

e-RFP Ref. No.JKB/CHQ/T&D/Finacle-Solution/2026-1679
Dated: 12-03-2026



**Online Request for Proposal (e-RFP)
For
Supply, Implementation and Maintenance of End to End Trade
Finance Solution.**

**e-RFP Ref. No.JKB/CHQ/T&D/Finacle-Solution/2026-1679
Dated: 12-03-2026**

Issued By

J&K Bank
Technology & Development

5th Floor, Corporate Headquarters

MA Road, Srinagar
Phone No :+91- 9622607070



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SCHEDULE OF RFP

Description	Details
e-RFP Reference No.	JKB/CHQ/T&D/Finacle-Solution/2026-1679 Dated: 12-03-2026
Date of Issue of RFP	16-03-2026
RFP Description	Supply, Implementation and Maintenance of Trade Finance Solution
Issuer of the RFP-Department	Technology & Development Department
Bank's Communication Details	<p style="text-align: center;">J&K Bank Technology & Development, 5th Floor, Corporate Headquarters, MA Road, Srinagar Mr. Bilal Mudaw Phone No :+ 91- 9622607070 email id – bilal@jkbmail.com</p>
RFP Application Fee (Non – Refundable)	<p>Rs.2,500/- (Rupees Two Thousand Five Hundred Only) to be deposited through Transfer / NEFT to the below detailed A/c:</p> <p>Account Name: Tender Fee/ Cost Account 16-digit Account No : 9931530300000001 IFSC Code: JAKA0HRDCHQ (0 denotes zero) Bank: The J&K Bank Ltd Branch: Corporate Headquarters MA Road Srinagar J&K – 190001</p>
Earnest Money Deposit (EMD)(Refundable)	<p>Rs.50,00,000/- (Rupees Fifty Lacs Only) to be deposited through transfer / NEFT to the following A/c with Bank details given as:</p> <p>Account Name: Earnest Money Deposit(EMD) 16-digit Account No : 9931070690000001 IFSC Code: JAKA0HRDCHQ (0 denotes zero) Bank: The J&K Bank Ltd Branch: Corporate Headquarters MA Road Srinagar J&K – 190001</p> <p>(EMD is exempted for all Start-ups as recognized by DPIIT/DIPP)</p>
Performance Bank Guarantee	5% of total contract Value

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Bid Document Availability including changes/amendments, if any to be issued	<p>Document can be downloaded Bank's e-Tendering Service Portal https://jkbank.abcprocure.com/w.e.f</p> <p style="text-align: center;">March 16, 2026 16.00 Hrs. to April 06, 2026 17.00 Hrs.</p>										
Pre-bid Queries submission Date and Mode	<p style="text-align: center;">on-line through the prescribed e-Tendering portal https://jkbank.abcprocure.com Up to march 24, 2026 17.00 Hrs.</p>										
Clarifications to pre-bid queries will be provided by the Bank	<p style="text-align: center;">All communications regarding points / queries requiring clarifications shall be given online on Up to March 31, 2026 17.00 Hrs.</p>										
Last date and time for Bid submission	<p style="text-align: center;">April 06, 2026 17.00 Hrs.</p>										
Submission of online Bids	<p>As prescribed in Bank's online tender portal https://jkbank.abcprocure.com</p>										
Date and time of opening of technical bid	<p style="text-align: center;">To be notified separately</p>										
Corrigendum	<p>All the Corrigendum will be uploaded on online tender portal https://jkbank.abcprocure.com only</p>										
For e-Tender related Queries	<p style="text-align: center;">Service Provider:</p> <p style="text-align: center;">M/s. E-procurement Technologies Limited (Auction Tiger) , B-705, Wall Street- II, Opp. Orient Club, Ellis Bridge, Near Gujarat College, Ahmedabad- 380006, Gujarat</p> <p style="text-align: center;">Help Desk:</p> <table border="1" data-bbox="628 1556 1406 1854"> <thead> <tr> <th style="background-color: #92d050;">Sr. No</th> <th style="background-color: #92d050;">Name</th> </tr> </thead> <tbody> <tr> <td style="text-align: center;">1</td> <td style="text-align: center;">Sandhya Vekariya – 6352631968</td> </tr> <tr> <td style="text-align: center;">2</td> <td style="text-align: center;">Suraj Gupta – 6352632310</td> </tr> <tr> <td style="text-align: center;">3</td> <td style="text-align: center;">Ijlalaehmad Pathan – 6352631902</td> </tr> <tr> <td style="text-align: center;">4</td> <td style="text-align: center;">Imran Sodagar - 9328931942</td> </tr> </tbody> </table>	Sr. No	Name	1	Sandhya Vekariya – 6352631968	2	Suraj Gupta – 6352632310	3	Ijlalaehmad Pathan – 6352631902	4	Imran Sodagar - 9328931942
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DISCLAIMER

The information contained in this RFP document or any information provided subsequently to bidder(s) whether verbally or in documentary form/email by or on behalf of the J&K Bank is provided to the bidder(s) on the terms and conditions set out in this RFP document and all other terms and conditions subject to which such information is provided. This RFP is neither an agreement nor an offer and is only an invitation by the J&K Bank to the interested parties for submission of bids. The purpose of this RFP is to provide the bidder(s) with information to assist the formulation of their proposals. While effort has been made to include all information and requirements of the Bank with respect to the solution requested, this RFP does not claim to include all the information each bidder may require. Each bidder should conduct its own investigation and analysis and should check the accuracy, reliability and completeness of the information in this RFP and wherever necessary obtain independent advices/clarifications. The Bank makes no representation or warranty and shall incur no liability under any law, statute, rules or regulations as to the accuracy, reliability or completeness of this RFP. The Bank may in its absolute discretion, but without being under any obligation to do so, update, amend or supplement the information in this RFP. The Bank and its officers, employees, contractors, agents, and advisers disclaim all liability from any loss or damage (whether foreseeable or not) suffered by any person acting on or refraining from acting because of any information including forecasts, statements, estimates, or projections contained in this RFP document or conduct ancillary to it whether or not the loss or damage arises in connection with any negligence, omission, default, lack of care or misrepresentation on it.

The Bank also accepts no liability of any nature whether resulting from negligence or otherwise, howsoever caused arising from reliance of any Bidder upon the statements contained in this RFP. The Bidder is expected to examine all instructions, forms, terms and specifications in this RFP. Failure to furnish all information required under this RFP or to submit a Bid not substantially responsive to this RFP in all respect will be at the Bidder's risk and may result in rejection of the Bid.

The issue of this RFP does not imply that the Bank is bound to select a Bidder or to award the contract to the Selected Bidder, as the case may be, for the Project and the Bank reserves the right to reject all or any of the Bids or Bidders without assigning any reason whatsoever before issuance of purchase order and/or its acceptance thereof by the successful Bidder as defined in Award Criteria and Award of Contract in this RFP.

The Bidder shall, by responding to the Bank with a bid/proposal, be deemed to have accepted the terms of this document in totality without any condition whatsoever and accepts the selection and evaluation process mentioned in this RFP document. The

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Bidder ceases to have any option to object against any of these processes at any stage subsequent to submission of its responses to this RFP. All costs and expenses incurred by interested bidders in any way associated with the development, preparation, and submission of responses, including but not limited to the attendance at meetings, discussions, demonstrations, etc. and providing any additional information required by J&K BANK, will be borne entirely and exclusively by the Bidder.

The bidder shall not assign or outsource the works undertaken by them under this RFP assignment awarded by the Bank without the written consent of the Bank. The Bidder hereby agrees and undertakes to Indemnify the Bank and keep it indemnified against any losses, damages suffered and claims, action/ suits brought against the Bank on account of any act or omission on part of the Bidder, its agent, representative, employees and sub-contractors in relation to the performance or otherwise of the Services to be provided under the RFP. The bidders shall not assign or outsource the works undertaken by them under this RFP awarded by the Bank, without the written consent of the Bank.

List of Abbreviations

TRACS	Treasury Receivable Accounting and Collection System
SWIFT	Society of World Wide Interbank Financial Telecommunication
SFMS	Structured Financial Messaging System
EDPMS	Export Data Processing and Monitoring system
OEM	Original Equipment Manufacturer
PBG	Performance Bank Guarantee
SP	Service Provider
EMD	Earnest Money Deposit
SLA	Service Level Agreement
NDA	Non-Disclosure Agreement
SI	System Integrator
PO	Purchase Order
RFP	Request For Proposal
AMC	Annual Maintenance Contract
CBS	Core Banking Solution
AI/ML	Artificial Intelligence/Machine Learning
TAT	Turn Around Time
ECGC	Export Credit Guarantee Corporation of India Limited
IBA	Indian Banks Association
MLTF	Money Laundering and Terror Funding
PAN	Permanent Account Number
CASA	Current Account Savings Account
TD	Term Deposit
NEFT	National Electronic Fund Transfer

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A-INTRODUCTION

1. Brief About Bank:

The Jammu and Kashmir Bank Limited (J&K Bank / Bank) having its Corporate Headquarters at M.A Road Srinagar, J&K -19001 has its presence throughout the country with 1000+ Branches and more than 1400 ATMs. The Bank uses Information Technology in all spheres of its functioning by connecting all its branches and offices through its WAN. J&K Bank functions as a universal Bank in Jammu & Kashmir and as a specialized Bank in the rest of the country. Bank functions as a leading bank in the Union Territories of Jammu & Kashmir and Ladakh and is designated by Reserve Bank of India as its exclusive agent for carrying out banking business for the Government of Jammu & Kashmir and Ladakh. J&K bank caters to banking requirements of various customer segments which includes Business enterprises, employees of government, semi-government and autonomous bodies, farmers, artisans, public sector organizations and corporate clients. The bank also offers a wide range of retail credit products, including home, personal loans, education loan, agriculture, trade credit and consumer lending, a number of unique financial products tailored to the needs of various customer segments. The Bank, incorporated in 1938, is listed on the NSE and the BSE. Further details of Bank including profile, products and services are available on Bank's website at <https://www.jkb.bank.in>

2. Purpose of RFP

Bank intends to on board a reputed Service Provider with proven experience in the field of providing end-to-end Trade Finance Solution who fulfil the eligibility criteria as given in this RFP document. In this endeavour, the Bank invites proposals from capable and experienced Bidders to provide a comprehensive solution for a period of 5 years which may extended as per the satisfactory performance of the vendor.

The objective of on boarding a new Service Provider is to implement a comprehensive Centralized Trade Finance Solution with a Customer Web Portal with end-to-end automation of trade finance operations under a paperless environment to eliminate manual process, provide Digital front-end for enhancing customer convenience by reducing Turn-around-Time (TAT), automate compliances (internal, regulatory, credit checks, etc.), mitigate risk and improving Operational Efficiency.

3. Eligibility Criteria

J&K Bank shall scrutinize the Eligibility bid submitted by the bidder. A thorough examination of supporting documents to meet each eligibility criteria (Annexure D) shall be conducted to determine the Eligible bidders. Bidders not complying with the eligibility criteria are liable to be rejected and shall not be considered for Technical Evaluation.

The bidders meeting the Eligibility Criteria as per Annexure D will be considered for technical evaluation. Any credential/supporting detail mentioned in "Annexure D - Compliance to Eligibility Criteria" and not accompanied by relevant proof documents will not be considered for evaluation.

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All credential letters should be appropriately bound, labelled and segregated in the respective areas. There is no restriction on the number of credentials a bidder can provide.

4. Scope of Work

The scope of work should be read along with the technical specifications to ensure complete compliance to the scope of work. Successful bidder needs to take into account the following high level features and detailed functional requirements as stated in Annexures while proposing for the solution.

The broad scope of work for RFP is mentioned below:

The Solution should have the following major components:-

- Front End (Branches & Customer).
- Trade Web Portal for Customers Self journey Trade.
- Web Portal for Bank Branch User for Branch initiation on behalf of Customer.
- Centralized Processing Centre (CPC-Trade Finance) - Trade Web Portal for Bank Users for Assessment / Processing of the request of branches / customers.

A) Customer Journey Flow

- The Trade Finance Solution should support an end-to-end, straight-through digital customer journey covering initiation, processing, approval, execution, and closure of trade transactions through Internet Banking and Mobile Banking channels, seamlessly integrated with the Bank's backend systems.
- Customer Login: Corporate customer logs into Internet Banking or Mobile Banking using secure authentication and role-based access.
- Transaction Initiation: Customer initiates trade transaction request (LC/BG/Bills/Remittance/Export or Import Credit/Forward Contract) by selecting the relevant product and providing transaction details.
- Document Upload: Customer uploads required documents digitally (LC application, invoice, transport documents, shipping bill, contracts, etc.).
- Customer-level Maker-Checker: Transaction is verified and approved internally by the customer as per configured hierarchy.
- Digital Submission to Bank: Approved request flows automatically to the Bank's Trade Finance backend system without manual intervention.
- Automated Validations: System performs real-time validations including limit availability, sanction terms, regulatory checks, AML/sanctions screening, country/port/vessel checks, and product-specific controls.
- Bank-side Processing: Bank users process the transaction using maker-checker / multi-eye workflow within the Trade Finance system.
- Integration Touch points: System integrates with CBS for accounting, SWIFT/SFMS for messaging, ITMS/Treasury for rates and hedging, TRACCS/EDPMS/IDPMS for regulatory reporting.

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- Execution & Advising: Upon execution, advices, confirmations, and messages are generated and delivered digitally to the customer via email/SMS/app notifications.
- Tracking & Amendments: Customer can track real-time status, submit amendment requests, and respond to discrepancies through digital channels.
- Settlement & Liquidation: Proceeds, payments, crystallization, and liquidation are processed through integrated systems.
- Closure & Archival: Transaction is closed, documents are archived in DMS, audit trails are maintained, and reports are generated for compliance.
- The above customer journey should ensure minimal manual intervention, faster turnaround time, enhanced transparency, improved customer experience, and full regulatory compliance while supporting scalability for future trade volumes.

B) Various Modules to be covered:

1) Inland/Foreign Bank Guarantee/EPBG, LOC, LOU, SBLC etc. module

- Issuance, amendment, Cancellation, Invocation, Closure, Extension in Bank Guarantee (Inland/foreign) with functionality of eBG. Complete life cycle of LOC/LOU/SBLC.

2) Letter of credit module

- Import/Export/Inland
- Transferable, Stand-by, Revolving, Back-to-back, Red Clause, Green Clause, Stand-by, Irrevocable etc.
- Features - opening and Closure, Issuance, Advising, Confirmation, Transfers/Assignment, Extension, Cancellation, Devolvement etc.
- Forward Contracts and other hedging tools.
- Banker's Acceptance, etc.

3) Bills module (Inland and Foreign (Export/Import))

- Collections (Outward/Inward Foreign/Inland)
- Bills Purchased / Discounted /Negotiation (Foreign/Inland)
- Clean Bills (Foreign/Inland)
- Clean Banker's Acceptance / Bill acceptance

Bill module should provide bifurcation of export collection bills as (collection /Miscellaneous) as under to have proper data for follow up on bills actually sent by bank on collection vis-à-vis the ones handled miscellaneously as under:

- | |
|---|
| <ul style="list-style-type: none"> ➤ Collection (outward/inward- foreign/Inland)
-----for bank to bank & bank to customer collection documents
& ➤ Miscellaneous (outward/inward- foreign/Inland)
-----for miscellaneous handling of documents (in case of direct shipments not actually sent on collection by bank) |
|---|

4) Export Credit

Packing Credit (Rupee/Foreign Currency):

- Disbursement of Packing Credit both order wise as well as running account facility.

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- Liquidation of Packing Credit through Proceeds of export documents related to the contract against which the PCL was granted and offsetting the said order.
- Provision for liquidation of Packing Credit by way of substitution of contract or by way of Local proceeds in case of cancellation of the contract.
- Provision for granting Extension of Time period in PCL advanced.
- Provision for ECGC Premium Calculation.
- Provision for Interest Subvention calculation.
- Disbursement of PCFC in any one of the convertible currencies viz. US Dollars, Pound Sterling, Japanese Yen, Euro, etc.
- Provision should be there for the exporter to avail of pre-shipment credit in rupees and then the post-shipment credit either in rupees or discounting / rediscounting of export bills under EBR Scheme
- To avail of pre-shipment credit in foreign currency and discount / rediscounting of the export bills in foreign currency under EBR Scheme.
- To avail of pre-shipment credit in rupees and then convert drawal into PCFC at the discretion of the bank.
- In case of cancellation of the export order for which the PCFC was availed of by the exporter from the bank, or if the exporter is unable to execute the export order for any reason, provision should be there that the exporter can repay the loan together with accrued interest thereon, by purchasing foreign exchange (principal + interest) from domestic market through the bank.

Post-Shipment Export Credit (Rupee/Foreign Currency)

- Export bills purchased / discounted / negotiated.
- Advances against bills for collection.
- Advances against duty drawback receivable from Government.
- Liquidation of Post-shipment Credit through Proceeds of export bills received from abroad in respect of goods exported / services rendered.
- There should also be Provision for liquidation of PSL out of balances in Exchange Earners Foreign Currency Account (EEFC A/C) and/or proceeds from any other unfinanced (collection) bills or from local rupee resources. However, the corresponding Export Bill should remain outstanding and the amount should be shown outstanding in EDPMS. The exporter's liability for realisation should continue till the export bill is realised.
- NTP Calculation as per FEDAI Guidelines.
- Provision for granting Extension of Time for PSL granted/Write off/reduction in invoice value.
- Provision for handling Misc GRs/EDF/ bills dispatched directly by the exporter to the overseas buyer etc.
- Provision for ECGC Premium Calculation.
- Provision for Interest Subvention calculation.
- Tracker for dispatched documents under collection/purchased/discounted /negotiated.

5) Remittances module

- Outward remittances viz Import bill payments/Advance remittance against Imports/ remittances under LRS/ODI/ misc. remittances.

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- System to set up Internal Limits/Regulatory limits for effecting advance remittances against import.
- Inward remittances viz export bill realizations/Advance remittance against exports/ FDI/misc remittances /NRI credits etc.

6) Interest/Income Module

- Maintenance of Interest Slab for Rupee Export Credit.
- Maintenance of Interest Slab for Foreign Currency Export Credit.
- Option for marking Interest on the Customer ID.
- Interest subvention functionality to be available for Pre-Post shipment rupee loans. Interest subvention should be parameterized. Functionality should be available at branch/centralized level.
- Any concession in charges/interest to be captured for specific customer for a specific period.
- System capability to support special/ concessional rates default rates at customer level and at product level.
- Provision for calculation of commission/charges linked to CIF (Customer Identification facility), as per sanction terms, since many a times Commission /charges differs from customer to customer.
- System should have built-in amortization facility for commissions/Interest and charges received in advance (for LC/BG/bills etc.)

7) Rate Module

- Maintenance of daily Card Rates
- Maintenance of Cross Currency Rates- Bank level & for each customers

8) Other functionalities

- Buyer's credit (Complete life cycle).
- Forward Contract - Sale & purchase/Limit Maintenance/utilisation alerts.
- Forward contracts should be tagged to underlying exposure (Export/Import/FC loan/Buyers Credit). System should show hedged/unhedged exposure customer wise and provide warnings if the unhedged exposure goes beyond the permissible limit of foreign currency exposure that can be kept unhedged as per the hedging policy of the Bank.
- Foreign Currency Term Loan.
- FDI, ODI.
- Merchant Trade transaction.
- Module should be capable of handling derivative products.
- System should automatically mark the Packing credits/PCFCs/Overdue bills as NPA based on IRAC norms of RBI.
- System should automatically do the down gradation and up- gradation of accounts and share the details with bank's CBS system for updation.
- Capability of calculating the provisioning of Unhedged Foreign Currency Exposure.

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- CASH HANDLING (FCN Sale/Purchase)
- NRO/NRE/TERM DEPOSITS/LOANS facilities to individual NRI customers.
- Digital Transformation for handling of remittances through E-banking & Mpay Delight Plus. Keeping in view integrated system to check limits and rates.

9) ADDITIONAL TRADE FINANCE PRODUCTS & OPTIONS

- Supply Chain Finance (SCF) including Buyer-led and Supplier-led financing, Payables Finance, Receivables Finance and Dynamic Discounting.
- Trade Receivables Discounting System (TReDS) integration for MSME receivables financing.
- Structured Trade Finance including commodity finance, warehouse receipt finance and collateral-backed trade finance.
- Forfaiting - without recourse financing of export receivables.
- Factoring (Domestic and International) with recourse and without recourse options.
- Export Credit Agency (ECA) backed trade finance.
- Avalisation of Bills and Guarantees.
- Usance Payable at Sight (UPAS) LC handling.
- Green and Sustainable Trade Finance products with tagging and regulatory reporting.
- Digital LC / eUCP / eURC compliant transactions.
- Blockchain-enabled trade finance readiness including eBL and digital documents.
- Open Account Trade transactions with risk mitigation mechanisms.
- Trade Credit Insurance integration.

10) Document Management System

- The software must have capability of Capturing scan/photo images and Capability of multi-channel content acquisition from fax, email, scanners, mobile, file upload, folder scanning and documents generated within application of trade finance solution.
- Single repository of all documents of trade finance solutions. The documents may be stored / retrieved from any system of the proposed trade finance solutions.
- It should be capable of supporting digital signature.
- System should support automatic and seamless identification / classification / segregation of documents using technology without manual intervention.
- Application should auto populate the data in the respective fields of the Trade application from Scanned documents (structured/unstructured) using Machine Language/Optical Character Reading technology. The scanned images should be available for verification/retrieval.

11) Capability to integrate with existing softwares.

- Integration with CBS.
- Integration with SWIFT.
- Integration with (ITMS)-Treasury, forward rate contract/ Rates automation, etc.
- Integration with Banks loan origination system for sanctioning/renewal/ enhancement of credit facilities granted to the Trade Finance Customers.
- Email/SMS Gateway for the sending transaction alert/ information / advice / messages.

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- Inbuilt capabilities to interface with other third-party software solutions of the Bank as well as Corporate like Sanction list Systems (OFAC, US/EU Sanctions) Screening, AML, Transaction Monitoring, Fraud Risk Management etc. System should allow online AML checks during processing of the transaction.
- Integration with Internet banking & Mobile banking Application of the Bank.
- Integration with SFMS / NEFT / RTGS / e-BG.
- Integration with Biometric application.
- Integration with TRACCS for E/IDPMS.
- Integration with DGFT and ICEGATE portal
- Integration with FX- Retail Module.
- Integration with other modules as per requirement of regulatory compliance viz CIMS portal of RBI.
- Integration with other modules as and when required by the Bank.
- API with Traccs for reporting daily reconciliation and data updation.

12) Reports Generation (All reports under various segments should be available for all specific segment i-e customer/Branch-wise/ZO/Bank wise)

PACKING CREDIT

- Outstanding PC and PCFC report (Customer / Branch /Cluster/ Zone / Disbursement Date /Due Date wise)
- PC / PCFC disbursed during a day / month / year (Customer / Branch /Cluster/ Zone / Disbursement Date /Due Date wise).
- Monthly PC/PCFC interest application with customer wise and branch wise details.
- Turnover reports for packing credit / PCFC disbursed for Specific Customer / Branch /Cluster/Zone / Bank.
- Interest Equalization Report on monthly basis or as and when required

POST SHIPMENT CREDIT

- Export Bills (Negotiation / Discounted / Purchased / Advance against Collection Bills) Outstanding as on date.
- Export bills lodged / under collection / negotiation / discounted and realized over a period of time should be generated in the system for customer-wise /BO / Cluster/Zone wise. Separate reports for Deemed Exports / Merchant trade.
- Details of bills sent on collection/collected during a month / period.
- Details of bills crystallized during a month/period.
- Export bills crystallized outstanding.
- Shipping bills outstanding as on date pending for lodgement for specific customer-wise / Branch /Cluster/ Zone / Bank-wise.
- Export bills discounted / negotiated/ purchased Realized for the day / period.
- Shipping bills outstanding as on date pending for lodgement for specific customer-wise / Branch / ZO / Bank-wise.
- Shipping bills outstanding as on date pending for realization for specific customer-wise / Branch / ZO / Bank-wise.
- Commission on Bills negotiated / discounted / purchased / collected for a period for Specific customer / Branch wise / ZO / Bank wise.
- Turnover report of Bills negotiated / discounted / purchased / collected for a period for Specific customer / Branch wise / ZO / Bank wise.
- Overdue Export Bills negotiated / discounted / purchased / collected for a period for Specific customer / Branch wise / ZO / Bank wise.

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- Form C-Export credit data.
- Outstanding Export Collections.
- Interest Equalization Report on monthly basis or as and when required

FORWARD CONTRACTS

- Forward contract outstanding as on a date against the sanctioned limit.
- Forward contract utilized during a period/day.
- Forward contract-Booked on anticipation / underlying (daily)-consolidated report
- Forward contracts overdue as on a date (customer wise/country wise/ branch wise/Zone wise)

LETTER OF CREDIT (LC)

- Import/Inland outward LC outstanding
- Export/Inland Inward LC outstanding
- Import/Inland LC Devolved report along with the status of recovery.
- Monthly / Periodic report on LC expired (Import / Export/Inland).
- Import/Inland LC issued during a specific period (day / month / year / for a particular period)
- Export/Inland LC advised during a specific period (day / month / year / for a particular period).
- Import / Export/Inland LC expired but not closed.
- Commission of Letter of Credit for a period for Specific customer/Branch-wise/ZO/Bank wise.

BANK GUARANTEE (BG)

- Foreign/Inland BG outstanding as on date.
- Report on BG expired (Date / Month / Year / Customer) wise.
- Report on BG invoked (Date / Month / Year / Customer) wise along with status of recovery.
- Commission of Bank Guarantee for a period for Specific customer / Branch-wise / ZO / Bank wise.
- Bank Guarantee expired but not closed.
- Statement on guarantees /LOU/LOC / SBLC outstanding/invoked/expired as on date/period.

IMPORT/INLAND BILLS

- Outstanding Bills as on date.
- Bills overdue as on date.
- Report on Import/Inland bills lodged in particular LC with status.
- Monthly report / periodic report on bills/LC devolved.
- Bills due for payment for a particular day / period.
- Import collection bill Paid during a day / period.
- Import bills LC / Non-LC due date diary.
- Import/Inland LC bill lodged during a period.
- Import LC bill paid during a period.
- Bill of Entries not linked in Import bills.
- Import/Inland collection (Sight/ Usance) outstanding as on date.
- Import/Inland collection bill lodged.

REMITTANCES

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- Liberalized Remittance Scheme of USD 2,50,000 per Financial Year for resident individuals - facility to record the LRS remittance through PAN card should be available.
- Statement of inflow /outflow on account of remittance received / made in connection with transfer of shares / convertible debentures, by way of sale should be available.
- Statement of advance remittance for import of rough diamonds above/equal to USD 5 Million.
- Statement indicating the details of remittances made by NRIs / PIOs/ Foreign Nationals out of NRO Account.
- The system needs to provide report on all advance remittances received/sent against which actual Export/Imports effected and outstanding position as on a particular date.
- Turnover reports such as inward and outward remittance for a particular period should be available for period wise/customer wise and country wise.
- Report on all Advance payments made against imports.
- Report on advance payment against imports for which Import has not taken place.
- Report on all Advance payments received against exports.
- Report on advance payment against exports for which export has not taken place
- EFIRC Received from other Banks should be made available through the application software for utilization by AD branches. Also, EFIRC to be made available to other banks by generating necessary XML files.
- Remittances made out of NRO accounts up to 1 million USD per calendar year - Facilities to NRIs/PIOs and foreign nationals - liberalization.
- Statement on default in Merchant Trade Transactions (MTT).

SWIFT

- Reconciliation report of outward Swift messages generated from the proposed application and sent to Swift should be generated. The report should reconcile the number of messages with the messages received in SWIFT through SFTP or any other mode along with the status of SWIFT messages (ACK/NACK).
- Reconciliation report of Inward SWIFT messages received from Swift server to the proposed application should be generated. The report should reconcile the number of messages received in Swift and sent to the proposed solution with the number of messages received in the proposed solution.
- Provision should be available in the system for SWIFT interface and access for all the Message Types as per the latest version of SWIFT.
- For NACK remittances - Transactions should be auto reversed.
- Cross Border wire Transfer report to be generated in XML format for submission to FIUIND.
- Reconciliation report of outward and Inward SFMS messages

13) Other Reports/Functionality

- Facility for bulk uploading of bills should be available.
- The module should include country/Bank/counterparty risk limits as provided by ECGC from time to time. The BSAL list provided by ECGC should be linked to check at the time of purchasing any bill or granting any exposure in system which will enable to minimize the risks of default both buyer & country wise.

