



**Online Request for Proposal (e-RFP)
For
Selection of
Service Provider for End to End Credit Card Management Solution on hosted model.**

**e-RFP Ref. No: JKB/CHQ/T&D/Credit-card-Management-Sol/2026-1697
Dated: 01-04-2026**

Issued By
J&K Bank
Technology & Development,
Fifth Floor, Corporate Headquarters
M.A Road, Srinagar
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email id - mir.arif@jkbmail.com

SCHEDULE OF RFP

| | |
|-----------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| RFP Reference No. | JKB/CHQ/T&D/Credit-card-Management-Sol/2026-1697 Dated: 01-04-2026 |
| Date of Issue of RFP | 03.04.2026 |
| RFP Description | Selection of Service Provider for End to End Credit Card Management Solution on hosted model. |
| Issuer of the RFP-Department | Technology & Development Department |
| Bank's Communication Details | J&K Bank Technology & Development, 5 th Floor, Corporate Headquarters, MA Road, Srinagar Mr Mir Arif Phone No :+91- 9419042744 email id – mir.arif@jkbmail.com |
| RFP Application Fee (Non - Refundable) | Rs.5,000/- (Rupees Five Thousand Only) to be deposited through Transfer / NEFT to the below detailed A/c: 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 |
| Earnest Money Deposit (EMD)(Refundable) | Rs.75,00,000/- (Rupees Seventy Five Lac Only) to be deposited through transfer / NEFT to the following A/c with Bank details given as: 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 |
| Performance Bank Guarantee | 5% of total contract Value |
| Bid Document Availability including changes/amendments, if any to be issued | Document can be downloaded Bank's e-Tendering Service Portal https://jkbank.abcprocure.com/w.e.f April 03, 2026 16.00 Hrs. to April 24, 2026 17.00 Hrs. |
| Last date for pre-Bids queries & submission Mode | on-line through the prescribed e-Tendering portal https://jkbank.abcprocure.com April 10, 2026 17.00 Hrs |

| Pre-bid Queries Response date | All communications regarding points / queries requiring clarifications shall be given online on April 17, 2026 | | | | | | | | | | |
|-------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------|------|---|-------------------------------|---|--------------------------|---|---------------------------------|---|----------------------------|
| Last date and time for Bid | April 24, 2026 17.00 Hrs. | | | | | | | | | | |
| Submission of online Bids | As prescribed in Bank's online tender portal https://jkbank.abcprocure.com | | | | | | | | | | |
| Date and time of opening of technical bid | To be notified separately | | | | | | | | | | |
| Corrigendum | All the Corrigendum will be uploaded on online tender portal https://jkbank.abcprocure.com only | | | | | | | | | | |
| 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"> <thead> <tr> <th>Sr. No</th> <th>Name</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Sandhya Vekariya – 6352631968</td> </tr> <tr> <td>2</td> <td>Suraj Gupta – 6352632310</td> </tr> <tr> <td>3</td> <td>Ijlalaehmad Pathan – 6352631902</td> </tr> <tr> <td>4</td> <td>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 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

| | |
|------|-------------------------------------------|
| ACS | Access Control Server |
| AI | Artificial Intelligence |
| AMC | Annual Maintenance Contract |
| AML | Anti-Money Laundering |
| API | Application Programming Interface |
| ATM | Automated Teller Machine |
| BBPS | Bharat Bill Payment System |
| BCP | Business Continuity Plan |
| BG | Bank Guarantee |
| BIN | Bank Identification Number |
| CCMS | Credit Card Management Solution |
| CDM | Cash Deposit Machine |
| COFT | Card on File Tokenization |
| CRM | Cash Recycler Machine |
| CVV | Card Verification Value |
| DAST | Dynamic Application Security Testing |
| DC | Data Centre |
| DR | Disaster Recovery |
| EMD | Earnest Money Deposit |
| EMV | Europay Mastercard Visa |
| HA | High Availability |
| HSM | Hardware Security Module |
| ICCD | Interoperable Cardless Cash Deposit |
| ICCW | Interoperable Cardless Cash Withdrawal |
| IMPS | Immediate Payment Systems |
| ITSM | Information Technology Service Management |

| | |
|---------|----------------------------------------------|
| IVR | Interactive Voice Response |
| KYC | Know Your Customer |
| LRS | Liberalized Remittance Scheme |
| MAC | Message Authentication Code |
| MIS | Management Information System |
| NDA | Non-Disclosure Agreement |
| NEFT | National Electronic Fund Transfer |
| NFC | Near Field Communication |
| NPA | Non performing Account |
| NPCI | National Payments Corporation of India |
| NTP | Network Time Protocol |
| OEM | Original Equipment Manufacturer |
| PBG | Performance Bank Guarantee |
| PCI DSS | Payment Card Industry-Data Security Standard |
| PO | Purchase Order |
| PoS | Point of Sale |
| RBAC | Role Based Accessed Control |
| RFP | Request For Proposal |
| RPO | Recovery Point Objective |
| RTO | Recovery Time Objective |
| SAST | Static Application Security Testing |
| SDK | Software Development Kit |
| SFTP | Secure Fund Transfer Protocol |
| SI | System Integrator |
| SIEM | Security Incident Event Management |
| SLA | Service Level Agreement |
| SMA | Special Mention Account |

| | |
|------|----------------------------------------------|
| SMS | Short Message Service |
| SOC | Security Operations Center |
| SP | Service Provider |
| SSH | Secure Shell |
| TCS | Tax Collected at Source |
| TLS | Transport Layer Security |
| TPA | Third Party Application |
| UPI | Unified Payment Interface |
| VAPT | Vulnerability Assessment Penetration Testing |

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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 1500 ATMs/CRMs. 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://jkb.bank.in>

2. Purpose of RFP

The Jammu and Kashmir Bank intends to outsource end-to-end Credit Card Management under processing model to a service provider who will host the solution from their Data Center and Disaster Recovery site within India. The successful bidder will be required to deliver a comprehensive Credit Card Management Solution that meets the bank's requirements for the entire lifecycle of credit cards and their associated activities as outlined in this RFP. The initial duration of the contract is established for five years.

The Bank prefers a solution that is highly scalable and modular in architecture, with tightly integrated modules that can be seamlessly added or modified as and when required. As on date of the bid submission against this RFP, all relevant guidelines, advisories, and instructions issued by regulators and card networks must be implemented successfully by the selected bidder.

The selected service provider must deliver all requisite services for credit cards issued under various networks, including but not limited to Visa, RuPay, and MasterCard. All associated processes must comply with industry best practices and receive certification from VISA, NPCI, MasterCard, or other relevant authorities wherever mandated. Furthermore, the bidder should possess the capability to issue chip-based contactless cards as well as any emerging card technologies that may develop in the future.

The bank reserves the right to choose to utilize all services or only a portion of them at its discretion. This decision may be communicated by the bank throughout the course of the project.

The bidder must comply with all relevant Regulatory guidelines, PCI guidelines and any other relevant regulations and security guidelines for its various modules for providing end to end credit card services.

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. 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. Brief Scope of Work:

The scope will include providing at minimum the below listed areas of the Bank’s functions and requirements:

1. Credit Card end to end hosting, Authorization and operations (Implementation, maintenance and management,etc).
2. Product management, Card Generation & Processing.
3. Issuance of EMV Contactless Cards with virtual cards.
4. Customer Digital on-boarding through Website, Internet Banking, Mobile banking etc.
5. Digital on boarding for new to bank credit card holders through API integration with Fintech partners.
6. Support Aadhaar based authentication as per regulatory norms.
7. System should be capable of integrating the video KYC during the on-boarding of new customer via integrated journeys.
8. Transaction Processing
9. Billing and Statement generation (Multiple Billing Cycle Capability).
10. Delinquency Management. (NPA Management System as per RBI guidelines)
11. Event Management (e mail Letter / Event Generation -The system must have ability to generate Email / SMS automatically)
12. Application Processing.

13. Supplementary cards.
14. Interest Rates
15. Payment Processing
16. Card Upgradation and Limit Enhancements
17. New Generation Products/Features
18. Report Generation including regulatory and card network reports
19. Reporting & Collecting/Levying of TCS on International Spends using Credit Cards under Liberalized Remittance Scheme
20. System should support different Card Product Definitions
21. The system should have the capability such that attributes defined at product level are automatically inherited at account and card level.
22. The system must provide a two level hierarchy for cards attributes
23. The system supports function for the Bank to define new transactions
24. System should have capability of setting per transaction limits (separately for Domestic & Cross Border transactions), daily limits, and periodic limits for Card Present & Card Not Present transactions as per RBI guidelines.
25. System should have capability to set up balance transfers with different interest rates (Flat/Reducing based on different calculation method) and expiry within an existing unsecured revolving account.
26. System should be capable of handling EMI (Transaction Based and Amount Based).
27. Fees Management including Reversal of charges
28. System should have proper Reconciliation in place for MasterCard, Rupay and Visa.
(Settlement & Reconciliation.) Including Onus cash credit transactions.
29. Customer Care Management (Helpdesk)
30. Mobile Application (Android & iOS) with SDK/ API integration with the Banks applications like Mpay etc.
31. SMS, email application alerts and notifications.
32. Dispute & Grievance Redressal System.
33. Customer Self Care Portal (Web & Mobile).
34. Portal for Branch & Head Office with Integration to Bank's In-House System through SSO.

35. Integration with Bank's Core Banking system, Loan origination System, Risk Application, Mobile app, Internet Banking, IVR, ACS, Si Hub, Schemes, WhatsApp, Chatbot, NPA System, Loyalty Rewards, Transaction monitoring, EFRM Solution, Anti money laundering Solution, , SMS, Email and others if required by bank or regulators through API/ ISO as required by bank during the agreement period.
36. Interface with MIS/ Analytics Systems, Digital Marketing Service etc.
37. Interface with Anti Money Laundering System
38. Interface with Banks Grievance Redressal System
39. API integrations to communicate with different channels. The API exposed should have the security features as per the industry standard and best practices.
40. Integration with BBPS, Bharat QR, UPI (Rupay Credit Card), IMPS.
41. Integration with Call Center/ IVR (Both inbound - outbound).
42. Integration with Card Personalization vendor for printing of Cards.
43. Pin set/reset facility on Banks ATMs/Mbank/Internet banking etc.
44. Credit Card Instant pin Printing / Green Pin Generation (with API implementation).
45. Integration with Regulatory Platforms Viz PM Svanidhi Portal etc
46. Onus interface with Banks ATM Switch for routing Onus Credit Card transactions
47. Implementation of Credit Card, Corporate Credit Card, Virtual Card, Multi-Carding, Secured Credit Card, Business Credit Card, Merchant Credit Card, Add-On Card etc
48. End-End transaction handling, billing, payments & Collections, Reconciliation & Settlement and Dispute Redressal Solution along with UDIR for Issuing and acquiring (Onus included).
49. STP of transaction files with Banks CBS.
50. Implementing EMI Module for Credit Card Transactions.
51. Multiple cards of any variant should allowed to be issued to the same customer while maintaining the client level limit. Eg if a customer is having a credit card with sanction limit of 5 lacs and applies for another card, the already issued Sanction limit of 5 lacs shall be allowed to utilize irrespective of the different card variants issued (master,visa,rupay).
52. Connectivity with VISA/MasterCard/NPCI and any other network/Association that Bank may onboard in future along with certification and related services.
53. Storage of Payment Data norms by RBI.
54. Integration with any Third Party Service provider
55. Implementation of Regulatory Requirements.

56. Solution should Support Issuance, Authorization, processing & dispute management of Forex Cards.
57. The system should support COFT Tokenization functionality with push provisioning.
58. Migration of existing CCMS to New CCMS (including Data Migration).
59. Commissioning the dedicated leased line - for Onus interface with banks debit switch and SFTP for file transfer with Straight through processing of transactions.
60. End-to-end card integration with Card personalization vendor for card printing, dispatch and delivery.
61. Data Analytics & MIS Dashboard.
62. Onsite support team (1-2 persons during the working hours).
63. Compliance & Information Data Security Measures.
64. Interface with infosec system e.g. SIEM/SOC
65. Compliance to all RBI, Regulatory, and statutory guidelines from time to time.
66. Primary and Disaster Recovery Setup for the solution offered
67. Marketing (Tie-up & offers management) and Co-Branding/Fintech integration capabilities.
68. The bidder has to comply with the Technical Functional Requirement (Annexure E1), Module wise Requirement (Annexure E2), Compliance Requirements (Annexure M), Hosting Assessment Checklist (Annexure N) and all the terms and conditions of this RFP document.

5. 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 shall be responsible for end-to-end supply of solution including all modules, components, and services required for making Credit Card Management Solution fully operational shall be deemed to be part of the scope, even if not explicitly mentioned, and shall be provided at no additional cost and a detailed design document needs to be submitted as part of the bid. The scope of assignment includes but not limited to the following:

This is an end-to-end project and all the modules required for making the solution operational should be considered by the bidder, even if the same is not explicitly mentioned in this RFP document and a detailed design document needs to be submitted as part of the bid. The scope of assignment includes but not limited to the following:

A. Credit Card Management System :

1. The Bank is seeking a comprehensive end-to-end solution for implementing a Credit Card Solution.

2. The bank seeks a solution that is highly configurable, scalable, and modular in nature. It should incorporate configurable attributes that facilitate the introduction of new products and services with minimal reliance on the selected bidders. The modules must be tightly integrated with plug and play model.
3. The existing entire card portfolio needs to be migrated fully by the successful bidder. This includes master data, transactions, transactional history, billing, payment details, revolving balances, data of reward points, account overdrawn and NPA history etc and the current API integrations. The existing process has to be migrated and if any subsequent changes are required, same has to be implemented without any extra cost to the bank.
4. The solution should have facility to upload/download of required data to/from Core Banking solution and other interfaces like ATM Switch, Mobile Banking, Internet Banking, digital platforms and other permitted FinTech's/agencies etc. to/from credit card system through APIs (Straight Through Processing) without manual intervention.
5. The proposed solution should provide Maker and Checker concept for user creation, parameter creation, transaction processing and authorization. Solution should also provide for a workflow to facilitate various levels of authorization, incorporating 2FA.
6. The solution should be cloud-native, and AI (Artificial intelligence) & ML (Machine learning) powered solution. The solution should be designed in such a fashion that there should not be any technical or infrastructure wise dependency in moving from cloud to on premise or vice versa and should also be cloud agnostic.
7. Proposed solution should support ticket management system (Change request management) to raise customizations in existing system/new requirements.
8. The Successful Bidder is responsible for operational activities related to account updates, modifications, demographic changes, payment standing instructions, recurring payment instructions, balance transfer requests, and more. These requests may be submitted through various channels, including physical change request forms, phone banking, net banking, WhatsApp, and mobile banking. The system should also generate emails and SMS notifications for any modifications made.
9. With respect to the current/existing integrations, if any of the bank's vendors change during the course of time, the bidder is obligated to provide compatibility and accept interfaces with the new vendors at no additional cost.

B. Issuance of EMV Contactless Cards :

1. The bidder is required to supply EMV chip cards, contactless cards, NCMC-compliant cards, and/or virtual credit cards, as stipulated by the Bank.
2. The bidder shall undertake all necessary modifications, updates, or certifications in accordance with regulatory, statutory, VISA, MasterCard, and NPCI network requirements, without imposing any additional costs on the Bank.
3. The vendor shall maintain a comprehensive inventory of the Bank's credit cards. The solution must support the issuance of the following types of cards:

- EMV Plus contactless (NFC) cards
- EMV Plus contactless (NFC) cards that conform to NCMC standards (Rupay), when applicable
- Virtual cards

4. The customers should be provided an option to activate the card through various channels including mobile applications, online banking, interactive voice response (IVR), branch locations, and automated teller machines (ATMs), all adhering to regulatory guidelines.

C. End-to-End Transaction Handling, Billing, Payments & Collections, Reconciliation, Settlement and Dispute Redressal Solution :

1. The proposed solution must effectively manage the routing and processing of credit card transactions through the relevant channels prevailing in the industry.
2. The system must handle the entire process of authorization, settlement, and end to end reconciliation of transactions.
3. The bidder's solution should provide end-to-end dispute redressal and management, allowing for tracking of requests throughout their entire lifecycle.
4. The bidder is required to integrate their solution seamlessly with the bank's Core Banking System (CBS), Mobile Banking, Internet Banking, UPI, WhatsApp, and Chatbot platforms through Application Programming Interfaces (APIs) for dispute Management including UDIR.
5. The system should facilitate all types of settlements, reconciliations, and dispute redressal activities associated with transactions and payments to and from VISA, MasterCard, NPCI, Payment Gateways (PG), and any other agencies involved in the specified processes. This includes chargebacks, pre-arbitration, arbitration, ombudsman procedures, and consumer complaints, as per the mechanisms established by these agencies and the bank.
6. Credit card payments and collections should be available through all of the bank's channels, including CBS, Internet Banking, and Mobile Banking. Additionally, there should be options to pay bills through other payment methods such as NEFT, RTGS, IMPS, BBPS, and UPI, as applicable.
7. The system must accept incoming VISA Base II settlement files, incoming MasterCard IPM settlement files, Rupay settlement files, BIN files, etc. It should match its transaction database with incoming Base II and IPM files, and reconcile incoming and outgoing transaction files with the respective source and destination organizations (e.g., Visa, on-us, etc.). Comprehensive settlement and reconciliation with all endpoints must be performed.
8. The system must automatically age off unmatched transactions and cancel authorizations as necessary.
9. It must support all standard interchange transactions, including fees and miscellaneous transactions.
10. The Credit Management System should compute interchange fees and compare them with the data provided by the associations, highlighting any discrepancies.

11. The system must log and validate all incoming files. It should identify exception transactions, such as unauthorized transactions, discrepancies in presentment amounts, late presentments, and duplicate presentments.
12. Posting of transactions to cardholder accounts: System should verify that all transactions are received from and accepted by the various settlement endpoints. Additionally, the system must confirm transaction amounts and fees with the bank card associations and other settlement endpoints. It should support authorization aging, with configurable aging parameters at the network, product, and MCC levels. The system should generate reports for reconciling all chargeback activities, including incoming and outgoing fee collections.
13. The system must support the full life cycle of financial transactions, including presentments, re-presentments, retrieval requests, chargebacks, pre-arbitration, pre-compliance, arbitration, and compliance, in accordance with the rules of the relevant associations (VISA, MasterCard, and RuPay).
14. It must provide alerts to assist the Bank's staff to take timely action in accordance with the rules of the association. There should be provision to configure these alerts.
15. It should support both automated and manual entry of retrieval requests, re-presentments, chargebacks, and their transmission to the switch, as well as the posting of credits to cardholder accounts.
16. It must be able to link Retrieval Requests with Chargebacks.
17. It should facilitate tracking of pending retrieval request responses and second presentments, along with supporting files.
18. The system must handle exceptions such as irregular action by merchants for overselling without obtaining authorization and late transaction presentments by acquirers or late settlements. It should allow the generation of chargebacks in such cases.
19. Facilitate posting of chargeback to cardholder account in the event of valid chargebacks.
20. The system must have ability to suspend a posted transaction due to cardholder dispute.
21. The system must have ability to repost transactions once the dispute is resolved.
22. The system must have ability to temporarily exempt fee for the disputed transactions.
23. The system must have able to automatically refund the transactions.
24. The statements must specify the transaction details and disputed amounts.
25. The system shall provide for chargeback letter/exhibit forms 2E / email / SMS with thread to be generated.
26. Solution shall facilitate STP (Straight Through Processing) of credit card transaction posting in CBS in accordance to the RBI Master Directions on IT Governance, Risk, Controls and Assurance Practices directed to prevent unauthorized modification of data, with no manual intervention or manual modification in data while it is being transferred from one process to another or from one application to another, in respect of critical applications.

