

REQUEST FOR PROPOSAL (RFP)

FOR

PROCUREMENT & IMPLEMENTATION OF THE BUSINESS PROCESS AUTOMATION SOLUTIONS IN THE BANK

**General Administration & Procurement
Department**

Machhapuchhre Bank Limited

Lazimpat, Kathmandu

Tel No:977-01-4428556

Email: admin@mbi.com.np

Website: www.machbank.com

www.machbank.com



Machhapuchhre Bank Limited

माछापुच्छ्रे बैंक लिमिटेड

बचत, विकास एवं वित्तारित

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SECTION I: REQUEST FOR PROPOSAL FOR PROCURMENT & IMPLEMENTATION OF BUSINESS PROCESS AUTOMATION SOLUTIONS IN THE BANK

1. Interested eligible firms/entities, may response to this “Request for Proposal (RFP) for Procurement & Implementation of Business Process Automation Solutions in the Bank ” against payment of NPR 5,000 (non- refundable) in the form of Cash/Draft and submit their proposal to the following address in

***General Administration & Procurement Department
Lazimpat, Kathmandu, Nepal
Phone No. 4428556***

2. The Technical Proposal comprising of self-attested documents as specified in “Request for Proposal (RFP)” should be submitted in a sealed envelope marked “**Technical Proposal for Procurement & Implementation of Business Process Automation Solutions in the Bank**”.
3. The Financial Proposal comprising of self-attested documents as specified in “**Request for Proposal (RFP)**” including bid bond security should be submitted in a separate sealed envelope marked as “**Financial Proposal for Procurement & Implementation of Business Process Automation Solutions in the Bank**”.
4. Envelopes containing the Technical and Financial proposals are to be sealed in an envelope marked “**Request for Proposal for Procurement & Implementation of Business Process Automation Solutions in the Bank**” and is to be submitted, in person, within the deadline and to the address mentioned in **Clause 1** above.

SECTION II: INTRODUCTION

Machhapuchchhre Bank Limited was registered in 1998 as the first regional commercial bank from the western region of Nepal and started its banking operations from Pokhara since year 2000. The Bank facilitates its customer needs by delivering the best of services in combination with the latest state of the art technologies and prudent international practices. The Bank is the pioneer in introducing the latest technology in the banking industry in the country. It is the first bank to introduce centralized banking software, GLOBUS BANKING SYSTEM of Temenos NV, Switzerland. The bank provides modern banking facilities such as Any Branch Banking, Internet Banking, Mobile Banking, Safe Deposit Locker facilities, Utility Bill payment (Telephone & Mobile), ATM (VISA Debit Cards) to its valued customers. Besides these, the Bank is providing 365 Days Banking and Evening Counter services to the customers through many of its offices. Now with a paid up capital of over 8.05 billion rupees, 82 Branch Offices, 2 Extension Counter, 21 Branchless Banking Units and 88 ATMs spread all across the country, it is one of the full-fledged national level commercial banks operating in Nepal.

This network based upon a large customer base and state of the art technology gives the Bank a very strong platform to build upon. Despite this strong performance, the belief is that the Bank must keep

adopting new and better practices to maintain its front-line position. Any change must update and improve the existing business strategies and approach, without compromising on The Bank's core philosophy of prudent banking. The bank is in process to procure & implement Business Process Automation Solutions in the Bank which will streamline and provide robust platform for overall operational process, business processes and risk identification/mitigation. This request for proposal (RFP) is for the purpose of selecting a firm/entity for the procurement and implementation of a Business Process Automation Solutions in the Bank that covers but not limited to the technical and functional requirement of the system as specified in Section V.

This RFP has been compiled for the purpose of providing information, requirements, specifications, guidelines, and other data to be used by proposers who wish to submit a proposal for consideration.

SECTION III: ELIGIBILITY CRITERIA

Only those firms/entities that fulfill the following criteria are eligible to respond the RFP. Proposal received from the firms/entities that do not fulfill all or any of the following eligibility criteria are liable to be rejected.