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- Auto-generation of mails/SMS for exporters for pending shipping bills and payments pending in EDPMS. Also, the reminders should go to importers for non-submission of pending BOE's.
- Module should be capable of Mark to market monitoring w.r.t. Non-fund exposure/forward contracts/FC loans. The system should provide warnings if the rate goes beyond the benchmark level and additional margin needs to be provided by the party.
- Upon successful authorization of SWIFT messages the system should automatically trigger email communication directly with copy of SWIFT message having UETR no. enabling them to track the same on real time basis.
- Remittance module should include the settlement on international trade transactions in INR and regulatory limits thereof majorly while initiating import payment in INR and settlement of export payment received in INR.
- System should provide the total forex turnover report for the customer/Branch/Cluster/Zone/Bank with segregation as Export turnover/Import Turnover and Misc. Turnover .
- System should report the complete analysis of earnings and profitability of a customer (Cust ID Specific) for the Bank
- Copies of swift outward and inward messages should be automatically sent by mail to customers by email.
- System to be interfaced with ITMS (Treasury system) so that exchange rate and currency can be fetched online for utilization of the Cash/ Tom/Spot/Forward deal wherever conversion rates are applicable.
- System should have the facility to handle cross currency forward contracts for opening / utilization / cancellation and post accounting entries at first leg of Cross currency against INR rate.
- Consolidated R Returns of the bank should be generated after amalgamating CBS data and Money exchange counters data if any.
- System should generate all the reports at Day End on daily basis and place in a common folder for access by respective branches.
- EDPMS Alerts to be generated, ED reporting function and XML generation. Generation and reports.
- System should generate follow up letter/mail for those shipping bills which are present in Master Data of RBI, but not lodged with the bank within 21 days.
- Uploading of OBE file containing Bill of Entry (BOE) in IDPMS on daily basis, BOE linking as per settlement amount and XML generation, Missing BOE screen and XML generation.
- Overdue interest/ECNOS (wherever applicable) should be charged on Overdue packing credit accounts and Facility for recalculating and charging interest on Packing credits liquidated out of rupee funds.
- Functionality for Multi -Currency Forex Travel Card, Dashboard, Management, Reconciliation and Reporting.
- The system should have AI capabilities for converting standard trade documents (such as LC request application, swift messages) to digital information and structure the same for further processing and help in scrutinize the documents as per the LC terms displaying the discrepancies if any in the documents presented against an ILC/FLC

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- The system should be capable of supporting multi-currency transactions and INCOTERMS.
- Six eye concept in Transaction verification.
- All regulatory as well as internal reporting in proper format.

14) RISK, CONTROL & ANALYTICS ENHANCEMENTS

- Real-time monitoring of exposure at customer, group, country, currency and correspondent bank level.
- Country risk, counterparty risk and concentration risk dashboards.
- Early warning indicators for overdue bills, non-realization and potential slippages.
- Automated limit blocking, release and utilization tracking.
- Stress testing and scenario analysis for forex and trade portfolios.
- Comprehensive MIS and profitability analysis at product and customer level.

15) DIGITAL & CUSTOMER EXPERIENCE ENHANCEMENTS

- End-to-end customer portal for trade initiation, tracking and document upload.
- Configurable maker-checker and multi-level approval workflows.
- Mobile-enabled trade finance requests, approvals and alerts.
- Customer and Bank dashboards with real-time transaction status.
- API-based integration with large corporate ERPs and external systems.
- Automated discrepancy identification and resolution workflow.

16) ONLINE BANKING & MOBILE APP - BACKEND TRADE FINANCE ENABLEMENT

- The Trade Finance Solution should provide full backend enablement for trade-related transactions through the Bank's Internet Banking and Mobile Banking platforms, ensuring seamless digital initiation, processing, tracking, and servicing of trade transactions by customers with appropriate controls.
- Customers should be able to initiate trade finance transactions through Internet Banking and Mobile App, including LC issuance/amendment requests, BG requests, bills for collection/negotiation, remittance requests, forward contract booking requests, and export/import credit requests.
- Facility for uploading trade documents digitally (invoices, transport documents, LC applications, shipping bills, etc.) through online banking and mobile channels.
- Maker-Checker workflow at customer level and Bank level with configurable approval hierarchy.
- Real-time backend integration with Trade Finance system so that transactions initiated digitally flow straight into the core trade processing engine without manual re-entry.
- Online tracking of transaction status, amendments, discrepancies, approvals, and closures through customer channels.
- Auto-generation of acknowledgements, advices, and alerts via SMS/email/app notifications.
- Secure role-based access control, transaction limits, and regulatory validations at channel level.
- Capability to support digital execution of documents using e-sign / DSC where permissible.

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- Provision for customers to view limits, utilization, outstanding liabilities, due dates, and charges online.
- Facility for online submission of post-facto documents and responses to discrepancies raised by the Bank.
- Audit trail capturing user actions across digital channels for compliance and regulatory review.

C) Further to it Trade Finance Module should have:

- Complete Life Cycle Management for each event and product of Trade Finance Business with an end-to-end paperless electronically driven workflow environment.
- An automated compliance function and have capability for real time integration and screening of international and national sanctions lists.
- Capability to validate Internal, regulatory checks, AML checks, screening of sanction country, port & vessel and credit checks.
- Ability to pull the Customer Master and limit details from the CBS at the time of initiating the transactions.
- Capability of document/file upload and transfer from customer portal to Branch offices and Centralized Processing Centre (Trade Finance).
- Ability to allow user to provide specific instructions while submitting any request for processing.
- Module should provide online Help to guide corporate during input of data in any module.
- Ability to provide option to save “incomplete” transaction to be retrieved for further input and should also allow for a quick save without all the controls to be performed.
- Ability to enable the customer to copy the masters of its clients to another client. The data entered by customer should also get saved in draft if not submitted.
- Advice printing for various transactions as per customer/Banks choice should also be enabled.
- Capability for a user (Bank/Customer) to view the entire up-to-date transactions status in real time along with all amendments, comments, audit trails, attachments, discrepancies etc.
- Ability to generate intimation to Bank via SMS/email in case of any request by customer and vice-versa.
- Capability to monitor and report the status of transactions across Bank (Both at customer portal and Bank).
- Capability to set up multi-tier credit structure hierarchy, setting of limits for Customers, Currencies, Correspondent Banks, Countries at parent-level (for groups of customers/ banks).

17) API ready Platform: The Proposed Solution should have integration capability with TIBCO based ESB Hub with Hybrid Encryption. No Additional Cost shall be borne by Bank for enabling the APIs of all Modules covered in SOW/RFP.

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Infrastructure Sizing

The proposed solution shall be hosted on the Bank's on premise infrastructure at DC/DR. The Selected vendor must design the solution with high availability & secure infrastructure in Data Centre and Disaster Recovery site as per Industry accepted security standards and best practices. Selected bidder shall provide sizing for required hardware, middleware and software for app, web, DB layers and storage for both DC and DR sites. The sizing should be provided to handle the transaction flows efficiently without any degradation in the services throughout the contract period of 5 years. Solution should have capability to migrate to any other platform as per the Bank's requirement.

For the purpose of Infrastructure sizing, Bidder shall submit a brief architecture document detailing the below solution environments, internal connections and their components (Bill of Materials), as part of technical bid. The Solution architecture should be built considering the information set out in this RFP, solution specific requirements and following solution environments:

1. UAT/SIT Environment
2. Production- Primary Data Centre Environment
3. Disaster Recovery Environment

Successful Bidder shall provide the infrastructure requirement for On-premise deployment of the solution for a period of 5 years.

The Infrastructure details should include the following:

- All hardware components required necessary for enterprise level implementation of the solution such as Servers/Load Balancers/Storage/Network Components etc., and any other peripheral devices. Bank shall provide the required Hardware Components.
- All software components of the solution such as Application/Web App/Middleware/Backup/Archival and Licenses.
- Software components like DB/Middleware to be factored under the proposed commercial rates

Note: - In case the solution uses database and Middleware as Oracle, same shall be provided by Bank itself, for databases other than Oracle the cost has to be factored in the commercials & genuineness certificate has to be provided to the Bank.

Onsite Technical Support (OTS)

The successful bidder shall be responsible for installation, implementation, and ongoing onsite technical support for the Trade Finance Solution at the Bank's premises. Post go-live of all the modules, the vendor shall depute On-site resource for technical support/training to Bank Officials. The successful bidder shall propose qualified personnel for on-site support. On-site support personnel proposed by the successful bidder shall be subject to an interview by the bank. Final acceptance of the on-site resource(s) will be based on the banks assessment during the interview.

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The quality of the service provider shall be periodically accessed by the bank to ensure compliance with the agreed service levels. The OTS personnel shall operate from the Bank's designated locations and provide end-to-end technical assistance, including but not limited to:

- Application monitoring and management.
- Installation of patches, upgrades, and utilities to maintain or enhance Solution performance.
- Resolution of audit observations and compliance updates.
- Continuous monitoring of the application and database.
- Addressing vulnerabilities identified during internal or external audits.
- Technical assistance during Disaster Recovery (DR) drills and related activities.

In addition to the above, the OTS resources shall provide all other technical and functional support related to the solution as and when required by the Bank.

5. Location of Work

The successful bidder shall be required to work in close co-ordination with Banks teams and may be required to work at different locations prescribed by Bank such as Banks DC/DR and other offices as per requirement. Implementation of the Project will be performed Onsite i.e. at Bank premises only. Comprehensive Project Plan along with minute sub-milestones of implementation and high level and low-level data flow diagrams should be shared with the Bank during kick-off meeting post issuance of purchase Order.

1. **CHQ , Srinagar**
Jammu & Kashmir Bank Ltd.
Corporate Headquarters,
MA Road, Srinagar-190001
2. **Forex & Trade Centre**
Jammu & Kashmir Bank Ltd
Merchant Chambers, Marine Lines
Mumbai, Maharashtra, 400020
3. **Data Center Noida**
Jammu & Kashmir Bank Ltd.
Green Fort Data Center, Plot B7, Sector 132, Noida U.P.-201301
4. **DR Mumbai**

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CtrlS Data Center,
Mahape, Navi Mumbai, Maharashtra, 400701

Note: - All expenses (travelling/lodging, etc.) shall be borne by the successful bidder.

6. Resource Deployment and Competency

The selected bidder is expected to provide a skilled and experienced team for effective & successful implementation of the project. In addition, a dedicated Project Manager must be deployed to oversee the entire implementation process. The deployed resources must meet the Bank's criteria, hold relevant certifications, and be subject to Bank-led evaluations and periodic performance reviews. For a detailed list of deployment requirements, qualification criteria, and evaluation conditions, please refer to **Annexure N - Resource Deployment and Competency Requirements**.

7. Invitation for Tender Offer

J&K Bank invites tenders for Technical bid (online) and Commercial bid (online) from suitable bidders. In this RFP, the term "bidder" refers to the bidder delivering products / services mentioned in this RFP.

The prospective bidders are advised to note the following: The interested bidders are required to submit the Non-refundable RFP Application Fees of ₹2500 by way of NEFT, details of which are mentioned at clause of Earnest Money Deposit in Part C.

1. Bidders are required to submit Earnest Money Deposit (EMD) for ₹50,00,000/- (Rupees Fifty Lac Only). The Bank may accept Bank guarantee in lieu of EMD for an equivalent amount valid for 180 days from the last date of bid submission and issued by any scheduled commercial Bank acceptable to the Bank. Offers made without EMD will be rejected.
2. Technical Specifications, Price Bid, Terms and Conditions and various formats for submitting the tender offer are described in the tender document and Annexures.

8. Project Delivery Milestones

The solution as per the required scope needs to be rolled out as per the delivery timelines mentioned. The phases of the Schedule are as follows:

PROJECT PHASES:

1. Project Plan
2. Delivery of Solution
3. User Acceptance Testing
4. Operationalization of Solution
5. Solution Review

1. PROJECT PLAN:

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Successful Bidder shall submit the project plan for complete implementation of the solution as per the Scope of Work detailed in this RFP along with Solution Architecture, DFD and other required documents. This plan should be submitted for review and bank's acceptance within two week after the issuance of PO to the successful bidder.

Bank shall issue a Project Plan signoff accepting the same. It shall be the responsibility of the successful bidder to submit and get the plan approved by the Bank authorities within the timelines mentioned above without any delay. Bank shall have the discretion to cancel the purchase order in lieu of delay in submission of the project plan.

2. PROJECT MILESTONES & DELIVERY

The solution must be implemented as per project scope within a period defined in this RFP. Rollout of the solution has to be as per the below timelines:

S.No	Milestone	Timeline
1	Issuance of PO	Week 0
2	Submission of Project Implementation Plan, Project Team Details and Infrastructure Details	4 Weeks from acceptance of PO
3	Signing of SLA & NDA	6 Weeks from acceptance of PO
4	Submission & Finalization of SRS	12 Weeks from acceptance of PO
5	Deployment & Installation of Solution Licenses on UAT	15 weeks from acceptance of PO
6	Deployment & Implementation of solution on UAT in Bank's Data Center.	Within 5 Weeks from deployment of Software Licenses on UAT
7	UAT Completion & Signoff	Within 10 weeks from Deployment & implementation of solution in UAT
8	Deployment & Installation of Solution Licenses on Production(DC)	Within 5 weeks from deployment & installation of solution licenses in UAT
9	Implementation & Deployment of solution on production in Bank's Data Center.	Within 10 Weeks from Deployment & implementation of solution in Production
10	Production rollout & Sign off	Within 5 weeks from Solution Implementation in Production
11	DR Replication	Within 3 months after production rollout.

Successful bidder is expected to provide detailed project implementation status on weekly basis.

The bidder must strictly adhere to the project timeline schedule, as specified in the purchase contract executed between the Parties for performance of the obligations, arising out of the purchase contract and any delay in completion of the obligations by the bidder will enable Bank to

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resort to any or all of the following provided that the bidder is first given a 30 days" written cure period to remedy the breach/delay:

- a. Claiming Liquidated Damages
- b. Termination of the purchase agreement fully or partly and claim liquidated damages.
- c. Forfeiting of Earnest Money Deposit / Invoking EMD Bank Guarantee/Performance Guarantee.

However, Bank will have the absolute right to charge penalty and/or liquidated damages as per Tender /contract without giving any cure period, at its sole discretion besides taking any other appropriate action.

EXTENSION OF DELIVERY SCHEDULE:

If, at any time during performance of the Contract, the Bidder should encounter conditions impeding timely delivery, the Bidder shall promptly notify the Bank in writing of the fact of the delay, its likely duration and its cause(s). As soon as practicable after receipt of the Bidder's notice, the Bank shall evaluate the situation and may at its discretion may extend the Bidder's time for performance against suitable extension of the performance guarantee for delivery.

NON-DELIVERY:

Failure of the successful bidder to comply with the above delivery schedule, shall constitute sufficient grounds for the annulment of the award of contract and invocation of bank guarantee (delivery) besides taking appropriate action against the successful bidder including blacklisting such bidder from participating in future tenders.

3. USER ACCEPTANCE TESTING:

Successful bidder shall assist Bank in the User Acceptance Testing of the solution for the functionalities stated in this RFP document. Bank shall issue a UAT signoff on successful completion of the UAT for all channels. If the UAT fails or there is undue delay of the completion of the UAT due to reasons attributable to the successful bidder, Bank may at its own discretion cancel the purchase order and invoke the Bank guarantee for implementation.

4. OPERATIONALIZATION OF SOLUTION:

Bank shall issue Go Live Signoff on successful operationalization of the solution. If there is delay in the operationalization of the solution, Bank reserves the right to cancel the purchase order and invoke the Bank guarantee submitted for implementation.

5. REVIEW:

The solution shall remain under review for a period of 3 months from the date of issuance of Go Live Certificate as stated above. The Successful bidder shall be readily available during the review phase for troubleshooting and other support. During the review phase, Bank may request changes to the application as per its requirement and no extra costs shall accrue to the bank

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for the effort involved in the same. Bank shall issue final acceptance signoff at the end of the review phase.

B-EVALUATION PROCESS

The endeavor of the evaluation process is to find the best fit Solutions as per the Bank's requirement at the best possible price. The evaluation shall be done by the Bank's internal committees formed for this purpose. Through this RFP, Bank aims to select bidder(s) /Service provider(s) who would undertake **Supply, Implementation and Maintenance of End to End Trade Finance Solution**. The bidder shall be entrusted with end to end responsibility for the execution of the project under the scope of this RFP. The bidder is expected to commit for the delivery of services with performance levels set out in this RFP.

Responses from Bidders will be evaluated in three stages, sequentially, as below:

Stage A. Evaluation of Eligibility

Stage B: Technical Evaluation

Stage C. Commercial Evaluation

The three stage evaluation shall be done sequentially on knock-out basis. This implies that those Bidders qualifying in Stage A will only be considered for Stage B and those bidders qualifying Stage B will be considered for Stage C. Please note that the criteria mentioned in this section are only indicative and Bank, at its discretion, may alter these criteria without assigning any reasons. Bank also reserves the right to reject any / all proposal(s) without providing any specific reasons. All deliberations and evaluations performed by Bank will be strictly confidential and will be maintained as property of Bank exclusively and will not be available for discussion to any Bidder of this RFP.

Stage A-Evaluation of Eligibility

The Bidders of this RFP will present their responses as detailed in this document. The Response includes details / evidences in respect of the Bidder for meeting the eligibility criteria, leading the Bank to evaluate the Bidder on eligibility criteria. The Bidder will meet the eligibility criteria mentioned in Annexure D in this document individually. Bank will evaluate the Bidders on each criterion severally and satisfy itself beyond doubt on the Bidders ability / position to meet the criteria. Those Bidders who qualify on all the criteria will only be considered as "Qualified under Stage A" of evaluation and will be considered for evaluation under Stage B. Those Bidders who do not qualify at this Stage A will not be considered for any further processing. The EMD money in respect of such Bidders will be returned on completion of the Stage A evaluation. Bank, therefore, requests that only those Bidders who are sure of meeting all the eligibility criteria only need to respond to this RFP process.

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Stage B-Evaluation of Technical Bid

All technical bids of bidders who have Qualified Stage A will be evaluated in this stage and a technical score would be arrived at. The bidder should meet the technical requirements as mentioned in the Annexure E. The Bank will scrutinize the offers to determine their completeness (including signatures from the relevant personnel), errors, omissions in the technical & commercial offers of respective bidders. The Bank plans to, at its sole discretion, waive any minor non- conformity or any minor deficiency in an offer. The Bank reserves the right for such waivers and the Bank's decision in the matter will be final.

Bidders scoring at-least overall score of 70 % or more ,as per Technical Bid Format in Annexure E ,will be declared technically qualified.

Bank may seek clarifications from the any or each bidder as a part of technical evaluation. All clarifications received within stipulated time shall be considered for evaluation. In case a clarification is not received within the stipulated time, the respective technical parameter would be treated as non-compliant and decision to qualify the bidder shall be accordingly taken by the Bank. Those Bidders who meet the threshold score of **70 %** or more will be considered as "Qualified under Stage B" and will be considered for evaluation under Stage C. Those who do not meet the above threshold will not be considered for further evaluation and their EMD will be returned.

The bidders will submit the Technical Bid in the format as per Annexure E. A copy of board resolution or power of attorney showing that the signatory has been duly authorized to sign the tender document.

Stage C- Evaluation of Commercial Bid

The Commercial Bid should be submitted as per the format in Annexure F.

- i. Commercial Bid of only those bidders will be opened who comply with all the eligibility criteria, qualify the technical evaluation stage and confirm compliance to all the terms & conditions and requirements of the RFP document.
- ii. The Bank's evaluation of the indicative commercial bids will consider the bidder's compliance with the terms and conditions.
- iii. The offer must remain valid for a period of at least 180 days from the date of the tender opening.

Bidders are responsible for the accuracy of all cost computations in their commercial bids. The Bank will review these computations and correct any arithmetic errors identified. While the Bank will make reasonable efforts to identify errors, the ultimate responsibility for accuracy lies with the bidder.

Cost Evaluation under Combined Quality cum Cost Based System (CQCCBS)

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- i. Under the CQCCBS, technical proposals will be allotted a weightage of 70%, while financial bids, will be allotted a weightage of 30%.
- ii. The proposal with the lowest cost will be given a financial score of 100, and other proposals will be given financial scores inversely proportional to their prices.
- iii. The total score, encompassing both technical and financial aspects, shall be obtained by weighing the quality and cost scores and summing them up.

Highest Point's Basis:

On the basis of the combined weighted score for quality and cost, the bidder shall be ranked in terms of the total score obtained. The proposal obtaining the highest total combined score in evaluation of quality and cost will be ranked as H-1 followed by the proposals securing lesser marks as H-2, H-3 etc. The proposal securing the highest combined marks and ranked H-1 will be invited for negotiations, if required and shall be recommended for award of contract.

Technical Evaluation:

The technical score will be calculated as follows

$$\text{Weighted Technical Score} = \frac{\text{Bidder's Technical Score}}{\text{Highest Technical Score}}$$

The technical score will carry a weightage of 70%.

Commercial Evaluation:

The commercial score will be calculated as follows:

$$\text{Commercial Score} = \frac{\text{Lowest Commercial Price}}{\text{Bidder's Commercial Price}} \times 100$$

The commercial score will carry a weightage of 30%.

Final Evaluation and Selection:

Final Combined Score Formula:

$$\text{Final Score} = [\text{Weighted Technical Score} \times 70] + [\text{Commercial Score} \times 0.30]$$

Bidders will be ranked as H-1, H-2, etc., based on the final combined score.

Example Procedure

As an example, the following procedure shall be followed. In a particular case of selection of bidder, it was decided to have minimum qualifying marks for technical qualifications as 75 and the weightage of the technical bids and financial bids was kept as 70:30. In response to the RFP, 3 proposals, A, B & C were received. The technical evaluation committee awarded them 80, 75 and 90 scores in the technical evaluation respectively. The minimum qualifying marks were 75. All the 3 proposals were, therefore, found technically suitable and their financial proposals were opened after notifying the date and time of bid opening to the successful participants.

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The price evaluation committee examined the financial proposals and evaluated the quoted prices as under:

Proposal	Technical Score	Quoted Cost
A	80	Rs 100
B	75	Rs 110
C	90	Rs 120

The evaluation committee examined the proposals and evaluated shall take place as under:

Proposal	Technical Score	Highest Technical Score	Weighted Technical Score	Commercials Quoted	Lowest Commercial Bid	Commercial Score	Final Combined Score	Final Rank
A	80	90	0.88	Rs.100	Rs.100	100	$(0.88 \times 70) + (100 \times 30) = 91.6$	H2
B	75		0.83	Rs.110		90.90	$(0.83 \times 70) + (90.90 \times 30) = 85.37$	H3
C	90		1.00	Rs.120		83.33	$(1 \times 70) + (83.33 \times 30) = 94.99$	H1

Proposal C at the evaluated cost of Rs.120 was, therefore, declared as winner H1 and recommended for negotiations/approval, to the competent authority.

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C-RFP SUBMISSION

1. e-Tendering Process

This RFP will follow e-Tendering Process (e-Bids) as under which will be conducted by Bank's authorized e-Tendering Vendor M/s. e-Procurement Technologies Ltd. through the website <https://jkbank.abcprocure.com>

- a) Publishing of RFP
- b) Vendor Registration
- c) Publishing of RFP
- d) Pre Bid Queries
- e) Online Response of Pre-Bid Queries
- f) Corrigendum/Amendment (if required)
- g) Bid Submission
- h) Bids Opening
- i) Pre-Qualification
- j) Bids Evaluation
- k) Commercial Evaluation
- l) Contract Award

Representative of bidder may contact the Help Desk of e-Tendering agency M/s. e-Procurement Technologies Ltd for clarifications on e-Tendering process:

2. Service Provider:

M/s. E-procurement Technologies Limited
(Auction Tiger), B-705, Wall Street- II, Opp. Orient Club, Ellis
Bridge, Near Gujarat College,
Ahmedabad- 380006, Gujarat

Help Desk:

Contact Persons:

Ijlalaehmad Pathan - 6352631902

Imran Sodagar - 9328931942

No consideration will be given to e-Bids received after the date and time stipulated in this RFP and no extension of time will normally be permitted for submission of e-Bids.

Bank reserves the right to accept in part or in full or extend or reject the bids received from the bidders participating in the RFP.

Bidders will have to abide by e-Business Rules framed by the Bank in consultation with M/s. e-Procurement Technologies Ltd.

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3. RFP Fees

The non- refundable RFP application fee of Rs. 2,500/- is required to be paid by the prospective bidders through NEFT as per the following details:

Bank Details for RFP Fees	
Account Number	9931530300000001
Account Name	Tender Fee / Cost Account
Bank Name	The J&K Bank Ltd
Branch Name	Corporate Headquarters MA Road Srinagar J&K - 190001
IFSC Code	JAKA0HRDCHQ
Amount	INR 2,500/=

The Bidder shall solely bear all expenses whatsoever associated with or incidental to the preparation and submission of its Bid and the Bank shall in no case be held responsible or liable for such expenses, regardless of the conduct or outcome of the bidding process including but not limited to cancellation / abandonment / annulment of the bidding process.

4. Earnest Money Deposit

Prospective bidders are required to submit Earnest Money Deposit (EMD) of INR 50,00,000 (Rupees Fifty Lacs Only).The Bank may accept Bank guarantee in lieu of EMD for an equivalent amount valid for 180 days from the last date of bid submission and issued by any scheduled commercial Bank in India (other than Jammu & Kashmir Bank). The Bank will not pay any interest on the EMD. The bidder can also submit the EMD through NEFT as per the following details:

Bank Details for Earnest Money Deposit	
Account Number	9931070690000001
Account Name	Earnest Money Deposit (EMD)
Bank Name	The J&K Bank Ltd
Branch Name	Corporate Headquarters MA Road Srinagar J&K - 190001
IFSC Code	JAKA0HRDCHQ
Amount	INR 50,00,000/=

In case of a Bank Guarantee from a Foreign Bank, prior permission of the Bank is essential. The format of Bank Guarantee is enclosed in Annexure G.

EMD submitted through Bank Guarantee/Demand Draft should be physically send in an envelope mentioning the RFP Subject, RFP No. and date to the following address:

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Address:	Technology & Development Department, J&K Bank Ltd. 5th Floor Corporate Headquarters, MA Road Srinagar, J&K Pin- 190001
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Note: EMD is exempted for all Start-ups as recognized by DPIIT/DIPP. In case of such exemption, relevant documents/proof is to be submitted with Bid.

The EMD made by the bidder will be forfeited if:

- a. The bidder withdraws his tender before processing of the same.
- b. The bidder withdraws his tender after processing but before acceptance of the PO issued by Bank.
- c. The selected bidder withdraws his tender before furnishing an unconditional and irrevocable Performance Bank Guarantee.
- d. The bidder violates any of the provisions of the terms and conditions of this tender specification.

The EMD will be refunded to:

- a. The Successful Bidder, only after furnishing an unconditional and irrevocable Performance Bank Guarantee (other than Jammu & Kashmir Bank) from any scheduled commercial bank in India for 5% of the total project cost for 5 years and valid for 5 years+6 months including claim period of 6 months, validity starting from its date of issuance. The PBG shall be submitted within 30 days of the PO issued from the Bank.
- b. The Unsuccessful Bidder, only after acceptance of the PO by the selected bidder.

5. Performance Bank Guarantee (PBG)

The successful bidder will furnish unconditional performance bank guarantees (other than Jammu & Kashmir Bank) from any scheduled commercial bank in India, for 5% of the total Purchase order cost for a period 5 years + 6 months. The format of the PBG is given as per Annexure H .The PBG shall be submitted within 30 days from the date of issuance of Purchase order by the Bank. The PBG shall be denominated in Indian Rupees. All charges whatsoever such as premium, commission etc. with respect to the PBG shall be borne by the Successful Bidder. The PBG so applicable must be duly accompanied by a forwarding letter issued by the issuing Bank on the printed letterhead of the issuing Bank. Such forwarding letter shall state that the PBG has been signed by the lawfully constituted authority legally competent to sign and execute such legal instruments. The executor

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(BG issuing Bank Authorities) is required to mention the Power of Attorney number and date of execution in his / her favour with authorization to sign the documents. Each page of the PBG must bear the signature and seal of the BG issuing Bank and PBG number. In the event of delays by Successful Bidder in implementation of project beyond the schedules given in the RFP, the Bank may invoke the PBG. Notwithstanding and without prejudice to any rights whatsoever of the Bank under the contract in the matter, the proceeds of the PBG shall be payable to Bank as compensation by the Successful Bidder for its failure to complete its obligations under the contract. The Bank shall also be entitled to make recoveries from the Successful Bidder's bills, Performance Bank Guarantee, or any other amount due to him, the equivalent value of any payment made to him by the Bank due to inadvertence, error, collusion, misconstruction or misstatement. The PBG may be discharged / returned by Bank upon being satisfied that there has been due performance of the obligations of the Successful Bidder under the contract. However, no interest shall be payable on the PBG.