27. API should be provided for Credit Card Payments through third party applications. Also for the Corporates to pay their credit Card Bills.
28. A dashboard portal shall be provided by the vendor which shall provide the Summary of entire Credit Card solution with interactive Graphs, Charts & reports and the data shall be exportable to various formats like excel, csv, text & PDF etc.

D. NPA Management System:

1. The Bidder is required to provide Non-Performing Asset (NPA) management services to classify accounts in accordance with NPA standards as per IRAC norms. Additionally, the automation of IRAC norms set forth by the Reserve Bank of India (RBI) must be implemented. The system shall also support classification and provisioning requirements in alignment with the Bank's specifications.
2. The solution provided by the Bidder must include integration with credit rating agencies, ensuring that credit card accounts classified as NPA/Delinquent are reported directly to these agencies. Furthermore, when a customer resolves an NPA/Delinquency, the corresponding information should be automatically updated with the credit rating agencies. The Bidder's NPA/ Delinquency module shall be fully integrated with the Bank's Core Banking System and Loan Origination System for the reporting of NPAs and Special Mention Accounts (SMAs).
3. Generation of related MIS, including regulatory reports shall be provided as per the Bank's Business Rule and Regulatory/audit guidelines/requirements. For example, based on the Bank's Business Rule, the account shall be classified like Normal, SMA-0, SMA-1, SMA-2, NPA (Sub-Standard, Doubtful-I, Doubtful-II, Doubtful-III and LOSS) etc.
4. The vendor is obligated to provide the necessary integration with the Bank's systems to ensure the seamless transmission of credit card data and reports. The system should also be integrated with credit bureaus such as CIBIL and other rating agencies, as well as relevant government establishments.
5. Daily ageing analysis for delinquent accounts and Days Past Due (DPD) Management shall also be provided by the Vendor. All services related to IRAC norms like DPD Movement, Downgradation, up-gradation, Provisioning, URI, UCI, predictive SASCAL, OTS, Write-off etc must be available (Automated and System Based) in CCMS and integration with Bank's system as per the requirement of the bank.
6. Bidder must have functionality of manual intervention though maker checker process. Bidder must have functionality of generating credit card NPA reports of any date (previous or present) with system asset classification as on date.
7. The CCMS must facilitate the sharing of real-time NPA/Delinquent data with the Bank's Core Banking System and must also be capable of utilizing and marking card NPAs based on data extracted from the Bank's CBS. Asset classification, provisioning, up-gradation, downgradation, and percolation processes must be integral components of the day-end processing activities.

E. Generation and sharing of Monthly Billing Statement :

1. The Selected Bidder is responsible for managing the billing and delivery of the credit card statement.
2. Credit card statements shall be dispatched via registered email and supplemented by SMS alerts.
3. Cardholders shall have the capability to generate card statements through an online portal, which may include platforms such as Mpay, Ebank, Chatbot, and WhatsApp. The email statements shall be in PDF format and protected by a password.
4. The system will provide for configurable billing cycles for each product, including the option for multiple billing cycles and the ability to modify billing cycles upon the cardholder's request. The cardholder should be provided an option to choose any date as the starting or closing day of the billing cycle. Further, the option to modify the billing cycle should be available through multiple channels such as helpline, dedicated e-mail-id, Interactive Voice Response (IVR), internet banking, mobile-application and any other mode.
5. Furthermore, the system shall support shorter billing cycles, such as 15 days, in lieu of the conventional 30 days for commercial / business cards.
6. The system should support the generation of various types of files: TLV, flat file, etc., for statement printing (hard copy & pdf, etc.). The System should have a provision to add advertisements in bills (PDF) sent by the proposed solution. The system will send e-statements (in password-protected PDF) to all the card holders, for which the bidder is required to integrate with email/sms gateways.
7. The system shall offer features and support for Loan, EMI, and Balance Transfer instalments, accommodating both individual transactions and bulk uploads. System should ensure that the balance is transferred from the old card to the new card before the card is closed and statement is printed.
8. The over limit shall be allowed only after consent of the customers. System should be able to calculate minimum payment for over limit cases. E.g. include total over limit amount in minimum payment, exclude over limit amount in minimum payment, include % of over limit amount in minimum payment.
9. System should be able to calculate minimum payment for delinquent accounts. The payment due date in the billing statement and SMS Alerts for Normal, SMA and NPA customers should be configurable separately.
10. Calculation of interest, late payment fee, GST, ATM fee, cash advance fee and over limit fee, Rental Transaction Fee, Mark-Up Fee, etc.
11. Calculate cardholder surcharging, based on MCC as per Banks business rules.
12. Able to allow customer to define the multiple billing cycles as per RBI guidelines.
13. Billing statement should be compliant to RBI guidelines and facilitate the GST wise break up for all charges.
14. Statement will provide the Reward points details through integration with Banks rewards system

15. Billing statement will provide latest card number masking with product variant.

F. SMS, E-Mail & Whatsapp Alerts :

1. SMS/Email Alerts need to be initiated within the Credit Card solution where on specific trigger basis appropriate SMS & Email alerts shall be pushed to customers.
2. Such operational requirement will be shared by the Bank to the Successful bidder to be incorporated in the solution without any additional costs to the bank. The Business Scenario for triggering the SMS alerts will be provided by the Bank time-to-time. (It is expected that the Bidder's system is highly parameterized for satisfying the requirements of triggering SMS, eMails for customized events and based on the transaction codes etc, so that the requirement is fulfilled in shorter span of time, without any commercials). This functionality should be configurable by the admin users also internal to the bank.
3. Additionally, a facility shall be provided to customers for Hotlisting and Blocking their Credit cards by responding to their Transaction alert SMS messages. Bidders' solution must be capable of sending SMS and Email notification if any change in card at CCMS portal, or for all successful and failed transactions due Business or technical decline (including FRM decline).
4. Bidder's API will be consumed by Bank's Internet and Mobile Banking for updation of Phone or E-mail ID's. During Dispute & Grievance Redressal SMS & Email alerts are sent on every stage so that the customers are not required to contact Branch and Call Centre. Such seamless notification services are expected from the bidder.
5. The Bidder's Solution should provide configurable event-based SMS & Email alerts sending facility for all card related transactions (financial & non-financial) including to international number for NRI customers, billing information, delinquency, payments (including part payment) and other events as decided by the Bank.
6. Bank may envisage ending the alerts through WhatsApp by consuming their API and other such social media. Integration for the same has to be done by the Bidder, at no additional cost.

G. Integration with Bank's Core Banking System (CBS), Mobile App, Internet Banking, IVR, Chatbot, Whatsapp and MIS-Data Lake/ Data Warehouse :

1. The solution shall be seamlessly integrated with Bank's CBS for seamless operation and management of Credit Cards. Integration is also required for LRS(Liberalized Remittance Scheme) reporting the TCS deduction for LRS transaction.
2. All portals provided to the bank, as well as API interfaces and communications, shall comply with the Transport Layer Security (TLS) Standard, specifically TLSv1.3. The TLS standard is to be upgraded periodically as new versions become available.
3. The Self-Service Request feature must be accessible to customers through various delivery channels, including Internet Banking, Mobile Banking, Interactive Voice Response (IVR), Web Modules, and Chat bots. The bidder shall be responsible for exposing relevant APIs and integrating them with the bank's digital channels to facilitate implementation.

4. Comprehensive logging of user activity for audit trails is mandatory, including APIs and interfaces extended to third-party applications and users. This logging must capture necessary information in accordance with regulatory and security guidelines. The data collected should be available in readable formats, such as Date Range Management Information System (MIS) reports and customizable reports, upon request by the bank.
5. The solution shall be API-driven for every module, activity, and function. The vendor shall be required to provide the necessary APIs promptly and offer any required customizations based on the bank's specifications.
6. Each API shared among applications must incorporate a secure mechanism to authenticate and identify other applications. The bidder must ensure that API security is upheld to protect data integrity and safety. For instance, along with the API parameters, an encrypted key must be transmitted, which the consuming application shall decrypt for API utilization. The bidder should adhere to prevailing best practices for the secure transmission of data.
7. All APIs required to integrate the Credit Card solution with the bank's system or any third party solution must be supplied by the bidder without incurring any additional costs.
8. All modules should be tightly integrated and designed to be plugged in as necessary. Likewise, any API provided by the Bank or its stake holders for the purpose of integrating with the Vendor's Solution from the Bank system or Vice-versa is to be accepted and consumed by the Bidder's Solution. However, as per Bank's requirement, if any security or value added feature is suggested, the same shall be accepted by the bidder).
9. Where applicable, the bidder's system shall employ Single Sign-On (SSO) functionality, enabling bank staff and customers to continue using their existing credentials for logging into the proposed system.
10. All API interfaces, web portals, and solutions provided by the bidder must comply with the Open Web Application Security Project (OWASP) and current security guidelines. Data transmitted through APIs or other means between the bank, the bidder's system, and any stakeholders must be securely encrypted. Furthermore, the data shared via APIs must conform to the Payment Card Industry Data Security Standard (PCI DSS). The bidder should offer guidance to the bank in adhering to these standards.
11. The successful bidder must provide Static Application Security Testing (SAST), Dynamic Application Security Testing (DAST), and integrity certificates for both their system and all API interfaces.
12. API performance must align with industry standards, and the system must be sufficiently robust to ensure prompt and reliable responses.
13. The Bank shall share information with the Bidder necessary for the operation of the solution on a "Need-to-Know" basis. Consequently, should the Bank require it, the Bidder must provide a justification for any data requests.
14. During the contract period, the Bank may seek to incorporate additional third-party applications and interfaces into the Credit Card Solution based on its technical and functional requirements. The Bidder is obliged to extend all necessary support and assistance for the integration of these third-party applications and interfaces as required by the Bank.

15. The Bank expects the integration and interface architecture to be aligned with industry best practices. The selected Bidders responsibility will include but shall not limited to identifying the detailed interface requirements necessary for integrating the proposed packages with the Bank's existing systems, as well as with those of its stakeholders, for all functionalities outlined in this Request for Proposal (RFP).
16. The Bidder shall be responsible for the development, testing, and maintenance of the interfaces. In developing these interfaces, the Bidder must ensure that the requirements regarding data format, frequency of data transfer, quality checks, validations prior to data transfer, and priorities for data transfer are thoroughly defined and addressed.
17. The Bidder will be responsible for setting up the test environment for interface testing.
18. The Bidder will help/assist the Bank in preparing the test cases for the testing of interfaces while ensuring that the test cases meet all the testing requirements of the Bank.
19. The Bidder must ensure that all applicable interfaces are automated and operate without the need for manual intervention on an ongoing basis.
20. The Bidder is required to incorporate all necessary security and control features within the application, operating system, database, and related components to ensure the integrity and confidentiality of data at all times.
21. The interfaces required for the Solution must be adequately sized, developed, installed, tested, implemented, and maintained by the selected Bidder, ensuring full compliance with the functional and technical specifications of the project.
22. The solution must facilitate the functionality of all currently Bank's interfaces while also allowing for the introduction of new interfaces or channels as necessary.
23. The selected Bidder shall be responsible for identifying the specific interface requirements essential for the integration of the proposed packages with the Credit Card Management Solution
24. As part of the Solution, the Bidder shall provide interfaces/integrations for the following requirements:
 - a. Interface with the Bank's Core Banking System, Mobile Application, Internet Banking, Interactive Voice Response (IVR), MIS, and Data Lake/Data Warehouse.
 - b. Interface with the Bank's Anti-Money Laundering (AML) system.
 - c. Interface with the Bank's Access Control Server (ACS) and Secure Infrastructure Hub (SI-HUB).
 - d. Interface with the Bank's Risk Management Solution, Transaction Monitoring and Enterprise Fraud Risk Management (EFRM) system.
 - e. Interface with grievance Redressal systems, including a dedicated web portal accessible to the Bank's Head Office, branches, and Call Centre for managing customer queries and disputes.

- f. Appropriate integrations must be facilitated for managing disputes through mobile applications, internet banking, and other channels with UDIR implementation.
- g. Interface with the Bank's Loyalty Program.
- h. Interface with the Bank's ATM and Point of Sale (POS) Switch.
- i. Interface for SMS, email, Chabot, and Whatsapp alerts.
- j. Interface with the Bharat Bill Payment System (BBPS) and the Bank's Unified Payments Interface (UPI) Switch.
- k. Interface with payment aggregators and credit card bill payment systems.
- l. Interface with information security systems, including Security Information and Event Management (SIEM), Security Operations Centre (SOC), and Data Access Management (DAM) of the vendor.
- m. Interfaces shall be established with credit rating agencies and the Bank's authorized third-party applications and portals, including Co-Branded partnerships, partnered merchants, Credit Bureaus, and Aadhaar/PAN Verification portals
- n. Interface with Card Personalization Vendor.
- o. Any other interface as may be required by the Bank.

H. Data Migration :

- The process entails the formulation of a comprehensive end-to-end data migration strategy and the accompanying process documentation with Zero data loss.
- The selected bidder shall be responsible for the successful migration of data from the Bank's existing credit card system while ensuring no service disruptions occur.
- The selected bidder will be responsible for developing the "Data Migration Strategy" and the corresponding process documents, which must be shared with the Bank. Any comments or recommendations provided by the Bank must be incorporated into these documents prior to obtaining final approval.
- It shall be the responsibility of the selected bidder to ensure successful data migration from the existing applications to their proposed solution. This encompasses performing data mapping and extraction with a strong emphasis on maintaining data integrity.
- It will be the responsibility of selected bidder to ensure through data validation for all data being migrated from the existing systems to the new Credit Card Management Solution.
- The selected bidder will assist the Bank in conducting acceptance testing and in verifying the completeness and accuracy of the data migrated from the legacy applications to the proposed system.

- The Bank reserves the right “to audit”/“appoint an external auditor to audit” the process of data migration and/or the completeness and accuracy of the data migrated during the entire exercise of data migrations. The selected bidder has to facilitate audit at no additional cost to the Bank.
- Any discrepancies or gaps identified during the process will be documented and reported to the selected bidder, who shall address and resolve such issues immediately or within a maximum timeframe of 03 working days from the date of reporting.
- Selected bidder will be responsible to develop control reports for verification of the data both pre and post migration.
- Selected bidder has to provide data comparator tools for the purpose of checking the source and target data for data migration success
- The selected bidder must employ only experienced personnel with demonstrated expertise in data migration activities.
- Bidder to provide L2/L3 resources onsite during the implementation and 06 months post implementation as per the Banks discretion.

I. Tokenization Functionality:

The tokenization functionality shall be provided as per RBI guidelines for VISA, MasterCard & NPCI along with the push provisioning. There shall be no specific commercial applicable for bidder towards the implementation of the solution. Applicable API's shall also be shared by the bidder.

J. Bharat QR (Scan & Pay) :

As applicable the Bidder shall provide interfaces with Bank's Mobile banking application for making transactions through Bharat QR.

K. Credit Card on UPI:

- Bank is currently live with RuPay CC along with CC on UPI. Bidder should be Live with UPI on Rupay Credit Card with all applicable feature as per NPCI
- The Bidder's Credit Card Solution shall feature all the use cases of UPI, as applicable.

L. Implementing EMI Module for Credit Card transactions :

1. The solution should handle end to end EMI conversion or Credit Card and UPI transactions and management of the transactions including details to be provided in statement as per RBI Guidelines. .
2. The Solution should handle automatic EMI Conversions received from third party vendors/merchants like Bill Desk, Amazon, Pine Labs etc.
3. The Solution should be able to automatically cancel the EMI for refunded transactions.

M. Standing Instructions (SI and eNACH mandates):

The Solution provided by the vendor should support end-to-end management of Standing Instruction including maintenance of Mandates, generation of Standing Instruction file as per Bank's format on any given date. Bidder should be able to integrate with the Bank's SI HUB, eNACH vendor. Solution should support the recurring transactions on all cards of all schemes.

N. Connectivity with VISA, MasterCard & NPCI, Certification and related Services :

Applicable connectivity with Card networks like VISA, MasterCard, NPCI & Other networks is to be done by the Bidder. Bidder system must have all the required certifications of CCMS, Credit Card issuance, Credit Card Host/switch etc. All interface with the Bidder solution must have SSL certificate in place. All the certifications required prior or during the period of the contract must be completed in the time bound manner.

O. Real time Transaction Monitoring Module & SWITCH :

Bank has its EFRMS solution. Bidder shall integrate its credit switch with Bank's EFRMS solution, based on ISO-8583 standards and should provide/share all the transaction parameters to EFRM for rule creation. As part of the services, the Bidder, based on his experience shall provide Best Industry Practice for transaction monitoring, in-line with Card Network guidelines.

P. Regulatory requirements and scheme guidelines:

1. Any new regulatory/Association mandates/requirements that impact the provided solution to the Bank need to be incorporated as a feature upgrade or an enhancement or a patch and should be provided to the Bank at no additional/shared cost during the period of the contract.
2. Successful Bidder shall provide necessary Development, customization and implement changes to meet Bank's/regulatory requirements during the currency of the Contract without any additional cost. Here the term "Regulator" denotes
3. Reserve Bank of India, Card Networks, Payment Card Industry Council (PCI) and State & Central Government bodies. Successful Bidder shall have compliance for all regulatory guidelines, including but not limited to the below:
 - a. Compliance with Personal Digital data Protection Act
 - b. Master Direction of RBI on Credit Cards
 - c. Master Direction on Customer Service and Protection
 - d. Guidelines on Data Localization
 - e. Guidelines on Card Tokenization including Issuer Tokenization
 - f. Guidelines on Standing Instruction and Recurring transactions
 - g. Guidelines on UPI Integration/Interoperability
 - h. Guidelines/Compliance in Taxation and Tax Collected at Source
 - i. Guidelines on Data Retention and Purging

- j. Unauthorized electronic transactions including liability protection and shadow credit
- k. Cyber security guidelines
- l. Any RBI IT Examination advisory given by RBI to Bank
- m. Other Guidelines issued by Regulatory authorities
- n. The Bidder must comply with PCI DSS Standards, RBI, Card Network and Bank's IS policy in key concern areas relevant to the Project. Some of the key area as under:
 - Responsibilities for data application and confidentiality
 - Responsibilities on system software access control and administration.
 - Custodial responsibilities for data, software, hardware and other assets of the Bank being managed by or assigned to the bidder
 - Physical security of the facilities
 - Physical and logical separation from other customers of the bidder
 - Incident response and reporting procedures
 - Password Policy of the Bank
 - Data Encryption/protection requirement of the Bank
 - Security requirement/Protection requirement of the Bank
 - Security requirement/Protection will be shared with the successful Bidder

Important Note: Bidder has to ensure that all the regulatory/Association circulars/Guidelines/mandates issued, are complied within the defined timelines, without any additional cost to the Bank. Bidder shall be liable to pay any penalty levied by the regulator/Association for any non-compliance of any regulatory/Association circulars/Guidelines issued from time to time during the period of contract.

Q. Compliance

1. Third party audit should be permitted.
2. Security guidelines of the bank should be adhered to.
3. Strong audit mechanism should be in place including admin activities. Audit trails should be enabled for all the new build.
4. The proposed solution should maintain history of additions, modifications, deletions and parameter changes etc., as Audit Trails.
5. User management- Role based with view, read and write facility.