The firm/entity should:

- a) Have an experience of at least 3 years within the area of scope of this RFP.
- b) Be Registered Company under relevant act of their country.
- c) Not have been blacklisted/ criminally prosecuted by any Government Authority, Banks & Financial Institution mainly on fraud, anti-money laundering or any other such crime.
- d) Not be owned or controlled by any Director or Employee or Relatives of MBL.
- e) Have successful experience of implementation of Business Process Automation Solutions in BFIs.

Note: The firms/entities must comply with all the above mentioned criteria. Non-compliance of any of the criteria will entail rejection of the offer summarily. Photocopies of relevant documents /certificates should be submitted as proof in support of the claims made. The Bank reserves the right to verify / evaluates the claims made by the firms/entities independently.

SECTION IV: DOCUMENTS REQUIRED

- a) Application for the Procurement & Implementation of Business Process Automation Solutions
- b) Company profile
- c) Up to date/renewed copy of registration & PAN/VAT
- d) Tax clearance certificate for last FY
- e) Partnership deed in case of partnership firm and Article/Memorandum of Association in case of private limited company.
- f) Resolution of the Board of Directors of the company / Partners of the firm for enlistment with the Bank with authorization to sign papers/documents, indemnity, agreement, report/certificate etc. On behalf of the company/firm/agency.
- g) Latest record of shareholders certified by company registrar office, in case of private limited company
- h) Quality and Strength of the promoter/ key technical staffs of the firm/company.
- i) Bio-data and copy of citizenship of all promoter and key technical staffs.

- j) Details of current involvement in other organizations/banks (Agreement or Reference letter)
- k) Details of work experience within the scope of this RFP.

SECTION V: TECHNICAL AND FUNCTIONAL SPECIFICATION OF THE SYSTEM

Proposed Business Process Automation Solutions have but not limited to the below mentioned features and specifications;

- ❖ Proposed Solution should have Web based centralized system with easy to use user interface (web based & app based), also solution need to have provision of template-based workflow design.
- ❖ Solution shall be straightforwardly implemented in enterprise IT infrastructure with industry standard security measures including secure protocol such as TLS, SSL & HTTPS.
- ❖ Proposed solution shall cater entire end-to-end workflow automation of various internal as well as external process of the bank like Credit approval and disbursement process, Memo approval process, Account Opening process etc.
- ❖ Solution should allow inputting files through multiple sources like Scanner, Manual Upload, Bulk Upload, Mobile application, Web Services etc. Solution should be able to scan the document without storing into user pc and scanned document should be uploaded to capture profile with indexing.
- ❖ Solution should support industry standard document indexing mechanism including custom automatic document numbering, content recognition and indexing, indexing a document for full text search, Content recognition and indexing etc.
- ❖ Document search engine provide by solution shall provide but not limited to document content and meta data search, advance search on all document attributes, scalable document search.
- ❖ Proposed solution should have industry standard document processing features including create document using templates, link document to records in system, provision to link to ERP/CRM, Forward, move & share document, Inbuilt document editors, Email documents etc.
- ❖ Proposed solution should have inbuilt an enterprise level Business Process Automation and which must include:
 - Rule based processing on incoming documents
 - Setup individual rules and document actions
 - Automatic and manual workflow
 - Document routing
 - Business process modeling with customized windows, reports
 - Multi-level approvals
 - Automatic creation of records based on documents
 - Update records based on documents
- ❖ Proposed solution should accommodate high level of application security which must include document encryption, role-based access, audit trail, advanced access rights, indexing all revisions.
- ❖ The proposed solution should be able to provide the comprehensive statistical and graphical dashboard which should include workflow inbox, document inbox, alert & notifications, Reporting dashboard, follow-up's and chats, inbuilt calendar, E-mail & SMS.
- ❖ The Solution should be capable of document redaction (document capture application should have facility to hide part of the document from a given set of users and upload into system).