6. Tender Process

- i. The Bids submitted by the Bidders will be scrutinized to determine the fulfillment of Eligibility Criteria as stipulated in the RFP Document. The proposals will be evaluated in two stages. In the first stage, i.e. Techno-Functional Evaluation, the bidders will be shortlisted, based on bidder's responses. In the second stage, commercial bids of the qualified bidders will be opened.
- ii. The response to the tender should be submitted in two parts: Eligibility including Technical bid (Techno Functional requirements) and Commercial Bid through online e-tendering portal with a tender document fee and EMD details mentioned above
- iii. The Bidder shall submit their offers strictly in accordance with the terms and conditions of the RFP. Any Bid, which stipulates conditions contrary to the terms and conditions given in the RFP, is liable for rejection. Any decision of Bank in this regard shall be final, conclusive and binding on the Vendor.
- iv. This contract shall initially be awarded for a period of five (5) years from the date of signing. Prices quoted will remain same during the contract period of 5 years. Six (6) months prior to the contract's expiration, the Vendor shall engage with the Bank to confirm whether the Bank intends to extend the contract. If the Bank opts for an extension, the Vendor shall mandatorily extend the contract for up to two (2) additional years, ensuring uninterrupted service delivery. The terms and conditions for service delivery shall remain unchanged; however, the Bank reserves the right to negotiate and finalize the commercial rates for the extended period through mutual discussion. The Vendor shall not unilaterally withdraw from or refuse the extension if exercised by the Bank. In the event the Bank decides not to extend the contract, the Vendor shall provide all necessary support, documentation, and assistance to ensure a smooth and structured transition.
- v. If the service provided by the vendor is found to be unsatisfactory or if at any time it is found that the information provided by the vendor is false, the Bank reserves the right to revoke the awarded contract without giving any notice to the vendor. Bank's decision in this regard will be final.

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- vi. If at any time it is found that the information provided by the vendor is false, the Bank reserves the right to revoke the awarded contract without giving any notice to the vendor. Bank's decision in this regard will be final.
- vii. If the Selected Bidder fails to fulfil the orders within the stipulated period, Bank will have the right to allot those unfulfilled orders to other participating vendors, after giving 15-days" notice to the defaulting Vendor, provided the next vendor (H2) matches the rate fixed. Also during the period of the contract due to unsatisfactory service, Bank will have the right to cancel the contract and award the contract to other participating vendors.

7. Bidding Process

i. The bids in response to this RFP must be submitted in three parts:

- a. Confirmation of Eligibility Criteria
- b. Technical Bids (TB) including and
- c. Commercial Bid" (CB).

- i. The mode of submission of Confirmation of Eligibility Criteria, Technical Bids and Commercial Bid (CB) shall be online.
- ii. The Bidders who qualify the Eligibility Criteria will be qualified for commercial bid evaluation. The successful Bidder(s) will be determined based on the Cost Evaluation under Combined Quality cum Cost Based System (CQCCBS).
- iii. Bidders are permitted to submit only one Bid and relevant Commercial Bid. More than one Bid should not be submitted.
- iv. Receipt of the bids shall be closed as mentioned in the bid schedule. Bid received after the scheduled closing time will not be accepted by the Bank under any circumstances.
- v. Earnest Money Deposit must accompany all tender offers as specified in this tender document. EMD amount / Bank Guarantee in lieu of the same should accompany the Bid. Bidders, who have not paid Cost of RFP and Security Deposit (EMD amount) will not be permitted to participate in the bid and bid shall be summarily rejected.
- vi. All Schedules, Formats, Forms and Annexures should be stamped and signed by an authorized official of the bidder'
- vii. The bidder is expected to examine all instructions, forms, terms and conditions and technical specifications in the bidding documents. Failure to furnish all information required by the bidding documents or submission of a bid not substantially responsive to the bidding documents in every respect will be at the bidder's risk and may result in rejection of the bid.
- viii. No rows or columns of the tender should be left blank. Offers with insufficient information are liable to rejection.
- ix. The bid should contain no interlineations, erasures or over-writings except as necessary to correct errors made by the bidder. In such cases, the person/s signing the bid should initial such corrections.

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- x. Bank reserves the right to re-issue / re-commence the entire bid process in case of any anomaly, irregularity or discrepancy in regard thereof. Any decision of the Bank in this regard shall be final, conclusive and binding on the Bidder.
- xi. Modification to the Bid Document, if any, will be made available as an addendum/corrigendum on the Bank's website and Online tendering portal.
- xii. All notices regarding corrigenda, addenda, amendments, time-extension, clarification, response to bidders' queries etc., if any to this RFP, will not be published through any advertisement in newspapers or any other mass media. Prospective bidders shall regularly visit Bank's website or online tendering portal to get themselves updated on changes / development in relation to this RFP.
- xiii. Prices quoted should be exclusive of GST.
- xiv. Applicable taxes would be deducted at source, if any, as per prevailing rates.
- xv. The price ("Bid Price") quoted by the Bidder cannot be altered or changed due to escalation on account of any variation in taxes, levies, and cost of material.
- xvi. During the period of evaluation, Bidders may be asked to provide more details and explanations about information they have provided in the proposals. Bidders should respond to such requests within the time frame indicated in the letter/e-mail seeking the explanation.
- xvii. The Bank's decision in respect to evaluation methodology and short-listing Bidders will be final and no claims whatsoever in this respect will be entertained.
- xviii. The Bidder shall bear all the costs associated with the preparation and submission of its bid and the bank, will in no case be responsible or liable for these costs, regardless of the conduct or outcome of the bidding process.

8. Deadline for Submission of Bids:

- i. Bids must be received at the portal and by the date and time mentioned in the "Schedule of Events".
- ii. In case the Bank extends the scheduled date of submission of Bid document, the Bids shall be submitted at the portal by the time and date rescheduled. All rights and obligations of the Bank and Bidders will remain the same.
- iii. Any Bid received after the deadline for submission of Bids prescribed at the portal, will be rejected.

9. Bid Validity Period

- i. Bid shall remain valid for duration of 06 calendar months from Bid submission date.
- ii. The offer must remain valid for a period of at least 180 days from the date of the tender opening.
- iii. Once Purchase Order or Letter of Intent is issued by the Bank, the said price will remain fixed for the entire Contract period and shall not be subjected to variation on any account, including exchange rate fluctuations and custom duty. A Bid submitted with an adjustable price quotation will be treated as non-responsive and will be rejected.

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10. Bid Integrity

Willful misrepresentation of any fact within the Bid will lead to the cancellation of the contract without prejudice to other actions that the Bank may take. All the submissions, including any accompanying documents, will become property of the Bank. The Bidders shall be deemed to license, and grant all rights to the Bank, to reproduce the whole or any portion of their Bid document for the purpose of evaluation and to disclose the contents of submission for regulatory and legal requirements.

11. Cost of Bid Document

The participating Bidders shall bear all the costs associated with or relating to the preparation and submission of their Bids including but not limited to preparation, copying, postage, delivery fees, expenses associated with any demonstration or presentations which may be required by the Bank or any other costs incurred in connection with or relating to their Bid. The Bank shall not be liable in any manner whatsoever for the same or for any other costs or other expenses incurred by a Bidder regardless of the conduct or outcome of the bidding process.

12. Contents of Bid Document

- i. The Bidder must thoroughly study/analyse and properly understand the contents of this RFP, its meaning and impact of the information contained therein.
- ii. Failure to furnish all information required in this RFP or submission of Bid not responsive to this RFP in any respect will be at the Bidder's risk and responsibility of Bidders and shall be summarily rejected
- iii. The information provided by the Bidders in response to this RFP will become the property of the Bank and will not be returned. Incomplete information in Bid document may lead to non-consideration of the proposal.
- iv. The Bid prepared by the Bidder, as well as all correspondences and documents relating to the Bid exchanged by the Bidder and the Bank and supporting documents and printed literature shall be submitted in English.

13. Modification and Withdrawal of Bids

- i. The Bidder may modify or withdraw its Bid after the Bid's submission, provided that written notice of the modification, including substitution or withdrawal of the Bids, is received at the portal, prior to the deadline prescribed for submission of Bids.
- ii. No modification in the Bid shall be allowed, after the deadline for submission of Bids.

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- iii. No Bid shall be withdrawn in the interval between the deadline for submission of Bids and the expiration of the period of Bid validity specified in this RFP. Withdrawal of a Bid during this interval may result in the forfeiture of EMD submitted by the Bidder.

14. Payment Terms

The Bidder must accept the payment terms proposed by the Bank as proposed in this section.

- a) The Payments shall be made on the achievement of the following project milestones:

S.No	Project Milestone Delivered	License cost	Implementation Cost
1	Requirement gathering, BRD documentation, SRS finalization and sign-off by the Bank along with execution of SLA/NDA.	20% of Total license Cost	-
2	Development, installation, configuration, UAT Delivery & signoff.	30 % of Total license Cost	30 % of Total Implementation Cost
3	Go-live on Production setup	30 % of Total license Cost	40 % of Total Implementation Cost
4	3 Months after Successful Go -live of all modules (Post Final acceptance sign-off)	10% of Total license Cost	15% of Total Implementation Cost
5	Successful implementation of solution at DR setup.	10% of Total license Cost	15% Total Implementation Cost
6	AMC (post completion of warranty period)	Quarterly in arrears	
7	Manday Cost (For additional changes post Successful go live of all modules)	Quarterly in arrears (As per actuals)	
8	Onsite L3 Resource cost	Monthly in arrears (As per actuals)	

Payments shall be released on acceptance of the purchase order and:

- i) Post Signing of Service Level Agreement (SLA) between Bank and Successful bidder.
- ii) Post Signing of Non-Disclosure Agreement (NDA) between Bank and Successful bidder.
- iii) No advance payment will be made on award of the contract.
- iv) All taxes, if any, applicable shall be deducted at source as per current rate while making any payment.
- v) Payments will be withheld in case of Non-compliance of the terms and condition of this RFP.

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- vi) Invoices shall be raised after completing the milestone & confirmation/sign off of same by the Bank.



D-GENERAL TERMS & CONDITIONS

1. Standard of Performance

The bidder shall perform the service(s) and carry out its obligations under the Contract with due diligence, efficiency and economy, in accordance with generally accepted techniques and practices used in industry and with professional engineering standards recognized by the international professional bodies and shall observe sound management, technical and engineering practices. It shall employ appropriate advanced technologies, procedures and methods. The Bidder shall always act, in respect of any matter relating to the Contract, as faithful advisors to J&K Bank and shall, at all times, support and safeguard J&K Bank's legitimate interests.

2. Indemnity

The Successful bidder shall indemnify and hold the Bank harmless from and against all claims, losses, costs, damages, expenses, action suits and other proceedings (including attorney fees), relating to or resulting from:-

- i. Intellectual Property infringement or misappropriation of any third party trade secrets or infringement of any patent, trademarks, copyrights etc. or such other statutory infringements in respect of all components provided to fulfil the scope of this project.
- ii. Claims made by the employees who are deployed by the Successful bidder.
- iii. Breach of confidentiality obligations by the Successful bidder,
- iv. Negligence (including but not limited to any acts or omissions of the Successful bidder, its officers, principals or employees) or misconduct attributable to the Successful bidder or any of the employees deployed for the purpose of any or all of the its obligations,
- v. Any loss or damage arising out of loss of data;
- vi. Bonafide use of deliverables and or services provided by the successful bidder;
- vii. Non-compliance by the Successful bidder with applicable Laws/Governmental/Regulatory Requirements.

The Successful bidder shall be responsible for any loss of data, loss of life etc. due to acts of its representatives, and not just arising out of negligence or misconduct, as such liabilities pose significant risk. It is hereby agreed that the above said indemnity obligations shall apply notwithstanding anything to the contrary contained in this Tender document and subsequent Agreement and shall survive the termination of the agreement for any reason whatsoever. The Successful bidder will have sole control of its defense and all related settlement negotiations.

3. Cancellation of Contract and Compensation

The Bank reserves the right to cancel the contract of the selected Bidder and recover expenditure incurred by the Bank on the following circumstances. The Bank would provide 30 days' notice to rectify any breach/ unsatisfactory progress:

- a. The selected Bidder commits a breach of any of the terms and conditions of the RFP/contract.

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- b. The selected Bidder becomes insolvent or goes into liquidation voluntarily or otherwise.
- c. Failure to deliver and/or install the equipment within the stipulated time schedule or the extended date communicated by the Bank.
- d. Breaches in the terms and conditions of the Order.
- e. Non submission of acceptance of order within 7 days of order.
- f. Excessive delay in execution of order placed by the Bank.
- g. The progress regarding execution of the contract, made by the selected Bidder is found to be unsatisfactory.
- h. If the selected Bidder fails to complete the due performance of the contract in accordance with the agreed terms and conditions.

4. Liquidated Damages

- If bidder fails to make delivery or perform services within stipulated time schedule, the Bank shall, without prejudice to its other remedies under the contract, deduct from the contract price, as liquidated damages, a sum equivalent to 0.5% of the total project cost for delay of every 1 week or part thereof maximum up to 10% of contract price. Once the maximum is reached, Bank may consider termination of Contract pursuant to the conditions of contract.
- Bank reserves the right to impose / waive any such penalty.
- Part of week will be treated as a week for this purpose.
- The Bank reserves its right to recover these amounts by any mode such as adjusting from any payments to be made by the Bank to the company.
- Any such recovery or liquidated damages shall not in any way relieve the Successful bidder from any of its obligations to complete the works / service(s) or from any other obligations and liabilities under the Contract/Agreement/Purchase Order

5. Fixed Price

The Commercial Offer shall be on a fixed price basis, inclusive of all taxes and levies (excluding GST). No price increase due to increases in customs duty, excise, tax, dollar price variation etc. will be permitted.

6. Right to Audit

“Bank reserves the right to conduct an audit/ ongoing audit of the Company/Service Provider(including its sub-contractors).The Company shall be subject to annual audit by internal/ external Auditors appointed by the Bank / inspecting official from the RBI or the persons authorized by RBI or any regulatory authority, covering the risk parameters finalized by the Bank/ such auditors in the areas of products (IT hardware/ Software) and services etc. provided to the Bank and company is required to submit such certification by such Auditors to the Bank

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Company shall allow the Bank and RBI or persons authorized by it to access Bank documents, records or transactions or any other information given to, stored or processed by Company within a reasonable time failing which Company will be liable to pay any charges/ penalty levied by the Bank without prejudice to the other rights of the Bank. Company shall allow the Bank to conduct audits or inspection of its Books and account with regard to Bank's documents by one or more officials or employees or other persons duly authorized by the Bank."

7. Force Majeure

- i. The Selected Bidder shall not be liable for forfeiture of its performance security, Liquidated damages or termination for default, if any to the extent that its delay in performance or other failure to perform its obligations under the contract is the result of an event of Force Majeure.
- ii. For purposes of this Clause, "Force Majeure" means an event explicitly beyond the reasonable control of the Contractor and not involving the contractors fault or negligence and not foreseeable. Such events may be due to or as a result of or caused by act of God, wars, insurrections, riots, earth quake and fire, revolutions, civil commotion, floods, epidemics, pandemics, quarantine restrictions, trade embargos, declared general strikes in relevant industries, public unrest in work area, events not foreseeable but does not include any fault or negligence or carelessness on the part of the parties, resulting in such a situation. In the event of any such intervening Force Majeure, either party shall notify the other in writing of such circumstances or the cause thereof immediately within five calendar days.
- iii. Unless otherwise directed by the Bank in writing, the selected contractor shall continue to perform its obligations under the Contract as far as is reasonably practical, and shall seek all reasonable alternative means for performance not prevented by the Force Majeure event.
- iv. In such a case the time for performance shall be extended by a period(s) not less than duration of such delay. If the duration of delay continues beyond a period of three months, the Bank and the contractor shall hold consultations in an endeavor to find a solution to the problem.
- v. Notwithstanding above, the decision of the Bank shall be final and binding on the successful bidder regarding termination of contract or otherwise.

8. Publicity

Bidders, either by itself or through its group companies or Associates, shall not use the name and/or trademark/logo of Bank, in any sales or marketing publication or advertisement, or in any other manner.

9. Amendments

Any provision of hereof may be amended or waived if, and only if such amendment or waiver is in writing and signed, in the case of an amendment by each Party, or in the case of a waiver, by the Party against whom the waiver is to be effective.

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10. Assignment

The Selected Bidder shall not assign, in whole or in part, the benefits or obligations of the contract to any other person. However, the Bank may assign any of its rights and obligations under the Contract to any of its affiliates without prior consent of Bidder.

11. Applicable law and jurisdictions of court

The Contract with the selected Bidder shall be governed in accordance with the Laws of UT Of J&K read with laws of India so far as they are applicable to the UT of J&K for the time being enforced and will be subject to the exclusive jurisdiction of Courts at Srinagar (with the exclusion of all other Courts). However, the services from the bidder during the period of dispute or pending resolution shall continue as far as is reasonably practical.

12. Resolution of Disputes and Arbitration clause

The Bank and the Bidder shall make every effort to resolve any disagreement or dispute amicably, arising in connection with the Contract, by direct and informal negotiation between the designated Officer of the Bank for **Implementation of Supply, Implementation and Maintenance of Trade Finance Solution** and designated representative of the Bidder. If designated Officer of the Bank and representative of Bidder are unable to resolve the dispute within reasonable period, which in any case shall not exceed 30 days, they shall immediately escalate the dispute to the senior authorized personnel designated by the Bank and Bidder respectively. If even after elapse of reasonable period, which in any case shall not exceed 30 days, the senior authorized personnel designated by the Bank and Bidder are unable to resolve the dispute amicably OR any party fails to designate its officer/representative/ senior authorized personnel within 30 days from the date of request in writing for the same by the other party for amicable settlement of dispute, the same shall be referred to a sole arbitrator to be appointed by Bank. The Arbitration and Conciliation Act, 1996 will be applicable to the arbitration proceeding and the venue of the arbitration shall be at Srinagar. The language of the arbitration proceedings shall be in English. The award of the arbitrator shall be final and binding. The courts at Srinagar shall have exclusive jurisdiction at Srinagar.

13. Execution of Service Level Agreement (SLA)/ Non-Disclosure Agreement (NDA)

The Successful Bidder shall have to execute service level agreement for deliverables and successful execution of the projects to meet Banks requirement to its satisfaction. The Bank would stipulate strict penalty clauses for nonperformance or any failure in the implementation/efficient performance of the project .The Bidder should execute the Agreement within 30 days from the date of acceptance of Work Order. The date of agreement shall be treated as date of engagement and the time-line for completion of the assignment shall be worked out in reference to this date. The Bidder hereby acknowledges and undertakes that terms and conditions of this RFP may be varied by

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the Bank in its absolute and sole discretion. The SLA/NDA to be executed with the successful bidder shall accordingly be executed in accordance with such varied terms.

14. 'NO CLAIM' Certificate

The Bidder shall not be entitled to make any claim(s) whatsoever, against J&K Bank, under or by virtue of or arising out of, the Contract/Agreement, nor shall J&K Bank entertain or consider any such claim, if made by the Bidder after he has signed a 'No Claim' Certificate in favor of J&K Bank in such form as shall be required by J&K Bank after the works are finally accepted.

15. Cost and Currency

The Offer must be made in Indian Rupees only, including the following:

- a) Cost of the equipment/software/licenses specified
- b) Installation, commissioning, maintenance, migration charges, hosting charges, if any,
- c) Comprehensive on-site software support.
- d) Packing, Forwarding and Transportation charges up to the sites to be inclusive.
- e) All taxes and levies are for Destinations.
- f) Bidder have to make their own arrangements for obtaining road permits wherever needed.

16. No Agency

The Service(s) of the Bidder herein shall not be construed as any agency of J&K Bank and there shall be no Principal - Agency relationship between J&K Bank and the Bidder in this regard.

17. Project Risk Management

The selected bidder shall develop a process & help Bank to identify various risks, threats & opportunities within the project. This includes identifying, analyzing & planning for potential risks, both positive & negative, that might impact the project & minimizing the probability of & impact of positive risks so that project performance is improved for attainment of business goals.

18. Information Security

- a. The Successful Bidder and its deputed personnel shall not carry any written material, layout, diagrams, hard disk, flash / pen drives, storage tapes or any other media out of J&K Bank's premises without written permission from J&K Bank.
- b. The deputed persons should aware about Bank's IT/IS/Cyber security policy and have to

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maintain the utmost secrecy & confidentiality of the bank's data including process performed at the Bank premises.

- c. The Successful Bidder acknowledges that J&K Bank's business data and other proprietary information or materials, whether developed by J&K Bank or being used by J&K Bank pursuant to a license agreement with a third party (the foregoing collectively referred to herein as "proprietary information") are confidential and proprietary to J&K Bank; and the Successful Bidder agrees to use reasonable care to safeguard the proprietary information and to prevent the unauthorized use or disclosure thereof, which care shall not be less than that used by Successful Bidder to protect its own proprietary information. Successful Bidder recognizes that the goodwill of J&K Bank depends, among other things, upon the Successful Bidder keeping such proprietary information confidential and that unauthorized disclosure of the same by Successful Bidder could damage J&K Bank. By reason of Successful Bidder's duties and obligations hereunder, Successful Bidder may come into possession of such proprietary information, even though the Successful Bidder does not take any direct part in or furnish the Service(s) performed for the creation of said proprietary information and shall limit access thereto to employees with a need to such access to perform the Services required by the Contract/Agreement. Successful Bidder shall use such information only for the purpose of performing the Service(s) under the Contract/Agreement.
- d. Successful Bidder shall, upon termination of the Contract/Agreement for any reason, or upon demand by J&K Bank, whichever is earliest, return any and all information provided to Successful Bidder by J&K Bank, including any copies or reproductions, both hardcopy and electronic.
- e. That the Successful Bidder and each of its subsidiaries have taken all technical and organizational measures necessary to protect the information technology systems and Data used in connection with the operation of the Successful Bidder's and its subsidiaries' businesses. Without limiting the foregoing, the Successful Bidder and its subsidiaries have used reasonable efforts to establish and maintain, and have established, maintained, implemented and complied with, reasonable information technology, information security, cyber security and data protection controls, policies and procedures, including oversight, access controls, encryption, technological and physical safeguards and business continuity/disaster recovery and security plans that are designed to protect against and prevent breach, destruction, loss, unauthorized distribution, use, access, disablement, misappropriation or modification, or other compromise or misuse of or relating to any information technology system or Data used in connection with the operation of the Successful Bidder's and its subsidiaries' businesses.
- f. The Successful Bidder shall certify that to the knowledge of the Successful Bidder, there has been no security breach or other compromise of or relating to any information technology and computer systems, networks, hardware, software, data, or equipment owned by the Successful Bidder or its subsidiaries or of any data of the Successful Bidder's, the Operating Partnership's or the Subsidiaries' respective customers, employees, suppliers, vendors that they maintain or that, to their knowledge, any third party maintains on their behalf (collectively, "IT Systems and Data") that had, or would reasonably be expected to have had, individually or in the aggregate, a Material Adverse Effect, and
- g. That the Successful Bidder has not been notified of, and has no knowledge of any event or

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condition that would reasonably be expected to result in, any security breach or other compromise to its IT Systems and Data;

- h. That the Successful Bidder is presently in compliance with all applicable laws, statutes, rules or regulations relating to the privacy and security of IT Systems and Data and to the protection of such IT Systems and Data from unauthorized use, access, misappropriation or modification. Besides the Successful Bidder confirms the compliance with Banks Supplier Security Policy.
- i. That the Successful Bidder has implemented backup and disaster recovery technology consistent with generally accepted industry standards and practices.
- j. That the Successful Bidder and its subsidiaries IT Assets and equipment, computers, Systems, Software's, Networks, hardware, websites, applications and Databases (Collectively called IT systems) are adequate for, and operate and perform in all material respects as required in connection with the operation of business of the Successful Bidder and its subsidiaries as currently conducted, free and clear of all material bugs, errors, defects, Trojan horses, time bombs, malware and other corruptants.
- k. That the Successful Bidder shall be responsible for establishing and maintaining an information security program that is designed to:
 - o Ensure the security and confidentiality of Customer Data, Protect against any anticipated threats or hazards to the security or integrity of Customer Data, and
 - o That the Successful Bidder will notify Customer of breaches in Successful Bidder's security that materially affect Customer or Customer's customers. Either party may change its security procedures from time to time as commercially reasonable to address operations risks and concerns in compliance with the requirements of this section.
- l. The Successful Bidder shall establish, employ and at all times maintain physical, technical and administrative security safeguards and procedures sufficient to prevent any unauthorized processing of Personal Data and/or use, access, copying, exhibition, transmission or removal of Bank's Confidential Information from Companies facilities. Successful Bidder shall promptly provide Bank with written descriptions of such procedures and policies upon request. Bank shall have the right, upon reasonable prior written notice to Successful Bidder and during normal business hours, to conduct on-site security audits or otherwise inspect Companies facilities to confirm compliance with such security requirements.
- m. That Successful Bidder shall establish and maintain environmental, safety and facility procedures, data security procedures and other safeguards against the destruction, corruption, loss or alteration of the Client Data, and to prevent access, intrusion, alteration or other interference by any unauthorized third parties of the same, that are no less rigorous than those maintained by Successful Bidder for its own information or the information of its customers of a similar nature.
- n. That the Successful Bidder shall perform, at its own expense, a security audit no less frequently than annually. This audit shall test the compliance with the agreed-upon security standards and procedures. If the audit shows any matter that may adversely affect Bank, Successful Bidder shall disclose such matter to Bank and provide a detailed plan to remedy such matter. If the

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audit does not show any matter that may adversely affect Bank, Bidder shall provide the audit or a reasonable summary thereof to Bank. Any such summary may be limited to the extent necessary to avoid a breach of Successful Bidder's security by virtue of providing such summary.

- o. That Bank may use a third party or its own internal staff for an independent audit or to monitor the Successful Bidder's audit. If Bank chooses to conduct its own security audit, such audit shall be at its own expense. Successful Bidder shall promptly correct any deficiency found in a security audit.
- p. That after providing 30 days prior notice to Successful Bidder, Bank shall have the right to conduct a security audit during normal business hours to ensure compliance with the foregoing security provisions no more frequently than once per year. Notwithstanding the foregoing, if Bank has a good faith belief that there may have been a material breach of the agreed security protections, Bank shall meet with Successful Bidder to discuss the perceived breach and attempt to resolve the matter as soon as reasonably possible. If the matter cannot be resolved within a thirty (30) day period, the parties may initiate an audit to be conducted and completed within thirty (30) days thereafter. A report of the audit findings shall be issued within such thirty (30) day period, or as soon thereafter as is practicable. Such audit shall be conducted by Successful Bidder's auditors, or the successors to their role in the event of a corporate reorganization, at Successful Bidder's cost.
- q. Successful Bidders are liable for not meeting the security standards or desired security aspects of all the ICT resources as per Bank's IT/Information Security / Cyber Security Policy. The IT /Information Security/ Cyber Security Policy will be shared with successful Bidder. Successful Bidders should ensure Data Security and protection of facilities/application managed by them.
- r. The deputed persons should aware about Bank's IT/IS/Cyber security policy and have to maintain the utmost secrecy & confidentiality of the bank's data including process performed at the Bank premises. At any time, if it comes to the notice of the bank that data has been compromised / disclosed/ misused/misappropriated then bank would take suitable action as deemed fit and selected vendor would be required to compensate the bank to the fullest extent of loss incurred by the bank. Besides bank will be at liberty to blacklist the bidder and take appropriate legal action against bidder.
- s. The Bank shall evaluate, assess, approve, review, control and monitor the risks and materiality of vendor/outsourcing activities and Successful Bidder shall ensure to support baseline system security configuration standards. The Bank shall also conduct effective due diligence, oversight and management of third party vendors/service providers & partners.
- t. Vendor criticality assessment shall be conducted for all partners & vendors. Appropriate management and assurance on security risks in outsources and partner arrangements shall be ensured.

19. No Set-Off, Counter-Claim and Cross Claims:

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In case the Bidder has any other business relationship(s) with J&K Bank, no right of set-off, counter-claim and cross-claim and or otherwise will be available under this Contract/Agreement to the Bidder for any payments receivable under and in accordance with that business.

20. Statutory Requirements

During the tenure of the Contract/Agreement nothing shall be done by the Bidder in contravention of any law, act and/ or rules/regulations, there under or any amendment thereof governing inter-alia customs, foreign exchange, etc., and the Bidder shall keep J&K Bank, its directors, officers, employees, representatives, agents and consultants indemnified in this regard.

21. Bidder Utilization of Know-how:

J&K Bank will request a clause that prohibits the finally selected bidder from using any information or know-how gained in this contract for another organization whose business activities are similar in part or in whole to any of those of the Bank anywhere in the world without prior written consent of the Bank during the period of the contract and one year thereafter.

22. Corrupt and Fraudulent practice:

- i. It is required that Successful Bidder observe the highest standard of ethics during the procurement and execution of such contracts and not to indulge in any corrupt and fraudulent practice.
- ii. "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.
- iii. "Fraudulent Practice" means a misrepresentation of facts in order 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.
- iv. The Bank reserves the right to reject a proposal for award if it determines that the Successful Bidder recommended for award has engaged in corrupt or fraudulent practices in competing for the contract in question.
- v. The Bank reserves the right to declare a bidder ineligible, either indefinitely or for a stated period of time, to be awarded a contract if at any time it becomes known that the firm has engaged in corrupt or fraudulent practices in competing for or in executing the contract.