6. The solution should be EMV, PA-DSS and PCIDSS compliant. It should support transactions, key management, card verification, encryption features such as 3DES etc and any new security standards in encryption and in other areas.
7. The bidder should regularly upgrade CCMS system whenever new features/versions are implemented at network level (NPCI/MASTER/VISA) from time to time at no cost. This activity will include testing and production movement. However, any charges levied by networks will be borne by bank.
8. Bidder should conduct quarterly / need basis DC-DR drills in conjunction with the Bank. Documentation of the detailed procedure for switchover/failover and switchback/ fall back operations to be performed during DR drill/Disaster.
9. Closure of all VAPT, IS AUDIT, AFI, STATUTORY etc. observation within time frame stipulated by Bank without any additional cost to the Bank.
10. Solution should comply with Regulatory security standards time to time. During the contract period successful bidder should implement all regulatory, statutory guidelines pertaining to cards and risk management required without any additional cost to the Bank.
11. The bidder should provide the source code with necessary documentation and arrange to keep it under escrow arrangement.
12. Vendor has to provide the source code or integrity certificate audited from the CERT IN empaneled auditor as and when needed.
13. Solution should support all industry specific standard format i.e. ISO 20022, ISO 8583, XML, SWIFT, CCIL messaging formats etc. The solution should provide for seamless Hardware and Firmware upgrades; Operating System and Middleware upgrades wherever required
14. Vendor should provide the access to DB for bank team with admin permission on all tables as desired by Bank for the purpose of monitoring and generating required MIS.
15. Bidder should comply with the RBI Master guidelines. If there is a requirement of any data in other format as required for regulatory compliance, the bidder should provide the same at no extra cost.
16. The Architectural and Data Flow Diagrams are to be facilitated to the Bank.

R. MIS Reports :

1. The MIS generation shall be part of the Solution. Required MIS shall be provided by the Bidder periodically as desired by the Bank.
2. MIS report sought by the Bank pertaining to the day-to-day Business Operations shall be provided by the vendor. All types of Status and Data movement for Card related activities should be captured through system and the Bank user shall be enabled to generate reports on their own. This would include various files for processing and also daily and periodic reports as needed by the Bank.
3. The Bidder should provide all the Credit Card related data/reports including Master data/reports, application data/reports, transactional data/reports, Authorization data/reports, payment & settlement data/reports, dispute Redressal data/report, User login/activity Reports, Audit Reports etc. in the format specified by the Bank on periodical basis.

4. In case of any additional data/report required by the Bank or existing formats to be modified, same shall be provided by the Vendor at no additional cost. MIS Reports shall be inclusive of descriptive Text content so that the Bank shall generate report like Customer Profile, Customer Credit Card Clearance report. etc.
5. The bidder should provide Data Analytical Reports such as cards eligibility for limit enhancement/up-gradation as per past Transactional Data, Probable NPA Report, AML report etc. as per Banks requirements.
6. All MIS/Reports should be provided through web based portal (GUI Interface) and can be downloaded preferably in MS-word/excel/pdf/any customized file format with Drill-down and Drill-up features. If there is a requirement of any data in other format as required for regulatory compliance, the bidder should provide the same at no extra cost.
7. MIS reports like summary of Daily Transaction, Settlement reports, Card issuance reports etc shall be pushed to bank's SFTP on daily basis as per the Bank's required format. There shall be no commercial applicable for MIS / reports.
8. Regulatory Reports shall be provided as per the prescribed formats.

S. Training

Bank will require the selected Service provider to follow best practices and standard for the documentation for the entire System Development Life cycle and provide same to the Bank. All such documentation and manuals will have to be kept up to date with proper version control during the entire contract period. Bank may require the selected service provider to deliver the following documents to Bank during development and implementation of the solutions:

1. Detailed SRS (System Requirement Specifications) Document.
2. High Level Architecture Document.
3. Migration Strategy Document.
4. Techno - Functional Risks and Mitigation Document.
5. Functionality Traceability matrix which would provide details on the interdependence of the technical components for the realization of a functionality. This matrix should provide a projection of the efforts required for completion of a technical module.
6. High Level Solution Design Document.
7. Detailed project plan adhering to the high level roll out plan.
8. Comprehensive Test Cases Document (Unit, Integration and UAT Test Cases tested).
9. Content Management Guide.
10. Change Management Methodology Document.
11. Security Guide.
12. User Management Guide.
13. Release Notes.

6. 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 locations prescribed by Bank such as Banks DC/DR and other offices as per requirement. All expenses (travelling/lodging, etc.) shall be borne by the successful bidder

1. **CHQ , Srinagar**
Jammu & Kashmir Bank Ltd.
Corporate Headquarters,
MA Road, Srinagar-190001

2. **Data Center Noida**
Jammu & Kashmir Bank Ltd.
Green Fort Data Center, Plot B7, Sector 132, Noida U.P.-201301

3. **DR Mumbai**
CtrlS Data Center,
Mahape, Navi Mumbai, Maharashtra, 400701

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 ₹5,000 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 ₹75,00,000/- (Rupees Seventy Five 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:

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 | Signing of Agreement | 4 Weeks from the Issuance of PO |
| 3 | Submission of Project Plan Documentation | 6 Weeks from the Issuance of PO |
| 4 | Provisioning of all subscribed Services on Hosted Service Model including Mock Migration | Within 15 Weeks from the acceptance of Project Plan by bank |
| 5 | Supply, Delivery, Integration, Installation & Implementation of Solution (UAT Delivery) as per SOW of RFP. | Within 21 Weeks from the acceptance of Project Plan by bank |
| 6 | Full project Go-Live including Migration of existing Data in Production and training | Within 8 Weeks from the UAT sign off by Bank |

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



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 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 **End to End Credit Card Management Solution on hosted model**. 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 two 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.

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 E1. 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% marks 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. However, Bank reserves the right to relax the criteria.

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

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

- i. Under CQCCBS, the technical proposals will be allotted weightage of 70% while the financial proposals will be allotted weightages of 30%.
- ii. Proposal with the lowest cost may be given a financial score of 100 and other proposals given financial scores that are inversely proportional to their prices.
- iii. Similarly Proposal with the Highest Technical Score may be given a technical score of 100 and other proposals given technical scores that are proportional to their scores.
- iv. The total score, both technical and financial, shall be obtained by weighing the quality and cost scores and adding them up. The proposed weightages for quality and cost shall be specified in the RFP.

Final Combined Score Formula:

Final Score = [Weighted Technical Score ×70] + [Commercial Score × 30]

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

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

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.

As an example, the following procedure can be followed. In a particular case of selection of bidder, it was decided to have minimum qualifying marks for technical qualifications as 70 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 75, 80 and 90 marks respectively. The minimum qualifying marks were 70. 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.

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

| Proposal | Technical Score | Highest Technical Score | Commerci als Quoted | Lowest Confirmed Commercial | Final Combined Score | Final Rank |
|----------|-----------------|-------------------------|---------------------|-----------------------------|-------------------------------------------------------|------------|
| A | 80 | 90 | Rs.100. | Rs.100 | $[(80/90) \times 70] + [(100/100) \times 30] = 92.22$ | H2 |
| B | 75 | 90 | Rs.110 | Rs.100 | $[(75/90) \times 70] + [100/110) \times 30] = 85.6$ | H3 |
| C | 90 | 90 | Rs.120. | Rs.100 | $[(90/90) \times 70] + [(100/120) \times 30] = 95.00$ | H1 |

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

Under CQCCBS method, the bidder who has secured first rank in technical evaluation shall be called for further negotiation after opening and evaluation of its financial proposals.

The Name of the successful bidder along with details of cost etc. shall be posted on the bank's website after the award to the successful bidder has been made and communicated to him in writing.

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) Pre Bid Queries
- d) Online Response of Pre-Bid Queries
- e) Corrigendum/Amendment (if required)
- f) Bid Submission
- g) Bids Opening
- h) Pre-Qualification
- i) Bids Evaluation
- j) Commercial Evaluation
- k) 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: Nandan Velara
Mobile No.: 9081000427 / 9904407997
Landline: 079-68136831/ 6857 / 6820 / 6843 / 6853 / 6829 /
6835 / 6863 / 6852 / 6840

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.

3. RFP Fees

The non- refundable RFP application fee of Rs5,000/- 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 5,000/= |

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 75,00,000 (Rupees Seventy Five 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 75,00,000/= |

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:

| | |
|-----------------|---------------------------------------------------------------------------------------------------------------------------------------------|
| Address: | Technology & Development Department, J&K Bank Ltd. 5 th Floor Corporate Headquarters, MA Road Srinagar, J&K Pin- 190001 |
|-----------------|---------------------------------------------------------------------------------------------------------------------------------------------|

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 year+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 (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. Three-stage bidding process will be followed. The response to the tender should be submitted in three parts: Eligibility, Technical and Commercial Bid through online e-tendering portal with a tender document fee and EMD details mentioned above.
- ii. 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.
- iii. Bank reserves the right to call the successful bidder for a price negotiation.
- iv. Successful Bidder (H1) shall submit to the Bank the price breakup for the bid amount in the format as provided by the Bank. If the price breakup is not submitted to the Bank, the Bank reserve the right to reject the H1 Bidder's Bid and make procurement from the H2 or H3 Bidder.
- v. Bank will enter in to contract with the H1 bidder(s) (in normal cases). Rates fixed at the time of contract will be non-negotiable for the whole contract/SLA period and no revision will be permitted subject to Bank review. This includes changes in taxes or similar government decisions.
- vi. 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.
- vii. If any of the shortlisted Vendors are unable 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. 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 Bid
- c. Commercial Bid" (CB).

- i. The mode of submission of Confirmation of Eligibility, Technical Criteria and Commercial Bid (CB) shall be online.
- ii. The Bidders who qualify the Eligibility Criteria will be qualified for commercial bid evaluation.
- 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.
- 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. Price quoted by the Bidder shall remain valid for duration of 06 calendar months from the date of conclusion of RFP.
- 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.

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.
- 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 | Payment (Incl. Of applicable taxes) |
|------|------------------------------------------------------------------------------------------|-------------------------------------|
| 1 | Submission of Project Plan Documentation | 10% of One Time Cost |
| 2 | Provisioning of all subscribed Services on Hosted Service Model including Mock Migration | 20% of One Time Cost |

| | | |
|---|------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------|
| 3 | Supply, Delivery, Integration, Installation & Implementation of Solution (UAT Delivery) as per SOW of RFP. | 30% of One Time Cost |
| 4 | Final Migration, Go-Live, Trainings and Production Sign-off by Bank. | 20 % of one Time Cost |
| 5 | 3 months after complete go-live and bug free operations | 20 % of One-Time Cost |
| 6 | Monthly Card Hosting Fee per Active Cards | Monthly In Arrears subject to submission of reports (As per actuals) |
| 7 | Transaction processing Fee-Financial and Non-Financial | Monthly In Arrears subject to submission of successful transaction reports (As per actuals) |
| 8 | Monthly Scheme connectivity (DC & DR) for Visa, MasterCard and NPCI. | Monthly In Arrears |
| 9 | Man-day cost for any additional Customization | As per actuals |

Payments shall be released on acceptance of the purchase order with following pre-requisites:

- 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.

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 defence 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.
- b. The selected Bidder becomes insolvent or goes into liquidation voluntarily or otherwise.
- c. Delay in completion of Supply, Installation of Project Deliverables.
- d. Serious discrepancies noted in the inspection.

- e. Breaches in the terms and conditions of the Order.
- f. Non submission of acceptance of order within 7 days of order.
- g. Excessive delay in execution of order placed by the Bank.
- h. The progress regarding execution of the contract, made by the selected Bidder is found to be unsatisfactory.
- i. 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 1% 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. However, the bank reserves the right to impose / waive any such penalty.

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

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 contractor's 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 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.

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 **Selection of Service Provider for End to End Credit Card Management Solution on hosted model** 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 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 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 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 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.
- 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:

- Ensure the security and confidentiality of Customer Data, Protect against any anticipated threats or hazards to the security or integrity of Customer Data, and
 - 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, 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:

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

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 without written permission of the Bank. All the resources deployed by the bidder should be on the bidder's payroll.

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. 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.
- 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.

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 Selection of Service Provider for End to End Credit Card Management Solution on hosted model, dated

Further to our proposal dated, in response to the **Request for Proposal for Selection of Service Provider for End to End Credit Card Management Solution on hosted model** (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



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 Selection of Service Provider for End to End Credit Card Management Solution on hosted model dated _____

Having examined the tender documents including all annexures the receipt of which is hereby duly acknowledged, we, the undersigned, offer **End to End Credit Card Management Solution on hosted model** 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. 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

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

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 | Supporting Documents to be submitted | Compliance (Y/N) |
|-------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------|------------------|
| 1. | Bidder should be a Registered Private/Public Limited Company in India as per Indian Companies Act, 1956 or Indian Companies Act, 2013 having its legal existence in India for the last 5 years | Bidder to submit - Certified copy of the registration certificate | |
| 2. | Bidder should be having an annual turnover of minimum 100 crores, for the past 3 years | Copy of the audited balance sheets of the company showing turnover of the company should be submitted. | |
| 3. | The bidder should have positive net worth and should be profitable as per audited Balance sheet for the last three financial years. (FY 2025-26, FY 2024-25, FY 2023-24) | 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 implemented credit card solution under processing model for at least 02 SCBs in India and same shall be currently in use. | Copy of PO/SLA and latest invoices with a recent satisfactory performance certificate issued by the organization. | |
| 5. | The Bidder should be managing a minimum of 5 Lac active Credit Card base in the proposed solution. | Bidder to submit self-declaration on company letterhead and relevant documents wherever applicable. | |
| 6. | The Bidder should be processing a minimum of 1 crore financial transactions per year on hosted model from the proposed solution. | Bidder to submit self-declaration on company letterhead and relevant documents wherever applicable. | |
| 7. | The Bidder should be registered as third party service provider with | Self-Declaration with a copy of Business Continuity Plan | |

| | MasterCard, VISA, Rupay for Card operations | Document | |
|-----|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------|--|
| 8. | Bidder must be certified and possessing a valid PCI-DSS, PCI-SSF & ISO 27001 Certifications. | Bidder to submit certified copy of the PCI-SSF, PCI DSS & ISO27001 | |
| 9. | The solution should be capable of issuing EMV compliant chip cards with full and semi grade with contactless issuance capabilities. | Self-Declaration along with relevant details on bidder's letter head | |
| 10. | The Bidder should be capable of migrating entire/selective data from the existing systems to its proposed system, before going live. The Bidder should have experience of Credit Card Data migration for at least 02 Scheduled commercial Banks. | Copy of Purchase order/Agreement/ letter from client | |
| 11. | The bidder should be capable of issuing FOREX cards in multiple currencies | Self-Declaration along with relevant details on bidder's letter head | |
| 12. | The Bidder should have both primary Data Center and DR center in India (Tier III and above or Rated 4) located within different seismic zones, with full back up arrangement and the Data Center should be ISO 27001 certified. The bidder shall comply with the storage of Payment Data norms issued by RBI. | Copy of relevant certificate / Documentary proofs to be submitted. | |
| 13. | The bidder should be "OEM or authorized partner of the proposed solution offering for Credit Card on Hosted Model | Copy of relevant certificate / OEM Authorization Letter/ Documentary proofs to be submitted. (As per Annexure O) | |
| 14. | The bidder should have 24x7 operations team to manage the proposed solution | Bidder to submit self-declaration on company letterhead | |
| 16. | The bidder should provide VISA/MasterCard/NPCI Connectivity to the Bank through its own/hosted Connectivity. | Self-Declaration along with relevant details on bidder's letter head | |
| 17. | Bidder must warrant that key project personnel (solution experts) are deployed in this project who have been involved in similar projects in last two years. | Self-Declaration along with relevant details on bidder's letter head | |
| 18. | The Bidder to provide an undertaking on his letter head that all the technical requirements highlighted as part of Technical Scope are covered in totality | Self-Declaration along with relevant details on bidder's letter head | |

| | | | |
|-----|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------|--|
| | in the proposal submitted by the bidder. | | |
| 19. | The bidder should be complied with all regulatory guidelines applicable in India for Credit cards. | Self-Declaration along with relevant details on bidder's letter head | |
| 20. | The bidder should not be involved in any Bankruptcy filing or for protection from it. | Undertakings from the bidder in this regard should be enclosed. | |
| 21. | The Bidder should not be blacklisted/ debarred /banned by Government / Government agency / Banks / Financial Institutions / PSUs in India as on bid submission date. | Undertakings from the bidder in this regard should be enclosed. | |
| 22. | The Bidder should not be involved in any legal case that may affect the solvency / existence of firm or in any other way affect the bidder's Capability to provide / continue the services to Bank. | Self-declaration confirming the Criteria. | |
| 23. | Bidder must provide information that any of its subsidiary or associate or holding company or companies having common director/s or companies in the same group of Promoters/ management or partnership firms/LLPs having common partners have not participated in the bid process. | Letter of confirmation on company letter head duly signed by authorized official to be submitted | |

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.

1. Bidders need to ensure compliance to all the eligibility criteria points.
2. Purchase orders without relevant organization confirmation through a credential letter will not be considered as credentials.
3. 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.
4. Bank shall not consider the bids of bidders having poor or unsatisfactory past experience in execution or providing support to any project in past.
5. 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.
6. All Annexures must be on the letter head of the Bidder, except those which are to be provided by OEM/CA/third party.



7. 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 | Credentials as proof |
|------|---------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------|-----------|---------------------------------------------------------------------------------------------------------------|
| 1. | Number of Scheduled Commercial Banks (SCB) on the proposed Credit Card solution in India | 2 SCBs -5 Marks 3-4 SCBs -8 Marks >4 SCBs -10 Marks | 10 Marks | Copy of PO/SLA with latest invoices & recent satisfactory performance certificate issued by the Organization. |
| 2 | Number of Active Credit Card Base currently live on the proposed End to End Credit Card Management Solution on hosted model, in India | 5 Lac to 7 Lacs: 5 marks >7 Lacs-10 Lacs: 8 marks >10 Lacs : 10 marks | 10 Marks | Self-Declaration along with relevant details/reports/documents on bidder's letter head |
| 3 | Total transactions currently being processed on the proposed hosted solution per year. | 1.5 Crore to 2 Crore : 5 marks > 2 crore to 3 Crore : 8 marks >3 Crore : 10 marks | 10 Marks | Self-Declaration along with relevant details/reports/documents on bidder's letter head |
| 4 | Total number of Credit Card Solution handled by Bidder on hosted model for Scheduled Commercial Bank in India | 2 migration: 5 marks 3-4 migration: 8 marks Above 4 migrations: 10 marks | 10 Marks | Copy of PO/SLA with latest invoices |
| 5 | Techno Functional Requirements | Techno Functional Requirement (As per Annexure E1 and E2) Total marks shall be converted to equivalent of 20 marks | 20 Marks | |
| 6 | Solution Features and Capability/Product Demonstration/Technical Presentation/ Project Team Experience. | Committee Evaluation | 30 Marks | |
| 7 | Feedback from existing clients (References to be provided by bidder) Either through on-site visit/ remotely as per banks discretion. | Committee Evaluation Excellent=5 Good=3 Average=1 Poor=0 | 5 Marks | |
| 8 | Compliance to Hosting Assessment Checklist | As per Annexure N (Total marks shall be converted to equivalent of 5 marks) | 5 Marks | |



| | | | | |
|--|--|--------------|----------------------|--|
| | | Total | 100 Marks | |
|--|--|--------------|----------------------|--|

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: Techno Functional Requirements

Bidder is required to provide compliance as shown in below table, against each specification mentioned in below sections. The bidder has to do self-evaluation, provide compliance response and assign marks accordingly. The symbols and their description can be referred as follows:

| S.No. | Description | Symbol | Marks |
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| 1 | Standard feature: The application has the functionality, and the functionality is delivered out of box in the software package | S | 2 |
| 2 | Customize: The functionality is not available in Package but can be provided by customizing the system to meet the Bank's requirement | C | 1 |
| 3 | Unavailable: means the Bidder is unable to meet the features/ requirements Marks | N | 0 |

Total score shall be translated to the score equivalent in Technical Bid. Total marks obtained will be proportionately converted to the maximum score of 30 marks for technical evaluation.