- ❖ The Solution should be able to provide dynamic water mark with user name, date time and the IP address of the user's PC
- ❖ The Solution should have provision to integrate Digital Signature as certified by Nepal Certifying Company as per the guidelines of Nepal Rastra Bank Ltd and the approved documents should have digital signature in them.
- ❖ Proposed Solution should provide robust Solutions to digitalize and automate all activities related to operational process, business process and risk identification and mitigation.
- ❖ Proposed solution should be customizable, scalable, desirable and capable for system integration with the core banking system of the Bank.
- ❖ The solution should be market proven/tested and be able to operate in third party operating system with unlimited user access the system.
- ❖ The solution shall be able to trace the turnaround time of each activities and performance monitoring system.

Technical proposal should include details of overall approach plan and methodology to the areas listed in this RFP along with specific proposals / solution on each of these areas, covering the conceptualization design and implementation stages.

SECTION VI: DRAFT OF THE SERVICE AGREEMENT

SERVICE AGREEMENT

BETWEEN

MACHHAPUCHCHHRE BANK LTD.

AND

..... (*the qualified Firm/Company*)

This Service Agreement (the “Agreement”) is made and entered into this (*insert date*) by and between Machhapuchchhre Bank Ltd., a public limited company incorporated and operating under the laws of Nepal, with its registered address at, Lazimpat, Kathmandu, Nepal (hereinafter referred as the "Bank") and (*insert name name of qualified Firm/Company*) having Registration No., Registered Date & PAN/VAT No., registered under the laws of (*Insert Name of Country*), with its registered address at (*insert address*) (which shall include its lawful successors, hereinafter called the "bidder") (hereinafter referred to individually as a “Party” and collectively as the “Parties”).

WHEREAS, the Bank is in the business of Banking;

WHEREAS, the bidder has expertise in the area of implementation of Business Process Automation Solutions.

WHEREAS, the Bank desires to engage the firm/entity to provide certain services in the area of their expertise and the firm/entity is willing to provide such services to the Bank;

NOW, THEREFORE, the parties hereby agree as follows:

Article I – Scope of Work

The entire Bid Documents shall be deemed to form and be read and construed as part of this Agreement. All terms and conditions and/ or guidelines outlined in the bid documents shall be construed as integral part of the agreement and be binding on all parties thereto.

Upon signing the agreement, the firm/entity agrees to implement Business Process Automation Solutions in the Bank in accordance with the conditions of this Agreement.

The scope of the RFP include following activities;

- Implementation of the fully automated Business Process Automation Solutions at the Bank within specified time.
- Provide Education/Training to the expert group in the Bank and develop internal team for support and problem resolution at bank level.
- Integrate the existing system including Core Banking Software with proposed Business Process Automation Solutions.
- Provide education to the user level vide most efficient training/education strategy.

The firm/entity shall arrange dedicated technical resources to the bank during the contract period to deliver according to the demand of the Bank within the above scope and to provide training to the concern team as per the Turnaround Time specified in Article V

Article II – Responsibility and Obligations

- a) The firm/entity agrees that while conducting the activities under this agreement, it would observe highest ethical, legal & professional standards.
- b) The firm/entity shall use qualified and experienced technical team who has in-depth knowledge & experience on the area of scope of this RFP.
- c) The firm/entity agrees that during implementation & any other phase on the area of scope of this RFP, performance shall be independent without any influences of any related/unrelated party. During the validity of this Agreement, the firm/entity shall not change its legal status/ownership without the consent of the Bank and shall also renew its license/firm registration timely as applicable.
- d) The firm/entity shall indemnify the bank for any losses or damage due to non-compliance of any other condition laid down under this agreement or due to compromise of data & such other information that they may come across for fulfilling responsibility as per the scope of this RFP.
- e) The agency shall be liable for any losses or damages which the Bank may incur/suffer in respect of any transaction undertaken by the Bank based on the representation and information provided by the agency.
- f) In the event of breach of any of the terms and conditions stipulated in the agreement, or if the Bank finds the performance of the consultant unsatisfactory for whatsoever reason, the Bank reserves the right to terminate the contract or ask the agency to remove any of the member delivering the service.
- g) The firm/entity shall not sub-contract the assignment to any other individual or firm.
- h) In case the work could not be carried out within the stipulated time, due to any reason whatsoever, the firm/entity must immediately notify to the bank and any loss/claims on account of such delay will have to be borne by the firm/entity. The Bank will decide on other course of action to be taken on the contrary.
- i) The firm/entity shall compensate the Bank against delayed completion beyond by paying penalty of NPR 5,000 per day for the first 7 days and NPR 10,000 per day then after. This shall not be applicable in case of “Force Majeure”.
- j) The Bank reserves all rights to settle all such losses and/or amount of indemnification and/or reimbursement and/or compensation as mentioned under this contract against the bill or any amount/asset(s) relating to the firm/entity be it with the Bank or anywhere.