23. Solicitation of Employees

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Bidder will not hire employees of J&K Bank or solicit or accept solicitation (either directly, indirectly, or through a third party) from employees of the J&K Bank directly involved in this contract during the period of the contract and one year thereafter.

24. Proposal Process Management

The Bank reserves the right to accept or reject any/all proposal/ to revise the RFP, to request one or more re-submissions or clarifications from one or more BIDDERS, or to cancel the process in part or whole. No bidder is obligated to respond to or to continue to respond to the RFP. Additionally, the Bank reserves the right to alter the requirements, in part or whole, during the RFP process. Each party shall be entirely responsible for its own costs and expenses that are incurred while participating in the RFP, subsequent presentation and contract negotiation processes.

25. Confidentiality Provision

- a) The bidder shall hold in confidence all the information, documentation ,etc which shall come to their knowledge (Confidential Information) and shall not disclose or divulge confidential information to any third party or use Confidential Information or any part thereof without written consent of the Bank.
- b) Confidential Information means information which is by its nature confidential or is designated by the bank and confidential information and includes:
 - i. All information marked or otherwise designated as confident.
 - ii. Information which relates to the financial position, the internal management structure , the Personnel , policies and strategies of the Bank
 - iii. Data of the bank, customer lists, customer information, account information, and business information regarding business planning and operation of the Bank or otherwise information or data whether such data is permanent or otherwise

The restriction imposed in this clause does not apply to any disclosure or information:

- i. Which at the material time was in public domain other than breach of this clause; or
- ii. Which is required to be disclosed on account of order of any competent court or tribunal provided that while disclosing any information, Bank shall be informed about the same vide prior notice unless such notice is prohibited by applicable law.

26. Sub-Contracting

The services offered to be undertaken in response to this RFP shall be undertaken to be provided by the bidder/ directly employing their employees, and there shall not be any sub-contracting. All the resources deployed by the bidder should be on the bidder's payroll.

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27. Award Notification

The Bank will award the contract to the successful Bidder, out of the Bidders who have responded to Bank's tender as referred above, who has been determined to qualify to perform the contract satisfactorily, and whose Bid has been determined to be substantially responsive, and is the lowest commercial Bid.

The Bank reserves the right at the time of award of contract to increase or decrease of the quantity or change in location where services are required from what was originally specified while floating the tender without any change in unit price or any other terms and conditions.

28. Suspension of Work:

The Bank reserves the right to suspend and reinstate execution of the whole or any part of the work without invalidating the provisions of the contract. The Bank will issue orders for suspension or reinstatement of the work to the Successful Bidder in writing. The time for completion of the work will be extended suitably to account for duration of the suspension.

29. Escrow Mechanism

Bidder has to agree to keep source code of proposed solution with approved / recognized escrow agency under escrow arrangements mutually acceptable to the bank and Bidder for entire project period. Cost of the escrow arrangement to be borne by Bank. Contract will be signed on mutually acceptable terms with bank and escrow agent. The Bank and the Bidder shall enter into a tripartite escrow agreement with the designated escrow agent, which will set out, inter alia, the events of the release of the source code and the obligations of the escrow agent.

30. Taxes and Duties:

- i. Successful Bidder will be entirely responsible for all duties, levies, imposts, costs, charges, license fees, road permit etc., in connection with delivery of equipment at site including incidental services and commissioning.
- ii. Income/Corporate taxes in India: The Successful Bidder shall be liable to pay all corporate taxes and income tax that shall be levied according to the laws and regulations applicable from time to time in India
- iii. Tax Deduction at Source: Wherever the laws and regulations require deduction of such taxes at source of payment, Bank shall effect such deductions from the payment due to the Successful Bidder. The remittance of amounts so deducted and issuance of certificate for such deductions shall be made by Bank as per the laws and regulations in force. Nothing in the Contract shall relieve the Successful Bidder from his responsibility to pay any tax that may be levied in India on income and profits made by Bidder in respect of this contract.

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- iv. The Bank shall if so required by applicable laws in force, at the time of payment, deduct income tax payable by the Successful Bidder at the rates in force, from the amount due to the Successful Bidder and pay to the concerned tax authority directly.



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Annexure A: Confirmation of Terms and Conditions

The General Manager
Strategy & IT
Corporate Headquarters
Jammu & Kashmir Bank MA Road, Srinagar

Dear Sir,

Sub: RFP No for Supply, Implementation and Maintenance of End to End Trade Finance Solution.

, dated

Further to our proposal dated, in response to the Request for Proposal for Supply, Implementation and Maintenance of End to End Trade Finance Solution.

(hereinafter referred to as "RFP") issued by Jammu & Kashmir Bank (J&K BANK) we hereby covenant, warrant and confirm as follows:

We hereby agree to comply with all the terms and conditions / stipulations, payment terms, scope, SLAs etc. as contained in the RFP and the related addendums and other documents issued by the Bank.

Place:

Date: Seal and signature of the bidder



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Annexure B: Tender Offer Cover Letter

The General Manager
Strategy & IT
Corporate Headquarters
Jammu & Kashmir Bank M.A Road, Srinagar

Dear Sir,

Sub: RFP no: _____ for Supply, Implementation and Maintenance of End to End Trade Finance Solution.

dated _____ Having examined the tender documents including all annexures the receipt of which is hereby duly acknowledged, we, the undersigned, offer **Supply, Implementation and Maintenance of End to End Trade Finance Solution** to Bank as mentioned in RFP document in conformity with the said tender documents in accordance with the Commercial bid and made part of this tender.

We understand that the RFP provides generic specifications about all the items and it has not been prepared by keeping in view any specific bidder.

We understand that the RFP floated by the Bank is a confidential document and we shall not disclose, reproduce, transmit or made available it to any other person.

We have read, understood and accepted the terms/ conditions/ rules mentioned in the RFP, proposed to be followed by the Bank.

Until a formal contract is prepared and executed, this tender offer, together with the Bank's written acceptance thereof and the Bank's 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 subject Contract, we will strictly observe the laws against fraud and corruption in force in India and the UT of J&K.

We have never been barred/black-listed by any regulatory / statutory authority in India.

We understand that the Bank is not bound to accept the lowest or any offer the Bank may receive.

This Bid, together with your written acceptance thereof and your notification of award, shall constitute a binding Contract between us.

We certify that we have provided all the information requested by the Bank in the format requested for. 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.



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It is also confirmed that the information submitted is true to our knowledge and the Bank reserves the right to reject the offer if anything is found incorrect.

Place:

Date:

Seal and signature of the bidder



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Annexure C: Details of Bidder

Details filled in this form must be accompanied by sufficient documentary evidence, in order to facilitate the Bank to verify the correctness of the information.

S. No.	PARTICULARS	DETAILS
1	Name of the Company	
2	Postal Address	
3	Telephone / Mobile / Fax Numbers	
4	Constitution of Company	
5	Name & Designation of the Person Authorized to make commitments to the Bank	
6	Email Address	
7	Year of Commencement of Business	
8	Sales Tax Registration No	
9	Income Tax PAN No	
10	Service Tax / GST Registration No	
11	Whether OEM or System Integrator	
12	Name & Address of OEM/s.	
13	Brief Description of after sales services facilities available with the SI/OEM	
14	Web Site address of the Company	

Date:

Seal and signature of the bidder

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Annexure D: Compliance to Eligibility Criteria

The bidder needs to comply with all the eligibility criteria mentioned below. Non-compliance to any of these criteria would result in outright rejection of the Bidder's proposal. The bidder is expected to provide proof for each of the points for eligibility evaluation criteria. Any credential detail not accompanied by required relevant proof documents will not be considered for evaluation. All credential letters should be appropriately bound, labelled and segregated in the respective areas. There is no restriction on the number of credentials a bidder can provide.

The decision of the Bank would be final and binding on all the Bidders to this document. The Bank may accept or reject an offer without assigning any reason what so ever.

The bidder must meet the following criteria to become eligible for bidding:

S.No	Eligibility Criteria	Documents to be Submitted	Compliance (Yes / No)	Details of Proof Submitted
1.	Bidder must be a registered Private / Public limited company in India from the last 7 years.	Certificate of Incorporation & Commencement of Business		
2.	The Bidder must have registered an average annual turnover of ₹ 50 crore or more for last three financial years i.e., 2022-23, 2023-24 and 2024-25. (Not inclusive of the turnover of associate companies). Bidders who fall under the category of Micro & Small Enterprise (MSEs) or Start-ups, must have registered average annual turnover of ₹ 35 Crore or above during the last three completed financial years 2022-23, 2023-24 and 2024-25. (Not inclusive of the turnover of associate companies).	Copy of the audited balance sheets of the company showing turnover of the company should be submitted. Necessary valid documentary proof certifying the bidder as an MSE or Start-up needs to be submitted by the bidder. The certificate should be of latest but		

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		before the deadline for the bid submission.		
3.	Bidder should have Positive Net Worth & Profitable as per the latest Audited Financials during last three financial year i.e. 2022-23, 2023-24 and 2024-25	Audited Financial statements for the relevant years to be submitted. Separate certificate from a Chartered accountant to that effect be Submitted.		
4.	Bidder should have at least 5 years of experience in handling Trade Finance solution.	Exact period of experience should be provided. (Client Wise Details to be submitted as proof)		
5.	Bidder should have provided Trade Finance solution in minimum 2 Scheduled Commercial Banks in India during last 5 years (from RFP date). The solution deployed should be running and live as on date of the issuance of the RFP.	Copy of the purchase / work order and Certificate of satisfactory completion and management of the work including product, integration & running successfully, by the authorized official of the Bank served.		
6.	The Bidder should not have filed for Bankruptcy in any country.	Self-declaration confirming the Criteria.		
7.	Bidder/OEM should not have been Blacklisted/debarred by any Govt / Govt Agency/ Bank /IBA/ Financial Institution in India.	Self-declaration confirming the Criteria.		
8.	Bidder should have a valid GST / PAN as applicable and must be registered under appropriate authorities.	Copy of Certificates/Documents.		

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9.	Bidder should be either OEM of offered solution or an Authorized Partner of OEM. OEM can quote directly or through authorized partners. However, both i.e., OEM & their authorized partner cannot participate in the bid. In case, both (OEM & their authorized partner) participate, the bid of the OEM only will be considered.	In case the bidder is not OEM of the offered solution, then a certificate from OEM certifying that Bidder is authorized partner of the OEM.		
10.	Bidder/OEM must warrant that key project personnel (certified solution experts) are deployed in the project implementation and support who have been involved in similar projects in last two years.	Undertaking is to be provided by the Bidder.		

1. Please enclose documentary proof for all the above criteria. In absence of these, the bids will not be considered for further evaluation. No further correspondence will be entertained in this case. The Bank reserves the right to verify/evaluate the claims made by the vendor independently. Any misrepresentation will entail rejection of the offer.
2. Bidders need to ensure compliance to all the eligibility criteria points.
3. Purchase orders without relevant organization confirmation through a credential letter will not be considered as credentials.
4. Documentary evidence must be furnished against each of the above criteria along with an index. All documents must be signed by the authorized signatory of the Bidder. Relevant portions, in the documents submitted in pursuance of eligibility criteria, should be highlighted.
5. Bank shall not consider the bids of bidders having poor or unsatisfactory past experience in execution or providing support to any project in past.
6. Providing any wrong information by the bidder will result in disqualification of the bidder. The Bank may cross check above parameters by any means / during site visit.
7. All Annexures must be on the letter head of the Bidder, except those which are to be provided by OEM/CA/third party.
8. All third party documents must be signed by their authorized signatory and his/her designation, Official E-mail ID and Mobile no. should also be evident. Bidder is also required to substantiate whether the person signing the document is authorized to do so on behalf of his company.

Annexure E: Technical Bid Format

S.No	Proposal Bid Evaluation	Evaluation Parameters	Max Marks
1	The number of Implementations of proposed Trade Finance solution carried out in India (during the last 5 years as on date of issuance of RFP).	More than 4 Banks-10 Marks 3-4 Banks-7 Marks 2 Banks -5 Marks	10 Marks
2	Industry Experience in delivery of proposed solution	>8 years = 10 Marks 6-8 years-7 Marks 5 Years -5 Marks	10 Marks
3	Certifications accredited(ISO 27001/ISO QMS(9001)/CMMI level 3)	2 marks for each certification (Max 5 marks)	5 Marks
4	Solution Features and Capability/Product Demonstration/Technical Presentation/ Project Team Experience.	Committee Evaluation	25 Marks
5	Techno Functional Requirements	Techno Functional Requirement Annexure E-1. Committee shall cross examine the compliance of the techno-functional specifications provider by bidder	30 Marks
6	Site Evaluation	Bank's Internal Team may visit the Bidders/Client site for evaluation of proposed solution or may evaluate the proposed solution remotely.	20 Marks
		Total	100 Marks

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****Qualifying score =70%**

We hereby confirm that our proposed Solution meet all the specifications as mentioned above and have submitted the supporting documents against each point claimed. The bank reserves the right to ask the bidder to furnish any such document as required during technical evaluation.

Signature and Seal of Company



Annexure E1: Technical Specifications

Trade Finance Front End (Portal) Requirement		
Bidder Response = Complied (C)/Partially Complied (P) /Non-Complied (N)		
Module	Requirements	Vendor Response
General Business Requirement	Does your solution provide trade finance functionality for SME, medium size and corporate companies and other entities from one single application? If yes, then provide details.	
	Can the customer portal platform be extended to give the customer a holistic view of all their business with the bank?	
	Please detail the unique features of your solution and explain how your solution can help Bank top line growth?	
	Does your solution provide ability for customers to configure their workflow management process? Please provide details.	
	Does your solution supports multiple different workflow processes for different type of transactions for the same customer. Please provide details.	
	Please provide how your solution helps with customer operational efficiency and help them with increased productivity. Please provide details.	
	Does your solution allow corporate companies, SMEs to view their own audit logs? Please provide further details	
	Does your solution also provide bank side functionalities for various internal users in the bank (Marketing Department, Audit Team, Operations Team, Product Team, Help Desk and others) to manage, monitor, configure and control	
	Does your solution provide a dedicated personalized Web-based front-end to bank back-end users, administrators and sales team members to review and process their customers' requests.	
	Does your solution also support secure two way communication using your system between Bank and its customers? Does your solution Secure Email supports bank defined instruction categories, ranging from request for quotes, application forms to simple Correspondence	
	Does your solution provide configurable File Upload functionality for customer to upload their payments, beneficiaries, purchase orders data and invoices respectively?	
Does your solution provide flexible data mapping which will allow buyers to map their payments, fund transfers, beneficiaries, POs to your solution?		

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Does your solution provide a technical interface to customers' systems and their technical infrastructure, so that your solution can be integrated with our customers' internal/back-office systems such as ERP?	
Does your solution provide Calendar functionality which will allow corporate users to track their various events related to their trade finance transactions online? Trade Calendar Module for key dates and custom events management to configure events	
Does your solution allow users to set-up their own alerts based on the transaction states? Please provide further details? For example notifying the customers when their transactions are accepted or rejected by bank. Please provide details of all type of alerts	
Does your solution allow users to set-up their own alerts based on the product life cycle and account balances. Please provide further details? For example notifying the customers when their account balance are above or below the specified user limit	
Does your solution also allow corporate users to add their own customer events to the calendar in order to add their own custom follow-ups or appointments? Does your solution also provide alert functionality?	
Does your solution provide collaboration capabilities to enable Bank customers to collaborate with their beneficiaries and suppliers on each and every transaction? Please note that Bank customers' beneficiaries and suppliers might not be Bank customers.	
Do your solution's collaboration capabilities also enable Bank customers to collaborate with bank staff on each and every transaction to seek their expert advice (if required), negotiate exchange rate with dealers even before customers have submitted the transaction	
Does your solution provide the capability for customers to create their own reports and inquiries online? Is the same available on the bank side for bank staff?	
Does your solution allow corporate customers to setup their own report based alerts which will allow them to receive their own customized reports at specified frequency/interval via email for fax?	
Does your solution provide the corporate customers with the ability to brand their own documents and outputs? Does your solution also export of all of the reports and inquiry screens in various formats such as pdf, csv, excel and others. Please provide detail	
Can bank staff set-up the reports on behalf of their customers without sacrificing the security? Please provide further details.	
Describe in details on how your solution supports multi-bank and multi-entity functionality?	

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Does your solution provide an area for Bank to market other products to customers and provide useful trade related information e.g. conveying market alerts and sharing best practices re documentation?	
Does your solution have functionality which will provide Bank customers with a structured way to communicate with the bank's team in a non-transactional matter? Please provide details.	
Does your solution also allow Bank with the capability to publish news feeds to the customers' home pages?	
Does your solution provide Jurisdiction functionality to manage entitlements, roles and access control for both bank users and customers? Please provide details on how comprehensive and flexible your system is on setting various users types, roles and entities	
Does the solution also provide full support for traditional trade finance instruments such as Import and Export Letters of Credit, Import and Export Collections, Guarantees, Financing in INR and FC involves export finance. Pre-shipment / post shipment and export finance; Bills, discounting , purchase , acceptance, negotiation, multiple turnover, direct billing, epic, cheque collection / purchase etc.,	
System should support the following business modules:	
- Import and Export Letters of Credit	
- Issued and received Stand-by Letters of Credit	
- Import and Export Documentary Collections (support for both regular and direct collection)	
- Banker's Guarantees	
- Shipping Guarantees	
- All type of Financing	
- Document Preparation and Electronic Presentation, eUCP	
- Account Information Reporting	
- Fund Transfer	
- Bill Payments	
- Inward Remittance	
- Secure Messaging	
Please describe in detail on how does your solution supports financial supply chain management and Open Account functionality .	
Provide collaboration capabilities to enable Bank customers to collaborate with their beneficiaries and suppliers on each and every transaction? Please note that Bank customers' beneficiaries and suppliers might not be Bank customers.	
- Provide solution's collaboration capabilities also enable Bank customers to collaborate with bank staff on each and every transaction even before customers have submitted their transactions to the bank	

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Are your solution's Open Account/Financial Supply Chain modules fully integrated and consistent with other traditional trade finance instruments to allow Bank to up-sell and cross-sell its products/services and to offer a one-stop-shop to the traditional	
Does your solution allow Bank to offer its current treasury (FX services, spot rates, etc.) offerings, trade financing (pre shipment, post shipment, factoring, etc.), and cash management services to buyers/sellers? Please explain in details.	
Does your solution brings both buyers and seller together on one platform and facilitates Purchase Order Collaboration and Invoice Management? Please explain in details.	
In addition to the above scenario where both parties of the trade transactions are connected to Bank, can the solution also support modular scenarios with only the buyer or the seller being the customer of the Bank and using the service? Please explain	
Does your solution allow buyers and sellers and Bank to communicate with one another throughout the life cycle of an open account transaction?	
Does your solution provide functionality for sellers to create invoices automatically from the purchase order advice? How can then sellers present this invoice to the Bank?	
Does your solution supports Payment Wizard to make the capture of payments instruction easier and not error prone for the customers. Please explain and provide further details.	
Does your solution have capability to be integrated with Reference Data? Please provide further details	
Does your solution provide ability for customers to configure their workflow management process? Please provide details.	
Does the solution allow the bank to be able to define workflow for each product event for back office processing?	
Does the solution have an real time dashboard that shows the status of all transactions that are still work in progress?	
Does the solution allow for definition of customer specific service level agreements?	
Can a user with rights be able to distribute work between various teams/users depending on their workload?	
The system should comply with major international regulations such as UCP, URR, and URDG, facilitating all standard Trade Finance operations.	
The system should be fully compliant with SWIFT changes for 2018 and 2021 for Letters of Credit and Guarantees respectively.	
There should be a facility to configure auto generation of reminders at pre-defined dates or periods	



	There should be provision for transfer pricing in the system, so that the commission income of Trade Finance transactions are apportioned between the cost centers (separate GL)	
	The system should support integration to sanction screening/Watchlist solutions for online transaction screening before transactions are authorized and released to SWIFT.	
	Have a software development kit to support solution extension by the bank without necessarily involving the vendor	
	The system should support full automation of all charges	
	The system should have the ability to define customer specific charges/tariffs	
	The system should have the ability to define branch specific charges/tariffs	
	The system should have the ability to define charges/tariffs for special group/categories of customers	
	The system should support manual changes to system calculated charges but flag them as manually altered for exceptions reporting.	
	The system should support splitting a charge amount and debit from more than one account.	
	Does the solution allow for attachment of documents to transactions	
Unified Corporate Channels	Can the customer portal platform be extended to give the customer a holistic view of all their business with the bank across different back end system?	
	Can the customer portal platform be extended to embed other portal functionality from other vendor via Deep-linking with other	
Import LC Product	The system provides the capability to handle issuance of Import Letters of Credit, that is:	
	o Create	
	o Save	
	o Save as Draft	
	o Authorize	
	o Reject	
	o Save as Template	
	o View	
	o Print	
	o Transfer	
	The following steps in the lifecycle of the Import Letter of Credit are required	
	• Issue import LC	
	• Amend import LC	
	• Cancel import LC	
• Close Import LC		



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• Reinstate Revolving LC	
. Advising	
. Adding confirmation	
The system shall have the capability for a user to create Import Letters of Credit (LC) online by ensuring compliance with upload facility	
The system shall support creation of an Import Letter of Credit from an existing Import Letter of Credit template.	
The system shall support creation of an Import Letter of Credit from an existing Import Letter of Credit.	
All fields necessary for the completion of the MT700/701 without any additional effort should be included in the input process.	
The system shall provide capability to save an Import Letter of Credit as a template. It should be possible to create a template from a dedicated menu option or as an option while creating a new transaction.	
The form for online completion should mirror the requirements of our paper application. Please advise the details of your online application.	
The system shall support the capability to allow a customer to enter their own reference number in the LC Application form.	
The system shall have the capability to capture individual or multiple tenors	
The system shall have the capability to capture various Incoterms. Kindly confirm you have updated your solution with the latest release of Incoterms.	
The system shall provide capability to select and/or modify standard Document Required, Goods Description and Additional Conditions clauses for inclusion in an Import Letter of Credit.	
The system shall allow the Bank at a country level mass populate a clause library that the user can access to include in their application	
The system shall provide the capability to capture free text for remaining Document Required Goods Description and Additional Conditions clauses.	
The system shall provide the capability to capture additional details for Insurance.	
The system shall have the capability to capture special instruction clauses for an Import Letter of Credit.	
The system shall have the capability to capture client instructions concerning the collection of any fees and charges due.	
The system shall provide capability to select Overseas Bank Charges for inclusion in an Import Letter of Credit.	
The system should have capability to record / generate details of import bills	
The system shall provide capability to nominate if a trade loan is required.	

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Import LC Amendment Product	The system provides the capability to handle issuance of Import Letters of Credit, that is:	
	o Create	
	o Save	
	o Save as Draft	
	o Authorize	
	o Reject	
	o Save as Template	
	o View	
	o Print	
	o Transfer	
Export LC Product Features	The following steps in the lifecycle of the LC Amendment need to be possible within the system <ul style="list-style-type: none"> • Amend import LC 	
	The system shall have the capability for a user to create Amendments to an Import LC online	
	As appropriate data should be inherited from the Import LC to ease the amendment creation process.	
	The system shall support modification of an Import Letter of Credit Amendment prior to submission to Bank's host system.	
	As the amendment is being created the details of the LC in its pre amended state should be displayed for comparison/reference to the original.	
	The system shall have the capability for a user to view the entire up-to-date copy of the Import LC for amendment	
	Kindly advise the specific fields your amendment form has to facilitate amendments in addition to free form text.	
	The system shall have the capability of requesting beneficiary's acceptance of amendment	
	The system shall provide the capability to highlight changes made by the user in the Up To Date Letter of Credit.	
	The system shall have the capability to accept user amendments on all relevant clauses	
Export LC Product Features	The system should support automatic creation of Export LC advice from an incoming SWIFT MT700.	
	The system shall have the capability for a user to view an Export LC online / LC advice	
	The system shall have the capability to provide a user with the data elements from the Export Letter of Credit	
	The system shall have the capability to provide copies of correspondence, advices and copies and SWIFT messages to the user online.	

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	The system shall have the capability to display the Approved History Detail of an Export Letter of Credit	
	The system shall have the capability for a user to create lodgment details and associate them to an Export LC	
	The system shall have the capability for a user to create Bill of Exchange details and associate them to an Export LC	
	The system shall have the capability for the client to request, confirmation of the LC either when the LC is a May Add or if they require Silent Confirmation. In the case of May Add it would be desirable that the suggestion for May Add is proactive. The Back end should send a suggestion? Please explain how your system manages this.	
	The system shall allow the user to print Bank Documents / Advices associated to an Export Letter of Credit in the PDF format in a single action	
	The system shall provide the capability to select a single Bank Document / Advice associated to an Export Letter of Credit to view, export or print	
	The system shall provide capability to generate, view, export or print Lodgment Details associated to an Export LC advice	
	The system shall provide capability to generate, view, export or print Bills of exchange associated to an Export LC advice - when/if required	
	The system shall provide capability for a user to specify other instructions to the bank re the Export LC	
	The system shall have the capability to Accept or Reject Amendments to an Export Letter of Credit	
	The system shall provide capability for a user to specify reason for rejection, when rejecting an amendment for an Export Letter of Credit.	
	The system shall have the capability to store the record of Rejected Amendments to an Export Letter of Credit.	
	The system shall provide Export LC amendment status values as required	
Trade Loan	The system shall have the capability for the user to create a Trade Loan	
	The system should support creation and linkage of a trade loan from an existing trade transaction e.g. From an Import Letter of Credit	
	The system should support capturing of interest rate details for refinanced deals to show full cost of funds details.	
	The system should support capturing of penalty interest rate incase of late payment of a trade loan.	
	The system should support interest capitalization	
	The system should support financing in a currency different from transaction currency	
	The system shall support the capability for a customer to assign a reference number for a Trade Loan.	

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	The system shall provide capability to capture Loan disbursement instructions.	
	The system shall provide capability to input a term, a start date and a maturity date for inclusion in Loan Instructions for a Trade Loan.	
	The system shall provide capability to input special instruction clauses for a Trade Loan.	
	The system should allow for the creation , amendment, extension and settlement of Foreign Currency loans	
	The system shall ensure that a modified Trade Loan is authorized.	
	The system shall support rejection of Trade Loan prior to submission to the Bank's host system for further processing.	
	The system shall provide capability to record the reason for rejection of the Trade Loan.	
	The system shall support deletion of a Trade Loan prior to submission to the Bank's host system.	
	The system shall provide capability to record the reason for declining of the Trade Loan.	
	The system shall provide capability to confirm that a Trade Loan is being declined to the user.	
Export Collection	The system shall have the capability for a user to create an Export Collection Lodgment Letter online	
	The system shall support creation of an Export Collection Lodgment Letter from an existing Export Collection template	
	The system shall have the capability to default the name and address details of all parties to the transactions from the parties library.	
	The system shall provide the ability for the user to view an Export Collection created in the Back end system	
	The system shall provide the ability for all documents scanned by the bank to be viewed on line	
	The system shall provide the ability for the user to view all documents and advices generated by the bank to be viewed online	
Direct Collection	The system shall have the capability for a user to create a Direct Collection. Please explain your creation process for this product.	
	Kindly advise how your proposed solution manages the process of AML / PML and Sanctions requirements.	
	The system shall provide the capability to create a Direct Collection using an existing Direct Collection template.	
	The system shall have the capability for the users to input their own reference for a transaction.	
	The system shall provide mandatory fields and logical field validations. Appropriate messages should be generated. Please explain how your system manages this.	