Note: Functional specifications which are indicated as customizable in Annexure F should be made available through customization without any additional cost to Bank at the time of installation.

| S.No | Feature/Requirement | Bidder's Response (A/C/I/N) | Bidder's Comment |
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| A-General Requirements- Technical Requirements | | | |
| 1 | The proposed solution should be GUI based and modular in architecture. | | |
| 2 | System should have web based architecture. | | |
| 3 | The system should support multi-processing | | |
| 4 | System should be available 24x7 and provide 99.9% availability | | |
| 5 | System should be supported with disaster recovery site | | |
| 6 | Vendor should have Software Development Toolkit (SDK) for designing new interfaces. | | |
| 7 | The system should support exporting data to other systems to generate regulatory and other types of reports | | |
| 8 | The system should support importing data from other systems for further processing and analysis | | |

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| 9 | The proposed solution should be with highly redundant and highly available inclusive of all components. | | |
| 10 | The system should provide scalability i.e. handle peak transaction loads, future increase in transaction volumes | | |
| 11 | The system should provide modularity i.e. Solution should offer the ability to select modules individually required for Issuer business operations. | | |
| 12 | Support TCP/IP communication protocols. | | |
| 13 | The system should be able to interface with other third party applications | | |
| 14 | The system must support ISO 8583 messaging formats for other hosts connectivity | | |
| 15 | The system must support EMV specifications and support both full grade and semi grade EMV/Contactless card Issuance | | |
| 16 | The system must support Business Intelligence & Analytics systems | | |
| 17 | The system must support interfacing with VAP, MIP & Rupay interfaces | | |
| 18 | The system must support issuance of multiple credit card products. | | |
| 19 | The system must be capable of accepting multiple BIN, IIN numbers. | | |
| 20 | The system should support multiple currencies like Cardholder Authorization currency, billing currency, settlement currency & transaction currency | | |
| 21 | The proposed Solution should support Multi-carding (Corporate Credit Card, Virtual Card, Secured Credit Card, Business Credit Card, Merchant Credit Card, Add-On Card, Commercial Card, Charge Card, Business Card etc.) | | |
| 22 | The proposed solution should enable the issuance of multiple cards of any variant to an existing customer while maintaining client-level limits. For example, if a customer has a Master credit card with a sanctioned limit of 5 lakhs and applies for RuPay or Visa card, the total sanctioned limit of 5 lakhs will apply across all issued cards, regardless of the card variants (MasterCard, Visa, RuPay). | | |
| 23 | The proposed solution should allow Credit Card Instapin / Green Pin Generation (APIbased implementation) | | |
| 24 | The system should facilitate linking of primary and add-on cards to the same account for accounting, spending limit and billing purposes. It should allow issuance of unlimited number | | |

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| | of add-on cards. The Primary and add-on cards must bear different card number of same variant or different variants. Multiple cards like VISA, Master and Rupay Card should be allowed to be linked to the same account with separate sub-limits to add-on cards subject to overall account limit to the primary card, which should not be allowed to be breached. | | |
| 25 | System should be capable of handling Card on File Tokenization (CoFT) & e-Mandate Framework. The tokenization functionality shall be provided for VISA, MasterCard & NPCI | | |
| B-General Functional Requirements | | | |
| 26 | The system must allow setting daily exchange rate for all currencies supported and also using the currency wholesale rate transmitted by Card associations with Mark-up. | | |
| 27 | The system must allow update exchange rate at the end of day or at any other time. | | |
| 28 | The system must allow setting base currency according to the base currency of the card issued. | | |
| 29 | The solution should be capable of integrating with services accessible through API, web services, call center operations, IVR etc | | |
| 30 | The system must be able to comply with VISA/MasterCard/Rupay mandates released from time to time without any additional cost to the Bank | | |
| 31 | The system must support offline interface files of MasterCard IPM files and VISA CTF Files and Rupay (Rupay sponsored program file) | | |
| 32 | The system should capable to get certified by VISA, MasterCard & NPCI in India. | | |
| 33 | The system must support VISA/MasterCard/Rupay 3D Secure guidelines and should have at least two instances in production which is certified for VISA & MasterCard | | |
| 34 | The system must have Host Security Modules for Card And PIN Verification | | |
| 35 | The system must provide a batch scheduler for executing various system batch jobs. It should be possible to override the scheduler to execute a batch job on demand. | | |
| 36 | All reporting facilities should be customizable and should have capability to interface to 3rd party report writer tools | | |
| 37 | Should support maker-checker concept for master definition, parameter setup & for all financial transactions | | |

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| 38 | Reporting, Collecting TCS and Remittance thereof to Government on LRS Transactions using Intl. Credit Cards as per the regulatory guidelines. | | |
| C-Product Definition | | | |
| 39 | Capability to issue multi-institutional cards/multi-currency cards in different currencies | | |
| 40 | Capability to define multiple products on a single CMS platform. | | |
| 41 | Ability to set up multiple products with configurable attributes such as limits, transaction set, billing cycle, credit profile, loyalty plan. | | |
| 42 | Able to restrict transactions by MCC, at card level. | | |
| 43 | Able to restrict transactions by Merchant ID and Terminal ID | | |
| 44 | Able to restrict transactions by international/Domestic limits, at card level. | | |
| 45 | Ability to create/define products based on the market segment and card product positioning, without software customization. | | |
| 46 | Ability to create/define loan products not necessarily linked to cards based on the market without software customization. | | |
| 47 | Ability to define different transaction set for such loan products viz. limits, transaction set, billing cycle, credit profile, interest rate, interest calculation and repayment method | | |
| 48 | Ability to create new products with separate/different attribute plans | | |
| 49 | Ability to define different attribute plans for primary/secondary cards | | |
| 50 | Able to define/set up co-branded cards | | |
| 51 | Able to define/set up Corporate cards/Business Cards / Purchase / Charge Cards. | | |
| 52 | Able to create a suite of different currency corporate cards for a Bank, i.e. 1 USD Corporate Card, 4 GBP Corporate Cards, 10 EUR Corporate cards, etc. | | |
| 53 | Limits to be set at card and account level as per product or per card/account | | |
| 54 | Able to auto adjust the credit/cash advance limit as per priority set by the Bank. | | |
| D-Attribute inheritance | | | |

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| 55 | The system should have the capability such that attributes defined at product level are automatically inherited at account and card level. | | |
| 56 | The system should provide facilities to change/override the inherited attributes at account and/or card level. | | |
| 57 | Ability to inherit attributes from Customer Group/ Segment level. Equally, the issuer must be able to override inherited attributes for a range and for each individual card. (It must be possible to have separate attributes for primary and supplementary cards and individual corporate cards) | | |
| 58 | The system should allow to set up holiday calendars | | |
| 59 | The system must support using dates in the format: <ul style="list-style-type: none"> • Date/Month/Year (DD/MM/YY; DD/MM/YYYY) • Month/Date/Year (MM/DD/YY; MM/DD/YYYY) Year/Month/Date (YY/MM/DD; YYYY/MM/DD) etc. | | |
| E-Card Product Hierarchy | | | |
| 60 | The system must provide a two level hierarchy for cards attributes: | | |
| 61 | Card Product - The Bank must be able to define as many products as it desires | | |
| 62 | Card Range (A product may have several ranges) | | |
| F-Transaction definition | | | |
| 63 | The system supports function for the Bank to define new transactions. E.g. new type of purchase transaction, or balance transfer transaction or EMI. | | |
| 64 | The system must provide a GUI for defining transaction rules. | | |
| G-Limit setting | | | |
| 65 | Setting per transaction limits (separately for Domestic & Cross Border transactions) , daily limits, periodic limits for Card Present & Card Not Present transactions | | |
| 66 | Setting separate limits for domestic and international transactions | | |
| 67 | Defining an authorization response action (approve, decline, capture, refer) in case limits are breached | | |
| 68 | Defining velocity limits and defining an authorization (approve, decline, capture, refer) response action in case velocities are breached | | |

| H-Balance Transfers | | | |
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| 69 | Able to set up balance transfers with different interest rates (Flat/Reducing based on different calculation method) and expiry within an existing unsecured revolving account. | | |
| 70 | Option to charge balance transfer processing fee at user defined rate or fixed amount or both. | | |
| 71 | Option to charge / configure interest on processing fees from balance transfers. | | |
| 72 | Able to charge early exit fee for customer who does not fulfill the balance transfer tenure. | | |
| 73 | Able to cap total approved balance transfer as percentage of customer credit limit or in addition to existing credit limit. | | |
| 74 | Able to set up payment sequence for each balance transfer. | | |
| 69 | Able to set up maximum number / amount / percentage of total limit for Balance limit transactions in fixed tenure / time period. | | |
| 70 | E.g. Different balance transfers belonging to the same customer have different payment sequence. | | |
| F-EMI (Transaction Based and Amount Based) | | | |
| 71 | Able to convert revolving balances into fixed term amounts with an option for new transactions to be billed into the normal minimum amount. | | |
| 72 | Able to set up EMI with different interest rates (Flat/Reducing based on different calculation method) and expiry within an existing unsecured revolving account. | | |
| 73 | Able to auto charge (configurable) an administrative / processing fee for every EMI transaction. | | |
| 74 | Able to detect that a balance / transaction is already on instalment plan and prevent it from entering into another instalment plan | | |
| 75 | Able to auto post user defined fixed fee or percentage of instalment balance for instalment cancellation. | | |
| 76 | Able to defer posting of the 1st instalment based on the user defined X period, for e.g. the 1st instalment is only posted to customer's account 1 month later. | | |
| 77 | The solution should support above functionality for loan against available limit as well, | | |
| 78 | Able to set up maximum number / amount / percentage of total limit for EMI transactions in fix tenure / time period. | | |
| 79 | Post EMI and Pre EMI plans | | |
| G-Loan | | | |

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| 80 | Able to define different instalment and repayment plans for loan products | | |
| 81 | Able to post user defined fees for extension/foreclosure of instalment plan against a loan transactions | | |
| 82 | Able to define buckets against unpaid streams and different buckets may have different interest plans | | |
| 83 | Able to setup defer posting of instalment based on user defined period. | | |
| H-Standalone Loan Product | | | |
| 84 | The system must allow to define separate product parameters for standalone Loan Product such as Personal Loans, EMI Cards | | |
| 85 | There should be separate flow with different fees structures, Interest structures etc. | | |
| 86 | It must allow to define different unpaid streams, foreclosures and extension parameters | | |
| 87 | It must allow different interest calculation method such as flat, reducing etc. and flexible tenures | | |
| I-Card Specifications | | | |
| 88 | Plastic/Product Id : Able to create supplementary card plastic different from the principal card type. | | |
| J-Card Template | | | |
| 89 | System must have GUI based card number definition template. | | |
| 90 | System should be capable to assign special card numbers using a GUI. | | |
| K-Corporate Cards | | | |
| 91 | Able to issue Corporate under individual liability, Corporate Liability | | |
| 92 | Able to select cards under a corporate and collectively update them. E.g. mass closure of all cards in a company. | | |
| 93 | System must support MasterCard SDOL/VISA VCF / Rupay. | | |
| L-Fees Management | | | |
| 94 | Ability of the system to create comprehensive card and transaction fee structure | | |
| 95 | The user must be able to define multiple fee plans: | | |
| 96 | Card fees | | |
| 97 | Transaction fees | | |
| 98 | Miscellaneous fees | | |
| 99 | The system must provide a flexible mechanism for the user to associate fee plans with each card product & card | | |
| 100 | Each card fee plan must include fees for: | | |

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| 101 | Joining Fee | | |
| 102 | Annual membership | | |
| 103 | Renewal fees | | |
| 104 | Fees for issuance of photo card (Personalised Background design cards) | | |
| 105 | Fees for card replacement, card lost, card stolen, damaged card | | |
| 106 | Emergency card | | |
| 107 | New PIN | | |
| 108 | Duplicate statement, etc. | | |
| 109 | Over-limit fees | | |
| 110 | Assessed as fixed amount or based on a percentage of the balance, credit line or overlimit amount | | |
| 111 | Assessed based on the first over-limit transaction only, or on all over-limit transactions | | |
| 112 | Assessed as of the transaction posting date or at the cycle (statement) date. | | |
| 113 | The fee and charges should not be limited to the above list, system should support flexibility to define more fees/charges if need be from time to time | | |
| 114 | Periodic Fees | | |
| 115 | Periodic fees may be variable according to individual cards with the same account (account with multiple cards/members). | | |
| 116 | Periodic fees may be applied to purchase balance, cash advance balance, miscellaneous balance, account balance or any combination. | | |
| 117 | Periodic fees may be included or excluded in the interest rate calculation. | | |
| 118 | Cash Advance Fees | | |
| 119 | Fee on multiple cash advance amounts | | |
| 120 | Option to waive cash advance fee | | |
| 121 | May be charged as fixed amount or as a percentage of the cash advance amount; or fixed plus a percentage | | |
| 122 | Separate fees for cash advance at POS and at ATM | | |
| 123 | Option to exclude fee for on-us transactions (cash advance) | | |
| 124 | Option for differential fees for on-us transactions and not on-us transactions. | | |
| 125 | Service fees | | |

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| 126 | Provide the function to define and assess service fees: e.g. joining fee, annual fee, monthly fee, card replacement fee, delinquency fee, card removal fee, Chargeback retrieval etc... | | |
| 127 | Transactions fees | | |
| 128 | The ability to support different fees for different transaction types: e.g. merchandise, fund transfer at ATM, transaction at particular merchants, etc... The ability to charge a fee per transaction; a fee based on a percentage of the transaction value; tiered fees. | | |
| 129 | The ability to charge a fee per transaction; a fee based on a percentage of the transaction value; tiered fees. | | |
| 130 | Option to charge different fees for withdrawal transactions from on-us card and from not on-us card. | | |
| 131 | The system must allow to manually set fees for exception case, e.g. VIP customers, in a particular plan... | | |
| 132 | The system must allow to automatically direct fees and charges to individually specified accounts in the Card system or Core Banking system for payment of any fee or charge. | | |
| 133 | Allow to reverse fees when transactions are refunded. | | |
| 134 | Configurable parameters to define when the fees are to be levied and periodicity of levy. | | |
| 135 | Each transaction fee plan will include different fees for: | | |
| 136 | Different types of transactions | | |
| 137 | Transaction done on Bank's own network and other national and international networks | | |
| 138 | Fees can be fixed fees or a percentage of the transaction value subject to a minimum and maximum value. | | |
| 139 | The system must have ability for users to define new fee types and charges based on events created on the system. | | |
| 140 | Option to auto waive annual membership fees for Nth period, e.g. 1st 2 years fee waiver, for selected products and product groups and / customer profiles. | | |
| 141 | Option to auto waive annual membership fees for supplementary cards for Nth period which may differ from promotional fee setup for principal card, e.g. supplementary card free for 1st 3 years viz. principal card free for 1st year only. | | |
| 142 | Option to not to charge annual membership fees based on account status and usage. | | |
| 143 | Able to waive fees (fully and partially) and treat the waiver as a credit to offset the fee component and not the other balances. | | |
| 144 | Able to user-define the consumer tax (e.g. service tax, GST etc) charges for certain fees. | | |

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| 145 | Able to charge late fee, cheque bounce, bounce ECS / NACH etc. either as a fixed amount, minimum fixed, % of balance, or tiered, or etc., when minimum amount is not paid at product, account or customer level by due date. | | |
| M-Reversal of Charges | | | |
| 146 | Able to have configurable reversal of charges & tax based on Value date for entire life cycle of card. There should an option to select option by which on such reversal the system will also reverse all associated fees and charges applied thereon. | | |
| 147 | Ability to have configurable revenue items indicating the need for reversal of charge | | |
| N-Settlement | | | |
| 148 | The system must log and validate all incoming files | | |
| 149 | The system must check for duplicates | | |
| 150 | The system must identify the exception transactions such as : | | |
| 151 | Not authorized | | |
| 152 | Presentment amount difference | | |
| 153 | Late Presentment | | |
| 154 | Duplicate presentment etc. | | |
| 155 | Posting of transactions to cardholder accounts. | | |
| 156 | Authorised Offline or by stand-in | | |
| 157 | Any other not specified above | | |
| 158 | File update: | | |
| 159 | The system must have ability to automatically send a file update request to card associations based on card/account status change. | | |
| 160 | The system must also have capability to generate file to be uploaded manually though interfaces of card association for card/account status change | | |
| 161 | The system must guarantee delivering mechanism through retry of failed request attempts. | | |
| 162 | The system must allow to manual override of issued file update events. | | |
| 163 | Data Upload | | |
| 164 | System should be capable of creating extract files based on selected columns of tables | | |
| 165 | System should be capable of uploading extracted files as upload files back into the database | | |
| O-Reconciliation | | | |

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| 166 | The system shall receive Incoming VISA Base II settlement files, Incoming MasterCard IPM settlement files, Rupay Settlement file, BIN file etc. The system must match its transaction database with incoming Base II and IPM files | | |
| 167 | Incoming and outgoing transaction files must be reconciled with the destination and source organizations (e.g., Visa, on-us, etc.). The system will perform comprehensive settlement and reconciliation with all endpoints. | | |
| 168 | It must 'age-off' unmatched transactions and cancel authorizations | | |
| 169 | It must support all standard interchange transactions such as fees, miscellaneous transactions etc. | | |
| 170 | The CMS should compute interchange fees. It shall compare these with the data sent by the associations and highlight any exceptions. | | |
| 171 | The system must log and validate all incoming files | | |
| 172 | The system must identify the exception transactions such as: | | |
| 173 | Not authorized | | |
| 174 | Presentment amount difference | | |
| 175 | Late Presentment | | |
| 176 | Duplicate presentment etc. | | |
| 177 | Posting of transactions to cardholder accounts. | | |
| 178 | The system must verify that all transactions are received from and accepted by the various settlement endpoints. | | |
| 179 | The system must verify transaction amounts and fees with the Bank card associations and other settlement endpoints. | | |
| 180 | The system shall support authorization ageing. The Ageing parameters shall be configurable at Network, Product and MCC level. | | |
| 181 | Should generate reports for reconciliation for all chargeback activities (Including fee collection incoming or outgoing) | | |
| P-Dispute Resolution | | | |
| 182 | It must support the full life cycle of financial transactions - presentments, Representments, Retrieval Requests, Chargebacks, Pre-Arbitration, Pre-compliance, Arbitration & Compliances etc. including Onus transactions, in accordance with rules of the concerned association (VISA, MasterCard, Rupay etc) For managing the disputes, a dedicated web portal is required to be provided to bank's contact Centre. The same portal will also have accessed by bank's back office and branches also. For handling the disputes through Mobile, internet banking and other channels appropriate integration shall be provided. The customer can lodge their grievances related to Credit Cards to | | |