Article III – Confidentiality:

- a) The agent and its employees involved in the ad agency services shall maintain strict confidentiality in respect of any information relating to the Bank or its clients, which they may come across in the course of providing their services under this Agreement or otherwise and that such confidentiality shall be maintained even after the expiry or termination of this Agreement.

Article IV – Price & Payment Terms

The firm/entity agrees to implement the proposed solutions at below mentioned cost;

S. No.	Particulars	Price (Inclusive of all applicable taxes)
1	Procurement price of the proposed solutions (One time)	
2	Procurement price of third party application (if any)	
	Total	

Other Charges;

S. No.	Particulars	Price (Inclusive of all applicable taxes)
1	AMC-(Annual Basis) *The period where AMC is not applicable needs to be clearly mentioned. If these changes as per user licensing module based, same need to be clearly stated.	
2	Framework- (Implementation Cost) *If this is bulk payments or on other such basis, same needs to be disclosed	
3	Cost of Automation of various Business Process* (Logical methods for calculation of cost of Automation of processes in Business, Operations & Costs need to be mentioned)	
4	Any other incidental charges or the basis thereof.	

* Automation of various business processes include but not limited to process like credit appraisals, deviation appraisal, cost/expense approval, reporting module (internal or external), business information system (that may be internal & external data), attendance management, leave management, business leads management, cross selling trackers etc.)

- a) The payment shall be made subject to deduction of statutory taxes as per the prevailing rules of Nepal Government by crediting Service Provider's Banks' account maintained at the Bank.
- b) The final payments are subject to phase wise progress of the proposed system or as agreed mutually.

Article V – Turnaround Time

The Service Provider shall provide the service within the timeline set as follows:

.....

Article VI – Dispute Resolution:

- a) In the event of any differences or dispute in connection with this agreement over the rights or obligations of the parties, the courts of Nepal alone would have the jurisdiction to entertain such dispute for final settlement.
- b) Provided that in case of failure to comply with the terms and conditions set forth in this Contract by the firm/entity, the Bank shall be entitled to rescind this contract immediately without any obligation in Bank’s part.
- c) Any terms and conditions if not specifically mentioned herein shall be governed by the prevailing Contract Act 2056 (1999).

Article VII - Not an Exclusive Contract

The Service Provider clearly understands that this contract entered into between the Bank and the Service Provider is not an exclusive contract and the Service Provider shall not claim any exclusive right to get contract jobs from the Bank and that the Bank is free to engage as many Service Provider/s, whether similar or otherwise, and, enter into contract with any other person/firm/company/organisation as may be deemed appropriate by the Bank.

Article VIII - Notice or Requests

Any notice or requests shall be deemed to be duly given or made when it shall have been delivered by hand, postal mail, courier, cable or fax to the party to which it is required to be given or made at such party's address specified below or at such other address as either party may specify & communicate to other party in writing.

On behalf of Bank

On Behalf of Agency

Name:	Name:
Address:	Address:
Email:	Email:
Contact:	Contact:

Name:	Name:
Address:	Address:
Email:	Email:
Contact:	Contact:

IN WITNESS WHEREOF, duly authorized representatives of both the parties, verification of which has been waived hereby, have signed and executed this contract on the date mentioned hereinabove in the presence of the witnesses appearing hereunder at the office of the Bank.

