**
4.	Periodic DR drills, backup and restoration testing.	**1**
5.	Application/infrastructure monitoring, alerting and system health checks.	**1**
	Total	**5**

10. Documents Envelop C

10.1.Annexure C1 - Commercial Bid Form

(Bidder's Letter Head)
(To be included in Commercial Bid Envelope)

To
The Chief Operating Officer,
The Nainital Bank Ltd,
Head Office, Mallital,
Nainital -263001 (Uttarakhand)

Dear Sir,

Re: NTB/IT/LOS/2026/09/28 dated 05-09-2026- "Request for Proposal for Selection of Vendor for Design, Development, Implementation, And Maintenance of Enterprise Loan Origination System (LOS)" for a period of 3 Years may be extended at sole discretion of the Bank for the next 2 years.")

Having examined the Bidding Documents placed along with RFP, we, the undersigned, offer to provide the required infrastructure in conformity with the said Bidding documents for the sum of Rs______________ (Rupees) (exclusive of taxes) or such other sums 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 Design, Development, Implementation, And Maintenance of Enterprise Loan Origination System (LOS)" for a period of 3 Years may be extended at sole discretion of the Bank for the next 2 years.") within the stipulated time schedule. We agree to abide by the Bid and the rates quoted therein for the orders awarded by NTBL 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.

We have complied with all the terms and conditions of the RFP. We understand that you are not bound to accept the lowest or any Bid you may receive.

Dated this…………………… Day of 2026
(Signature)
(Name)
(In the capacity of)

Duly authorized to sign Bid for and on behalf of ………………

10.2.Annexure C2- Commercial Bid

Sr.	Description of goods & services needed as per the specifications and scope of work mentioned in the RFP (a)	Unit (u)	Qty. (q)	Base Price in ₹ (p)	q) Gross Price in ₹ (g) = (p)x(	GST + other levies, as a applicable on (g) in ₹ (t)	TOTAL Price including GST and other levies in ₹ (g) + (t)
	Loan Origination System (LOS), along with all associated / allied software and applications, to be hosted at DC and DR sites:						
1.1.	One-time supply, installation, configuration, customization, testing, data migration, and successful implementation/deployment of the Core LOS software with perpetual enterprise licenses (active-active setup) at the Data Centre, along with three (03) years of comprehensive warranty and OEM support.	Lot	1				
1.2.	One-time supply, installation, configuration, customization, and implementation of all associated applications, middleware, utilities, components, or solutions required to ensure full compliance, end-to-end functionality, interoperability, security, seamless integration, and successful rollout of the LOS, in accordance with the technical specifications and scope of work defined in this RFP.	Lot	1				
1.3.	One-time Customization, Implementation and Integration of LOS with existing CBS and Third-Party Portals / APPs, etc.	Lot	1				
1.4.	Training and Live Demonstration to the Users and Senior Management of the Bank as per need.	Lot	1				
1.5.	One-time Installation, Configuration, Testing and Deployment of LOS at the DR site (Bank's Infra).	Lot	1				
1.6.	Operation and Maintenance of the LOS on a 24×7×365 basis for a period of Three (3) years post Go-Live at both the Data Centre (DC) and Disaster Recovery (DR) sites, including the implementation of all regulatory, statutory, and compliance-related updates/changes as mandated by banking regulators from time to time.	Per Year	5				
1.7.	Post Go-Live, any further customization or modification of the LOS required to meet the business needs of the Bank during the 3-year warranty and support period, for a total of 90 man-days.	Per Man-Days	90				
	Supply, installation, configuration, and deployment of all required Operating Systems (OS), Databases (DB), and associated software necessary for implementation of the LOS solution at the Data Centre (DC) and Disaster Recovery (DR) sites, along with three (3) years of comprehensive warranty and OEM support. However, the required Operating Systems (OS), Databases (DB), and associated software may be provided by the Bank, at the Bank's discretion, based on its requirements and decision. In such cases, the Bidder shall be responsible for the installation, configuration, integration, and deployment of the Bank-provided software as required for successful implementation of the LOS solution at the DC and DR sites.						

2.1.	Operating System licenses for DC	Lot					
2.2.	Operating System licenses for DR site	Lot					
2.3.	Databases licenses for DC	Lot					
2.4.	Databases licenses for DR site	Lot					
2.5.	Any other licensed software needed for DC and DR	---	---				
	Miscellaneous (Any other solution, technology, goods & services that are not explicitly specified in this RFP but are required to ensure completeness, compliance, and full functionality of the proposed solution for next 03 years):						
3.1.	To be quoted by the Bidder	---	---				
3.2.	To be quoted by the Bidder	---	---				
Grand Total [A+B+C], i.e. Criterion for declaring L1)							

Rate Discovery for Onsite Engineer Rate Discovery

Sr.	Resource Category	Rate per Resource per Month (₹)	Total Amount (₹) Price excluding taxes - Yearly
1.	**Onsite Engineer -L1 resource (Noida)**		
2.	**Onsite Engineer -L1 resource (Nainital)**		

This Price remains valid during the entire contract period of three years and location will be Nainital/Noida.

Note:

a. *In case of any inconsistency between the definitions contained herein and the specific provisions of the RFQ, Purchase Order or Agreement, the interpretation provided in the applicable contractual document shall prevail. All underlying IT hardware required for hosting the Loan Origination System (LOS) at the Data Centre (DC) and Disaster Recovery (DR) sites shall be provisioned by the Bank in accordance with the project requirements specified by the Bidder. However, all other components, items, and services required for successful implementation must be duly considered, included, and quoted by the Bidders in their proposal.*

b. *Accordingly, the Bidder must thoroughly assess all technical, functional, and operational requirements in advance and should be included in its techno-commercial bid all necessary hardware (where applicable), software, licenses, utilities, third-party tools, and any other components required for complete end-to-end implementation of the solution. The Bidder shall be solely responsible for ensuring the completeness, adequacy, and successful delivery of the solution. The Bank shall not be liable to procure, supply, or fund any item not explicitly detailed, specified, and priced in the Bidder's technical and commercial proposals.*

c. *The quantities mentioned in this RFP are indicative and are intended solely for evaluation and determination of the L1 Bidder. The Bank reserves the right to place Purchase Orders (POs) for any or all items, with revised or varied quantities, either in a single go or in a phased / staggered manner during the contract period, based on actual requirements. Payment shall be made on a pro-rata basis for the actual quantity of goods and/or services procured or availed by the Bank.*

d. *The Bidder shall be responsible for providing technical support for all software components, including operating systems, databases, and other associated software, covering updates, patches, upgrades, bug fixes, performance tuning, and security/vulnerability management throughout the contract period of 03 years.*

e. *Proposals submitted in any format other than the prescribed format shall not be evaluated and shall be summarily rejected. Bidders are advised to quote in Indian Rupees (INR) only.*

f. *The rates quoted under this RFP shall remain firm and fixed throughout the contract period. In case of any default or delay on the part of the Vendor, penalties shall be levied as per the terms and conditions of this RFP.*

g. *All payments against goods and services under this RFP shall be released by the Bank in accordance with the Payment Schedule specified in Section 7.26.*

---End of Document---