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| | which the Bidder's Dispute & Grievance Redressal module shall be incorporated. | | |
| 183 | It must provide alerts to assist the Bank's staff to take timely action in accordance with the rules of the association. There should be provision to configure the alerts. | | |
| 184 | It should support Automated & Manual entry of Retrieval Requests, Re-presentments, chargebacks and transmission to the Switch. Posting of credit to cardholder. | | |
| 185 | It must be able to link Retrieval Requests with Chargebacks | | |
| 186 | Facilitate for tracking of pending retrieval request responses/second presentment (with supporting file). | | |
| 187 | It should handle exceptions such as irregular action by merchants for over floor limit sales without obtaining authorization, late transaction presentment by acquirer / late settlement. (Allow generation of chargebacks in such cases) | | |
| 188 | Facilitate posting of chargeback to cardholder account in the event of valid chargeback | | |
| 189 | The system must have ability to suspend a posted transaction due to cardholder dispute. | | |
| 190 | The system must have ability to repost transactions on resolution. | | |
| 191 | The system must have ability not to levy charges (Interest/Fee) on transactions disputed as 'fraud' by the cardholder until the dispute is resolved as per RBI Guidelines. | | |
| 192 | The system must have able to automatically refund the transactions. | | |
| 193 | The statements must specify the transaction details and disputed amounts. | | |
| 194 | The system shall provide for chargeback letter/exhibit forms 2E / email / SMS with thread to be generated and must be extended to the customers irrespective of the point where the chargeback has been raised. | | |
| Q-Letter / Event Generation | | | |
| 195 | The system must have ability to generate letter / Email / SMS automatically (include, but not limited to): There should be provision to configure the SMS/ Email/ letter template for every event. | | |
| 196 | Accepting/Declining card application letters | | |
| 197 | Outstanding debt letter | | |
| 198 | Card/Account status letter | | |
| 199 | Application's lacking information | | |
| 200 | Able to auto correct the payment profile in case of payment reversals. | | |

| R-Risk and Fraud Management | | | |
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| 201 | The Bank is aware that there is always a risk of increased incidence of fraud as the card base and transaction volume increases. The CMS should assist the Bank in determining and monitoring fraud. | | |
| 202 | The system should highlight cases such as: | | |
| 203 | A spurt in authorization activities from a merchant, a group of merchants | | |
| 204 | The system should report if many authorization request come for a single card | | |
| 205 | Cards: The system should highlight cases such as | | |
| 206 | An authorization request from hot listed (Lost, Stolen) cards | | |
| 207 | Multiple transactions from one card within a short duration or multiple transactions from different territory. | | |
| 208 | Split transactions and multiple swipes | | |
| 209 | Cards with invalid CVV | | |
| 210 | Transactions above threshold limit | | |
| 211 | Other requirements: | | |
| 212 | The system should highlight transactions originating from stop listed countries or transaction from different -different countries in very short period etc. | | |
| 213 | The system should have full support for SAFE, MATCH, NMAS and TC40, similar programs for Rupay | | |
| 214 | Rule based Fraud management system support | | |
| 215 | System should have options to configure / block the transactions based on Risky Country / Amount Range limit/ Risky City / Risky Merchant / Risky Bank etc. | | |
| 216 | The system should have API to be consumed by mobile app/portal enabling Cardholder for various self-service functionalities including basic Risk Management activities | | |
| 217 | The system should have capabilities to build, modify, delete, activate or deactivate rules within the system. | | |
| 218 | Rules parameter should be dynamic i.e. configurable. | | |
| 219 | Based on the rules, system should have different worklist wherein cases can be lift with lift date, closed with notation functionality, all transactions to indicate rules | | |
| 201 | System should have functionality to block & unblock the card | | |
| 202 | System should have functionality to have multiple block reason code (Lost, Stolen, Counterfeit, FRAP, Non received etc. and should capture analyst ID & date | | |

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| 203 | System to be have capability to monitor credit card transactions on a real time basis and in certain criteria leave the transactions in pending stage wherein its neither being approved or declined but a manual intervention is required from the analyst to do that. (e.g. one dollar transaction on overseas sites) | | |
| 204 | system to decline transactions from (stop list) banned countries | | |
| 205 | Capability to pass temp. & permanent credit | | |
| 206 | Capability to add notes along with date, time & analyst id | | |
| 207 | Capability to show all supplementary cards and/or any previous block cards both supplementary & basic | | |
| 208 | Indicator if ICA or Contactless is open or not. | | |
| S-Customer Care | | | |
| 209 | In the event a cardholder calls, the CSR must be able to authenticate the caller through a challenge response mechanism and invoke a primary cardholder information screen Card Number. Systems should also have option to upload bulk requests / complaint in the provided solution. | | |
| 210 | The system must generate a unique number for each call to track each call and ensure its timely and proper completion. | | |
| 211 | Able to configure the challenge response question and the number of correct answers for successful validation | | |
| 212 | Able to define service code which will be handled by the CSRs | | |
| 213 | Able to set up escalation matrix for service codes | | |
| 214 | The CSR must be able to drill down and display specific screens of more detailed information on various cardholder information such as: | | |
| 215 | Personal Information | | |
| 216 | Cardholder and account Information | | |
| 217 | Able to display all product information in the system of the same customer on a single screen | | |
| 218 | Able to provide a list of customer card information such as Cardholder Name, employee ID, Card #, Card limit, Temporary Card limit, spending limit, Available limit, card expiry, status, outstanding balance, transaction limit, daily limit, etc on the same screen. | | |
| 219 | Transaction search/details | | |
| 220 | Statement Information | | |
| 221 | Chargeback details | | |
| 222 | Authorization search | | |

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| 223 | Current card activity details | | |
| 224 | The system should allow the Banks CSR's to: | | |
| 225 | Update the cardholder's information such as a change of address | | |
| 226 | Activate the card in case of manual activation of card by calling the call centre. | | |
| 227 | Record requests like additional card, duplicate statement dispatch, etc. | | |
| 228 | Hot list a card if the caller reports a lost/stolen situation | | |
| 209 | Record cases where the customer disputes a particular transaction | | |
| 210 | Perform temporary limit enhancements. | | |
| 211 | Able to set future effective date for approved temporary credit limit | | |
| 212 | The CSR (Customer service Request) must be able to record memos on observations and actions taken | | |
| 213 | The CSR must be able to update the status of each request from beginning to final closure and system will send confirmation of request registration / completion to customer through email / SMS. | | |
| 214 | The CMS must forward requests for action by card centre. | | |
| 215 | Able to perform wild card search for descriptive fields, e.g. customer name. | | |
| 216 | Able to track past credit limit changes, including temporary credit line, with details from account open date. | | |
| 217 | Able to view customer /product status codes narration or details. | | |
| 218 | Able to display unbilled balance components on screen at customer level or account level, e.g. Interest, annual fees, late charges, returned auto direct debit fees, instalment. | | |
| 219 | Account processing must include the posting of each day's activity against cardholder accounts through overnight batch processing, or real-time posting. | | |
| T-Start of day | | | |
| 220 | The system must have ability to process all necessary request events for cardholder record maintenance. | | |
| 221 | The system must have ability to perform daily processing: | | |
| 222 | Pre-authorized Debit File processing cycle | | |
| 223 | Payment File Processing | | |
| 224 | Posting of transactions to customer account | | |
| 225 | Scheduled address change request processing | | |

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| 226 | Card Status changes during EOD processes (if EOD available otherwise real-time bases) | | |
| 227 | Resetting of spending limits | | |
| 228 | System's internal interfaces | | |
| 229 | Managing all events in order to create inform-letters/email / SMS automatically | | |
| 230 | To authorize transactions, approve or delete authorization codes | | |
| 231 | Processing, recording & verifying of balance conversion | | |
| 232 | Reconciling settlement with international card organizations (Visa, MasterCard and Rupay) | | |
| 233 | Processing of limit changing (temporary/permanent increasing or deducting) | | |
| 234 | End of day | | |
| 235 | The system must have ability to process all end of day tasks: | | |
| 220 | Posting of cleared transactions from interchange | | |
| 221 | Posting payments received for cardholder accounts. | | |
| 222 | Charge fees based on transaction events. | | |
| 223 | Charge fee on fee (e.g. taxes) | | |
| 224 | Fee summarizing and auto posting at the end of month (e.g. annual fee, monthly nontransaction fee...). | | |
| U-Non-Performing Assets (NPA) management | | | |
| 225 | Daily aging analysis for delinquent accounts: Date Past Due (DPD) Management. | | |
| 226 | The system shall support classification and provisioning requirements specified by RBI and Banks internal requirement. | | |
| 227 | The system shall support classification and provisioning requirements as per Bank's requirements | | |
| 228 | The system shall support suspension of unrealized interest/charges/taxes for NPA accounts and its reinstatement when the card turns to standard | | |
| 229 | NPA shadow balance processing i.e., booking of unapplied income after account turns into Standard Category or reversal of unapplied income incase of settlement of account. | | |
| 230 | The system must allow account to toggle between NPA and Normal based on predefined norms as per guidelines | | |
| 231 | The system should have seamless integration with Banks Core Banking solution for Asset Classification process and vice versa for percolated cards | | |

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| 232 | The System must handle reporting of One Time Settlement accounts along with amounts to Credit Information Companies. | | |
| V-User rights and audits | | | |
| 233 | The system administrator should be allowed to register each user with maker checker mechanism (in user entry all details of user should be entered like ec code, name etc.) | | |
| 234 | The system must ensure a unique ID for each user (Unique Id shall be provided by Bank) | | |
| 235 | Each user must have a password with 2FA | | |
| 236 | The system must provide features such as: | | |
| 237 | Configurable minimum length of password (Configurable) | | |
| 238 | The system should have Identity & Access Management for User Management with Audit trail. | | |
| 239 | Configurable expiration date to force a user to change the password | | |
| 240 | The system must not allow the user to re-use the existing password | | |
| 241 | The system should block a user who exceeds a configurable retry limit for ID/password when attempting to log-in | | |
| 242 | The system must log all cases of unsuccessful log-in attempts | | |
| 243 | The System Administrator must be able to assign pervasive access rights to features and functions of the CMS (on-line and batch processes) | | |
| 244 | The System Administrator must be able to assign these rights at a low level of granularity (i.e., individual menu options and actions such as 'add/change/delete) | | |
| 245 | The system must not inform users for any other access options except those for which they are authorized. | | |
| 246 | System maintenance utilities must be controlled. The system execution of any utility must be restricted in such a way that authorized user of such a utility only has rights to execute that utility and nothing else. | | |
| 247 | Systems must be configured to not give any information on an unsuccessful login. This includes identifying which portion of login sequence (user ID or password) was incorrect. | | |
| 248 | The System Administrator must be able to define user groups and assigning users to a group | | |
| 249 | The System Administrator must be able to treat user groups as entities and assign access rights to each group | | |
| 250 | The CMS must allow each member of a group to 'inherit' the access rights of the group as a default practice | | |
| 251 | The System Administrator must be able to lower (not raise) the access rights of specific members of a user group | | |

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| 252 | The system must not re-use user ID's. Each computer and communication system user-ID must be unique and forever connected solely with the user to whom it was assigned. | | |
| 253 | The system will automatically logoff users if they remain inactive on the system for a definable period of time. Time to be defined and set by the Bank. | | |
| 254 | The system will automatically suspend users after a definable number of failed access attempts. The number of attempts to be defined and set by the Bank. | | |
| 255 | A password history will be maintained to prevent users from reusing a password within an administrator defined number (e.g.: cannot reuse the last 4 passwords). | | |
| 256 | A password management system must be in place to provide an effective, interactive facility that ensures quality passwords. | | |
| 257 | After a user has been authenticated or logged out, the buffer containing user ID and password must be cleared. | | |
| 233 | All passwords assigned must be unique for each user. | | |
| 234 | Bank will define the password structures and renewals (e.g. length, expiry etc). | | |
| 235 | Nowhere in the system will passwords be viewable in the clear (as readable alphanumeric characters). They will only ever be displayed & stored using a one-way encryption algorithm. | | |
| 236 | On initial logon, new users will be forced by the system they are accessing to change their initial password to one that meets the relevant password functional policies set by the Bank | | |
| 237 | Passwords must be a minimum of six (6) characters in length for regular users, eight (8) characters in length for supervisors and other privileged users, and must comprise of letters, numbers, and special characters to the extent possible. | | |
| 238 | Passwords must not be stored in readable form in batch files, automatic login scripts, software macros, terminal function keys, in files or computers without access controls, or in other locations. | | |
| 239 | The system must force users to change temporary passwords at the first log on. | | |
| 240 | The system must provide the option to force users to change passwords at determined intervals. | | |
| 241 | The system should use password history techniques to maintain a password history of users. This will ensure that users do not reuse passwords when forced to change the password. | | |
| 242 | The system will include facilities to check password quality and disallow certain password combinations (e.g.: no sequential characters, no repeating characters). | | |

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| 243 | The system will include facilities to force certain password conventions (e.g. minimum length, at least one numeric character etc). | | |
| 244 | The user will change passwords with a 2nd input required to validate the password. | | |
| 245 | The CMS must provide extensive audit capabilities | | |
| 246 | A log file will also record successful & unsuccessful attempts to log on to the system. | | |
| 247 | A log file will be maintained by the system to record all events. The contents (i.e.: Amount of detail) to be controlled by System Administrators. | | |
| 248 | It must maintain audit trails of important actions such as changes to master data, execution of batch jobs, hot listing, etc. The system must record the ID of the person, the date and time, etc. for future analysis, | | |
| 249 | There must be facilities to view the audit trail | | |
| 250 | There must be facilities to archive audit information | | |
| 251 | All computers, databases or applications that store user account and password information must be secured in the strictest manner. Access to the user account base must be restricted to only authorized administrators. | | |
| 252 | Systems should have capability to upload service request like PIN generation, Card replacement , Card Renewal, Auto debit (Activation / de-activation), Address change, EMI, Loan, Card cancellation, Add-on card , Card Hotlisting, Card Activation, Card Closure, Card Upgradation, BT, Statement Mode, Limit Enhancement / reduction, Credit/Debit Adjustments etc. from third party application or bulk file upload | | |

Annexure E2: Module Wise Requirements

| S.No | Feature/Requirement | Bidder's Response (A/C/I/N) | Bidder's Comment |
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| A- Application Processing | | | |
| 1 | Support interface with Banks Core Banks for creating new card application requests | | |
| 2 | Support batch uploading file containing application data originated from a third party application | | |
| 3 | Support manual data entry of application data by Bank's staff and all subsequent processes till card generation like verification, scoring, event generation, vouching, Rejection, online bureau check etc. | | |
| 4 | System should allow to define configurable rules based work flow rules for application processing | | |
| | Allocation of a card type | | |
| 5 | The system must provide means to the Bank's staff for configuring business rules that will help decision making for allocating a particular card type and card limits to a successful applicant. | | |
| 6 | The Bank would want to use rules based on the score and other attributes of the applicant. | | |
| 7 | Facility to rank the cards on the basis of past transaction records (platinum, gold, silver etc) | | |
| | Supplementary cards | | |
| 8 | The system must support applications from existing cardholders for issuance of supplementary / add-on cards. | | |
| 9 | Able to prevent supplementary card creation when there is no principal card (either same product or cross product) or supplementary / add-ons count limit reached. | | |
| 10 | The applicant must be able to define attributes for the supplementary cards including limits, territory (domestic or not), and transaction set. | | |
| 11 | The system shall provide support for unlimited number of add-on cards. | | |
| 12 | The system shall support sub-limit for add-on card subject to overall account limit of the main/principal card. | | |

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| 13 | The system must support recording of separate mobile number for add on cards for sending transaction alerts | | |
| B-Card Generation & Processing | | | |
| 14 | The system must support automatic generation of the Card Number based on the card range defined with configurable check digit | | |
| 15 | Card Numbering features must be supported (include, but not limited to): | | |
| | • As defined by the Bank | | |
| | • Arbitrary card numbers | | |
| 16 | Describe the maximum length of card numbers which can be supported by the system. | | |
| 17 | The system must have ability to assign account numbers automatically as defined by the Bank. | | |
| 18 | The system must have ability to configure card number structure i.e. ability to define the various positions of the card number for e.g. 1st eight digit BIN, next 2 digits custom code etc | | |
| 19 | Generation of PIN number as Industry best practices | | |
| 20 | Split a BIN into multiple ranges (for multi-institution, multi-branch and multiproduct) | | |
| 21 | Multiple programs per BIN range for targeted demographic groups | | |
| 22 | System should support self-generation of PIN or PIN change by the customers using the Bank's ATMs, Mobile App, web portal with OTP generation | | |
| 23 | The user must be able to configure templates for emboss/encode files (card personalization files) for different products System must be able to generate embossa for Card personalization/instant cards and printing of PINs/instant pins. | | |
| 24 | The Bank's staff must be able to select some or all approved applications for personalization. | | |
| 25 | The solution must be able to generate multiple embossing files (Batch wise, Bin wise, Promotion wise etc) based on Plastic Id, issue/reissue, Priority embossing. | | |
| 26 | The CMS must use an HSM to generate CVV/CVC/PVV etc. | | |
| 27 | Able to separate the embossing file by Association Type (i.e. MasterCard, VISA, Rupay etc.). | | |
| 28 | The system must have available functionality modules for EMV cards, including card issuing data preparation for chip | | |

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| | card personalization. The service provider is requested to list all equipment for chip card personalization and control software's which are supported by the proposed solution. | | |
| 29 | Able to separate embossing file by plastic types. | | |
| 30 | The system shall support mailer information including alternate mailing details in The embossing file. | | |
| 31 | Able to produce a cover letter, e.g. welcome letter, followed by a card carrier for a customer, i.e. customer will receive the letter and the embossed card in the card carrier without the embossing staff manually inserting either of this into the envelope. Should be able to print address label of one or selected card numbers. | | |
| 32 | Card production files must include data to support (include, but not limited to): <ul style="list-style-type: none"> • PAN with multi-length • For EMV, smart chip and others | | |
| 33 | System should be able to provide data in multiple formats like excel, text, pdf format. | | |
| 34 | Able to alert users when the minimum number of available card numbers is reached. Separate file to generate fresh cards, renewal cards, replacement cards, upgradation cards etc variant wise. | | |
| 35 | Able to support up to 3rd Line embossing, e.g. Company Name on 2nd Line, Club Membership Number on 3rd Line, etc., for selected product profile, e.g. Private Companying, Privilege Companying, Corporate, etc. | | |
| 36 | Able to set up Priority Pass (Airport Lounge Access Cards) details. | | |
| 37 | The system must support user configurable templates for the PIN Mailer format | | |
| 38 | The CMS must use an HSM to generate the PIN | | |
| 39 | The system must have ability to generate PAN and Offset (PVV, CVV, and CVV2). | | |
| 40 | The System must support different standard methods for PIN Generation (IBM, VISA PVV, Master, Rupay, OTP and others) | | |
| 41 | The system must have ability to assign PIN in several methods: Random Assignment, Customer self-selection | | |
| 42 | The system should be capable of tracking dispatch of cards, PIN mailers to customers | | |
| 43 | Management of Card Delivery, Acknowledgement of issued cards & Management of returned cards. | | |