On behalf of the Bank

On behalf of the Service Provider

Name:
Designation:

Name:
Designation:

Witness:

Witness:

Name:
Address:

Name:
Address:

SECTION VII: SECURITIES

a) Bid Bond Guarantee

Bid Security of minimum 2.5% & 5% of total bid amount must be furnished at the time of submission of proposal from national and international vendors respectively. The bid security shall, at the bidder's option, be in the form of a cash/TT/Draft deposit in A/C No. 9999524999998222 (Account name: Sundry Creditors- Bid Margin) at Head Office of the Bank or a Bid Bond issued by a Class A commercial bank in Nepal with validity for a period of minimum of 90 days. No interest will be payable on BID security.

b) Performance Guarantee

The successful national and international bidder shall be required to submit a "Performance Bond" of 5% & 7% of the contract amount respectively issued by a Class "A" Commercial Bank in Nepal with a validity period of at least 180 days from the date of agreement and must be submitted within 7 days of agreement date.

OR

An equivalent cash margin to be maintained in the Performance Margin Account with the validity as stated above.

c) Advance Payment Guarantee

Bank can release advance payment to the service provider as per contract document against advance payment guarantee of equivalent amount issued by Class "A" Commercial Bank in Nepal.

SECTION VIII: EVALUATION OF PROPOSAL

Technical Proposal received within the prescribed date and time will be opened in the presence of the authorized representatives of the firm/entity, who choose to attend the opening of the offer on the date and time specified in this RFP document. The representative has to submit an authority letter duly signed on behalf of firm/entity authorizing him to represent and attend the Bid opening on behalf of firm/entity.

Evaluation of "Proposals" shall be based solely on the content of the proposal and submitted documents, applying the evaluation criteria and point system as detailed below.

	Points
(ii) Methodology and Work Plan	20
(iii) Adequacy of key resources and manpower	20
(iv) Work experience and capabilities of the firms/entities	20
(v) Transfer of Knowledge and enablement	40
Total Points	100

SECTION IX: SELECTION OF THE FIRM/ENTITY

1. The selection of firm/entity shall be based on the scores achieved on evaluation of submitted proposal as above.
1. All technical proposals shall be evaluated based on “Eligibility Criteria” mentioned under section III and the presentation made by the firm/entity on competencies of staffs and working mechanism, implementation of proposed solution in the Bank. The Bank will short-list those firms/entities which are satisfying the eligibility criteria in all respects.
2. The above short-listed firms/entities will be advised to make a presentation of maximum one hour duration to the Evaluation Committee on their capabilities, experiences, etc. and showcase the working mechanism/modality of the software. The broad (indicative) evaluation criteria for evaluating this presentation are as below:

S. No	Evaluation Criteria	Points
1	Company Profile-Promoters, Industry Experience, Clientele, office, human resource etc.	20
2	Experience and Capability of the firm/entity	30
3	Ability of the Proposed Software Solutions to meet the specified scopes and technical & functional requirement of the Bank	30
4	Response to queries	20
	Total	100

3. Priority to be given to the set-up, availability, experience of implementation team on similar products.
4. Priority to be given for implementation of the proposed solutions in other business especially in Banks in Nepal.
5. Based on evaluation of submitted technical proposal and technical presentation, the bank, at its discretion, will shortlist firms/entities and these agencies shall be considered for Financial Evaluation.
6. For the purpose of overall evaluation of bidders, the weight for Technical Proposal shall be 60 for submitted proposal & 40 for the presentation and the weight for Financial Proposal shall be 100.
7. Upon completion evaluation & the declaration of outcome, the selected agencies shall be notified by the bank and shall sign the Agreement as specified in Section VI of this RFP.

SECTION X: PROPOSAL FORMS

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Schedule A: Brief Profile of the Bidder & Information on the Proposed Business Process Automation Solutions.

FREE FORMAT

{Insert additional sheet(s) as required}

Schedule B: Application Letter for Implementation of Business Process Automation Solutions

(To be printed and submitted in letterhead of the agency)

[_____ Date]

General Administration & Procurement Department
Machhapuchchhre Bank Limited
Head Office, Lazimpat

Having examined the Request for Proposal (RFP) for implementation of the Business Process Automation Solutions for the Bank, we wish to provide the service in accordance with the terms & conditions stipulated therein and hence have applied for implementation of the Business Process Automation Solutions for the Bank.