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	The system shall have the capability for the user to nominate if all overseas charges are charged to the account of the Drawee or the user.	
	The system shall have the capability for the user to nominate if all NAB Bank charges (and interest if applicable) are charged to the account of the Drawee or the user.	
	The system shall have the capability for the user to nominate whether or not charges &/or interest are waived by the collecting bank if the Drawee refuses to accept them.	
	The system shall provide the capability for the user to advise different options for if documents are dishonored.	
	The system shall provide capability for the user to advise additional instructions when providing settlement details.	
	The system shall have the capability for the user to select a method to deliver documents against.	
	The system shall provide capability to save a Direct Collection template.	
	The system shall have the capability for the user to print a Covering Schedule for an authorized Direct Collection.	
Import Collection	The system shall have the ability for a user to view, print or download an import collections processed by the Bank	
	It should be possible to view online any documents relating to the Import Collection which have been scanned by the bank and attached to this transaction.	
	It should be possible for the client to accept an import collection for payment online and give payment instructions.	
Stand By LC Product	The system provides the capability to handle Standby Letters of Credit, that is:	
	o Create	
	o Save	
	o Amend	
	o Authorize	
	o Reject	
	o Decline	
	o View	
	The system shall have the capability for a user to create SBCL online.	
the system shall have the capability to view an incoming SBLC online including all advices and letters generated by the bank, SWIFT messages relating and any documents scanned by the bank and attached to this transaction.		
It should be possible for the application to be in the style of the SWIFT MT760 or MT 700		

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	The system should allow the user to indicate if confirmation of the SBLC is required.		
	All fields necessary for the completion of the MT700/701 or MT 760 without any additional effort should be included in the input process.		
	The system shall support creation of a SBLC from an existing SBLC template.		
	The system shall support creation of a SBLC from an existing SBLC.		
	The system shall provide capability to save an SBLC as a template. It should be possible to create a template from a dedicated menu option or as an option while creating a new transaction.		
	The system shall support the capability to allow a customer to enter their own reference number to the SBLC.		
	The system shall allow for long text SBLCs		
Stand By LC Amendment	The system provides the capability to handle amendment of SBLC, that is:		
	o Create		
	o Save		
	o Save as Draft		
	o Authorize		
	o Reject		
	o Save as Template		
	o View		
	o Print		
	The following steps in the lifecycle of the SBLC Amendment need to be possible within the system	• Amend SBLC	
	The system shall have the capability for a user to create Amendments to an SBLC online		
	As appropriate data should be inherited from the SBLC to ease the amendment creation process.		
	The system shall support modification of a SBLC Amendment prior to submission to Bank's host system.		
	As the amendment is being created the details of the SBLC in its pre amended state should be displayed for comparison/reference to the original.		
The system shall have the capability for a user to view the entire up-to-date copy of the SBLC for amendment			
Kindly advise the specific fields your amendment form has to facilitate amendments in addition to free form text.			
The system shall have the capability of requesting beneficiary's acceptance of amendment			
The system shall provide the capability to highlight changes made by the user in the Up To Date Letter of Credit.			



Guarantee Product	The system provides the capability to handle Guarantee, that is:	
	o Create	
	o Save	
	o Amend	
	o Authorize	
	o Reject	
	o Decline	
	o View	
	The following steps in the lifecycle of the Guarantee are required	
	• Issue guarantee	
	. Issue confirmation	
	• Amend guarantee	
	. Extension of guarantee	
	• Cancel guarantee	
	• Close guarantee	
	The system shall have the capability for a user to create Guarantee online.	
	All fields necessary for the completion of the MT7 760 without any additional effort should be included in the input process.	
	The system shall support creation of a Guarantee from an existing Guarantee template.	
	The system shall support creation of a Guarantee from an existing Guarantee.	
	The system shall provide capability to save a Guarantee as a template. It should be possible to create a template from a dedicated menu option or as an option while creating a new transaction.	
The system shall support the capability to allow a customer to enter their own reference number to the Guarantee.		
The system shall allow for long text Guarantees		
The system should allow for automatic renewal of rolling guarantees		
The system should automatically collect charges for auto-renewed guarantees		
The solution should allow for auto-reduction of guarantees		
The system shall have the capability to display the balance information of the Guarantee. All amendments and drawings should be able to be viewed. It should be possible to drill down into the transaction and view all elements.		
Guarantee Amendment Product	The system provides the capability to handle amendment of a Guarantee, that is:	
	o Create	
	o Save	



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	o Save as Draft	
	o Authorize	
	o Reject	
	o Save as Template	
	o View	
	o Print	
	The following steps in the lifecycle of the Guarantee Amendment need to be possible within the system Amend Guarantee	
	The system shall have the capability for a user to create Amendments to an Guarantee online	
	The system shall support modification of a Guarantee Amendment prior to submission to Bank's host system.	
	As the amendment is being created the details of the Guarantee in its pre amended state should be displayed for comparison/reference to the original.	
	The system shall have the capability for a user to view the entire up-to-date copy of the Guarantee for amendment	
	Kindly advise the specific fields your amendment form has to facilitate amendments in addition to free form text.	
	The system shall have the capability of requesting beneficiary's acceptance of amendment	
	The system shall provide the capability to highlight changes made by the user in the Up To Date Guarantee.	
	The system shall have the capability to accept user amendments on all relevant clauses	
Document Management	Does your solution provide an area for bank to market other products to customers and provide useful trade related information e.g. conveying market alerts and sharing best practices re documentation?	
	Can your solution integrate and publish to customers any third-party content not produced by the solution itself but aggregated from other sources made available by the Bank back-end systems or third-party content providers?	
	Does your solution provide the corporate customers with the ability to brand their own documents and outputs? Does your solution also export of all of the reports and inquiry screens in various formats such as pdf, csv, excel and others. Please provide de	
	Does your solution allows exporters to create their various documents based on the LC advise and present these documents to banks in various formats such as eUCP, pdf or others	

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	Does your solution allow customer to attach and receive transactions from bank for all of their transactions	
Audit & Logging	Does your system provide audit logs for all action - administration, log-on, inquiry, transactions, etc.	
	Does your solution allow customer's administrators to see their own audit logs	
	Does your solution allows customer and bank administrators to create customized reports for various audit queries	
	Are there available user options such as - online viewing, hard copy generation, file creation etc. ?	
	Unsuccessful attempts to log-in to the system have to be recorded on the log files. Does your solution provide this feature ?	
Reporting	Does your solution provide the capability for customers to create their own reports and inquiries online? Is the same available on the bank side for bank staff?	
	Does your solution allow corporate customers to setup their own report based alerts which will allow them to receive their own customized reports at specified frequency/interval via email for fax?	
	Does your solution provide the corporate customers with the ability to brand their own documents and outputs? Does your solution also export of all of the reports and inquiry screens in various formats such as pdf, csv, excel and others. Please provide de	
	Can bank staff set-up the reports on behalf of their customers? Please provide further details.	
	Does your system provide comprehensive inquiries with capability to show the entire history of the transactions (Issuance, Amendments, Updates, Partial Settlement, etc.)	
	Are there available user options such as - online viewing, hard copy generation, file creation etc. ?	
Security User management	System should allow Bank admin to create end-user profile, who will transact on behalf of the corporate over the channel.	
	System must allow Bank Admin to create corporate user admin to manage company users' profile & authorization matrix	

Trade Finance Back End Requirement		
Bidder Response =Complied (C)/Partially Complied (P) /Non-Complied (N)		
Module	Requirements	Vendor Response
PRODUCTS & SERVICES		
The system should support these types of products and services: (Each product detail requirements are listed in below sections)		

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Letter of Credit, Standby and Guarantee	Import LCs	
	Export LCs	
	Inward	
	Standby	
	Guarantees	
	Bonds & Guarantees	
	Reimbursements	
Collections	Inward	
	Outward	
Bills Financing	Bill of Exchange financing	
Documents (It should support various features like document discrepancy, communicating the details of discrepancies to the external parties. It should have capability to delink the liability on specified date.)	Capability to capture document details including:	
	Bill of exchange details	
	Shipment details	
	Insurance details	
	Invoice details	
	Certificate of origin	
	Bill of entry details	
	Payment / Reimbursement details	
	Instructions	
Other - Please specify		
LETTERS OF CREDIT		
Activities	The system should support the following activities:	
	• Purchase Orders	
	• Payment Terms	
	• Financing and Discounting	
	• Participating in a Letter of Credit	
	• Credit Risk Management	
	• Export LC Events	
	• Freely Negotiable LC Events	
	• Able to send auto reply MT710,MT720,MT730, MT760 SWIFT message.	
	• Allow LC assignment from one processing to another processing unit	
Creating / Opening LC	The system should support the creation of Import / Export LCs	
	• Copying an existing Import LC	
	• Logging a Pre-advice	
	• Entering Full Details of the Pre-advice	
	• Logging an Import LC Issuance	
	• Entering Full Details of the Issuance	
	• Logging an Export LC Advice	
• Entering Full Details of the Advice		

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	<ul style="list-style-type: none"> • Entering Details of an Acknowledgement 	
Unique Reference No	The system should provide for creation of a unique reference number for each LC issued, which may be a combination based on business line, type of transaction, currency and the serial number.	
	Users should be able to view:	
	<ul style="list-style-type: none"> • LC current status and summary 	
	<ul style="list-style-type: none"> • LC details 	
	<ul style="list-style-type: none"> • Details of Related Transactions • Process step / event history / details of import license 	
Transfer of Export LC	The system should support the transfer of Export LC:	
	<ul style="list-style-type: none"> • Logging transfer of LC • Entering Full Details of transfer 	
	Facility to debit/claim charges from Opening Bank / Transferees bank/customer	
Back-to-back LC	The system should support the creation of back-to-back LCs:	
	<ul style="list-style-type: none"> • Logging a Back-to-back Import LC • Entering Full Details • Issuing a Back-to-back LC 	
Assignment of Proceeds	The system should support the:	
	<ul style="list-style-type: none"> • Entering Assignee Details • Amending and Deleting Assignment Details • Reversing an Amendment or Deletion 	
Claim / Payment for Import / Export LC	The system should support the processing of Claims received for Import LC and Paying of an Export LC	
	<ul style="list-style-type: none"> • Logging Claim received for Import LC • Entering Full Details of a Claim • Logging Document presentation for Export LC • Entering Full Details of the Documents presented • Entering Details of Documents and Notes • Actioning the Claim • Entering Payment Details • Additional Amounts and Margin Deposits • Discounting Payments • Assigning Proceeds • Continuing a Claim • Logging the response • Entering Full Details of the Response • Payment at Maturity / delinking of liability • Support for more than one outstanding claim/presentation 	
	Payment for Transfer LC	The system should support payments for Transfer LCs

	<ul style="list-style-type: none"> • Retain original LC reference number upon amendment • Link reference numbers for amended LCs 	
Cancelling LC	The system should support the cancelling of a LC:	
	<ul style="list-style-type: none"> • Cancelling Import/Export/Transfer LC • Recording beneficiary's response for export / transfer LCs 	
	<ul style="list-style-type: none"> • For confirmed L/C, cancellation can be done automatically under the pre-set criteria. The definition of the criteria will be set by user. 	
Expired Unutilized Export LCs	The system should support processing of Expired Unutilized Export LCs	
	<ul style="list-style-type: none"> • Remove from active record Fully / Partially unutilized LCs 90 days after expiry date provided no outstanding bill exists 	
	<ul style="list-style-type: none"> • Update limit utilization 	
	<ul style="list-style-type: none"> • Claim charges from issuing bank 	
	<ul style="list-style-type: none"> • Send tracers for payment of unpaid charges 	
DOCUMENTARY COLLECTION ORDERS		
Activities	The system should support the following activities:	
	<ul style="list-style-type: none"> • Payments • Documents and Parties • Payments to Third Parties • Financing and Discounting • Credit Risk Management 	
Creating a Collection Order	The system should support the creation of Documentary Collection Orders, including:	
	<ul style="list-style-type: none"> • Logging a Collection Order • Entering Full Details of the Collection Order • Details of Goods, Documents and Shipping Arrangements • Instructions • Additional Parties • Payments, Interest and Discounts • Other Details 	
	The system must allow for mixed currencies	
Receiving Acknowledgements	The system must support the receipt of acknowledgements:	
	<ul style="list-style-type: none"> • Receiving Acknowledgements via SWIFT • Entering Details of an Acknowledgement • Identifying Payments as Acknowledged 	
Acceptances	The system should support:	
	<ul style="list-style-type: none"> • Acceptance via SWIFT • Entering Details of an Acceptance • Identifying Accepted Payments 	

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Changes to a Collection Order	The system should support amendments and changes to Collection Orders	
	• Amendments via SWIFT	
	• Entering an Amendment	
	• Amending Payment Details	
	• Amending Parties	
	• Amending User Codes	
	• Adjusting Drafts	
Payments	• Liability	
	The system should support:	
	• Payments via SWIFT	
	• Logging a Payment	
	• Entering Payment Details	
	• Allocating Proceeds Against Drafts	
	• Discount for Early Payment	
• Interest for Late Payments		
Discounting Accepted Drafts	The system should support Discounted Acceptances	
	• Logging a Discounted Acceptance	
	• Entering Details of a Discounted Acceptance	
	• Discounting a Draft	
REIMBURSEMENTS		
Activities	The system should support the following activities:	
	• Stopping a Reimbursement Authorization	
	• Payment Terms	
	• Financing and Discounting	
	• Credit Risk Management	
	• Automatic processing of reimbursements on value dates	
Recording Authorization to Reimburse	The system should support recording of Reimbursement Authorizations	
	• Copying an Existing Reimbursement Authorization	
	• Recording a Reimbursement Authority	
	• Logging a Reimbursement Authority	
Claims Received for a Reimbursement Authorization	• Entering Full Details of the Reimbursement Authorization	
	The system should support claims and requests for authorization to pay:	
	• Claims Received	
	• Logging a Claim Received	
	• Entering Full Details of a Claim	
	• Actioning the Claim	
• Payment Details		
• Additional Amounts		

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	<ul style="list-style-type: none"> • Loan Details • Discounting Payments • Completing an Outstanding Claim • Entering a Response from the Issuing Bank • Payment at Maturity 			
Changing / Cancelling Reimbursement Authorizations	The system should support amending, stopping and cancelling a Reimbursement Authorization:			
	<ul style="list-style-type: none"> • Stopping a Reimbursement Authorization • Reversal Postings • Amending a Reimbursement Authorization • Displaying Changes • Making Adjustments to the Master Record • Cancelling a Reimbursement Authorization • Straight through processing of incoming MT 740 / MT 747 and outgoing MT 742 when acting as a Reimbursement bank 			
	GUARANTEES & STANDBY LETTERS OF CREDIT			
	Activities	The system should support the following activities:		
		<ul style="list-style-type: none"> • Assignment of Proceeds • Renewals, Increases and Reductions • Payment Terms • Financing and Discounting • Participating a Guarantee or Standby LC • Credit Risk Management • Processing Guarantees and Standby LCs • Import Guarantees and Standby LCs • Export Guarantees and Standby LCs • Able to provide reinstate function for expired BG 		
		Issuing an Import Guarantee	The system should support issuing an Import Guarantee:	
			<ul style="list-style-type: none"> • The Issue Event • Copying an Existing Guarantee • Issuing an Import Guarantee - Log Step / Input Step • Input of main Import Guarantee details • Counter Guarantees • Input of Standby LCs • Instructions • Advising Through Bank • Schedules • Renewals • Reductions and Increases • Further Parties 	

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	<ul style="list-style-type: none"> • Shipment details 	
	<ul style="list-style-type: none"> • Shipment details for Standby LCs 	
	<ul style="list-style-type: none"> • Viewing and Entering Acknowledgements 	
Claims Received for an Import Guarantee	The system should support Claims received for an Import Guarantee and requests for authorization to pay:	
	<ul style="list-style-type: none"> • Initiating and logging a Claim 	
	<ul style="list-style-type: none"> • Entering Full Details of a Claim 	
	<ul style="list-style-type: none"> • Documents and Notes 	
	<ul style="list-style-type: none"> • Actioning the Claim 	
	<ul style="list-style-type: none"> • Payment Details 	
	<ul style="list-style-type: none"> • Additional Amounts and Margin Deposits 	
	<ul style="list-style-type: none"> • Loan Details 	
	<ul style="list-style-type: none"> • Continuing a Claim 	
	<ul style="list-style-type: none"> • Logging the Response 	
	<ul style="list-style-type: none"> • Support for more than one outstanding Claim 	
	<ul style="list-style-type: none"> • Entering full details of a Response 	
	<ul style="list-style-type: none"> • Different Response Types 	
	<ul style="list-style-type: none"> • Payment at Maturity 	
Repaying a Loan	The system should support the repaying of loans before maturity date	
	The system should support the repaying of loans at maturity date	
	The system should support the repaying of loans after maturity date and collecting penalty rate	
	The system should support the repaying of loans in partial or full.	
Advising an Export Guarantee	The system should support advising of Export Guarantees	
	<ul style="list-style-type: none"> • Advising an Export Guarantee - Log / Input Steps 	
	<ul style="list-style-type: none"> • Instructions 	
	<ul style="list-style-type: none"> • Advising Through Bank 	
	<ul style="list-style-type: none"> • Schedules 	
	<ul style="list-style-type: none"> • Renewals 	
	<ul style="list-style-type: none"> • Reductions and Increases 	
	<ul style="list-style-type: none"> • Other Parties 	
	<ul style="list-style-type: none"> • Other Parties for Standby LCs 	
	<ul style="list-style-type: none"> • Shipment Details 	
	<ul style="list-style-type: none"> • Shipment Details for Standby LCs 	
<ul style="list-style-type: none"> • Viewing Details of Assignments of Proceeds 		
Paying an Export Guarantee	The system should support payment of Export Guarantees	
	<ul style="list-style-type: none"> • Recording Documents Presented 	
	<ul style="list-style-type: none"> • Logging a Claim 	
	<ul style="list-style-type: none"> • Entering Full Details of a Claim 	

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	<ul style="list-style-type: none"> • Documents and Notes • Actioning the Claim • Payment Details • Additional Amounts and Margin Deposits • Assignment of Proceeds • Entering Assignee Details • Assigning Proceeds • Continuing a Claim • Logging the Response • Support for more than one outstanding Presentation • Entering Full Details of a Response • Different Response Types • Payment at Maturity/ invocation 	
Renewing a Guarantee	<p>The system should support:</p> <p>Issuance of reminder before expiry date to the beneficiary / principal to submit to the Bank suitable instructions as regards renewal or otherwise.</p> <ul style="list-style-type: none"> • Reviewing and Authorizing a Renewal Advice • Reviewing and Authorizing a Renewal 	
Reducing and Increasing Guarantees	<p>The system should support:</p> <ul style="list-style-type: none"> • Reviewing and Authorizing a Reduction/Increase Advice • Reviewing and Authorizing a Reduction or Increase 	
Changes to Guarantees	<p>The system should support amendments and changes to Guarantees</p> <ul style="list-style-type: none"> • Amendments • Amendments Via SWIFT • Handling More Than One Amendment at a Time • Reversal Postings • Maintaining Liability/ recovering charges • Amending Guarantees • Logging Amendment to Import Guarantee • Entering full details of Amendment to Import Guarantee • Input of Import Standby LCs • Parties, instructions, schedules • Logging Amendment to Export Guarantee • Entering full details of Amendment to Export Guarantee • Input of Export Standby LCs • Parties, instructions, schedules • Recording The Beneficiary's Response to an Amendment • Entering Details of the Beneficiary's Response 	

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	<ul style="list-style-type: none"> • Making Adjustments to the Master Record • Adjusting a Guarantee • Maintaining Shared Liability • Entering Details of Shared Liability Changes 	
Cancelling a Guarantee	The system should support cancellation of Guarantees	
	Reversal of liabilities incase of expired guarantee where original guarantee not received.	
	<ul style="list-style-type: none"> • Entering Details of the Cancellation 	
	<ul style="list-style-type: none"> • Recording The Beneficiary's Response to a Cancellation 	
	<ul style="list-style-type: none"> • Entering Details of the Beneficiary's Response 	
RISK PARTICIPATION DEALS		
Activities	The system should support the following activities:	
	<ul style="list-style-type: none"> • Transactions that Support Participations 	
	<ul style="list-style-type: none"> • Charges and Interest 	
	<ul style="list-style-type: none"> • Processing Participation Deals 	
Creating a Participation Deal	The system should support the creation of Risk Participation Deals	
	<ul style="list-style-type: none"> • Creating a Participation Deal in Advance 	
	<ul style="list-style-type: none"> • Participating an Existing Transaction 	
	<ul style="list-style-type: none"> • Creating a New Participation Deal 	
	<ul style="list-style-type: none"> • Copying Values 	
	<ul style="list-style-type: none"> • Party Details 	
	<ul style="list-style-type: none"> • Copying an Existing Participation Deal 	
	<ul style="list-style-type: none"> • Entering Customer Details 	
	<ul style="list-style-type: none"> • Entering Participants' Details 	
	<ul style="list-style-type: none"> • Entering Participants' Charge Schedules 	
	<ul style="list-style-type: none"> • Entering Other Details 	
Changing / Cancelling Participation Deals	The system should support making changes /cancelling Participation Deals	
	<ul style="list-style-type: none"> • Maintaining Shared Liability 	
	<ul style="list-style-type: none"> • Amendments and Charges 	
	<ul style="list-style-type: none"> • Updating the Available Amount 	
	<ul style="list-style-type: none"> • Making Adjustments to the Master Record 	
	<ul style="list-style-type: none"> • Adjusting a Participation 	
	<ul style="list-style-type: none"> • Cancelling a Participation Deal 	
BILLS FINANCING		
Activities	The system should support the following activities:	
	<ul style="list-style-type: none"> • Ability to create financing transaction and disburse the loan from LC payment without leaving the payment screen 	
	<ul style="list-style-type: none"> • Ability to finance part of the bill amount 	
	<ul style="list-style-type: none"> • Financing Clean Banker's Acceptances 	
	<ul style="list-style-type: none"> • Credit Risk Management 	

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	<ul style="list-style-type: none"> • Participating a Financing Transaction 	
	<ul style="list-style-type: none"> • Repayment 	
	<ul style="list-style-type: none"> • Transferring an Advance 	
	<ul style="list-style-type: none"> • Support Pre and Post Shipment financing under LC or Purchase Order. 	
Financing Transactions	The system should support Financing Transactions:	
	<ul style="list-style-type: none"> • For Independent Financing Transactions 	
	<ul style="list-style-type: none"> • From within Associated Transactions 	
	<ul style="list-style-type: none"> • Finance To and Debit Parties 	
	<ul style="list-style-type: none"> • Viewing a Financing Transaction's History 	
Finance Amount Details	The system should capture all finance details, including:	
	<ul style="list-style-type: none"> • Interest details 	
	<ul style="list-style-type: none"> • Schedules for repaying the principal amount 	
	<ul style="list-style-type: none"> • Foreign Exchange Details 	
	<ul style="list-style-type: none"> • Additional Parties 	
	<ul style="list-style-type: none"> • Miscellaneous Information 	
	<ul style="list-style-type: none"> • Calculating Interest Due 	
Scheduled Repayments	The system should support setting up and maintaining scheduled repayments:	
	<ul style="list-style-type: none"> • For Interest-bearing Transactions 	
	<ul style="list-style-type: none"> • For Discounted Bills 	
Manual Repayments	The system should support manual repayments:	
	<ul style="list-style-type: none"> • for Interest-bearing transactions 	
	<ul style="list-style-type: none"> • Final Payment 	
	<ul style="list-style-type: none"> • Principal Plus Interest to Date 	
	<ul style="list-style-type: none"> • Interest to Date, then Principal 	
	The system should support authorizing / rejecting repayments	
Repayment via the Originating Transaction	The system should support Financing Transactions during a payment event	
	The system should support repaying the Financing for:	
	<ul style="list-style-type: none"> • LCs, Standbys and Guarantees 	
	<ul style="list-style-type: none"> • Collection Orders 	
	<ul style="list-style-type: none"> • Clean Banker's Acceptances 	
Overdue Transactions	The system should support:	
	Past Due Transfer	
	<ul style="list-style-type: none"> • Setting the Penalty Rate for overdue Interest-bearing Financing Transactions 	
Transferring Advances	The system should support the transferring of an Advance to a new Financing Transaction	
Making Changes to a Financing Transaction	The system should support making changes and amending Financing Transactions	
	<ul style="list-style-type: none"> • Handling More Than One Amendment at a Time 	

	<ul style="list-style-type: none"> • Amending a Financing Transaction • Logging an Amendment • Entering Full Details of the Amendment • Finance Amount and Interest Details • Principal Repayment Schedules • Maintaining Miscellaneous Information • Making Adjustments to the Master Record 	
Repayment Notices	<p>The system should support Repayment Notices for Interest-bearing Transactions & Discounted Bills</p> <ul style="list-style-type: none"> • Reviewing and Authorizing a Repayment Notice • Amending the Repayment Notice 	
CUSTOMER LIMIT		
General	Built-in credit limit system with the option to interface to a Central Liability System	
	Support multi-level tier credit structure hierarchy	
	Limits may be set for Customers, Correspondent banks, at parent-level (for groups of customers/ banks) and for Country for Risk	
	Support earmarking of amount at the point of input and drawdown at the point of approval.	
	Allow to define own limit structure for individual customer, customer group, Country, etc.	
	Able to provide alert for limit which will be expired in certain times.	
	Support limit revaluation.	
	Allow pre-deal limit check.	
	Provide exposure limit level: Group, Customer, Sub limit & Facility	
	Risks classification field is required to differentiate the risk of each product.	
	Able to provide alert for limit which will be expired in certain times.	
	Able to provide alert for exceeded limit as the impact of foreign exchange rate fluctuation.	
Limit Update Online Transaction	Movement and Update of liability should be online real-time	
	Online real-time update once the transaction is approved.	
	Online real-time monitoring with limit excess being flagged for approval	
	Online real-time update once the transaction is approved.	
Limit Inquiry and Reporting	Consolidated outstanding report - showing the customer's current position by listing all credit limits and outstanding by customer, by group, by subsidiary, by country, etc.	
	Online enquiry and batch reporting of customer liability information, and supporting details	

TRADE FINANCE OTHER REQUIREMENT		
Commission, charges & Billing	Parameters to define different types of commissions and charges	
	Support standard defaults as well as special rates for customer - at account or product level (allow override), at customer group level and at branch level.	
	Allow override of default commissions and track changes	
	Support multi-tiered pricing structure (e.g., by amount, period, percentage or flat charge, interest based with daily accrual), with minimum and maximum amount.	
	Split charges between the parties to a transaction - the buyer, seller or any other party	
	Split commission between several income accounts e.g. between branch and processing center	
	Commissions and charges may be settled, deferred or waived	
	Auto-tracking capability on deferment of commission with auto generation of tracers at pre-defined interval	
	Able to accumulate transaction counts for month-end billing by branch, customer, transaction, product type and charge type.	
	The system should support periodic billing and invoicing: <ul style="list-style-type: none"> • Payment of Invoices • Manual Processing • Changing the Level at which Periodic Billing or Invoicing Occurs • Debiting and Crediting Charges for Periodic Billing 	
	System should have built-in amortization facility to support daily amortization for monthly recognition of commission value collected in advance	
Refund charges in full or partially		
Holiday Processing	Support different holiday calendars for different countries or regions/Bills Centre	
	Verify dates against currency holidays during transaction processing. System should support for Expiry / Due / Maturity date fall on month-end holiday.	
	Option via parameter setting to identify Saturdays/Sundays as non-banking days (applicable for purpose of due date calculation etc.)	
	Can define any date as holiday at any time.	
Foreign Exchange Processing	Allow conversion of currency during transaction processing, with generation of corresponding accounting entries for FX position update	
	Support checking of exchange rates against pre-defined tolerance	
	Allow download of exchange rates from bank's external systems (parameter setting for time of interval or real-time download)	

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	System should support forward contract booking in Treasury System. Support for derivatives - option - future	
	Support retrieval of deals available for draw down from Foreign Exchange System	
Interest & Loan Processing	Auto calculation of due date based on tenor period and ensure that due date does not fall on a non-working day, with option to treat Saturday as a non-working day	
	Allow override of due dates calculated by the system	
	System should Support: - fixed and variable interest rates - tiered interest setup by period, by amount - Split Interest	
	Interest should be referred to some benchmark interest at system level	
	Support special rates default at customer level, by product	
	Support collection of interest in advance or in arrears	
	Support collection of interest monthly or upon retirement	
	System should have built-in capabilities of interest accrual & amortization processing and provide interest accrual and amortization on a daily basis	
	Allow financing in currency other than the original currency of the Facility Line and updating of utilization in LCY	
	Support partial and full re-payment	
	Support option to repay interest only or principal only or combination	
	Provide enquiry on interest projection amount based on interest and end date.	
	Able to apply penalty interest rate in the event of the loan which not pay upon maturity.	
Fully comply with SWIFT formats	System must be SWIFT accredited and certified	
	Fully comply with latest SWIFT standards including Cat 7 changes for 2018 and 2021 for Letters of Credit and Undertaking (Guarantees & Standbys) respectively.	
	Ready for new SWIFT release for 2023	
	The validation rules of SWIFT should also be applied online.	
	Provide auto transfer for Incoming message and able to direct processing location (e.g. , advising module etc.)	
	Incoming SWIFT messages can be auto mapped into correct processing location (e.g. MT700/701/707 to advising module , MT103 to inward remittance module.	
	Incoming SWIFT messages can be converted into outgoing SWIFT/Telex messages (e.g. Incoming MT700/701 outgoing MT710,711 or MT720/721)	

	Allow set up of Agent or Correspondent Banks and maintenance of SWIFT related information, with mapping to BIC codes	
	Allow selection of bank by name or BIC codes, and auto populated relevant information but allow change on default address	
	Option to create and send free format messages	
	System allows checking & validation of transactions with ISO20022 compliant data at structured fields or auto extract & populate into selected template for All products	
Fully comply with international Rules, such as UCP/URDG/ISP98.	The system should be fully comply with latest version of international rules.	
Accounting Entries Generation	Auto generation and reversal of accounting entries with mechanism in place to ensure that the daily transactions are balanced	
	Independent module/event to allow ad-hoc posting of accounting entries pertaining to adjustment to a transaction. This includes passing reversal entries.	
	Option to allow posting of GL entries individually or consolidated (total debit/credit) to the Bank's General Ledger System	
	Support for separate GL Numbers for different branches or different sets of books (e.g. domestic and overseas).	
	Allow backdated/ forward dated entries	
Transaction Processing	Auto generation of unique reference number for each transaction created. Reference structure must be parameter-driven	
	Function to register transactions with minimal data input to generate transaction reference, and data should be populated during subsequent processing	
	Ability to copy transactions to minimize input	
	In order to keep the full record of a transaction including all correspondence, each product should provide a memo function for sending correspondence (by SWIFT /Telex /letter /email)	
	Provide tool to customize confirmation/advise/checklist for special transactions.	
	Template feature to fast-track transactions creation	
	The system should support expiring, booking off and archiving Master Records: <ul style="list-style-type: none"> • Expiring Master Records Manually and/or reviewing • Authorizing Automatically Expired Master Records • Booking Off Master Records Manually • Reviewing and Authorizing Automatically Expired Master Records • Deleting and archiving Master Records 	
System should support auto document generation based on certain rules and condition without user intervention		

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	Additional document template should be able to select during transaction input	
	System should be able to convert documents into PDF and prevent any manual modification	
	System should be able to default standard clauses and also allows the user to add/edit additional clauses.	
	User should be able to modify the selected/defaulted clauses if required	
Diary/Notes Facility	The system should provide a diary facility	
	Adding and amending Diary Entries and marking them as actioned	
	Adding and amending Notes and marking them as inactive	
	Allow adding of multiple remarks during processing, as well as after approval, cancellation or reject	
	Please state any additional facilities offered	
Provide Imaging & Workflow Management System with capabilities	Able to link images to the corresponding and related transaction at any point of time during transaction life-cycle.	
	Provide Performance/SLA monitoring, load balancing & tracking	
	Provide Measurement of turnaround time for all transactions	
	Provide Monitoring individual/group of employee productivity.	
	Provide the mechanism for tracking & monitoring work in progress	
	Provide Status Tracking & Monitoring	
	Provide facility for every users to monitoring their outstanding tasks	
	Able to reallocate transactions to a different teams/users those require urgent attention	
	Provide Ability to change the priority for transactions that require urgent attention.	
	Able to monitor and report the status of transactions across all teams, branches, processing centers	
	Online enquiry on status tracking for all products	
	Enable the exchange of information or quotes between the customers, inter-unit of Bank to communicate throughout the life cycle of the trade transactions	
	System supports dual control i.e. Maker and Checker function should be available for activities release/ authorization	
	System able to cater to Admin, Maker and Checker module - whereby Admin is able to grant access to multiple maker and checkers to view, transact and approve a particular transactions.	