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| 44 | The system should record use of couriers (if applicable) for dispatch of cards, and tracking each consignment. The system should be able to upload courier tracking no. | | |
| 45 | The solution should provide appropriate Configurable user interfaces to activate a card upon proper identification of the customer. In addition, provide support for IVR activation. Facility of card activation only after acknowledgement from customer | | |
| 46 | Challenge questions should be supported for the purpose of card activation | | |
| 47 | The system must keep a status for each card produced. List the status supported by the proposed system | | |
| 48 | The system must be capable of changing card status. List the status supported by the proposed solution | | |
| 49 | Pin generation should be in batches or one to one or by count | | |
| | Card replacement: | | |
| 50 | The system should support reason-based replacement of cards. | | |
| 51 | The card number of the new card should depend upon the reason. (E.g. same number for a damaged card and new number for a stolen card) | | |
| 52 | The system must support seamless linkage of the new card with the old card and existing account in all cases of replacement of an existing card. All attributes including account balances / Loyalty should be automatically inherited by the new cards. | | |
| 53 | The system must be able to automatically renew for a specific group of cards with flexible controlled parameters (checking current expiry date, account, conditions, number of retries, blocking parameters etc.). | | |
| 54 | The system must have function for individual renewal in exceptional situations, replacements and reissue of lost and stolen cards through batch files, and online or GUI capture. | | |
| 55 | The system must have function for special requirements for card reissuing (include, but not limited to): embossing name change, plastic design change, PIN change... | | |
| 56 | system should provide card status(POP up menu) while doing card replacement if card is in delinquent | | |
| 57 | Real time SMS must be delivered to the card holder for replacement | | |
| 58 | After card replacement, system will auto generate the batch file and send to the concerned vendor. | | |

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| 59 | System must provide the last replacement date and reason to verify | | |
| 60 | System also provide the link to identify whether replacement card has been successfully delivered to the cardholder or not. | | |
| 61 | Hot-listing | | |
| 62 | The system must enable reason based addition and withdrawal of cards from the hot list. Must maintain audit logs in the system. | | |
| 63 | The system should allow hot listing cards not only for specific card numbers, but also card ranges, BIN, country through GUI, Online , IVR, SMS etc. | | |
| 64 | The system should be able to accept external files to update its hot list database. | | |
| 65 | Similarly, the system must be able to generate hot listing files for interchanges and transfer the same on real time basis | | |
| 66 | Automatic listing in VISA/MasterCard/Rupay exception file based on Card/Account status. | | |
| 67 | While performing card hot listing system should provide option like whether you want replacement card and an option to levy fee or not. | | |
| 68 | Real time sms must be delivered to the card holder for hot listing, Renewal, revival of Cards, feature enable / disable like international, ecommerce etc | | |
| 69 | The system should generate a report on cards due for renewal (category wise -staff, VIP, Public etc) and action must be through configurable parameters. The date of generation must be a configurable number of days before the expiration date of cards. | | |
| 70 | The system should enable manual override to nominate certain cards for non-renewal. Upload in excel to be allowed | | |
| 71 | The system should support revival of expired cards upon request from the customer, also for up gradation | | |
| 72 | The system should be able to close the active/expired cards, based on defined criteria | | |
| 73 | The CMS must support requests for early renewal of cards, except those card, blocked for renewal. Prior period to be defined | | |
| 74 | Option to auto block old card (stop authorization) after the new card effective date kicks in. | | |
| 69 | Able to auto-post transactions to new/ replaced card with new card number, when the previous card is closed or blocked. | | |

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| 70 | Able to support card renewal including both main and supplementary accounts. | | |
| 71 | Able to auto close all corresponding supplementary cards when the principal card is closed. | | |
| 72 | Able to tag a status code to a customer inactive for x months (period to be user defined) and able to generate letter or report on such. | | |
| 73 | Card is Expired & Blocked due to Fraud transaction, In this case, Card should be replaced/Upgraded only with extended validity in single shot as per customer req. | | |
| 74 | CMS should auto /manually renew the card in case of unpaid. | | |
| 75 | Primary Card is Blocked & ADD ON is Normal, CMS should not auto renew the card, but should manually renew. | | |
| 76 | Primary Card is Normal & ADD ON is Blocked, CMS should auto renew the card, but should manually renew ADD ON. | | |
| 77 | There should be option of upgrade with renew in case of expired card in single activity. | | |
| 78 | PIN request | | |
| 79 | The system should handle generation of a new PIN mailer on request | | |
| 80 | The system should maintain the card PIN history details. | | |
| 81 | The system should provide facilities to configure fees on PIN re-generation. | | |
| 82 | The PIN shall be generated for only those cards which are authorized and have valid card holder number - CHN | | |
| 83 | PIN generation possible ATM/Credit Card wise, branch wise, city wise - all permutations combinations shall be possible with user selectable values. | | |
| 84 | System / HSM to transmit PIN files to the printer vendor to print on the Preprinted stationary mailer. System should have audit logs informing and confirming the proper printing of PIN mailers. | | |
| 85 | System also to have audit log for number of times the PIN mailer is printed for particular PIN Card number, with facility for the user to input the reasons for reprinting | | |
| 86 | The system must have ability to define PIN length of at least 4 digits. The PIN length must be parameterized in the system to allow for ease of change in future. | | |
| 87 | Able to allow customer to self generate card PIN at ATM, Mobile , Web portal, IVR upon account creation. | | |
| 88 | Option to print the card PIN in words and in as many lines as there are PIN digits. E.g. 1101 will be represented as : One One Zero One | | |
| 89 | Option to force customer to change card PIN upon first usage at ATM/Web Portal and other channels (e.g. branches, | | |

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| | internet Companying, Interactive Voice Response (IVR) system, etc). | | |
| 90 | The system should have the capability of PCI-DSS Switching wherein no critical values will be stored on database or displaced on the screen in clear texts | | |
| 91 | System should have the capability to support auto renewal for different products and should also support auto-upgrade or Manual one to one / bulk up-gradation of product. Card Replacement / Renewal / Up gradation should also be possible through bulk file upload. Report should be generated printing wise with courier details for the specific dates. | | |
| C-Transactions | | | |
| 92 | The system in an issuer mode will have to authorize all on-use credit card transactions | | |
| 93 | The system should conduct extensive pre-screening to validate the card (CVV, PIN, expiration date, negative list (of card / city/ country/ limit/ merchant / MCC etc.), transaction limits, MCC limits, ICVV, ICVC, cryptogram...) | | |
| 94 | Able to configure authorization action in case limits, velocities are exceeded | | |
| 95 | The system must support DES and Triple DES. | | |
| 96 | The system should support voice authorization, Pre auth and MOTO transactions. | | |
| 97 | The system must support referrals and permit user configurable referral response rules | | |
| 98 | Configurable and parameterization of rules based on level of delinquency and account status | | |
| 99 | Blocking of card in host/STIP or both (configurable) case of invalid PIN entries | | |
| 100 | Support for VISA/MasterCard/Rupay (upon arrival) 3D Secure. Solution should be able to authorize/decline on the basis of VBV and UCAF as needed. | | |
| 101 | Configurable response codes based on the Card/Account status | | |
| 102 | Configurable response codes based on Parameters for Limits and Velocity. | | |
| 103 | Offline entry of transactions for authorization | | |
| 104 | E-commerce indicator check. | | |
| 105 | Restricted MCC /MID/TID / Merchant name Management | | |
| 106 | Restricted Country Management. | | |
| 107 | Able to support 24X7 authorizations without any downtime during end of day processing. | | |

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| 108 | Able to provide detail authorization log for on us and non on us transactions. | | |
| 109 | The system shall be able to detect geographical anomalies while processing authorizations. The system shall be able to support configurable response code for such condition. | | |
| 110 | Exception file reporting based on card status | | |
| 111 | POS mode and moto indicator with description is required to identify the transaction type | | |
| 112 | Open to Buy: | | |
| 113 | Posted activity is added to any outstanding balance and subtracted from the credit line to establish-new open-to-buy amount after every transaction. This open- to-buy amount is then used for transaction authorization requests. | | |
| 114 | Posted activity must include all adjustments, payments, charge offs, incoming transactions, system generated charges and on-us transactions. | | |
| 115 | The system shall support different balance components for outstanding balances such as Purchase, Cash, T&E, Transfer, Fee, Interest, Payments, Loans, instalments, Loan interest etc. | | |
| 116 | The system must generate an SMS/email for card usage | | |
| 117 | The solution must support automatic downloading of transactions actioned by STIP | | |
| 118 | The authorization mechanism must have optimum response time as per best industry standards | | |
| 119 | The system must interface with Core Banking System to give effect to OTB soon after payment get posted in Core Banking System | | |
| D- Billing | | | |
| 120 | Configurable billing cycles for every product, multiple billing cycles as well as Changing the billing cycles on request from cardholder | | |
| 121 | System should allow to define billing cycle for shorter period viz. 15 days against conventional 30 days for certain product such as supply chain card | | |
| 122 | System should support generation of various types of files: TLV, flat file etc. for statement printing (hard copy & pdf etc.) Systems should have provision to add advertisement in ebills (pdf) send by proposed solution. System will send e statements (in password protected pdf) to all the card holders. | | |
| 123 | Processing, consolidation and computation of various fees, interests, and payments due. | | |
| 124 | System should have Facilities / Support for Loan / EMI / BT Instalments through one to one or bulk upload | | |

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| 125 | Immediate card billing whenever a card is reported lost or is upgraded. | | |
| 126 | Ensure that the balance is transferred from the old card to the new card before the card is closed and statement is printed. | | |
| 127 | Configurable minimum due options | | |
| 128 | Able to calculate minimum payment for over limit cases. E.g. | | |
| 129 | - include total over limit amount/charges/taxes in minimum payment | | |
| 130 | - exclude over limit amount//charges/taxes in minimum payment | | |
| 131 | - include % of over limit amount in minimum payment | | |
| 132 | Able to calculate minimum payment for delinquent accounts. | | |
| 133 | Able to user define when to charge late fees and interest when payment is not received by the Due Date after grace days (Means late Payment to be charged at end of Grace Days or at Billing Date). Further the System should have the capability of reflecting un-posted charges at any point of time or date to close the Card as per RBI Guidelines without waiting for Billing Date | | |
| 134 | Calculation of interest, late payment fee, service charges, GST, ATM fee, cash advance fee and over limit fee etc. | | |
| 135 | Calculate cardholder surcharging, if required based on MCC. | | |
| 136 | When the card is invalidated minimum pay criteria not applied. | | |
| 137 | Able to advance or back value to a business day when due date or grace expiry date falls on a non-business day, e.g. Sunday, public holidays, etc. (i.e., Extension or prepone of due date or grace days) | | |
| 138 | Able to process when due days or grace days are longer than the number of days in the month, e.g. February without any user intervention. | | |
| 139 | Able to allow customer to define the preferred due date and system to work out when the account should be cycled (statement). | | |
| 140 | Billing Template for each statement | | |
| 141 | Billing statement should facilitate the EMI breakup, GST break up and the Reward points details | | |
| 142 | Billing statement will provide latest card number masking with product variant | | |
| 143 | Interest Rates: | | |
| 144 | System to support configurable interest calculation | | |
| 145 | Varying rates of interest for different transactions | | |

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| 146 | Interest rates linked to cardholder profiles | | |
| 147 | Support for different interest calculation methods | | |
| 148 | - Daily rate | | |
| 149 | - Monthly rate and aggregate method (reducing balance) | | |
| 150 | Support for compound interest | | |
| 151 | Parameters to set up the date when transaction is due for interest calculation and the date from which interest calculation starts. | | |
| 152 | Able to define grace days based on transaction type, i.e. no of days after: | | |
| 153 | - transaction date or | | |
| 154 | - posting date or | | |
| 155 | - Due Date | | |
| 156 | The system must have ability to assign variable or fixed interest rates to card products. | | |
| 157 | The system must have ability to select minimum interest rate and/or minimum monthly fee, percent of purchase or percentage of cash advance balances | | |
| 158 | Allow to change (override) the default interest rate in exception case. | | |
| 159 | The system must have ability to change base rate to apply to accounts and/or products at the next payment date. | | |
| 160 | The system must allow calculating and accruing interest on daily, monthly basis based on various calculation method e.g. aggregate, daily method and at the end of a defined period. | | |
| 161 | The system must allow to automatically reversing interests for refunding transactions/reversal of interest fees/charges. Similarly the system should automatically levy interest/charges upon reversal of credit. | | |
| 162 | The system must provide the function to define the period of time not calculate the interest basing on such criteria as: customer, card product or card grade. | | |
| 163 | The system must have ability to recalculate interest due after previous historical balances and transactions are amended. | | |
| 164 | The system must have interest recalculation option for any previous period, partial or whole period. | | |
| 165 | The system must have ability to interest adjustments posted to the General Ledger. | | |
| 166 | The system must have able to set the different interest calculation criteria for different card types and different account status (e.g. VIP) such as: minimum monthly balance free interest period, minimum repayment amount, tiered | | |

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| | interest rates for defined bands of debit balance (for Credit Cards), etc. | | |
| 167 | Returned Cheque: Calculation of fee and value dating for interest calculation or direct debit failure | | |
| 168 | Able to set and change the number of days (e.g. 360/365/366) in a year for interest calculation at product level | | |
| 169 | System should be able to configure the interest calculation method as per Bank requirement. | | |
| 170 | Able to user set up grace days and interest rates depending on whether customer is defined as a transactor or revolver. E.g. if customer is a transactor, a shorter grace day and a lower interest rate is assigned after the system detects a payment pattern. | | |
| 171 | Able to charge different interest rate tier based on customer profile, e.g. staff, new to Bank, certain profession, low credit score, etc., at account level. | | |
| 172 | Able to user-define tiered interest rates at account level, e.g. 1st 3K of outstanding balance at X%, next 3K of outstanding balance at Y% and remaining outstanding balance at Z%. | | |
| 173 | Able to charge different interest rate tier based on customer delinquency pattern. | | |
| 174 | Able to auto change interest rate for over limit amount only. | | |
| 175 | Able to auto change interest rate for the entire outstanding balance when account goes over limit. | | |
| 176 | Able to automatically adjust interest accrual when a back-dated credit / debit transaction is posted into system. | | |
| 177 | Able to apply different interest calculation method based on account status (e.g. current, delinquent, charge off). | | |
| 178 | Able to stop billing of interest but to continue with the interest accrual with option to add back interest due amount when the need arises. | | |
| 179 | Adjustment: | | |
| 180 | The system must have ability to make credit or debit adjustments to cardholder account on-line. | | |
| 181 | The system must have ability to make authorized monetary adjustments online, including a description of the adjustment. | | |
| 182 | The descriptions of adjustment must appear on cardholder statements. | | |
| 183 | System must support VDR (Value Date Reversal) | | |
| 184 | System supports User Level Privilege based Credit/ Debit with maker and checker facility. Eg. User1 can pass entry worth X , User2 can do it for Y amount | | |
| | Statement Generation | | |

| | | | |
|-----|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|--|
| 185 | The system should support generation of statements for all types of card products including revolving credit, charge cards. System will send statements (in password protected, may be pdf) to all the card holders. | | |
| 186 | The format of the statement should be configurable by the Bank and should have customizable option for product promotion, MITC etc. | | |
| 187 | The statement should also include: | | |
| 188 | Status of loyalty points and redemptions or Integration with Bank Loyalty Platform as per Banks requirement | | |
| 189 | Messages | | |
| 190 | There should be a separation in the statement for the primary card and all add on cards | | |
| 191 | The statement should segregate domestic and international transactions | | |
| 192 | Generate statement with several criteria defined by the Bank, such as: | | |
| 193 | Cardholder account level | | |
| 194 | Cardholder level | | |
| 195 | Rollup to company level | | |
| 196 | The statement should be capable of presenting transactions in local and transaction currency | | |
| 197 | Statements to include all reporting period data and transaction activities, including: | | |
| 198 | Calculation of outstanding balance | | |
| 199 | Minimum payment | | |
| 200 | Penalty fees and finance charges applied | | |
| 201 | Active interest rate | | |
| 202 | Payment due date | | |
| 203 | The statement must be generated in a format defined by the Bank and enable variable marketing messages to appear on statements. | | |
| 204 | Option to bill the customer on statement regeneration | | |
| 205 | Statement messages: The issuer requires the CMS to support presentation of appropriate multi-line messages on statements. The issuer requires different messages based on: | | |
| 206 | Messages related to collections depending upon level of delinquency (unpaid status) | | |
| 207 | Promotional messages and advertisement in image & text etc. | | |
| 208 | Targeted messages per product | | |

| | | | |
|-----------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|--|
| 209 | Marketing messages (targeted by account profile) | | |
| 210 | The system should support preferences of cardholders (A physical print out for normal mailing, and/or a file as an attachment to an e-mail, and/or upload statement data to Internet) | | |
| 211 | The system should support ad hoc generation of old statements on demand of the cardholder. | | |
| 212 | Avoidance of generation of a statement: The Bank must be able to configure a minimum value below which the cardholder will not receive statement (I.e., avoid sending a 'zero bill'.) | | |
| 213 | Postal code based sorting for easy mailing. | | |
| 214 | Statements to reflect transactions in local currencies as well as multiple currencies if transacted abroad. | | |
| 215 | System allows generation of duplicate copy of statement which can be sent to the card holder through vendor with specific charges if any. | | |
| E-Payment Processing | | | |
| 216 | It is important for the Bank to set up a flexible system for processing of payments from cardholders. The major requirements that the system must meet are the following: | | |
| 217 | Direct debit to the cardholder's Bank Account | | |
| 218 | The CMS must support cardholders who wish to have an automated settlement by direct debit to their Bank Accounts in our Bank | | |
| 219 | The amount of direct debit should be configurable such as minimum due/entire dues/amount subject to an upper ceiling/limit | | |
| 201 | The payment advice file must be created on or before payment due date to process it in Banking Host | | |
| 202 | The system must support payment advice return file generated by Banking Host to upload the payment transactions | | |
| 203 | Payments may be generated by the card operations department upon receipt of authorization from the branches or Call Center for an amount other than the pre-authorized minimum payment. | | |
| 204 | System must be able to process different types of payments and channels (e.g. cash, debiting account, cheques, account transfer, third party aggregator, NEFT, RTGS, ECS, CECS/NACH etc.) | | |
| 205 | Payment by cheque and other instruments | | |
| 206 | The system must support the concept of 'value dating' the payment | | |



| | | | |
|---------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|--|
| 207 | System must be able to process payments received and posting to the cardholder accounts in real time on the day of receipt and be applied against a specified sequence of transactions. | | |
| 208 | The system must record incidents of cheques that did not clear (e.g., insufficient funds) | | |
| 209 | The system should be capable to load flat file with Payment Advice File created by Bank host in case of manual payment | | |
| 210 | Handling partial payments: The Bank must be able to use the CMS to configure rules for applying partial payments against various types of overdue items (e.g., the Bank may wish to define settlement of outstanding interest payments first, followed by overdue amounts in chronological order...) | | |
| 211 | Ability to define configurable payment dates and term due dates. | | |
| 212 | Support to avoid weekends and Bank holiday pay-by dates by maintaining Bank holiday table | | |
| 213 | The system must provide function to create a hierarchical order for the application of payments to specific portions of the total amount due, e.g., interest, fees, outstanding balance, etc. | | |
| 214 | Ability to define payment terms based on the level of delinquency. | | |
| 215 | Provide optional configuration of different payment periods | | |
| 216 | Allow to automatically defer the payment due date to the next working day in case the payment due date is on weekend, holidays | | |
| 217 | Able to auto update status codes, e.g. delinquent, overdue, when payment amount is received | | |
| 218 | System allows Direct Debit (SI) mandate and transaction and data entry option for SI | | |
| 219 | In case of cheque bounce system levied cheque return charges based on reason type | | |
| F-Delinquency Management | | | |
| 220 | Delinquency tracking | | |
| 221 | The system must track delinquency of all cardholders | | |
| 222 | The system must increase the level of delinquency as the cardholder misses payments | | |
| 223 | Configurable rules for delinquency | | |
| 224 | The issuer should be able to define rules that encompass the number of months of delinquency for the amount outstanding. i.e., enable case based escalation and variation in the follow up procedures | | |
| 225 | The CMS should enable the Bank to configure rules for downgrading the credit profile of a delinquent cardholder | | |