If our proposal is accepted, we commit to provide the proposed solution/Solutions in accordance with the terms and conditions stipulated in “Request for Proposal (RFP) for Procurement & Implementation of the Business Process Automation Solutions for the Bank.

We hereby confirm that this proposal complies with all the requirements of “Request for Proposal (RFP) for Procurement & Implementation of the Business Process Automation Solutions for the Bank.

Authorized Signature _____

Name and Title of Signatory _____

Stamp (as applicable)

Schedule C: Application Form for Procurement & Implementation of Business Process Automation Solutions

General Administration & Procurement Department
 Machhapuchchhre Bank Limited
 Head Office, Lazimpat

Sub: Application for Procurement & Implementation of Business Process Automation Solutions

Dear Sir/Madam,

In response to the published RFP, I/We apply for Procurement & Implementation of Business Process Automation Solutions for your bank .In this connection we furnish required particulars as follows:

1. Name of Firm/Entity:

2. Legal Status (Please Tick):

- Proprietorship concern
- Partnership Firm
- Private limited Company
- Public Limited Company

3. Date of Establishment of the Business :

D	D	M	M	Y	Y	Y	Y
---	---	---	---	---	---	---	---

4. Particulars of the Proprietor/Partners/Director: (additional/separate sheet may be used, if required)

S. No	1	2	3	4	5
Name					
Age					
Father's Name					
Spouse's name					
Current Address					
Permanent Address					
Educational Qualification					
Position/Status					
Experience					
Contact no.					

5. Business Address:

- a) Location:
- b) Telephone No:
- c) Mobile:
- d) Email:
- e) Website:

6. Location of Branch Office (if any) :

7. Total No. of Technician & staff: Annex C
(Separate List and Bio-data to be enclosed)

8. Working Experience related to Business Process Automation Solutions:
(Certificate to be enclosed)

9. Up-to-date Registration Certificate: (Copy to be enclosed)

Date of Issue:

D	D	M	M	Y	Y	Y	Y
---	---	---	---	---	---	---	---

Validity:

D	D	M	M	Y	Y	Y	Y
---	---	---	---	---	---	---	---

10. Bank A/c No:.....Branch Bank.....

11. Document Enclosed: Please tick the document submitted.

- a) Company profile.
- b) Up to date/Renewed copy of Registration & PAN/VAT.
- c) Tax clearance certificate for FY 073/74.
- d) Partnership Deed in case of Partnership firm and Article/Memorandum of Association in case of Private Limited Company.
- e) Resolution of the Board of Directors of the Company / Partners of the Firm for enlistment with the Bank With authorization to sign papers / documents, indemnity, agreement, report/certificate etc. on behalf of the Company/Firm.
- f) Latest record of shareholders certified by company registrar office, in case of private limited company.
- g) Quality and Strength of the Promoter/Staff of the firm.
- h) Bio-data of promoter and staff.
- i) Registration certificate with Advertising Association of Nepal (AAN)
- j) Copy of citizenship of all promoters and staff.
- k) Copy of current involvement in other organizations/Banks (Agreement or Reference Letter)
- l) Copy of work experience certificate

I/We solemnly declare that all the information/particulars furnished above are true correct to the best of my/our knowledge.

Date:

Authorized Signature (s)

Schedule D: Details of Work Plan, Methodology and Timeline for Implementation of the Proposed Solutions

(Use Gantt chart for project implementation timeline)

FREE FORMAT

Schedule E: Financial Proposal

(To be printed and submitted on letter head and include in financial proposal)

Date:

The General Administration & Procurement Department
Machhapuchhre Bank Limited
Lazimpat, Kathmandu

We hereby offer to submit our financial proposal for Procurement & Implementation of Business Process Automation Solutions for MBL as per the Request for Proposal. We have read, understood the content of RFP. We unconditionally accept & abide by the terms & conditions specified therein.