Inquiry, Online Display & Drilldown	Allow Inquiries on Modules: <ul style="list-style-type: none"> • Master/Current records • Event/History records • Pending records • Archived Records 	
	The system should show summary views of transactions with drill down to lower levels of detail, right down to individual account postings: <ul style="list-style-type: none"> • Transaction current status and summary • Transaction details • Details of Related Transactions • Details of Related Charges & Commissions • Details of Related Account Postings • Details of Related documents • Process step / event history 	
	Online inquiry on transactions with flexibility on selection criteria (e.g. by reference, amount range, date range, status, steps, applicant or beneficiary name)	
	Support online balance enquiry against Customer Retail Accounts	
	Feature to allow preview of advices and messages including L/C before transaction approval and can have function to print hard copy	
Warnings, Transaction Validation, Exception Processing	Real time message validation during input.	
	Allow to set up bank-defined warning/error messages	
	Feature for auto-checking on duplication during new transaction creation	
	Feature for cross-field validation, e.g. currency against Nostro agent	
	Validate transactions for exceptions against predefined rules, in addition to customer liabilities checking, and generate request for exceptions approval with reason of exceptions, and supporting detailed information	
Processing preferences should be parameter driven, and these may include selection of preferred nostro banks, related customer account, defaulted charges and other forms of output.		
Enhanced Processing	Processing preferences should be parameter driven, and these may include selection of preferred nostro banks, related customer account, defaulted charges and other forms of output.	
	System should provide Online Help to guide corporate during input.	
	Provide option to save “incomplete” transaction to be retrieved for further input. allow for a quick save without all the controls to be performed.	
	Support ‘split’ payments according to customers’ instructions.	

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	when opening a new transaction, system must pre-fill with default and/or relevant values in the input form. For instance in the letter of credit issuance input form, the fields issue date, applicant details, system id valued by default.	
	Support for Application Templates such as LC Template, Copy from function such as create new LC by copying existing LC	
	Option to handle Discrepancies/Docs correction	
	Free format communication with Bank on existing records from customer front-end	
Flexible tools for user to design:	Reports	
	Support scheduled report function. System should able to generate scheduled report automatically during COB.	
	Advice/LC Format/Telex/SWIFT/Email	
	Tracers (including the frequency)	
	GL Accounting entry maintenance	
Credit Facilities	Built-in credit limit system with the option to interface to a Central Liability System	
	Support multi-level tier credit structure hierarchy	
	Limits may be set for Customers, Correspondent banks, at parent-level (for groups of customers/ banks) and for Country for Risk	
	Support earmarking of amount at the point of input and drawdown at the point of approval	
	Movement and Update of liability should be online real-time	
	Support monitoring of country exposures against limits set for country of risk	
	Support for multi-currency limit structure	
	Online real-time monitoring with limit excess being flagged for approval	
	Allow set-up of customer group limits and facilities where the Head Office and its subsidiaries share the same credit line, with an overall limit for the group and different facilities for the Head Office and its subsidiaries	
	Able to provide alert for limit which will be expired in certain times.	
	Able to provide alert for exceeded limit as the impact of fx rate fluctuation.	
	Support limit revaluation.	
	Provide exposure limit level: Group, Customer, Sub limit & Facility	
	Online enquiry and batch reporting of customer liability information, and supporting details	
Able to provide consolidated report which shows limit, utilization and balance amount from domestic, overseas and subsidiaries.		

Imaging/Document Management capabilities	Document Scan, View and Annotation	
	Provide Ability for versioning to be controlled by document type.	
	Provide Optical Character Recognition (OCR)	
	Support Limited Bandwidth	
	The size of image capture should be reasonably small size but still in good quality to be use in transaction processing	
	System should allow documents to be uploaded by the corporate directly from the transaction screens, at various events during the transaction lifecycle.	
	System should allow bank users to upload/attach documents directly from the transaction screens, at various events during the transaction lifecycle.	
	Support various document formats (Image,PDF, Word, Excel, others)	
	Capability to import external free format documents in order to centralize the whole preparation of documents related to a given transaction under a single electronic file	
	Document linkage with external applications (e.g. Microsoft Word Application, PDF)	
	Black List Checking	Able to check for destination country, goods code, blacklisted items (Optional)
Supports Internal Blacklist, Central Bank Blacklist, etc.		
Supports External black lists, such as, OFAC		
Interface Capabilities	Provide real-time interface with other system (FX, SWIFT, Telex, RTGS, email, fax, etc.	
	How do you integrate with bank's other 3rd party solution that the bank may have, e.g., Core Banking, Treasury, RTGS, etc.? Does your system provide any integration tool such as Middleware?	
	Able to link images to the corresponding and related transaction at any point of time during transaction life-cycle.	
	Provide Performance/SLA monitoring, load balancing & tracking online	
	Provide Performance/SLA monitoring, load balancing & tracking as pre canned management reports	
	Provide Measurement of turnaround time for all transactions	
	Provide Monitoring individual/group of employee productivity.	
	Provide the mechanism for tracking & monitoring work in progress	
	Provide facility for every users to monitoring their outstanding tasks	
	Able to reallocate transactions to a different teams/users those require urgent attention	

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	Provide Ability to change the priority for transactions that require urgent attention.	
	Able to monitor and report the status of transactions across all teams, branches, processing centers	
	Ability to have standard APIs to interface with bank's EDMS system	
Central Bank Reporting Capabilities	System should be able to provide data extract capability for central bank reporting system for Import Data Management System and Export Data Management System.	
Digitalization of Trade Finance with Advanced Technologies such as OCR, Machine Learning or Artificial Intelligence.	System should be able offer or support integration with document digitization platforms for: i. Digitization of documents ii. Automation of compliance checks iii. Automation of document checking in line with LC terms iv. Further, the discrepancies should be identified by the intelligent automation platform and should automatically flow into the Core Trade system	
	Vessel check and world check to be automatically triggered and performed by the system with requisite integrations with applications. In case of any hits, reference to compliance to be automatically triggered	
	Should have the ability to interface with other third party solutions like screening software solutions, transaction monitoring solutions, etc. e.g. world check, vessel check Additionally, should also have the capability to generate alerts (emails/SMS) to applicants/beneficiaries and should clearly indicate the size /type of document and scanning specifications for this facility	
	Ability to support automatic and seamless identification and classification of documents (invoices, bill of lading, SWIFT message, contract) using ICR/ OCR/ AI/ ML technology without any manual intervention -	
	Ability to convert standardized document and convert into digital information and structure the same for processing using ICR/ OCR/ AI/ ML technology without any manual intervention - Scope: all supporting documents for LC issuance, Amendments, Advising, Documentary collections, Letter of guarantee	
	Ability to convert unstructured scanned documents, images, printed text, incoming messages to digital information and structure the same for processing using ICR/ OCR/ AI/ ML technology without any manual intervention - scope: all supporting documents for LC issuance, Amendments, Advising, Documentary collections, Letter of guarantee	

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Ability to auto populate fields in templates from scanned documents using ICR/ OCR/ AI/ ML technology without any manual intervention - scope: all supporting documents for LC issuance, Amendments, Advising, Documentary collections, Letter of guarantee	
Should have drag and drop feature from scanned images to data fields	
Ability to prompt the user for missing fields and allow user to define rules for fetching data in missing fields	
Ability to retrieve and display the relevant image/document only appropriate to the transaction/part transaction enquired	
Ability to support/ check with Trade Based Money Laundering, Compliance and other product specific checks in line with international guidelines such as UCP, URR, URC, URDG, ISBP	
Ability to define validation rules and algorithms for TBML, Compliance and product specific regulatory norms	
Ability to define customized scrutiny rules and ability to scrutinize documents received under LC in line with LC terms or any other product	
Provide audit trail of the activities carried out by the user logged	
System should be able to integrate documents storage with Bank's Documentation or Archiving system (DMS - Data Management System) in order to reduce storage size required	
For cloud based or SaaS (vendor cloud), storage limits should be specified or to be considered unlimited Solution needs to be compliant with bank's Information Security policies for data privacy	
A warning/ highlight should be showed if field information is not compliant with check rules established following the Trade Based Money Laundering, Compliance and other product specific checks in line with international guidelines such as UCP, URR, URC, URDG, ISBP	
Check for discrepancies across all documents under the same reference number/ transaction. E.g.: Company name should be the same in the Invoice, Application, Bill of Lading or any other documents that are part of the transaction Those discrepancies should be showed as a warning (Auto Doc Processing)	
Ability to perform Vessel/ Container Tracking and check against criteria defined by the Bank	



	System must have OCR engine to handle mass documents of various resolutions:	
	1. Should support multiple language and auto recognition of language	
	2. Should be able to recognize printed text, handwritten text, digits, currency symbols etc.	
	3. Should be able to support both printed and handwritten text in the same image or document.	
	4. Should support file formats: JPEG, PNG, BMP, PDF, and TIFF	
	5. Should support multiple pages	
	6. Higher Text Accuracy (closer to 100%)	
	7. System should be able to access the quality of image/document and provide feedback before continuing	
	8. Minimum resolution is 300 dpi	
	9. Document image cleansing capability	
	OCR engine to convert data to operable data and be auto populated to respective fields in system	
	system able to digitalize documents received from Client with data auto extract & populate into structured fields for all products	
	System able to auto perform the distinct differentiation of auto data populated (from system OCR) vs repaired data (from Ops users) for validation for all products	
	System to have AI capable to add value on the data extracted i.e. risk profile transactions by having database of high risk countries, checking duplicate BL.	
	Can the system do compliance checks based on customer's trade profile	
	Support dual use goods check	
System Extensibility	Additional fields can be added as per bank's requirement	
	Extra workflow could be configured for the product and event level.	
Financing Ecosystem Platform	System should have standard Open API to enable Bank's IT, other Fintech, SI to connect to provide financing Apps.	
	To be able to connect blockchain solution to provide paperless trade finance	
	To be able to connect trade networks like Contour for banks to collaborate with all other parties.	
Security User management	System should allow Bank admin to create bank operators, teams and roles.	
	System should allow Bank admin to assign roles to user and teams.	

Non-Functional Requirement



Section	Requirement detail	Vendor Response
Technical - Software/Hardware Stack	What are the minimum system architecture requirements, e.g., operating systems, browsers, software prerequisites and any other software requirements?	
	What platform alternatives does your application run on? (Provide release numbers where appropriate.) (Windows, Unix, etc.)	
	Application server (Which + what versions would be supported?)	
	List any proprietary infrastructure technology and software used by your solution	
	Does your application require dedicated servers or will it function in a virtual environment?	
Technical - Database	Provide facilities where there is a 'shared database' but each country can process transactions independently of each other (i.e., each with their unique business rules / parameters / accounting structures / charges/ Tax/ authorisation structures)?	
	Encryption methods supported for information at rest and in transit (end-customer and Bank internal transmission).	
	Does your proposed solution ensure data integrity in the event of a software or hardware failure? If yes, how?	
	What kind of documentation of your database structure do you provide?	
	Data at Rest Encryption: Adequate policies and procedures to be in place for encrypting sensitive data at rest.	
	What kind of database structure do you use?	
	Description of the circuit of software promotions/parameterizations between functional and productive testing environments. Explain how specific properties of a given environment are managed.	
Technical - Architecture	System architecture must be modular allowing product processing to operate "headless" without use of the proprietary channels but instead integrate with channel capabilities such as the common bank customer and staff channels via a loosely couple Open API suite.	
	Describe the logical layers within your systems architecture, i.e. define the layers and their role and responsibilities.	
	Detail the layers of the architecture, in particular the Client and Customer Interactions & Services in the system	
	Does the architecture support single instance and multiple entities?	
	The architecture supports secure data exchange/transmission (ex. encryption).	
	Support an n-tiered client-server architecture (where applicable)?	
	Which industry and/or open standards are supported? Which industry and/or open standards are used by the product?	
	Does your back office workflow solution support both an offshore hub and spoke model or an onshore end to end model?	
	Does your solution support different time zones?	

Technical - Batch Processing	Is your solution available to users 24 x 7 or is there a cut-off time? If there is a cut-off time, it is configurable? For the Back End System, is there a cut-off time to handle End of Day (EOD) processing?	
	Does your solution offer a real time transmission of data between the front-end and back-end systems or in periodic data transmissions? For the Back End System, does your solution offer real time transmission and batch EOD processing of data between your solution and client Back End System?	
	Can "auto" generated entries be deleted, modified or put on hold before EOD jobs starts?	
	Initiate End Of Day/Start Of Day processes in one country without affecting other countries	
	Is it possible to control the batch processes with a Job Scheduling System?	
	Is your back office solution able to automatically generate the necessary accounting entries whenever a relevant transactional event occurs, to be sent to the Bank's accounting interface?	
Technical - Reporting	Does your solution offer a reporting tool/engine for the generation of custom reports, including a SQL option for report generation? If yes, describe if the custom reports can be exported and list the supported file formats, and if they can be promoted to all customers. Provide the skill level and describe the process to create client custom reports.	
	Can reports be created ad hoc or on a scheduled basis? Please describe.	
	Do you have experience of providing the core raw data to an external data warehouse for the purpose of providing ad-hoc query resolution and MI?	
	Will a data dictionary, including detailed descriptions of each data element be provided? In which formats can this data dictionary be received?	
	Is there a daily report of all system "auto" generated entries that are sheduled to post EOD?	
	What other features (Data output) does your system offer?	
Technical - Integration	The solution should offer integration capabilities using API's.	
	You provide tools to allow the client to develop integration to other clients systems without vendor involvement. Please list them.	
	What are the mechanisms for integrating your solution's UI with the bank's applications.	
	Of the functions and services provided by your platform, how are they exposed to the channels or other systems? Please provide details on the integration technology, standards and explicit formats you use?	
	What APIs/services do you expose and what security patterns do you support (across all API layers eg channel to micro-service, micro-service to data provider outside the application?)	

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	Describe if your process engine is API exposed and whether it could be exposed to a 3rd party (B2B/B2C) or via a digital channel	
	Solution interact with other system for making APIs call (outbound) or accepting the APIs request (Inbound)?	
	The system automatically stores the output (SWIFTS, letter, etc.) of a transaction into the DMS.	
	Service-Oriented or Micro-Services Architecture (Service Provider and Service Consumer)	
	Describe how your system performs OFAC checking? What 3rd party systems or lists do you interface with?	
	How does your system allow the bank to offer other value add services or offers to the customer through your channel?	
	Does your solution support integration with Workflow system with APIs to link to the other workflows.	
	Document Management or third party integration to a document image capture provider?	
Technical - High Availability	Does your proposed solution support clustering at the application layer and at the database layer to address SPOFs (Single point of failures)? If yes, provide details.	
	The proposed platform should be designed for high-availability, including both production and disaster recovery sites.	
	Does your solution provide a fault tolerant configuration for implementation?	
	Can your solution operate in an active-active configuration across distributed computing centers and be able to manage user traffic under different situations (e.g., normal operation, one computing centre offline due to a disaster)?	
	Disaster Recovery & Business Continuity Plans (including time taken to switch to DR setup)	
Technical - Security	Describe in detail the Single Sign-On method the solution supports	
	Security features of your solution, specifically a clear mechanism to authenticate, authorize any user of external system activity	
	Multiple modes of mobile token to be supported email / sms, mobile app, hard tokens	
	User access authentication and profiling can be integrated with the bank's centralized authentication systems (Active Directory, LDAP or RACF)?	
	List the measures in place to protect the infrastructure / application for the aspects of Threat Protection and Data Security (Injection Protection, WAF, Encryption, Log Protection, data protection and privacy rules)	
	Do you perform Source Code Scan Analysis before releasing a new software version? : Static application Security Test?	

	For processing of corporate transactions: Allowing authorized customer to administer the multi-level user/role (including maker, checker, viewer, etc.)/authorization rights arrangement for assessing a company's internet banking account with configurable limits and approval workflow	
	The system must have mechanisms for authorization and access control	
	User Management control can be assigned to an individual or Group in the company. With admin function, they can define user access rights, setup limits, add new users, etc. This functionality can also be left with the bank to complete	
	Describe the vulnerability management process, including identification, tracking, and remediation. This includes vulnerabilities identified in the product and vulnerabilities identified by third parties (e.g. zero-day vulnerabilities in underlying operating systems).	
	Describe how your back office solution can be configured by the Bank to ensure segregation of duties and prevent conflicting access rights between users with transactional processing profiles to those with access to the below; - set up of systems parameters, rules etc. - client data, records set up and maintenance - user set up and maintenance	
	Does your solution allow customer self service administration of users, i.e., customer administrator manages the customer users and provisions user entitlements? If yes, describe how permissions, entitlements, roles and work groups are assigned?	
Supporting	Describe the patch management process. How are emergency patches implemented?	
	Define your problem resolution process and methodology for escalation.	
	Identify your training approach - methodology - and sample training schedule. Provide copies of training manuals.	
	Please describe your approach to providing training for bank and customers (e.g. train the trainer, scheduled webinars, etc.)	
	What is the frequency of your major releases?	
	Help available for users to learn the system. Support for initial training and on-going help. What UX features make the application intuitive for self-service?	
	What bank technical resources are required to support the operation of your application?	
Development	What SDLC is used? Indicate what development tools are used.	
	What programming language (s) have been used?	
	Product Development Governance	
	Is the user interface customizable without programming knowledge? (Do you provide a graphical builder toolkit to allow the client to make changes to the GUI without vendor involvement?)	

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	Describe the powerful editing and customization capabilities of the platform. How do we configure/customize your internal system components?	
	Describe your software development lifecycle change control processes	
	Where is the development data center located?	
Audit	Does your solution offer an audit log for all changes made by all internal and external users, including chronological event history and who performed them in an audit report with before and after values?	
	How does your solution integrate with third-party logging systems out-of-the-box? Does the solution produce audit logs?	
	Logging: the system must log all activities	
	The system must allow for all activity within the workflow to be recorded with appropriate time stamps and user identification.	
	Are Warning messages issued and overrides to transaction recorded in audit trail? Note that a pop-up must be made transparent to the approving officer at time of review and release.	
Escrow	Do you provide a copy of the source code which bank can keep under tripartite Escrow agreement	

Annexure F: Commercial Bid Format

1. Please be guided by RFP terms, subsequent amendments and replies to pre-bid queries (if any) while quoting.
2. No counter condition/assumption in response to commercial bid will be accepted. Bank has a right to reject such bid.

The Commercial Bid shall be submitted in the following format:

Description	Unit Price in Rupees	Multiplication Factor (Tentative Qty)	Total Cost INR (In figures)	Total Cost (INR) in Words
Software License Cost (DR/DC Cost) (License Cost for five	a	1	A=a	

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years of Trade Finance solution.) (Perpetual with one year warranty)				
One time Implementation fee for end to end Solution at DC/DR site as per requirements mentioned under the RFP	b	1	B=b	
DB/Middleware Cost if any (other than Oracle) including bundled support for 1year.	c	1	C=c	
Annual Maintenance Cost (Year 2 to 5)	d	4 Years	D=dx4	
ATS cost for DB/Middleware(Year 2 to 5)	e	4 Years	E=ex4	
Additional Customization required in future for Bank ecosystem/solution in addition to scope mentioned in the RFP	f	100 Mandays	F=fx100	
Monthly charges/L3 resource(Onsite)	g	12	G=gx12	
Total Cost for 5 Years			Total(A+B+C+D+E+F+G)	
TCO in Words				

One L3 resource shall be deployed by successful bidder. Bank reserves the right to extent the duration of the onsite resources at the same cost during the contract period.

Note:-

1. Rates to be quoted inclusive of all other charges/levies (excluding GST). The quantity mentioned above is indicative only and the actual number may change based on assessment of business requirements of the Bank.
2. In case there is variation between numbers and words; the value mentioned in words would be considered.
3. If a price is left blank or quoted as zero, it shall be treated as “at no cost” or considered to be included in other line items

Place:

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Dated: 12-03-2026



Date

Seal and signature of the bidder



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Dated: 12-03-2026



Annexure G: Bank Guarantee Format

Bank Guarantee No: _____

Dated:_____

Bank:_____

To
Jammu & Kashmir Bank M.A. Road, Srinagar,
190 001 J&K.

WHEREAS..... (Company Name) and having its Registered Office at..... India (hereinafter referred to as “the Bidder”) proposes to respond to RFP No, dated of Jammu and Kashmir Bank Ltd for **Supply, Implementation and Maintenance of End to End Trade Finance Solution..** (Herein after called the “RFP”) AND

WHEREAS, in terms of the conditions as stipulated in the RFP, the bidder is required to furnish a Bank Guarantee in lieu of the Earnest Money Deposit (EMD), issued by a scheduled commercial bank in India in your favour to secure the order under the RFP Document (which guarantee is hereinafter called as “BANK GUARANTEE”) AND WHEREAS the bidder has approached us, for providing the BANK GUARANTEE.

AND WHEREAS at the request of the bidder and in consideration of the proposed RFP to you, We ,.....having Branch Office/Unit amongst others at....., India and registered office/Headquarter at.....have agreed to issue the BANK GUARANTEE.

THEREFORE, We,....., through our local office at..... India furnish you the Bank GUARANTEE in manner hereinafter contained and agree with you as follows:

1. We....., undertake to pay the amounts due and 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 to the extent of Rs.....(Rupeesonly) an amount equivalent to the EMD against any loss or damage caused to or suffered by or that may be caused to or suffered by you on account of any breach or breaches on the part of the bidder of any of the terms and conditions contained in the RFP and in the event of the bidder commits default or defaults in carrying out any of the work or



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discharging any obligation in relation thereto under the RFP 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 you such sum or sums not exceeding the sum of Rs.....(Rupees..... only) as may be claimed by you on account of breach on the part of the bidder of their obligations in terms of the RFP. Any such demand made on the Bank shall be conclusive as regards amount due and payable by the Bank under this guarantee.

2. Notwithstanding anything to the contrary contained herein or elsewhere, we agree that your decision as to whether the bidder has committed any such default or defaults and the amount or amounts to which you are entitled by reasons thereof will be binding on us and we shall not be entitled to ask you to establish your claim or claims under Bank Guarantee but will pay the same forthwith on your demand without any protest or demur.
3. This Bank Guarantee shall continue and hold good until it is released by you on the application by the bidder after expiry of the relative guarantee period of the RFP and after the bidder had discharged all his obligations under the RFP and produced a certificate of due completion of work under the said RFP and submitted a “ No Demand Certificate “ provided always that the guarantee shall in no event remain in force after the day ofwithout 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.
4. Should it be necessary to extend Bank Guarantee on account of any reason whatsoever, we undertake to extend the period of Bank Guarantee on your request under intimation to the SI/OEM till such time as may be required by you. Your decision in this respect shall be final and binding on us.
5. You will have the fullest liberty without affecting Bank Guarantee from time to time to vary any of the terms and conditions of the RFP or extend the time of performance of the RFP or to postpone any time or from time to time any of your rights or powers against the bidder and either to enforce or forbear to enforce any of the terms and conditions of the said RFP and we shall not be released from our liability under Bank Guarantee by exercise of your liberty with reference to matters aforesaid or by reason of any time being given to the bidder or any other forbearance, act or omission on your part of or any indulgence by you to the bidder or by any variation or modification of the RFP 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.

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6. The Bank Guarantee shall not in any way be affected by your taking or giving up any securities from the bidder 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 bidder
7. In order to give full effect to the guarantee herein contained, you shall be entitled to act as if we were your principal debtors in respect of all your claims against the bidder hereby guaranteed by us as aforesaid and we hereby expressly waive all our rights of surety ship and other rights, if any, which are in any way inconsistent with any of the provisions of Bank Guarantee.
8. Subject to the maximum limit of our liability as aforesaid, Bank Guarantee will cover all your claim or claims against the bidder from time to time arising out of or in relation to the said RFP and in respect of which your claim in writing is lodged on us before expiry of Bank Guarantee.
9. Any notice by way of demand or otherwise hereunder may be sent by special courier, telex, fax or registered post to our local address as aforesaid and if sent accordingly it shall be deemed to have been given when the same has been posted.
10. The Bank 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 here before given to you by us (whether jointly with others or alone) and that Bank Guarantee is not intended to and shall not revoke or limit such guarantee or guarantees.
11. The Bank Guarantee shall not be affected by any change in the constitution of the bidder or us nor shall it be affected by any change in your constitution or by any amalgamation or absorption thereof or therewith but will ensure to the benefit of and be available to and be enforceable by the absorbing or amalgamated company or concern.
12. The Bank 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.
13. We undertake to pay to you any money so demanded notwithstanding any dispute or disputes raised by the bidder in any suit or proceeding pending before any court or Tribunal relating thereto our liability under this present being absolute and unequivocal.
14. The Bank Guarantee needs to be submitted in online form also via SFMS Application.
15. Notwithstanding anything contained herein above;
 - i. our liability under this Guarantee shall not exceed Rs.....(Rupees.....only) ;



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- ii. this Bank Guarantee shall be valid up to and including the date ____and claim period shall be upto_____ ; and
- iii. We are liable to pay the guaranteed amount or any part thereof under this Bank Guarantee only and only if you serve upon us a written claim or demand on or before the expiry of the claim period.

16. We have the power to issue this Bank Guarantee in your favour 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.

For and on behalf of BANK

Authorized Signatory

Seal

Address



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Annexure H: Performance Bank Guarantee Format

To

Jammu & Kashmir Bank M.A. Road, Srinagar,
190 001 J&K.

WHEREAS..... (Company Name) registered under the Indian Companies Act 1956 and having its Registered Office at, hereinafter referred to as the Bidder has for taken up for **Supply, Implementation and Maintenance of End to End Trade Finance Solution.** in terms of the Purchase Order bearing No. Dated, hereinafter referred to as the Contract. And Whereas in terms of the Conditions stipulated in the said Contract, the bidder is required to furnish, performance Bank Guarantee issued by a Scheduled Commercial Bank in your favor to secure due and satisfactory compliance of the obligations of the Bidder in accordance with the Contract; Therefore, We,, through our local office at Furnish you this Performance Guarantee in the manner hereinafter contained and agree with you as follows:

1. We, do hereby undertake to pay the amounts of ₹ and payable under this Guarantee without any demur, merely on a demand, which has to be served on us before the expiry of this guarantee, time being essence of the contract, from you stating that the amount claimed is due by way of loss or damage caused to or would be caused to or suffered by you by reason of breach by the said Bidder of any of the terms and conditions contained in the Contract or by reason of the vendor's failure to perform the said contract. Any such demand made on us within the time stipulated above shall be conclusive as regards the amount due and payable by us under this guarantee. However, our liability under this guarantee shall be restricted to an amount not exceeding..... (Rupees Only).
2. We undertake to pay to you any money so demanded notwithstanding any dispute/s raised by the Bidder in any suit or proceeding before any Court or Tribunal relating thereto, our liability under these presents being absolute and unequivocal. The payment so made by us under this guarantee shall be a valid discharge of our liability for payment there under and the Bidder shall have no claim against us for making such payment.
3. We further agree that, if demand, as stated above, is made on us within the stipulated period, the guarantee herein contained shall remain in full force and effect and that it shall continue to be enforceable till all your dues under or by virtue of the said contract have been fully paid and your claims satisfied or discharged or till you certify that the terms and conditions of the said contract have been fully and properly carried out by the said Bidder and accordingly discharge this guarantee. Provided, however, serving of a written claim / demand in terms hereof on us for payment under this guarantee on or before the stipulated

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period , time being the essence of contract, shall be a condition precedent for accrual of our liability / your rights under this guarantee.