| | | | |
|-----|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|--|
| | (including the rules for lowering/stopping loyalty point earning and / or redemption facilities). Suspend/block | | |
| 226 | The Bank requires generation of emails, SMS to be an integral part of all delinquency management. Hence, the CMS must offer means to define template driven formats and their linkage to the appropriate delinquency event. | | |
| 227 | The Bank must be able to define various actions that it could apply to the cardholder such as (phone call, visit, legal notice...) depending upon the gravity of the delinquency | | |
| 228 | The system must have batch interface for collection agency. | | |
| 209 | The following parameters should be configurable in the system | | |
| 210 | Unpaid Structures | | |
| 211 | Card blocking-deblocking | | |
| 212 | Bucket-level split of the Total Min Due of each account eg. In terms of bucket | | |
| 213 | Provides view of the exact amount required to stabilise an account i.e. what portion of Min Due is required to keep the card within the same bucket | | |
| 214 | Provides view of the exact amount required to roll back an account by one or more bucket i.e. what portion of Min Due is required to move the bucket backwards | | |
| 215 | flexibility to add new contact numbers | | |
| 216 | functionality to update agent notes - being alpha-numeric in nature | | |
| 217 | drop-down option to select disposition codes after each call out | | |
| 218 | Branch Sol-id mapping (Branch Code) | | |
| 219 | Pre-approved promo Code data field availability | | |
| 220 | TAD/MAD enrolment data field availability | | |
| 221 | Bank Account details data field availability | | |
| 222 | Calling queues across buckets | | |
| 223 | Flags (Deceased, Settled, Expired Card, Legal etc) | | |
| 224 | Pop Codes (Risk flagging, BPROM, BSETT, EWS, Non Starter etc) | | |
| 225 | system generated portfolio MIS - providing daily resolution views - | | |
| 226 | Exhaustive Data-fields with mapping to LOS | | |
| 227 | Once payment is received ,current bucket status should be updated and if the card is out of delinquency it should move out of calling queues/List . | | |

| G-Asset Classification (As per regulatory guidelines in India) | | | |
|-----------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|--|
| 228 | The system should allow to set parameters towards Asset classificaion viz. Normal, Collection, NPA, Closed etc based on age,non payment,behaviour etc | | |
| 229 | The system should then automatically classify assets in pre defined asset categories, at the same time system should also allow to manually change asset type of any card, if required | | |
| 230 | The system should allow to set parameters towards asset upgradation of accounts viz. collection to Normal and NPA to collection or NPA to Normal on the basis of payment received. The System should be able to reverse the unrealised charges for NPA Accounts and also book the unrealised income after up gradation of account. | | |
| 231 | The system should interface with the Banks Core Banking host for Asset Classification Management and vice versa for Percolated cards | | |
| | Shadow Ledger Accounting | | |
| 232 | The system should maintain two different logical Ledgers:main and shadow ledger for NPA and other accounts | | |
| 233 | In event of account turning into NPA the unrecovered portion of fee and charges and taxes should be reversed in Main Account to arrive at a BOOK_DUES for that account at the same time the account should be added to shadow ledger with the original amount and subsequently interest and charges should be levied thereon as per logic | | |
| 234 | In event of account getting upgraded to Normal/Collection (Standard) upon receipt of payment as per shadow ledger, all unapplied interest and taxes which was not levied in main account to be applied which then become at par with shadow | | |
| | Card Upgradation and Limit Enhancements | | |
| 235 | System should allow card upgrade and limit enhancements on case to case basis | | |
| 220 | System should allow to set sanctioning limits to users for card issuance and limit enhancements. Also should be able to upload bulk upgradation file | | |
| 221 | The system should to define card upgrade criteria and generate an MIS for cards meeting pre- defined critria and then allow to upgrade cards either one to one or in bulk. | | |
| 222 | The system should define Limit Enhancement criteria and generate an MIS for cards meeting pre- defined critria and then allow to enhance limits either one to one or in bulk. | | |
| 223 | System supports User level Privilege in terms of Credit Limit Increase amount eg. user1 can approve X amount, User2 can Y amount and so on | | |

| | | | |
|---------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------|--|--|
| 224 | System allows the link to get the CIBIL report with score so that user can able to book the request depending upon the policy | | |
| H-New Generation Product/Features | | | |
| 225 | The system should have the following capabilities: | | |
| 226 | Support Bharat QR Code based transactions through VISA, MasterCard, Rupay | | |
| 227 | Generation of virtual credit cards through web or mobile interface | | |
| 228 | Issuance of Contactless Credit Cards | | |
| I-Dispute Management &Settlement | | | |
| 229 | Chargeback on Transactions through API VISA/MasterCard / Rupay should support (out going message) | | |
| 230 | Retrieval request on Transactions thru API VISA/MasterCard should support (out going message) | | |
| 231 | Temporary credit transaction posting along with reversal should be supported towards transaction dispute case | | |
| 232 | 2nd chargeback activity should be support for MasterCard (out going message) | | |
| 233 | VISA/MasterCard Fraud reporting function | | |
| 234 | VISA/MasterCard Fraud reporting daily report and Monthly | | |
| 235 | All incoming message should be read by system from incoming file to update case status in the system | | |
| 236 | Transaction details Sale and Auth should be available in the system | | |
| 237 | Other message like outgoing fee collection etc to be supported by system | | |
| 238 | Incoming fee collection should be read by system along with BIN/ICA details of acquirer | | |
| 239 | Reversal of chargeback/2nd chargeback function should be available in the system | | |
| 240 | Should generate reports of chargeback, representment, 2nd chargeback activities. | | |
| 241 | Temporary credit and Temporary credit reversal report. | | |
| 242 | Capable to generate or with the help of API to sent communication to cardmembers via Email, SMS or letters (NPA). Stage of Dispute and frequency set by Bank | | |
| 243 | Helps to generate voucher of Issuer settlement activities on daily basis | | |
| 244 | Generate report of Issuer settled transaction with all incoming transaction details like inter change fee etc. | | |

| | | | |
|-------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|--|
| 245 | Help to Provide industry standard settlement and dispute management module | | |
| J-MIS Reports | | | |
| 246 | The Bank expects the system to provide an array of reports on various aspects of the total domain | | |
| 247 | The Service provider must provide a list of reports and samples of some important reports | | |
| 248 | MIS Reports including all regulatory reporting requirements | | |
| 249 | Authorization activity report for successful / not successful transactions | | |
| 250 | Pick-up response report | | |
| 251 | Off-line transactions report | | |
| 252 | CVV failure report | | |
| 253 | Decline transaction report | | |
| 254 | Detailed transaction activity report | | |
| K-International transaction report | | | |
| 255 | Chargeback report | | |
| 256 | Re-presentment report | | |
| 257 | Retrieval request report | | |
| 233 | Exception item processing report | | |
| 234 | Irrespective of the reports available with the base system the Bank expects that the Service provider will need to customize some reports and/or to generate additional reports. | | |
| 235 | The reports should support or be able to be exported to a variety of formats: Microsoft word, text, Excel, PDF etc. | | |
| 236 | The reports should be able to be exported to different distribution channels: printers, web, etc. | | |
| 237 | Transaction exception reporting | | |
| L-SMS/Email Events | | | |
| 238 | System should generate SMS/Email alerts during the following scenarios. This functionality should be configurable by the Company's employees | | |
| 239 | During the Credit Card Application process - after card generation | | |
| 240 | Change of PIN by user or otherwise | | |
| 241 | Transaction alerts as per an upper limit or lower limit defined by a user | | |

| | | | |
|-----|---------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|--|
| 242 | Transaction alerts based on type of transactions and should also send all transaction decline alerts (SMS/Email) mentioning the decline reason (technical/Business) | | |
| 243 | Capability to increase/decrease credit limit based on user request by SMS | | |
| 244 | System should be capable of marking cards hot-listed using SMS alerts | | |
| 245 | Any other alert as per Industry best practice | | |

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:

| Section A- Credit Cards | | | | |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------|-----------------|---------------------------------------|-------------------------|
| Description | Unit Price | Amount In words | Multiplication Factor (Tentative Qty) | Amount |
| One time Setup Fee for all modules (Implementation, Customization, Integration, Testing, Migration, Go live etc.) -DC and DR | a | | 1 | A=a |
| Monthly Account Maintenance Fee - Per Active Account <i>Active Accounts means all cards excluding expired, hot listed, temporary blocked, unacknowledged, Not yet issued etc.</i> | b | | 2,00,000 Cards X 5 Years X 12 months | B=b X 2,00,000 X 5 X 12 |
| Financial Transaction processing Fee Per Auth Transaction | c | | 80,00,000 Txns x5 Years | C=cx80,00,000 x5 |
| Non-Financial Transaction processing Fee Per Auth Transaction | d | | 60,00,000 Txns x 5 Years | D=dx60,00,000 x 5 |
| Manday cost for any additional Bank specific Customizations (other than Regulatory/Association mandates) in addition to the scope mentioned in the RFP | e | | 100 Mandays | E=ex100 |
| Monthly Scheme connectivity Fee (DC & DR) for Visa, Mastercard and NPCI. | f | | 12monthsx5 Years | F=fx12x5 |
| | | | Total | X=A+B+C+D+E+F |

Bank is also planning to issue Business Card/Commercial Card/Charge Cards for which the



commercial format is as under. The Bank may at its own discretion, choose to implement any or all of the Business, Commercial or Charge Card modules during the contract period as per the commercials agreed under this RFP.

| Section B- Business Card/Commercial Card/Charge Cards | | | | |
|---------------------------------------------------------------------------------------------------------------------------------------|------------|-----------------|---------------------------------------|---------|
| Description | Unit Price | Amount In words | Multiplication Factor (Tentative Qty) | Amount |
| Business Card - One time Setup Fee (Implementation, Customization, Integration, Testing, Migration, Go live etc.) -DC and DR | h | | 1 | H=h |
| Commercial Card - One time Setup Fee (Implementation, Customization, Integration, Testing, Migration, Go live etc.) -DC and DR | i | | 1 | I=i |
| Charge Cards - One time Setup Fee (Implementation, Customization, Integration, Testing, Migration, Go live etc.) -DC and DR | j | | 1 | J=j |
| | | | Total | Y=H+I+J |

| | |
|-------------------------------|--------------|
| Total Cost for 5 Years | Z=X+Y |
| TCO (5 Years) in words | |

Note:

- The quantity mentioned is tentative for calculation purpose only, actual numbers may vary during the contract period.
- Rates to be quoted exclusive of GST.
- In case of variation in amount in numbers and words, the amount in words would be considered.
- 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



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 **Selection of Service Provider for End to End Credit Card Management Solution on hosted model** (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 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 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.
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) ;
 - 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

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 taken up for **End to End Credit Card Management Solution on hosted model** 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 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



Annexure I: Non-disclosure Agreement (NDA)

THIS NON DISCLOSURE AGREEMENT (the “Agreement”) is made and entered into as of (____/____/2026) 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 of **Selection of Service Provider for End to End Credit Card Management Solution on hosted model** 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;
- 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.

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.

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 my mail (on receipt of confirmation).

_____ (Contact details of Company/Receiving party)

General Manager (S&IT)
J&K Bank -Corporate Headquarters,
MA Road Srinagar, J&K

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.



COMPANY NAME

Bank

By: _____

By: _____

Name: _____

Name: _____

Title: _____

Title: _____

Address: _____

Address: _____

Company Seal

Company Seal





Annexure J: Service Level Agreement

This Service Level agreement (“Agreement”) is made at Srinagar on thisday of2026 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:

Definitions of the terms

| | |
|-------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------|
| The Bank/J&K Bank: | Reference to the “the Bank”, “Bank” and “Purchaser” shall be determined in context and may mean without limitation “Jammu & Kashmir Bank”. |
| Bidder/Vendor/Successful 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. |
| SLA: | This document in its entirety, inclusive of any addenda that may be issued by the Bank. |
| The Contract: | The agreement entered into 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. |
| Specified Bank Location: | Banks Data Centre located at Noida and Banks Disaster Recovery Site Located at Mumbai. |
| PBG: | Performance Bank Guarantee. |
| 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 are not limited to, Information subject to special statutory protection, legal actions, disciplinary actions, complaints, IT security, pending cases, civil and criminal investigations, etc. |

Scope of Work

Vendor shall be responsible for providing services to Bank the Services defined the RFP for **Selection of Service Provider for End to End Credit Card Management Solution on hosted model** in accordance with all the terms and conditions of the RFP clauses and as described in the Point 4 and Point 5 of Section A-Introduction of this RFP i.e **Brief Scope of Work and Scope of Work (To be incorporated in SLA)**.

The bidder shall comply with the terms and conditions of the RFP including General Terms and condition under Section D of this RFP Document.

Location of Work

The successful bidder may complete the development of the solution remotely however if required successful bidder shall have to work at locations prescribed by Bank such as Banks DC/DR and other



offices as per requirement. All expenses (travelling/lodging, etc.) shall be borne by the successful bidder

1. **CHQ , Srinagar**
Jammu & Kashmir Bank Ltd.
Corporate Headquarters,
MA Road, Srinagar-190001

2. **Data Center Noida**
Jammu & Kashmir Bank Ltd.
Green Fort Data Center, Plot B7, Sector 132, Noida U.P.-201301

3. **DR Mumbai**
CtrlS Data Center,
Mahape, Navi Mumbai, Maharashtra, 400701

Contract Uptime & Penalties

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

- i. Any bugs and enhancement in services 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 Monthly basis. The "Uptime", for calculation purposes, equals to the Total number of hours of the day in a month, 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 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:

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





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

“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 month, less Downtime in number of hours.

The percentage uptime is calculated on Monthly basis as follows:

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

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

- 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:

$$\frac{2 \times 100}{30 \times 24} = 0.09\% \text{ (Considering days in a month as 30)}$$

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

- 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, Service Provider will maintain the services as per SLAs. If the bidder fails to maintain guaranteed/committed uptime of 99.95% on monthly basis. Bank shall impose penalty as mentioned below on slab basis. In case the uptime falls below the levels as tabulated below, Bank shall impose a penalty for each percent of loss of uptime below the guaranteed level as per details below:

| Uptime | Penalty /Month |
|------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 99.95% & Above | NA |
| 99.30% to 99.94% | 3% of the Transaction Processing Fee/Month |
| 99% to 99.29% | 5% of the Transaction Processing Fee/Month |
| 98.50% to 98.99% | 8% of the Transaction Processing Fee/Month |
| 98% to 98.49% | 10% of the Transaction Processing Fee/Month |
| Less than 98% | Penalty at an incremental rate of 1% (in addition to a base of 10%) of the Transaction Processing Fee/Month for every 0.5% lower than the stipulated uptime |

Penalties shall also be applicable if the technical declines from the service provider are not less than 1%

| Technical declines | Penalty/Month |
|--------------------|---------------------------------------------|
| Below 1% | NA |
| 1-2% | 2% of the Transaction Processing Fee/Month |
| >2-3% | 3% of the Transaction Processing Fee/Month |
| >3-5% | 5% of the Transaction Processing Fee/Month |
| >5% | 10% of the Transaction Processing Fee/Month |

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. 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 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 Monthly 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 | 15 mins. | 30 mins. | 1 day |
| Severity-2 | 15 mins. | 1 hrs. | 2 days |
| Severity-3 | 30 mins. | 6 hrs. | 3 days |

Penalties for Non-Compliance to Restoration and Resolution Time:

| Severity Level | Restoration Breach | Resolution Breach |
|----------------|--------------------|-------------------|
|----------------|--------------------|-------------------|



| | | |
|------------|--------------------------------------------------------------------------|------------------------------------------------------------------------|
| Severity-1 | 0.10% of Transaction Fee/Month for every 2hrs. of delay in restoration | 0.10% of Transaction Fee/Month for every 3 day of delay in resolution |
| Severity-2 | 0.10% of Transaction Fee/Month for every 3hrs. of delay in restoration | 0.10% of Transaction Fee/Month for every 7 day of delay in resolution |
| Severity-3 | 0.10 % of Transaction Fee/Month for every 6 hrs. of delay in restoration | 0.10% of Transaction Fee/Month for every 10 day of delay in resolution |

Penalty for delayed Delivery:

Without prejudice to the rights of Bank to terminate this agreement/ the related purchase order, in case of the failure to deliver the solution/milestones within the stipulated timelines, penalty shall be levied for every 1 week delay beyond due date at the rate of 1% of the order value of delayed item/milestone (inclusive of all taxes, duties, levies etc), up to a maximum of 10 weeks from the original delivery date .If delay exceeds 10 weeks, 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 entire 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. Service Provider shall be excused of delay in case the installation could not be completed due to reasons not attributable to bidder, which shall be determined by Bank. Decision of Bank in this regard shall be final and binding.

No penalty shall be levied to the Company for delay in delivery due to reasons attributable to the Bank.

Delivery & Installation:

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:

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 | Signing of Agreement | 4 Weeks from the Issuance of PO |
| 3 | Submission of Project Plan Documentation | 6 Weeks from the Issuance of PO |
| 4 | Provisioning of all subscribed Services on Hosted Service Model including Mock Migration | Within 15 Weeks from the acceptance of Project Plan by bank |
| 5 | Supply, Delivery, Integration, Installation & Implementation of Solution (UAT Delivery) as per SOW of RFP. | Within 21 Weeks from the acceptance of Project Plan by bank |
| 6 | Full project Go-Live including Migration of existing Data in Production and training | Within 8 Weeks from the UAT sign off by Bank |

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

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.

Payment Terms

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

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



| S.No | Project Milestone | Payment (Incl. Of applicable taxes) |
|------|------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------|
| 1 | Submission of Project Plan Documentation | 10% of One Time Cost |
| 2 | Provisioning of all subscribed Services on Hosted Service Model including Mock Migration | 20% of One Time Cost |
| 3 | Supply, Delivery, Integration, Installation & Implementation of Solution (UAT Delivery) as per SOW of RFP. | 30% of One Time Cost |
| 4 | Final Migration, Go-Live, Trainings and Production Sign-off by Bank. | 20 % of one Time Cost |
| 5 | 3 months after complete go-live and bug free operations | 20 % of One-Time Cost |
| 6 | Monthly Card Hosting Fee per Active Cards | Monthly In Arrears subject to submission of transaction reports (As per actuals) |
| 7 | Transaction processing Fee-Financial and Non-Financial | Monthly In Arrears subject to submission of transaction reports (As per actuals) |
| 8 | Monthly Scheme connectivity (DC & DR) for Visa, MasterCard and NPCI. | Monthly In Arrears |
| 9 | Man-day cost for any additional Customization | 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.

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.

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 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 Liaisoning 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 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 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.
- 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 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.

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.

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.

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

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. 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 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.

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 and designated representative of the Successful Bidder for the project of **End to End Credit Card Management Solution on hosted model**. 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:

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

Agreed and signed on behalf of
Company's Authorized Signatory

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

Signature.....

Witness (1):

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

Signature.....

Witness (2):

Agreed and signed on behalf of
J&K Bank Limited

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

Signature

Witness (1):

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

Signature

Witness (2):



e-RFP Ref. No: JKB/CHQ/T&D/Credit-card-Managemnt/2026-1697
Dated: 01-04-2026



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

Signature.....