We propose to implement the proposed solutions in RFP at below mentioned cost;

S. No.	Particulars	Price (Inclusive of all applicable taxes)
1	Procurement price of the proposed solutions (One time)	
2	Procurement price of third party application (if any)	
	Total	

Other Charges;

S. No.	Particulars	Price (Inclusive of all applicable taxes)
1	AMC-(Annual Basis) *The period where AMC is not applicable needs to be clearly mentioned. If these changes as per user licensing module based, same need to be clearly stated.	
2	Framework- (Implementation Cost) *If this is bulk payments or on other such basis, same needs to be disclosed	
3	Cost of Automation of various Business Process* (Logical methods for calculation of cost of Automation of processes in Business, Operations & Costs need to be mentioned)	
4	Any other incidental charges or the basis thereof.	

Note:

- Financial proposal shall be inclusive of all applicable taxes.
- Scope included and not included in AMC should be clearly mentioned.
- Financial bid containing conditional offers will be rejected.
- Bid submitted with adjustable / variable price quotation (excepting Govt. taxes) will be treated as nonresponsive and will be rejected.
- Financial Proposal should include Cost for Training expert group at the Bank.
- In case of discrepancy in words and figures, the price quoted in figures will be taken as final.
- Any over writing, erasure, etc. has to be initialed by the authorized person.
- Automation of various business processes include but not limited to process like credit appraisals, deviation appraisal, cost/expense approval, reporting module (internal or external), business information system (that may be internal & external data), attendance management, leave management, business leads management, cross selling trackers etc.)

I/We here by certify that all particulars given above are correct and true to the best of my/our knowledge.

In case at any stage , it is found that the information given by me/us is false/incorrect, Bank shall have the absolute right to take any action as deemed fit ,(including termination of contract and or black list and debar), without any prior intimation to me/us.

Date: Signature of authorized person for and on behalf
Designation/Seal of Firm/Entity

Schedule F: Details of Projects Currently Involved With

S. N	Name of Organization	Involvement Year		Brief Scope/Nature of Projects
		From	To	
1				
2				
3				
4				
5				
6				
7				
8				
9				
10				

Note:

1. Insert additional rows as required.

Schedule G: Details of Projects Currently Involved in the Past

S. N	Name of Organization	Involvement Year		Brief Scope/Nature of Projects
		From	To	
1				
2				
3				
4				
5				
6				
7				
8				
9				
10				

Note:

1. Insert additional rows as required.

Schedule H: Quality and Strength of the Owner/Promoters and Key Technical Staff of the Firm/Entity

S.N	Name	Designation	Qualification	Years of Experience with the Firm/Entity	Total Experience	Key Responsibilities & Assignment
1		Partner/ Proprietor/Owner				
2		Partner/ Proprietor/Owner				
3		Partner/ Proprietor/Owner				
4	Staffs				
5	Staffs				
6	Staffs				
7	Staffs				

Note:

1. It is mandatory to fill the details of Partner/ Proprietor or Staff in the prescribed format only
2. The CVs for each of the partner are to be attached mandatorily. The CVs should bear original signature of the partner
3. In case of foreign proposal, include details of local agent’s experience & resources available.
4. Insert additional **rows or designation** as required.

Schedule I: Involvement of Technical Staffs in Similar Projects

S.N	Name of Key Technical Staffs	Details of Projects	Organization Name	Involvement Year	Key Responsibility & Assignment
1					
2					
3					
4					
5					
6					

1. It is mandatory to fill the details in prescribed format only
2. Insert additional **rows or column** as required.
3. Supporting documents of Involvement of key staffs in similar projects shall be mandatorily attached.

Schedule J: Declaration of the firm
(To be printed and submitted in letterhead of the agency)

Declaration form

This is to declare that we (name of firm/Company) have not been blacklisted/fined or otherwise involved in any controversy relating to any of the activities within the scope of this RFP which may create negative impression on the firm's capability. If any of such issue (not declared by us) comes to the notice of the Bank during bid process of procurement & implementation of business process automation solutions or even after selection, the bank may forfeit the deposit as well as cancel the service agreement.

We also understand that performance under this contract shall be reviewed on an annual basis and any discrepancy may cause cancelling of the service agreement without any recourse on our part.

Authorized Signature(s)

Stamp (as applicable)