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

5. This Guarantee will not be discharged due to the change in the constitution of our Bank or the Bidder

6. We further agree and undertake unconditionally without demur and protest to pay you the amount demanded by you in writing irrespective of any dispute or controversy between you and the Bidder

7. We lastly undertake not to revoke this guarantee during its currency except with your written Consent. Notwithstanding anything contained herein above;

(i) Our liability under this Guarantee shall not exceed.....Rupees..... ..only);

(ii) This Guarantee shall be valid up to; and claim period of this Bank Guarantee shall be year/s after expiry of the validity period i.e., up to.....; and

(iii) We are liable to pay the guaranteed amount or any part thereof under this Bank Guarantee only and only if you serve upon us a written claim or demand on or before the expiry of the claim period.

Dated the..... Day of2026.

For.....

BANK Authorized Signatory



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Annexure I: Non-disclosure Agreement (NDA)

THIS NON DISCLOSURE AGREEMENT (the “Agreement”) is made and entered into as of (____/____/2025) by and between

_____, a company incorporated under the laws of India, having its registered address at _____ (the “Receiving party/Company”) and

“Jammu and Kashmir Bank Ltd, a Banking Company under Indian Companies Act,2013 having corporate and registered office at M.A.Road,Srinagar,J&K,India-190001 represented herein by Authorized Signatory (hereinafter referred as Bank/Disclosing Party which unless the context requires include its successors in interests and permitted assigns). (the “Bank/Disclosing Party”).

The Company/Receiving party and Bank/Disclosing Party are hereinafter collectively referred to as parties and individually as a party.

Whereas the parties have entered into contract and for performance of contract, the parties may share/disclose certain proprietary/confidential information to each other. To protect the confidentiality of the confidential information shared/disclosed, the parties hereto have entered into this NDA.

NOW THEREFORE THIS AGREEMENT WITNESSETH AS FOLLOWS:

1. Purpose J&K Bank/Disclosing Party has engaged or wishes to engage the Company/Receiving party for undertaking the project vide Purchase Order No: _____ and each party may disclose or may come to know during the course of the project certain confidential technical and business information which the disclosing party desires the receiving party to treat as confidential.

2. Confidential Information means any information disclosed or acquired by other party during the course of the projects, either directly or indirectly, in writing, orally or by inspection of tangible objects (including without limitation documents, prototypes, samples, technical data, trade secrets, know-how, research, product plans, services, customers, markets, software, inventions, processes, designs, drawings, marketing plans, financial condition and the Company’s plant and equipment), which is designated as “Confidential,” “Proprietary” or some similar designation. Information communicated orally shall be considered Confidential Information if such information is confirmed in writing as being Confidential Information within a reasonable time after the initial disclosure. Confidential Information may also include information disclosed to a disclosing party by third parties. Confidential Information shall not, however, include any information which

- i. was publicly known and made generally available in the public domain prior to the time of disclosure by the disclosing party;

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- ii. becomes publicly known and made generally available after disclosure by the disclosing party to the receiving party through no action or inaction of the receiving party;
- iii. is already in the possession of the receiving party at the time of disclosure by the disclosing part as shown by the receiving party's files and records immediately prior to the time of disclosure;
- iv. is obtained by the receiving party from a third party without a breach of such third party's obligations of confidentiality;
- v. is independently developed by the receiving party without use of or reference to the disclosing party's Confidential Information, as shown by documents and other competent evidence in the receiving party's possession; or
- vi. Is required by law to be disclosed by the receiving party, provided that the receiving party gives the disclosing party prompt written notice of such requirement prior to such disclosure and assistance in obtaining an order protecting the information from public disclosure.

3. Non-use and Non-disclosure. Each party agrees not to use any Confidential Information of the other party for any purpose except to evaluate and engage in discussions concerning a potential business relationship between the parties. Each party agrees not to disclose any Confidential Information of the other party to third parties or to such party's employees, except to those employees of the receiving party who are required to have the information in order to evaluate or engage in discussions concerning the contemplated business relationship. Neither party shall reverse engineer, disassemble, or decompile any prototypes, software or other tangible objects which embody the other party's Confidential Information and which are provided to the party hereunder.

4. Maintenance of Confidentiality. Each party agrees that it shall take reasonable measures to protect the secrecy of and avoid disclosure and unauthorized use of the Confidential Information of the other party. Each party shall take at least those measures that it takes to protect its own most highly confidential information and shall ensure that its employees who have access to Confidential Information of the other party have signed a non-use and non-disclosures agreement in content similar to the provisions hereof, prior to any disclosure of Confidential Information to such employees. Neither party shall make any copies of the Confidential Information of the other party unless the same are previously approved in writing by the other party. Each party shall reproduce the other party's proprietary rights notices on any such approved copies, in the same manner in which such notices were set forth in or on the original. Each party shall immediately notify the other party in the event of any unauthorized use or disclosure of the Confidential Information.

5. No Obligation. Nothing herein shall obligate either party to proceed with any transaction between them and each party reserves the right, in its sole discretion, to terminate the discussions contemplated by this Agreement concerning the business opportunity. This Agreement does not constitute a joint venture or other such business agreement.

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6. No Warranty. All Confidential Information is provided by Bank as “AS IS.” Bank/Disclosing Party makes no warranties, expressed, implied or otherwise, regarding its accuracy, completeness or performance.

7. Return of Materials. All documents and other tangible objects containing or representing Confidential Information which have been disclosed by either party to the other party, and all copies thereof which are in the possession of the other party, shall be and remain the property of the disclosing party and shall be promptly returned to the disclosing party upon the disclosing party’s written request.

Receiving Party shall immediately return and redeliver to Disclosing Party/ Bank all tangible material embodying the Confidential Information provided hereunder and all notes, summaries, memoranda, , records, excerpts or derivative information deriving there from and all other documents or materials (“Notes”) (and all copies of any of the foregoing, including “copies” that have been converted to computerized media in the form of image, data or word processing files either manually or by image capture) based on or including any Confidential Information, in whatever form of storage or retrieval, upon the earlier of (i) the completion or termination of the dealings between the parties contemplated hereunder; (ii) the termination of the Master Agreement; or (iii) at such time as the Disclosing Party/ Bank may so request.

The receiving party shall destroy /dispose off the confidential information provided by the disclosing party together with its copies upon written request of the disclosing party, as per the directions issued by the disclosing party and such destruction shall be confirmed in writing by receiving party.

8. No License. Nothing in this Agreement is intended to grant any rights to either party under any patent, mask work right or copyright of the other party, nor shall this Agreement grant any party any rights in or to the Confidential Information of the other party except as expressly set forth herein.

9. Term. The Obligations of each receiving party hereunder shall survive even after this agreement except as provided herein above.

10. Adherence. The content of the agreement is subject to adherence audit by J&K Bank. It shall be the responsibility of the Company/Receiving party to fully cooperate and make available the requisite resources/evidences as mandated by J&K Bank Supplier Security policy.

11. Remedies. Each party agrees that any violation or threatened violation of this Agreement may cause irreparable injury to the other party, entitling the other party to seek injunctive relief in addition to all legal remedies.

12. Arbitration, Governing Law & Jurisdiction. In the case of any dispute arising upon or in relation to or in connection with this Agreement between parties, the disputes shall at the first instance be resolved through negotiations. If the dispute cannot be settled amicably within fourteen (14) days from the date on which either Party has served written notice on the other of the dispute then any party can submit the dispute for arbitration under Arbitration and conciliation Act, 1996 through sole arbitrator to be appointed mutually by the parties.

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The place of Arbitration shall be Srinagar, India and the language of the arbitration proceedings and that of all the documents and communications between the parties shall be English.

The decision of the arbitrator shall be final and binding upon the parties. The expenses of the arbitrator as determined by the arbitrator shall be borne equally.

The parties shall continue to be performing their respective obligations under this Agreement, despite the continuance of the arbitration proceedings, except for the disputed part under arbitration. This agreement shall, in all respects, be governed by, and construed in accordance with the Laws of the UT of J&K read with applicable Laws of India. The Courts in Srinagar India shall have exclusive jurisdiction in relation to this agreement.

All notices or other communication under or in connection with this agreement shall be given in writing and may be sent by personal delivery, or post or courier or facsimile or email. Any such notice or other communication will be deemed to be effective if sent by personal delivery, when delivered, if sent by post, five days after being deposited in the post office and if sent by courier, three days after being deposited with the courier, if sent by facsimile, when sent (on receipt of a confirmation of having been sent to correct facsimile number) and if sent by mail (on receipt of confirmation).

_____ (Contact details of Company/Receiving party)

_____ (Contact details of Bank/Disclosing Party).

13. Miscellaneous. This Agreement shall bind and intended for the benefit of the parties hereto and their successors and assigns. This document contains the entire Agreement between the parties with respect to the subject matter hereof, and neither party shall have any obligation, express or implied by law, with respect to trade secret or propriety information of the other party except as set forth herein. Any failure to enforce any provision of this Agreement shall not constitute a waiver thereof or of any other provision.

Any provision of this Agreement may be amended or waived if, and only if such amendment or waiver is in writing and signed, in the case of amendment by each Party, or in the case of a waiver, by the party against whom the waiver is to be effective”.

The undersigned represent that they have the authority to enter into this Agreement on behalf of the person, entity or corporation listed above their names.



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COMPANY NAME

Bank

By: _____

By: _____

Name: _____

Name: _____

Title: _____

Title: _____

Address: _____

Address: _____

Company Seal

Company Seal



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Annexure J: Service Level Agreement

(To be submitted under the letter head of the bidder company and signed by Authorized Signatory with name and seal of the company)

This Service Level agreement (“Agreement”) is made at Srinagar (J&K) on this day of2025 (“effective date”) between

i. “Jammu and Kashmir Bank Ltd, a Banking Company under Indian Companies Act,2013 having corporate and registered office at **M.A. Road, Srinagar, J&K, India-190001** represented herein by Authorized Signatory (hereinafter referred as Bank which unless the context requires include its successors in interests and permitted assigns) of the ONE PART, through its authorized signatory Mr.....

and

ii. M/S, registered under the Act, having its Registered Office at (Hereinafter referred to as the "Successful Bidder" which expression shall unless it be repugnant to the context or meaning thereof, include its successors and assigns) of the OTHER PART, through its authorized signatory Mr.....

The Bank and Company are hereinafter collectively referred to as ‘Parties’ and individually as a ‘Party’.

Now therefore, this Agreement is witnessed as under:



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1. Definitions of the terms

Term	Description
The Bank/J&K Bank	Reference to “the Bank,” “Bank,” and “Purchaser” shall be determined in context and may mean without limitation “Jammu & Kashmir Bank.”
Bidder/Vendor/Selected Bidder/Company/Service Provider:	An eligible entity/firm submitting a Proposal/Bid in response to this RFP.
Proposal/Bid	The Bidder’s written reply or submission in response to this RFP.
RFP	The request for proposal (this document) in its entirety, inclusive of any addenda that may be issued by the Bank.
The Contract	The agreement entered between the Bank and the Company, as recorded in this Contract Form signed by the parties, including all attachments and appendices thereto and all documents incorporated by reference therein.
The Contract Price	The price payable to the Company under the Contract for the full and proper performance of its contractual obligations.
The Product	All of the software or software, all hardware, database, middleware, operating systems, and/or other materials which the Company is required to supply to the Bank under the Contract.
System	A Computer System consisting of all Hardware, Software, etc., which should work together to provide the services as mentioned in the Bid and to satisfy the Technical and Functional Specifications mentioned in the Bid.
PBG	Performance Bank Guarantee.
Purchase Order Reference No	Purchase Order details issued to the Successful Bidder
Material Breach	Company failure to perform a major part of this Agreement.
Charges	Commercials as per Purchase Order.
Confidential Information	It includes all types of Information that will be found on Bank systems that the Company may support or have access to, including, but not limited to, Information subject to special statutory protection, legal actions, etc.

Scope of Work.

Vendor shall be responsible for providing services to Bank the Services defined the RFP for **Supply, Implementation and Maintenance of End to End Trade Finance Solution** in accordance with all the terms and conditions of the RFP clauses, and any incidental services, functions and responsibilities not specifically described in this RFP, but which are required for the performance and delivery of the Solution and in accordance with the terms of this agreement and as described in the Point 4 of Section A-Introduction of this RFP i.e **Scope of Work**.

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The bidder must comply with the terms & conditions as defined in below RFP sections:

- Section A. Point 4 - Scope of Work
- Section A. Point 5 - Location of Work
- Section A. Point 6 - Resource Deployment and Competency
- Section D. General Terms and Conditions
- Annexure E- Technical Requirements
- Annexure L-Know Your Employee
- Annexure N- Resource Deployment and Competency Requirements

And other terms and conditions defined in the RFP document.

Delivery

Without prejudice to the rights of Bank to terminate this agreement/ the related purchase order, in case of the failure to deliver within the stipulated timelines defined in the RFP /SLA Document, penalty shall be levied for every 1 weeks' delay at the rate of 1% of the order value up to a maximum of 10 weeks from the original delivery date. Thereafter, bank may in its sole discretion and without being bound to do so, extend the date of delivery or can invoke PBG and cancel the contract. In the event of the Bank agrees to extend the date of delivery at the request of the Company, it is a condition precedent that the validity of the Performance Bank Guarantee submitted by the Company in regard to the supply and maintenance etc. of the solution shall be extended by further period as required by the Bank before the expiry of the original Bank Guarantee. Failure to do so will be treated as breach of contract.

Contract Uptime & Penalties

During Period of contract, Service Provider will maintain the services as per SLAs.

- i. Any bugs identified shall be rectified immediately.
- ii. Any requirements amendments/modifications required by bank will have to be carried out by the identified Service Provider during the contract without any additional cost.
- iii. The maximum response time for a support/complaint from the site shall not exceed time defined, else it will fall under penalty clause.
- iv. Service Provider shall solve the software problem immediately after reporting of the problem by the Bank to the Service Provider.
- v. Any rectification required in the Application Software due to inherent bugs in the System Software/ off-the-shelf software shall also be rectified by the Service Provider, at no additional cost with timelines as defined in the SLA.

The Service Provider shall guarantee an uptime of 99.95% during the contract period which shall be calculated on quarterly basis. The "Uptime", for calculation purposes, equals to the Total number of hours of the day in a quarter , less Downtime in number of hours. Any part of hour is treated as full hour.

- i. The "**Downtime**" is the time shall mean the time period when the Service/Application is not available as per the service standards of this SLA resulting failure. "**Failure**" is the condition that renders the solution not available to customers. "**Restoration**" is the condition when

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the Company demonstrates that the solution is in working order and the Bank acknowledges the same.

ii. The percentage uptime is calculated on Monthly basis as follows:

$$\frac{(\text{Total hours in a quarter} - \text{downtime hours within the quarter})}{\text{Total hours in a quarter}} * 100$$

iii. (A quarter is taken as a calendar quarter and number of days are actually number of days in each quarter)

“Uptime”: The Company shall guarantee and ensure the following SLA’s are met during the Contract Period of the Hardware/Software/License/Services:

Service Window	24*7
Uptime Commitment	99.95%
Data Availability	100%

a) The "Uptime", for calculation purposes, equals to the Total number of hours of the day in a quarter , less Downtime in number of hours. Any part of hour is treated as full hour.

The percentage uptime is calculated on quarterly basis as follows:

$$\frac{(\text{Total hours in a quarter} - \text{downtime hours within the quarter})}{\text{Total hours in a quarter}} * 100$$

(A Quarter is taken as a calendar month and number of days are actually number of days in each quarter)

b) The "Downtime" is the time shall mean the time period when the Service/Application is not available as per the service standards of this SLA resulting failure. "Failure" is the condition that renders the solution not available to customers. "Restoration" is the condition when the Company demonstrates that the solution is in working order and the Bank acknowledges the same.

c) “Percentage down time” shall mean the aggregate of downtime of the particular system during the month expressed as a percentage of total available time in a year i.e. 90 * 24 hours. Thus, if the aggregate downtime of System works out to 2 hours during a year then the percentage downtime shall be calculated as follows:

$$\frac{2 \times 100}{90 \times 24} = 0.09\% \text{ (Considering days in a quarter as 90)}$$



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- d) **“Response Time”** shall mean the interval from receipt of first information from Bank to the company, or to the local contact person of the Company by way of any means of communication informing them of the malfunction in System/Solution to the time Company Engineer attends the problem.
- e) **“Restoration Time”** shall mean the period of time from the problem occurrence to the time in which the service returns to operational status. This may include temporary problem circumvention / workaround and does not necessarily include root cause removal.
- f) **“Resolution Time”** shall mean the period of time from the problem occurrence to the time in which the root cause of the problem is removed and a permanent fix has been applied to avoid problem reoccurrence.
- g) **Down Time”** shall mean the time period when the Service/Application is not available as per the service standards of this SLA, and the service/application is not available to the users of the Bank /Customers of the Bank (and excludes the scheduled outages planned in advance IT infrastructure), due to the problem in it and downtime is the sum of response time and restoration time with the following exclusions:

Period when Bank denies access to the Company Engineer for carrying out repair activities.

During Period of contract, Company will maintain the services as per SLAs. The Company shall guarantee an uptime of 99.95% during warranty and also during AMC, which shall be calculated on quarterly basis. If the bidder fails to maintain guaranteed/committed uptime of 99.95% on quarterly basis, Bank shall impose penalty .During the warranty period, for every drop of 1% than committed Uptime, warranty for the entire project shall be extended for 1 month. During AMC period, in case the uptime falls below the threshold levels, Bank shall impose a penalty as per the table mentioned below:

Uptime	Penalty/Quarter
99.95% & Above	NA
99.94% to 99%	3% of the AMC Cost /Quarter
98.99% to 97%	5% of the AMC Cost /Quarter
97.99% to 95%	10% of the AMC Cost /Quarter
Less than 95%	Penalty at an incremental rate of 1% (in addition to a base of 10%) of the AMC Cost /Quarter for every 0.5% lower than the stipulated uptime

Bank may recover such amount of penalty from any payment being released to the bidder, irrespective of the fact whether such payment is relating to this contract or otherwise. In case there is no pending invoices to be paid by the Bank to the bidder, the bidder has to submit a pay order / cheque payable at Srinagar in favour of Jammu & Kashmir Bank for the same within 15 days from the notice period from the Bank, failure of same may result in invoking of PBG for recovery of penalty.

Note:

- If the downtime exceeds 10 % and instances of downtime are more than 10 in a year, Bank has the discretion to cancel the contract.
- If any penalty is levied by any regulator on the Bank which is attributed to the solution or

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any of its components, then the entire amount of such loss shall be recovered from the bidder on actual basis.

Note: SLA will be monitored on Quarterly basis.

Service Levels:

This SLA document provides for minimum level of services required as per contractual obligations based on performance indicators and measurements thereof. The Company shall ensure provisioning of all required services while monitoring the performance of the same to effectively comply with the performance levels. The services provided by the Company shall be reviewed by Bank that shall:

- Regularly check performance of the Company against this SLA.
- Discuss escalated problems, new issues and matters still outstanding for resolution.
- Review of statistics related to rectification of outstanding faults and agreed changes.
- Obtain suggestions for changes to improve the service levels.

Non-Availability: Is defined as, the service(s) is not-available as per levels below.

- a. **Severity Level 1:** Is defined as, the Service is not available or there is a major degradation in performance of the system.
- b. **Severity Level 2:** Is defined as, the service is available but the performance is degraded or there are intermittent failures and there is an urgent need to fix the problem to restore the service
- c. **Severity Level 3:** Is defined as, the moderate degradation in the application performance. Has no impact on the normal operations/day-to-day working.

The violation of any of the above SLA's will attract a penalty as set out in the table below:

Severity Level	Response	Restoration	Resolution
Severity-1(High)	30 Mins	2 hrs.	1 day
Severity-2(Medium)	30 Mins	4 hrs.	2 days
Severity-3(Low)	30 Mins	12 hrs.	3 days

Penalties for Non-Compliance to Restoration and Resolution Time:

Severity Level	Restoration Breach	Resolution Breach

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Severity-1	1 day of AMC Cost/quarter for every 2 hrs. of delay in restoration	1 day of AMC Cost/quarter for every 1 day of delay in resolution
Severity-2	1 day of AMC Cost/quarter for every 2 hrs of delay in restoration	1 day of AMC Cost/quarter for every 2 days of delay in resolution
Severity-3	1 day of AMC Cost/quarter for every 6 hrs delay in restoration	1 days of AMC Cost/quarter for 7 days of delay in resolution

Delivery & Installation:

The solution need to be deployed as per the timelines mentioned in Point No 8 of Section A-Introduction of this RFP.

Contract Period

The Contract shall be effective from date of acceptance of PO and shall be valid till (___date___), i.e 5 years from go live of the solution (___date___), unless or until terminated by Bank in accordance with the terms of this SLA. Thereafter the contract may further extended if both parties wish to continue on the mutually agreed terms and conditions subject to satisfactory performance of the vendor.

The warranty period of 1 year followed by ATS/AMC applicable for remaining 4 years as per the payment terms mentioned in the RFP for a contract period of 5 years

Relocation and Shifting

The Relocation / Shifting, if any required, of all the quoted components shall be done by the Bank at its own cost and responsibility. However the Company shall supervise the de-installation and packing at the original site and re-installation at the new sites free of cost. The quoted components shall continue to remain within the scope of warranty for the transit period.

Payment Terms

Payment Terms as per Point No 14 of Section C-RFP Submission.

Assignment

The Selected Bidder shall not assign, in whole or in part, the benefits or obligations of the contract to any other person. However, the Bank may assign any of its rights and obligations under the Contract to any of its affiliates without prior consent of Bidder.

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Entire Agreement, Amendments, Waivers.

- i. This Master Agreement and each Service Attachment contains the sole and entire agreement of the parties with respect to the entire subject matter hereof, and supersede any and all prior oral or written agreements, discussions, negotiations, commitment, understanding, marketing brochures, and sales correspondence and relating thereto. In entering into this Master Agreement and each Service Attachment each party acknowledges and agrees that it has not relied on any express or implied representation, or other assurance (whether negligently or innocently made), out in this Master Agreement and each Service Attachment. Each party waives all rights and remedies which, but for this Section, might otherwise be available to it in respect of any such representation (whether negligently or innocently made), warranty, collateral contract or other assurance.
- ii. Neither this Master Agreement nor any Service Attachment may be modified or amended except in writing and signed by the parties.
- iii. No waiver of any provisions of this Master Agreement or any Service Attachment and no consent to any default under this Master Agreement or any Service Attachment shall be effective unless the same shall be in writing and signed by or on behalf of the party against whom such waiver or consent is claimed. No course of dealing or failure of any party to strictly enforce any term, right or condition of this Master Agreement or any Service Attachment shall be construed as a waiver of such term, right or condition. Waiver by either party of any default other party shall not be deemed a waiver of any other default.

Severability

If any or more of the provisions contained herein shall for any reason be held to be unenforceable in any respect under law, such unenforceability shall not affect any other provision of this Master Agreement, but this Master Agreement shall be construed as if such unenforceable provisions or provisions had never been contained herein, provided that the removal of such offending term or provision does not materially alter the burdens or benefits of the parties under this Master Agreement or any Service Attachment.

Remedies Cumulative

Unless otherwise provided for under this Master Agreement or any Service Attachment, all rights of termination or cancellation, or other remedies set forth in this Master Agreement, are cumulative and are not intended to be exclusive of other remedies to which the injured party may be entitled by law or equity in case of any breach or threatened breach by the other party of any provision in this Master Agreement. Use of one or more remedies shall not bar use of any other remedy for the purpose of enforcing any provision of this Master Agreement.

Partnership / Collaboration / Subcontracting

The services offered shall be undertaken to be provided by the company directly and there shall not

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be any sub-contracting without prior written consent from the Bank. Bank will only discuss the solution with company's authorized representatives. The company authorized representatives shall mean their staff. In no circumstances any intermediary (which includes Liaoning Agents, marketing agents, commission agents etc.) should be involved during the course of project. No subletting of the contract by the will be allowed under any circumstances. Neither the subject matter of the contract nor any right arising out of the contract shall be transferred, assigned or delegated to any third party by Successful Bidder without prior written consent of the Bank

Confidentiality

All the Bank's product and process details, documents, data, applications, software, systems, papers, statements and business/customer information etc. (hereinafter referred to as 'Confidential Information') which may be communicated to or come to the knowledge of the Company and /or its employees during the course of discharging their obligations shall be treated as absolutely confidential and the Company and its employees shall keep the same secret and confidential and not disclose the same, in whole or in part to any third party nor shall use or allow to be used any information other than as may be necessary for the due performance by the Company of its obligations. The Company shall indemnify and keep Bank indemnified safe and harmless at all times against all or any consequences arising out of any breach of this undertaking regarding Confidential Information by the Company and/or its employees and shall immediately reimburse and pay to the Bank on demand all damages, loss, cost, expenses or any charges that Bank may sustain suffer, incur or pay in connection therewith.

It is clarified that "Confidential Information" includes any and all information that is or has been received by the Company (Receiving Party) from the Bank (Disclosing Party) and that (a) relates to the Disclosing Party and (b) is designated by the Disclosing Party as being confidential or is disclosed in circumstances where the Receiving Party would reasonably understand that the disclosed information would be confidential (c) is prepared or performed by or on behalf of the Disclosing Party by its employees, officers, directors, agent, representatives or consultants.

In maintaining confidentiality, the Receiving Party on receiving the confidential information and material agrees and warrants that it shall take at least the same degree of care in safeguarding such confidential information and materials as it takes for its own confidential information of like importance and such degree of care shall be at least, that which is reasonably calculated to prevent any inadvertent disclosure. The Receiving Party shall also, keep the confidential information and confidential materials and any copies thereof secure and in such a way so as to prevent unauthorized access by any third Party.

The Receiving Party, who receives the confidential information and the materials, agrees that on receipt of a written demand from the Disclosing Party, they will immediately return all written confidential information and materials and all copies thereof provided to and which is in Receiving Party's possession or under its custody and control.

The Receiving Party to the extent practicable shall immediately destroy all analysis, compilation, notes studies memoranda or other documents prepared by it which contain, reflect or are



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derived from confidential information relating to the Disclosing Party AND shall also immediately expunge any confidential information, word processor or other device in its possession or under its custody & control, where after it shall furnish a Certificate signed by the Authorized person confirming that to the best of his/her knowledge, information and belief, having made all proper enquiries, the requirement of confidentiality aspect has been complied with.

The restrictions mentioned hereinabove shall not apply to:-

- (a) any information that publicly available at the time of its disclosure; or any information which is independently developed by the Receiving Party or acquired from a third party to the extent it is acquired with the valid right to disclose the same; or
- (b) any disclosure required by law or by any court of competent jurisdiction, the rules and regulations of any recognized stock exchange or any enquiry or investigation by any government, statutory or regulatory body which is lawfully entitled to require any such disclosure provided that, so far as it is lawful and practical to do so prior to such disclosures, the Receiving Party shall promptly notify the Disclosing Party of such requirement with a view to providing the Disclosing Party an opportunity to obtain a protective order or to contest the disclosure or otherwise agree to the timing and content of such disclosure.

The confidential information and material and all copies thereof, in whatsoever form shall at all the times remain the property of the Disclosing Party and disclosure hereunder shall not confer on the Receiving Party any rights whatsoever beyond those contained in this document. The confidentiality obligations shall be observed by the Company during the term of this Agreement and thereafter and shall survive the expiry or termination of this Agreement between the Bank and Company.

The Company understands and agrees that any use or dissemination of information in violation of this Confidentiality Clause will cause BANK irreparable harm, may leave BANK with no adequate remedy at law and as such the Bank is entitled to proper indemnification for the loss caused by the Company. Further the BANK is entitled to seek to injunctive relief besides other remedies available to it under law and this Agreement.

Information Security:

- a. The Successful Bidder and its personnel shall not carry any written material, layout, diagrams, floppy diskettes, hard disk, flash / pen drives, storage tapes or any other media out of J&K Bank's premises without written permission from J&K Bank.
- b. The Successful Bidder's personnel shall follow J&K Bank's information security policy and instructions in this regard.
- c. The Successful Bidder acknowledges that J&K Bank 's business data and other proprietary information or materials, whether developed by J&K Bank or being used by J&K Bank pursuant to a license agreement with a third party (the foregoing collectively referred to herein as "proprietary information") are confidential and proprietary to J&K Bank; and the Successful Bidder agrees to use reasonable care to safeguard the proprietary information and to prevent the unauthorized use or disclosure thereof, which care shall not be less than that used by Successful Bidder to protect its own proprietary information. Successful Bidder recognizes that the goodwill of J&K Bank depends, among other things, upon the Successful Bidder keeping

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such proprietary information confidential and that unauthorized disclosure of the same by Successful Bidder could damage J&K Bank. By reason of Successful Bidder's duties and obligations hereunder, Successful Bidder may come into possession of such proprietary information, even though the Successful Bidder does not take any direct part in or furnish the Service(s) performed for the creation of said proprietary information and shall limit access thereto to employees with a need to such access to perform the Services required by the Contract/Agreement. Successful Bidder shall use such information only for the purpose of performing the Service(s) under the Contract/Agreement.

- d. Successful Bidder shall, upon termination of the Contract/Agreement for any reason, or upon demand by J&K Bank, whichever is earliest, return any and all information provided to Successful Bidder by J&K Bank, including any copies or reproductions, both hardcopy and electronic.
- e. That the Successful Bidder and each of its subsidiaries have taken all technical and organizational measures necessary to protect the information technology systems and Data used in connection with the operation of the Successful Bidder's and its subsidiaries' businesses. Without limiting the foregoing, the Successful Bidder and its subsidiaries have used reasonable efforts to establish and maintain, and have established, maintained, implemented and complied with, reasonable information technology, information security, cyber security and data protection controls, policies and procedures, including oversight, access controls, encryption, technological and physical safeguards and business continuity/disaster recovery and security plans that are designed to protect against and prevent breach, destruction, loss, unauthorized distribution, use, access, disablement, misappropriation or modification, or other compromise or misuse of or relating to any information technology system or Data used in connection with the operation of the Successful Bidder's and its subsidiaries' businesses.
- f. The Successful Bidder shall certify that to the knowledge of the Successful Bidder, there has been no security breach or other compromise of or relating to any information technology and computer systems, networks, hardware, software, data, or equipment owned by the Successful Bidder or its subsidiaries or of any data of the Successful Bidder's, the Operating Partnership's or the Subsidiaries' respective customers, employees, suppliers, vendors that they maintain or that, to their knowledge, any third party maintains on their behalf (collectively, "IT Systems and Data") that had, or would reasonably be expected to have had, individually or in the aggregate, a Material Adverse Effect, and
- g. That the Successful Bidder has not been notified of, and has no knowledge of any event or condition that would reasonably be expected to result in, any security breach or other compromise to its IT Systems and Data;
- h. That the Successful Bidder is presently in compliance with all applicable laws, statutes, rules or regulations relating to the privacy and security of IT Systems and Data and to the protection of such IT Systems and Data from unauthorized use, access, misappropriation or modification. Besides the Successful Bidder confirms the compliance with Banks Supplier Security Policy.
- i. That the Successful Bidder has implemented backup and disaster recovery technology consistent with generally accepted industry standards and practices.

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- j. That the Successful Bidder and its subsidiaries IT Assets and equipment, computers, Systems, Software's, Networks, hardware, websites, applications and Databases (Collectively called IT systems) are adequate for, and operate and perform in all material respects as required in connection with the operation of business of the Successful Bidder and its subsidiaries as currently conducted, free and clear of all material bugs, errors, defects, Trojan horses, time bombs, malware and other corruptants.
- k. That the Successful Bidder shall be responsible for establishing and maintaining an information security program that is designed to:
 - o Ensure the security and confidentiality of Customer Data, Protect against any anticipated threats or hazards to the security or integrity of Customer Data, and
 - o That the Successful Bidder will notify Customer of breaches in Successful Bidder's security that materially affect Customer or Customer's customers. Either party may change its security procedures from time to time as commercially reasonable to address operations risks and concerns in compliance with the requirements of this section.
- l. The Successful Bidder shall establish, employ and at all times maintain physical, technical and administrative security safeguards and procedures sufficient to prevent any unauthorized processing of Personal Data and/or use, access, copying, exhibition, transmission or removal of Bank's Confidential Information from Companies facilities. Successful Bidder shall promptly provide Bank with written descriptions of such procedures and policies upon request. Bank shall have the right, upon reasonable prior written notice to Successful Bidder and during normal business hours, to conduct on-site security audits or otherwise inspect Companies facilities to confirm compliance with such security requirements.
- m. That Successful Bidder shall establish and maintain environmental, safety and facility procedures, data security procedures and other safeguards against the destruction, corruption, loss or alteration of the Client Data, and to prevent access, intrusion, alteration or other interference by any unauthorized third parties of the same, that are no less rigorous than those maintained by Successful Bidder for its own information or the information of its customers of a similar nature.
- n. That the Successful Bidder shall perform, at its own expense, a security audit no less frequently than annually. This audit shall test the compliance with the agreed-upon security standards and procedures. If the audit shows any matter that may adversely affect Bank, Successful Bidder shall disclose such matter to Bank and provide a detailed plan to remedy such matter. If the audit does not show any matter that may adversely affect Bank, Successful Bidder shall provide the audit or a reasonable summary thereof to Bank. Any such summary may be limited to the extent necessary to avoid a breach of Successful Bidder's security by virtue of providing such summary.
- o. That Bank may use a third party or its own internal staff for an independent audit or to monitor the Successful Bidder's audit. If Bank chooses to conduct its own security audit, such audit shall be at its own expense. Successful Bidder shall promptly correct any deficiency found in a security audit.
- p. That after providing 30 days prior notice to Successful Bidder, Bank shall have the right to

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conduct a security audit during normal business hours to ensure compliance with the foregoing security provisions no more frequently than once per year. Notwithstanding the foregoing, if Bank has a good faith belief that there may have been a material breach of the agreed security protections, Bank shall meet with Successful Bidder to discuss the perceived breach and attempt to resolve the matter as soon as reasonably possible. If the matter cannot be resolved within a thirty (30) day period, the parties may initiate an audit to be conducted and completed within thirty (30) days thereafter. A report of the audit findings shall be issued within such thirty (30) day period, or as soon thereafter as is practicable. Such audit shall be conducted by Successful Bidder's auditors, or the successors to their role in the event of a corporate reorganization, at Successful Bidder's cost.

- q. Successful Bidders are liable for not meeting the security standards or desired security aspects of all the ICT resources as per Bank's IT/Information Security / Cyber Security Policy. The IT /Information Security/ Cyber Security Policy will be shared with successful Bidder. Successful Bidders should ensure Data Security and protection of facilities/application managed by them.
- r. The deputed persons should aware about Bank's IT/IS/Cyber security policy and have to maintain the utmost secrecy & confidentiality of the bank's data including process performed at the Bank premises. At any time, if it comes to the notice of the bank that data has been compromised / disclosed/ misused/misappropriated then bank would take suitable action as deemed fit and selected Successful Bidder would be required to compensate the bank to the fullest extent of loss incurred by the bank.
- s. The Bank shall evaluate, assess, approve, review, control and monitor the risks and materiality of vendor/outsourcing activities and Successful Bidder shall ensure to support baseline system security configuration standards. The Bank shall also conduct effective due diligence, oversight and management of third party vendors/Successful Bidders & partners.
- t. Successful Bidder criticality assessment shall be conducted for all partners & vendors. Appropriate management and assurance on security risks in outsources and partner arrangements shall be ensured.

Termination of Contract

If the Termination is on account of failure of the Successful Bidder to perform the obligations under this agreement, the Bank shall have the right to invoke the Performance Bank Guarantee(s) given by the selected bidder.

The Bank will be entitled to terminate this Contract, on the happening of any one or more of the following:

For Convenience: BANK by written notice sent to the Company may terminate the contract in whole or in part at any time for its convenience giving 90 days prior notice.

In the event of termination of the Agreement for the Bank's convenience, Successful Bidder shall be entitled to receive payment for the Services rendered (delivered) up to the effective date of termination.

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For Insolvency: BANK may at any time terminate the contract by giving written notice to the Company, if the Company becomes bankrupt or insolvent.

For Non-performance: BANK shall have the right to terminate this agreement or/and to cancel the entire or unexecuted part of the related Purchase Order forthwith by a written notice in the event the company fails to deliver and/or install the solution within the stipulated time schedule or any extension, if any, thereof agreed by the Bank in writing in its sole discretion OR the Company fails to maintain the service levels prescribed by BANK in scope of work OR fails to discharge or commits breach of any of its obligations under this Agreement.

If deductions on account of liquidated damages exceeds more than 10%.

In the event of termination, the company shall compensate the Bank to the extent of loss suffered by the Bank on account of such termination provided that such termination will not prejudice or affect any right of action or remedy which has accrued or will accrue thereafter to BANK. The Bank shall inter-alia have a right to invoke the Performance Bank Guarantee submitted by the Company in regard to the supply and maintenance etc. of the solution for realizing the payments due to it under this agreement including penalties, losses etc.

Bank shall serve the cure-cum-termination notice to the bidder at least 30 days prior, of its intention to terminate services. If the performance is not cured to the satisfaction of bank within 30 days, termination will be effected

Indemnity

The Successful bidder shall indemnify and hold the Bank harmless from and against all claims, losses, costs, damages, expenses, action suits and other proceedings (including attorney fees), relating to or resulting from:-

- i. Intellectual Property infringement or misappropriation of any third party trade secrets or infringement of any patent, trademarks, copyrights etc. or such other statutory infringements in respect of all components provided to fulfil the scope of this project.
- ii. Claims made by the employees who are deployed by the Successful bidder.
- iii. Breach of confidentiality obligations by the Successful bidder,
- iv. Negligence (including but not limited to any acts or omissions of the Successful bidder, its officers, principals or employees) or misconduct attributable to the Successful bidder or any of the employees deployed for the purpose of any or all of the its obligations,
- v. Any loss or damage arising out of loss of data;
- vi. Bonafide use of deliverables and or services provided by the successful bidder;
- vii. Non-compliance by the Successful bidder with applicable Laws/Governmental/Regulatory Requirements.

The Successful bidder shall be responsible for any loss of data, loss of life etc. due to acts of its representatives, and not just arising out of negligence or misconduct, as such liabilities pose significant risk.

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It is hereby agreed that the above said indemnity obligations shall apply notwithstanding anything to the contrary contained in this Tender document and subsequent Agreement and shall survive the termination of the agreement for any reason whatsoever. The Successful bidder will have sole control of its defense and all related settlement negotiations

Right to Audit

“Bank reserves the right to conduct an audit/ ongoing audit of the Company/Service Provider(including its sub-contractors).The Company shall be subject to annual audit by internal/ external Auditors appointed by the Bank / inspecting official from the RBI or the persons authorized by RBI or any regulatory authority, covering the risk parameters finalized by the Bank/ such auditors in the areas of products (IT hardware/ Software) and services etc. provided to the Bank and company is required to submit such certification by such Auditors to the Bank Company shall allow the Bank and RBI or persons authorized by it to access Bank documents, records or transactions or any other information given to, stored or processed by Company within a reasonable time failing which Company will be liable to pay any charges/ penalty levied by the Bank without prejudice to the other rights of the Bank. Company shall allow the Bank to conduct audits or inspection of its Books and account with regard to Bank’s documents by one or more officials or employees or other persons duly authorized by the Bank.”

Limitation of Liability

Neither Party shall be liable for any indirect damages (including, without limitation, loss of revenue, profits, and business) under this agreement and the aggregate liability of Successful Bidder, under this agreement shall not exceed total contract value.

Exit Clause

The Bank reserves the right to cancel the contract in the event of happening one or more of the following conditions:

1. Failure of the Successful Bidder to accept the contract and furnish the Performance Bank Guarantee within 30 days from receipt of purchase contract.
2. Delay in delivery beyond the specified period.
3. Delay in completing implementation/customization and acceptance tests/ checks beyond the specified periods;
4. Serious discrepancy in functionality to be provided or the performance levels which have an impact on the functioning of the solution.
5. In addition to the cancellation of contract, Bank reserves the right to appropriate the damages through encashment of Bid Security /Performance Guarantee given by The Successful Bidder.

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Bank reserves right to exit at any time after giving notice period of one month during the contract period.

Force Majeure

- i. The Selected Company shall not be liable for forfeiture of its performance security, Liquidated damages or termination for default, if any to the extent that its delay in performance or other failure to perform its obligations under the contract is the result of an event of Force Majeure.
- ii. For purposes of this Clause, "Force Majeure" means an event explicitly beyond the reasonable control of the Contractor and not involving the contractors fault or negligence and not foreseeable. Such events may be due to or as a result of or caused by act of God, wars, insurrections, riots, earth quake and fire, revolutions, civil commotion, floods, epidemics, pandemics, quarantine restrictions, trade embargos, declared general strikes in relevant industries, events not foreseeable but does not include any fault or negligence or carelessness on the part of the parties, resulting in such a situation. In the event of any such intervening Force Majeure, either party shall notify the other in writing of such circumstances or the cause thereof immediately within five calendar days.
- iii. Unless otherwise directed by the Bank in writing, the selected bidder r shall continue to perform its obligations under the Contract as far as is reasonably practical, and shall seek all reasonable alternative means for performance not prevented by the Force Majeure event.
- iv. In such a case the time for performance shall be extended by a period(s) not less than duration of such delay. If the duration of delay continues beyond a period of three months, the Bank and The Successful Bidder shall hold consultations in an endeavor to find a solution to the problem.
- v. Notwithstanding above, the decision of the Bank shall be final and binding on the successful Company regarding termination of contract or otherwise

Intellectual Property Rights

- 1.1 For any technology / software / product used by Company for performing Services for the Bank as part of this Agreement, Company shall have right to use as well as right to license such technology/ software / product. The Bank shall not be liable for any license or IPR violation on the part of Company.
- 1.2 Without the Bank's prior written approval, Company will not, in performing the Services, use or incorporate link to or call or depend in any way upon, any software or other intellectual property that is subject to an Open Source or Copy left license or any other agreement that may give rise to any third-party claims or to limit the Bank's rights under this Agreement.
- 1.3 Company shall, at its own expenses without any limitation, indemnify and keep fully and effectively indemnified the Bank against all costs, claims, damages, demands, expenses and

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liabilities whatsoever nature arising out of or in connection with all claims of infringement of Intellectual Property Right, including patent, trademark, copyright, trade secret or industrial design rights of any third party arising from the Services or use of the technology / software / products or any part thereof in India or abroad.

- 1.4 The Bank will give (a) notice to Company of any such claim without delay/provide reasonable assistance to Company in disposing of the claim; (b) sole authority to defend and settle such claim and; (c) will at no time admit to any liability for or express any intent to settle the claim provided that (i) Company shall not partially settle any such claim without the written consent of the Bank, unless such settlement releases the Bank fully from such claim, (ii) Company shall promptly provide the Bank with copies of all pleadings or similar documents relating to any such claim, (iii) Company shall consult with the Bank with respect to the defence and settlement of any such claim, and (iv) in any litigation to which the Bank is also a party, the Bank shall be entitled to be separately represented at its own expenses Of successful bidder
- 1.5 Company shall have no obligations with respect to any infringement claims to the extent that the infringement claim arises or results from: (i) Company's compliance with the Bank's specific technical designs or instructions (except where Company knew or should have known that such compliance was likely to result in an Infringement Claim and Company did not inform the Bank of the same); or (ii) any unauthorized modification or alteration of the deliverable (if any) by the Bank.

Corrupt and Fraudulent practice.

- i. It is required that Company observe the highest standard of ethics during the procurement and execution of such contracts and not to indulge in any corrupt and fraudulent practice.
- ii. "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.
- iii. "Fraudulent Practice" means a misrepresentation of facts in order 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.
- iv. The Bank reserves the right to reject a proposal for award if it determines that the Company recommended for award has engaged in corrupt or fraudulent practices in competing for the contract in question.
- v. The Bank reserves the right to declare a bidder ineligible, either indefinitely or for a stated period of time, to be awarded a contract if at any time it becomes known that the firm has engaged in corrupt or fraudulent practices in competing for or in executing the contract.

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Governing Laws and Dispute Resolution

This agreement shall be governed in accordance with the Laws of UT of J&K read with laws of India so far as they are applicable to the UT of J&K for the time being and will be subject to the exclusive jurisdiction of Courts at Srinagar with exclusion of all other Courts.

The Bank and the Successful Bidder shall make every effort to resolve any disagreement or dispute amicably, arising in connection with the Contract, by direct and informal negotiation between the designated Officer of the Bank for **Supply, Implementation and Maintenance of End to End Trade Finance Solution** and designated representative of the Successful Bidder. If designated Officer of the Bank and representative of the Successful Bidder are unable to resolve the dispute within reasonable period, which in any case shall not exceed 30 days they shall immediately escalate the dispute to the senior authorized personnel designated by the Bank and the Successful Bidder respectively. If even after elapse of reasonable period, which in any case shall not exceed 60 days, the senior authorized personnel designated by the Bank and the Successful Bidder are unable to resolve the dispute amicably OR any party fails to designate its officer/representative/ senior authorized personnel within days from the date of request in writing for the same by the other party for amicable settlement of dispute, the dispute shall be referred to a sole arbitrator to be appointed by Bank. The Arbitration and Conciliation Act, 1996 will be applicable to the arbitration proceeding and the venue of the arbitration shall be at Srinagar. The language of the arbitration proceedings shall be in English. The award of the arbitrator shall be final and binding. The courts at Srinagar shall have exclusive jurisdiction at Srinagar.

Notices

Unless otherwise provided herein, all notices or other communications under or in connection with this Agreement shall be given in writing and may be sent by personal delivery or by post or courier or facsimile or e- mail to the address below, and shall be deemed to be effective if sent by personal delivery, when delivered, if sent by post, three days after being deposited in the post and if sent by courier, two days after being deposited with the courier, and if sent by facsimile, when sent (on receipt of a confirmation to the correct facsimile number) and if sent by e-mail (on receipt of a confirmation to the correct email)

Following shall be address of BANK for notice purpose:

**General Manager (S&IT), J&K Bank Ltd,
Technology & Development Division,
Corporate Headquarters, M.A. Road, Srinagar, 190001 Jammu & Kashmir (India)**

Following shall be address of Company for notice purpose:



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Other Terms and Conditions

- i. If any provision of this agreement or any document, if any, delivered in connection with this agreement is partially or completely invalid or unenforceable in any jurisdiction, then that provision shall be ineffective in that jurisdiction to the extent of its invalidity or unenforceability. However, the invalidity or unenforceability of such provision shall not affect the validity or enforceability of any other provision of this agreement, all of which shall be construed and enforced as if such invalid or unenforceable provision was/were omitted, nor shall the invalidity or unenforceability of that provision in one jurisdiction affect its validity or enforceability in any other jurisdiction. The invalid or unenforceable provision will be replaced in writing by a mutually acceptable provision, which being valid and enforceable comes closest to the intention of the Parties underlying the invalid or unenforceable provision.
- ii. Bank reserves the right to conduct an audit/ ongoing audit of the services provided by Company. The Company agrees and undertakes to allow the Bank or persons authorized by it to access Bank documents, records or transactions or any other information given to, stored or processed by the Company within a reasonable time failing which Bidder will be liable to pay any charges/ penalty levied by the Bank without prejudice to the other rights of the Bank. The Company shall allow the Bank to conduct audits or inspection of its Books and account with regard to Bank's documents by one or more officials or employees or other persons duly authorized by the Bank.
- iii. The company, either by itself or through its group companies or Associates, shall not use the name and/or trademark/logo of Bank, in any sales or marketing publication or advertisement, or in any other manner.
- iv. Any addition, alteration, amendment, of this Agreement shall be in writing, signed by both the parties.
- v. The invalidity or unenforceability for any reason of any covenant of this Agreement shall not prejudice or affect the validity or enforceability of its other covenants. The invalid or unenforceable provision will be replaced by a mutually acceptable provision, which being valid and enforceable comes closest to the intention and economic positions of the Parties underlying the invalid or unenforceable provision.
- vi. Each party warrants that it has full power and authority to enter into and perform this Agreement, the respective executants are duly empowered and/or authorized to execute this Agreement, and performance of this Agreement will not result in breach of any provision of the Memorandum and Articles of Association or equivalent constitutional documents of the either party or any breach of any order, judgment or agreement by which the party is bound.
- vii. The terms and conditions laid down in the RFP shall be read and construed forming part of this service level agreement. In an event of contradiction on any term or condition between RFP and service level agreement, the terms and conditions of service level agreement shall prevail.

In witness whereof the parties have set their hands on this agreement in duplicate through their

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authorized signatories on the day, month and year first herein above mentioned.

Agreed and signed on behalf of
Company's Authorized Signatory

Name.....
Designation.....

Witness (1):

Name.....
Designation.....

Witness (2):

Name.....
Designation.....

Agreed and signed on behalf of
J&K Bank Limited

Name.....
Designation.....

Witness (1):

Name.....
Designation.....

Witness (2):

Name.....
Designation.....



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Annexure K: Undertaking

Bidder has to submit Undertaking on company letter head as per format given below

To
The General Manager
Strategy & IT
Corporate Headquarters
Jammu & Kashmir Bank M.A Road, Srinagar

Dear Sir,

Sub: RFP no: _____ for Supply, Implementation and Maintenance of End to End Trade Finance Solution.

Having examined the tender documents including all annexures the receipt of which is hereby duly acknowledged, we, the undersigned, offer **Supply, Implementation and Maintenance of End to End Trade Finance Solution** to Bank as mentioned in RFP document in conformity with the said tender documents in accordance with the Commercial bid and made part of this tender.

We understand that the RFP provides generic specifications about all the items and it has not been prepared by keeping in view any specific bidder.

We understand that the RFP floated by the Bank is a confidential document and we shall not disclose, reproduce, transmit or made available it to any other person.

We hereby undertake that supporting software/license supplied, if required will be licensed, legally obtained and with latest version.

We understand that the Bank is not bound to accept the offer either in part or in full and that the Bank has right to reject the RFP in full or in part without assigning any reasons whatsoever.

We have read, understood and accepted the terms/ conditions/ rules mentioned in the RFP, proposed to be followed by the Bank.

Until a formal contract is prepared and executed, this tender offer, together with the Bank's written acceptance thereof and the Bank's 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 subject Contract, we will strictly observe the laws against fraud and corruption in force in India and the UT of J&K including Prevention of Corruption Act 1988.

We have never been barred/black-listed by any regulatory / statutory authority in India.

We understand that the Bank is not bound to accept the lowest or any offer the Bank may receive.

We hereby undertake that all the components/parts/assembly/software used in the Networking Hardware shall be original new components / parts / assembly / software only, from respective OEMs of the products and that no refurbished / duplicate / second hand components / Parts /

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Assembly / Software are being used or shall be used.

This Bid, together with your written acceptance thereof and your notification of award, shall constitute a binding Contract between us.

We enclose cost of RFP Rs.2,500/- (Two Thousand Five Hundred Only) and EMD of Rs.50,00,000/- (Rupees Fifty Lacs Only) in Bank Transfer/Demand Draft/Bank Guarantee favoring J&K Bank Ltd, towards cost of RFP/bid security, details of the same is as under

No. :

Date:

Name of Issuing Bank:

Dated at _____ this _____ day of _____ 2026

We certify that we have provided all the information requested by the Bank in the format requested for. 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. It is also confirmed that the information submitted is true to our knowledge and the Bank reserves the right to reject the offer if anything is found incorrect.

We agree to all terms & conditions of the RFP.

Place:

Seal and signature of The Bidder



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Annexure L: Know Your Employee (KYE) Clause

Bidder has to submit Undertaking on company letter head as per format given below.

1. We on the behalf of _____ (name of the company) hereby confirm that all the resources (both on-site and off-site) working on the Bank's project ie. **Supply, Implementation and Maintenance of End to End Trade Finance Solution.**
2. have undergone KYE (Know Your Employee) process and all the required checks have been performed prior to employment of said employees as per our policy.
3. We confirm to defend and keep the bank indemnified against all loss, cost, damages, claim penalties expenses, legal liability because of non-compliance of KYE and of misconduct of the employee deployed by us to the Bank.
4. We further agree to submit the required supporting documents (Process of screening, Background verification report, police verification report, character certificate, ID card copy, Educational document, etc.) to Bank before deploying officials in Bank premises for **Supply, Implementation and Maintenance of End to End Trade Finance Solution.**

Sign and seal of Competent Authority

Name of Competent Authority

Dated



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Annexure M: OEM Authorization Form

Note: This letter of authority should be on the letterhead of the OEM and should be signed by a competent person representing the OEM.

No. _____ dated _____

Offer Reference No.: _____

To
The General Manager
Strategy & IT
Corporate Headquarters
Jammu & Kashmir Bank M.A Road, Srinagar

Dear Sir,

Sub: RFP no: _____ for Supply, Implementation and Maintenance of End to End Trade Finance Solution dated _____

We _____ who are established and reputed OEM of _____ having office at _____ do hereby authorize M/s _____ (Name and address of Agent/Dealer) to offer their quotation, negotiate and conclude the contract with you against the above RFP.

We confirm that our business had a turnover exceeding Rs----- (Rupees -----) per annum in last three financial years.

We hereby extend our full guarantee and warranty in respect of the product as per terms and conditions of the RFP and the contract for the equipment and services offered against this RFP by the above firm.

In case the bidder i.e. M/s _____ is not able to perform the obligations as per RFP during the contract period (like if bidder ceases to exist from the IT Industry, stops services or support to the Bank, terminates contract due any reasons with Bank or due to any other reason), we will perform the said obligations, as per given scope of work of RFP, either directly or through mutually agreed any other authorized Partner of ours..

Yours faithfully,
(Name)
For and on behalf of
M/s _____ (Name of OEM)



Annexure N: Resource Deployment and Competency Requirements

(To be submitted under the letter head of the bidder company and signed by Authorized Signatory with name and seal of the company)

1. Deployment of Project Manager for Trade Finance Solution Implementation Oversight

The selected bidder shall facilitate a dedicated Project Manager to oversee the implementation process, the assigned Project Manager needs to be constantly coordinate with the Bank's Project & Business teams for effective & timely implementation of the project.

The Project Manager should have:

A minimum of 5 years of overall IT experience and 3 years of experience handling Trade Finance Projects .

2. The select bidder shall deploy sufficient onsite Domain Experts for quick implementation of the Project strictly as per the Bank's timelines of the project guided by a Solution Architect.

Domain Expertise Requirement

Project Manager:	A minimum of 2 Trade Finance projects.
Solution architect:	A minimum of 3 Implementations
Domain Experts:	A minimum experience of 2 years in Trade Finance Implementation.

Post go-Live of the application:

The vendor shall provide qualified (certified solution experts) onsite support resource

1. (One L3 resource) to ensure smooth operation, timely issues resolution and effective knowledge transfer to the Banks officials. Besides scope mentioned under "OTS" sub heading must be complied by the successful bidder.
2. The resource shall be available onsite at bank's location(Srinagar/Delhi/Mumbai) during standard business hours with the flexibility to support extended hours and weekend for resolution of critical issues.
3. The quality of the service provider shall be periodically accessed periodically by the bank to ensure compliance with the agreed service levels.



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4. The bidder shall submit detailed resumes of the proposed Onsite resources, clearly indicating their domain expertise, years of experience, relevant certifications, and experience in similar banking/BFSI engagements. The Bank reserves the right to verify and assess these profiles.

Place:

Date:

Seal and signature of the bidder



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Annexure O: Template for Pre-Bid Queries

(To be submitted under the letter head of the bidder company and signed by Authorized Signatory with name and seal of the company)

Bidders must provide their queries on eligibility criteria, scope of work, terms & conditions etc. in format as mentioned below. Bidders are requested to categorize their queries under appropriate headings. Bidders are requested to provide a reference of the page number, state the clarification point and the queries/ comments/ suggestions/ deviation.

All inquiries must adhere to the structure detailed below to ensure clarity and facilitate efficient processing. Please submit your questions in the below template.

Bidder Name:					
Contact Person:					
Contact no / email id:					
S.N.	RFP Ref Page No.	Section No. / Clause No.	Existing Clause	Query / Clarification Sought	Bank Response
1.					
2.					
3.					
4.					
5.					
6.					
7.					
8.					
9.					
10.					

Authorized Signatory

Place:

Date:

Name

Designation

Office Seal

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Annexure P: Undertaking of Information Security

(To be submitted under the letter head of the bidder company and signed by Authorized Signatory with name and seal of the company)

**The General Manager
Strategy & IT
Corporate Headquarters
Jammu & Kashmir Bank M.A Road, Srinagar**

Dear Sir,

We hereby undertake that the proposed solution / software to be supplied will be free of malware, free of any obvious bugs 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).

Date:

Name and Designation of Signatory:

Name of Company:

Address:

Note: This form must be signed by authorized signatory.