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

Signature



Annexure K: Undertaking

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

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

Dear Sir,

Sub: RFP no: _____ for Selection of Service Provider for End to End Credit Card Management Solution on hosted model

Having examined the tender documents including all annexures the receipt of which is hereby duly acknowledged, we, the undersigned, offer **End to End Credit Card Management Solution on hosted model** 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 / 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.5,000/- (Five Thousand Only) and EMD of Rs.75,00,000/- (Rupees Seventy Five 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

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. **Selection of Service Provider for End to End Credit Card Management Solution on hosted model** 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.
2. 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.
3. 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 **End to End Credit Card Management Solution on hosted model**

Sign and seal of Competent Authority
Name of Competent Authority
Dated

Annexure M: Compliance Requirements

1. The solution should be in accordance with the security norms of RBI/NPCI/TRAI from time to time. The Regulatory mandates by any regulator pertaining to the application or solution provided by the bidder has to be complied during the validity of contract period without any extra cost to the Bank.
2. The solution proposed has to be in strict compliance with extant Laws and Regulations like but not limited to IT Act 2000 read with IT Amendment Act 2008, Draft Master Directions of RBI Directions on Outsourcing, RBI Digital Payment Security Directions 2021, TRAI, RBI Cyber Security Framework Circular Dated 2nd June 2016, NPCI Circulars and Directions.
3. As the Bank is opting for Managed Services Model, the bidder must ensure strict compliance with the Technology & Security Standards Viz, ISO 27001 ISMS or Equivalent Standard, ITIL Framework, DevSecOps, ISO 27018 Code of Practice for Personally Identifiable Information and other Software Development Standards.
4. The bidder shall ensure that a strong Project Governance Framework is put in place for adequately addressing associated risks and measuring the success of the project at any given point of time. The same needs to be communicated as part of the RFP response along with the escalation matrix.
5. In case the bidder opts for providing the services via a Multi-tenancy environment, it must be protected against data integrity and confidentiality risks and against co-mingling of data. The architecture should enable smooth recovery and any failure of any one or combination of components across the managed services architecture should not result in data/ information security compromise.
6. The Bidder shall share the appropriate update and release cycles affecting the service features (Such as: Security, Continuity, legal and governance...etc.). The bidder must be flexible to align the same with the Banks Patch, Vulnerability and Change Management Processes.
7. The Bidder, as part of bid submission shall share the detailed information on how the Service Provider ensures and applies agile and rapid yet comprehensive risk management. This must include the Risk Control checking Methodology.
8. In case the Service Provider is proposing the solution on Virtualized mode, the Service Provider has to ensure that the controls are in place to guarantee that only authorized snapshots are taken, and that these snapshots level of classification and storage location and encryption is compatible in strength with the production virtualization environment. Besides, the Service Provider has to ensure that the complete logs of Virtualized environment that are provided to Bank are accessible to Bank.

9. The bidder shall provide the Bank with its Service Providers user list that will have access to the Bank's data; at any point throughout the duration of the agreement. Service Providers should also update the Bank with any change in the employee list.
10. The bidder shall ensure to submit the high-level/low level design document as part of the solution offering mentioning integration of the application with Banks Privileged Identity and Access Management Solution. The Bank shall be open to provide Identity Federated integration using SAML / OpenID /Open Auth, RADIUS etc.
11. The Admin & User Management Framework provided by the Service Provider must be in alignment with RBI's Authentication Framework for Customers, Privileged Accesses and other Internal Users.
12. The Service Provider must provide the Bank secure control for managing its identities (Including Identity Creation and Deletion / Modification & Termination).
13. The Service Provider shall ensure Authentication, Authorization, Accounting, Access control and logging (Format, retention and Access) meet the Bank's regulatory and legal requirements.
14. The Service Provider shall ensure that the logging is enabled for all activities including OS and, Application level for a period not less than 180 days online and then Backed up for the period of project. The Live logs as stipulated above shall as well be integrated with Bank's SIEM Solution.
15. The Service Provider shall have the information readily available on Location and time of access of the Service Provider Team.
16. The Service Provider shall ensure Micro-segmentation of Banks services. The Service Provider shall further shall ensure to put in place, in addition to the Infrastructure Security, the Application Layer Firewalls, conduct source code reviews prior to provisioning any application release, Adopt Secure web development best practices like OWASP secure development guidelines, Adopt OS and Applications security hardening best practices. Service Provider shall submit the source code audits reports mentioning closure of all identified vulnerabilities at yearly frequency to the Bank.
17. Service Provider shall ensure to conduct Periodic Vulnerability Assessment & Penetration testing of its Infrastructure and applications. The MPS shall ensure that these activities are done as part of Vulnerability Management and remediation program is defined, and it includes fixing the vulnerabilities based on priority. All vulnerabilities should be prioritized and must be fixed and patched within SLAs agreed upon by the Bank and the CSP in line with Banks Patch & Vulnerability Management procedure.
18. Service Provider shall ensure to follow a proper software development life cycle (SDLC) and that security is an integrated part in at least the following phases:
 - a. Planning and requirements gathering

- b. Architecture and functional Design Phase Coding
 - c. Testing
 - d. Maintenance
19. The bidder shall ensure to adopt and is in compliance with Change Management and Incident Response Procedures as specified in (ITIL).
20. The Service Provider shall share its DR plan with Bank so as to ensure it matches the Bank's BCP requirements.
21. The Service Provider has the ability to retrieve and restore data following data loss incidents.
22. Service Provider to provide the Bank at least bi-annually with the DR testing reports. The reports should be comprehensive, covering from the exercise scope till the final outcome and recommendations.
23. Service Provider to ensure the DR solution is capable of maintaining the same levels of security measures and controls utilized in the normal operation mode.
24. Ensure that the DR solution is also owned and managed entirely by the Contracted Service Provider. Conducting DR Drills & DR compliances shall be the responsibility of Contracted Service Provider.
25. The Bidder shall ensure to meet the Maximum Time to Recover (MTTR) also known as RTO (Recovery Time Objective) of 3 Hours and Recovery Point Objective of Zero (0).
26. The Service Provider shall submit the data-segmentation and separation controls at each of the four main layers at the Service Provider: (1) Network, (2) physical, (3) system and (4) Application. The same must be kept updated and produced to the Bank as and when there are any changes or as sought by the Bank.
27. The bidder must be open for evaluation of each of the Data segmentation controls at each layer, as well as the number and type of controls at each layer every 6 months and after major system changes and upgrades.
28. The Service Provider shall ensure that data is encrypted at storage and in transit and in full compliance (at any given point in time) with Bank's Cryptographic Procedure, ISO 27001 and PCI-DSS Standard. The Databases must support the function of Encryption, Redaction/Masking and Comprehensive Audit Logging.
29. The Service Provider shall ensure that it is using a unique set of encryption key(s) for Bank. The unique encryption keys shall help protect data from being accessible in the event that it is inadvertently leaked from one Service Provider customer to another.

30. The Service Provider shall ensure to provide the “Exclusive” right to data ownership to the Bank throughout the duration of the agreement. The ownership includes all copies of data available with the Service Provider including backup media copies if any. The Service Provider is not permitted to use Bank’s data for advertising or any other non-authorized secondary purpose.
31. The Service Provider shall contractually ensure that they inform the Bank “immediately” on any confirmed breach without any undue delay. The Service Provider shall ensure that Bank is notified within 4 hours of any “Suspected” breach from the time of breach discovery.
32. An “Exit Management Plan” must be put in place to define the rules of disengagement. Service Provider should provide the detailed description of the exit clause including agreed process, TAT for exit, data completeness and portability, secure purge of Bank’s information, smooth transition of services, complete plan of how data shall be moved out from the hosted infrastructure with minimal impact on continuity of the Bank’s operations.
33. It shall be responsibility of the service provider to ensure smooth transition of all the data of the Banks data including audit trails, logs, to Bank specified location/storage on the conclusion of services. It would be obligatory for the Service Provider not to delete any data without the written permission from the Bank.
34. Service Provider shall ensure to comply with the data and media destruction and sanitization controls as stipulated in Media Disposal and Sanitization Policies of Bank. The Service Provider shall further preserve documents as required by law and take suitable steps to ensure that Banks interests are protected, even post termination of the services. This would include ensuring full integrity data transition from service provider to alternate service provider or on premise setups.
35. The bidder shall ensure that the services are duly audited and certified by Cert-In Empaneled Audit Companies. The bidders are required to comply with requisite audit requirements as is specified under the security standards followed under the Information Technology Act and as stipulated by the Regulators from time to time.
36. Bank shall ensure that the Service Provider shall neither impede/ interfere with the ability of the Bank to effectively oversee and manage its activities nor impede the supervising authority in carrying out the supervisory functions and objectives.
37. The Service Provider shall ensure that the arrangement shall comply with all the policies of the Bank including, but not limit to, Information Security Policy, BCP, IT Outsourcing Policy, Incident Management Policy, etc. The service provider has to comply with all the laws/ regulations issued by RBI from time to time.
38. The Service Provider shall grant unrestricted and effective access to data related to the outsourced activities.

39. The relevant business premises of the Service Provider; subject to appropriate security protocols, for the purpose of effective oversight use by the Bank, their auditors, regulators and other relevant Competent Authorities, as authorized under law.
40. In case the technology/software platform/ hardware / infrastructure offered under the solution on hosted model reaches end of life / support during the contract period, the bidder has to ensure that the systems are either replaced or upgraded at their/bidders own cost without any disruption in the ongoing business transactions of the Bank.
41. Bidder shall not propose any solution/components which is near to end of life or end of support during the tenure of the contract.
42. The company shall comply to the Master Directions of RBI on IT outsourcing and bank's policy on IT Outsourcing with specifically on following points:
- i. *The service provide shall ensure that the Bank has an effective access to all data, books, records, information, logs, alerts and business premises relevant to the outsourced activity of the Bank, available with the service provider;*
 - ii. *The service provider shall facilitate regular monitoring and assessment of the service provider by the Bank for continuous management of the risks holistically, so that any necessary corrective measure can be taken immediately;*
 - iii. *The service provider shall inform the Bank about the material adverse events (e.g., data breaches, denial of service, service unavailability, etc.) and the incidents required to be reported to Bank to enable Bank to take prompt risk mitigation measures and ensure compliance with statutory and regulatory guidelines;*
 - iv. *The service provider shall ensure that the services being offered are in compliance with the provisions of Information Technology Act, 2000, other applicable legal requirements and standards to protect the customer data;*
 - v. *The service provider shall ensure that storage of data (as applicable) is only in India as per extant regulatory requirements;*
 - vi. *The service provider shall provide bank with details of data (related to Bank and its customers) captured, processed and stored;*
 - vii. *The service provider shall not share any types of data/ information that the service provider (vendor) is not permitted to share with Bank's customer and / or any other party;*
 - viii. *The Service provider shall have in place effective contingency plan(s) to ensure business continuity and testing requirements, in line with the Banks BCP;*
 - ix. *Bank shall have right to seek information from the service provider about the third parties (in the supply chain) engaged by the former;*
 - x. *The service provider shall be contractually liable for the performance and risk management practices of its sub-contractors;*

- xi. It shall be obligation of the service provider to comply with directions issued by the RBI in relation to the activities outsourced to the service provider, through specific contractual terms and conditions specified by the Bank;*
- xii. It shall be obligation of the service provider to co-operate with the relevant authorities in case of insolvency/ resolution of the Bank;*
- xiii. There shall be a provision to consider skilled resources of service provider who provide core services as “essential personnel” so that a limited number of staff with back-up arrangements necessary to operate critical functions can work on-site during exigencies (including pandemic situations);*
- xiv. The service provider should have a suitable back-to-back arrangements with the concerned OEM, if applicable*

Annexure N: Hosting Assessment Checklist

| | Control Domain | CID | SP Assessment Questions | Requirement | Answer (Yes/No) 1 Marks for each Point | Reference |
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| | | CO.01 | *Do you allow customers to view your third party audit reports? | Mandatory | | |
| | | CO.02 | *Do you conduct network penetration tests of your service infrastructure regularly? If yes please elaborate on your test and remediation process | Mandatory | | |
| | | CO.03 | *Do you conduct regular application penetration tests of your infrastructure according to the industry best practices? If yes please elaborate on your test and remediation process. | Mandatory | | |
| | | CO.04 | *Do you conduct internal audits regularly according to the industry best practices? If yes please elaborate on your test and remediation process. | Mandatory | | |
| | | CO.05 | *Do you conduct external audits regularly according to the industry best practices? If yes please elaborate on your test and remediation process. | Mandatory | | |
| | | CO.06 | Are the results of the network penetration tests available to customers at their request? | | | |
| | | CO.07 | *Are the results of internal and external audits available to customers at their request? | Mandatory | | |

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| INFORMATION GOVERNANCE | Third Party Audits | CO.08 | Do you permit customers to perform independent vulnerability assessments? | | | |
| | Contact / Authority Maintenance | CO.9 | Do you maintain updated liaisons and points of contact with local authorities? If yes then how frequently you validate the contacts? | | | |
| | Information System Regulatory Mapping | CO.10 | *Do you have the ability to logically segment or encrypt customer data such that data may be produced for a single customer only, without inadvertently accessing another customer's data? | Mandatory | | |
| | | CO.11 | *Do you have capability to logically segment, isolate and recover data for a specific customer in the case of a failure or data loss? | Mandatory | | |
| | Intellectual Property | CO.12 | *Do you have policies and procedures in place describing what controls you have in place to protect customer's data marked as intellectual property? | Mandatory | | |
| | | CO.13 | If utilization of customers services housed is mined for provider benefit, are the customers' defined IP rights preserved? | | | |
| | | CO.14 | If utilization of customers services housed is mined for provider benefit, do you provide customers the ability to opt-out? | | | |
| | Ownership | IG.01 | *Do you follow or support a structured data-labelling standard (ex. ISO 15489, Oasis | Mandatory | | |

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| INFORMATION GOVERNANCE | | | XML Catalogue Specification, CSA data type guidance)? If yes please specify | | | |
| | Classification | IG.02 | Do you provide a capability to identify virtual machines via policy tags/metadata? | | | |
| | | IG.03 | Do you provide a capability to identify hardware via policy tags/metadata/hardware tags? | | | |
| | | IG.04 | Do you have a capability to use system geographic location as an authentication factor? | | | |
| | | IG.05 | *Can you provide the physical location/geography of storage of a customer’s data upon request? | Mandatory | | |
| | | IG.06 | *Do you allow customers to define acceptable geographical locations for data routing or resource instantiation? | Mandatory | | |
| | Handling / Labelling / Security Policy | IG.07 | Do you consider all customer data to be “highly sensitive “and provide the same protection and controls across the board or you apply the controls according to the data specific classification or label? | | | |
| | | IG.08 | *Are mechanisms for label inheritance implemented for objects that act as aggregate containers for data? | Mandatory | | |
| | Retention Policy | IG.09 | *Do you have technical control capabilities to enforce customer data retention policies? | Mandatory | | |
| | | IG.10 | *Do you have a documented procedure for responding to | Mandatory | | |

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| | | | requests for customer data from governments or third parties? | | | |
| | Secure Disposal | IG.11 | *Do you support secure deletion (ex. degaussing / cryptographic wiping) of archived data as determined by the customer? | Mandatory | | |
| | | IG.12 | *Can you provide a published procedure for exiting the service arrangement, including assurance to sanitize all computing resources of customer data once a customer has exited your environment or has vacated a resource? | Mandatory | | |
| | Nonproduction Data | IG.13 | *Do you have procedures in place to ensure production data shall not be replicated or used in your test environments? | Mandatory | | |
| | Information Leakage | IG.14 | *Do you have controls in place to prevent data leakage or intentional/accidental compromise between customers in a multi-customer environment? | Mandatory | | |
| | | IG.15 | Do you have a Data Loss Prevention (DLP) or extrusion prevention solution in place for all systems which interface with your service offering? | | | |
| PHYSICAL ACCESS | Policy | PA.01 | *Can you provide evidence that policies and procedures have been established for maintaining a safe and secure working environment in offices, rooms, facilities and secure areas? | Mandatory | | |

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| | User Access | PA.02 | *Pursuant to local laws, regulations, ethics and contractual constraints are all employment candidates, contractors and third parties subject to background checks? | Mandatory | | |
| | Controlled Access Points | PA.03 | *Are physical security perimeters (fences, walls, barriers, guards, gates, electronic surveillance, physical authentication mechanisms, reception desks and security patrols) implemented? | Mandatory | | |
| | Secure Area Authorization | PA.04 | *Do you allow customers to specify which of your geographic locations their data is allowed to traverse into/out of (to address legal jurisdictional considerations based on where data is stored vs. accessed)? | Mandatory | | |
| | Unauthorized Persons Entry | PA.05 | *Are ingress and egress points such as service areas and other points where unauthorized personnel may enter the premises monitored, controlled and isolated from data storage and process? | Mandatory | | |
| | Offsite Authorization | PA.06 | Do you provide customers with documentation that describes scenarios where data may be moved from one physical location to another? (ex. Offsite backups, business continuity failovers, replication) | | | |
| | Offsite equipment | PA.07 | Do you provide customers with documentation describing your policies and procedures governing asset management and repurposing of equipment? | | | |

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| | Asset Management | PA.08 | *Do you maintain a complete inventory of all of your critical assets? | Mandatory | | |
| HR | Employment Agreements | HR.01 | *Do you specifically train your employees regarding their role vs. the customer's role in providing information security controls? | Mandatory | | |
| | | HR.02 | Do you document employee acknowledgment of training they have completed? | | | |
| | Employment Termination | HR.03 | *Are Roles and responsibilities for following performing employment termination or change in employment procedures assigned, documented and communicated? | Mandatory | | |
| INFORMATION SECURITY | Management Program | IS.01 | *Do you provide customers with documentation describing your Information Security Management System (ISMS)? | Mandatory | | |
| | Management Support / Involvement | IS.02 | *Are policies in place to ensure executive and line management take formal action to support information security through clear documented direction, commitment, explicit assignment and verification of assignment execution? | Mandatory | | |
| | Policy | IS.03 | Do your information security and privacy policies align with particular standards (ISO-27001, NIA, CoBIT, etc.)? | | | |
| | | IS.04 | Do you have agreements which ensure your providers adhere to your information security and privacy policies? | | | |

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| | | IS.05 | *Can you provide evidence of due diligence mapping of your controls, architecture and processes to regulations and/or standards? | Mandatory | | |
| | Baseline Requirements | IS.06 | *Do you have documented information security baselines for every component of your infrastructure (ex. Hypervisors, operating systems, routers, DNS servers, etc.)? | Mandatory | | |
| | | IS.07 | Do you have a capability to continuously monitor and report the compliance of your infrastructure against your information security baselines? | | | |
| | | IS.08 | *Do you allow your clients to provide their own trusted virtual machine image to ensure conformance to their own internal standards? | Mandatory | | |
| | Policy Reviews | IS.09 | Do you notify your customers when you make material changes to your information security and/or privacy policies? | | | |
| INFORMATION SECURITY | | IS.10 | *Is a formal disciplinary or sanction policy established for employees who have violated security policies and procedures? | Mandatory | | |
| | | IS.11 | *Are employees made aware of what action might be taken in the event of a violation and stated as such in the policies and procedures? | Mandatory | | |
| | User Access Policy | IS.12 | *Do you have controls in place ensuring timely removal of access rights and permissions which is no longer required? | Mandatory | | |

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| | IS.13 | *Do you provide metrics which track the speed with which you are able to remove access rights following a request from us? | Mandatory | | |
| User Access Restriction / Authorization | IS.14 | *Do you document how you grant and approve access to customer data? | Mandatory | | |
| | IS.15 | Do you have a method of aligning provider and customer data classification methodologies for access control purposes? | | | |
| User Access Revocation | IS.16 | *Is timely de-provisioning, revocation or modification of user access to the organizations systems, information assets and data implemented upon any change in status of employees, contractors, customers, business partners or third parties? | Mandatory | | |
| User Access Reviews | IS.17 | *Do you require at least annual certification of entitlements for all system users and administrators (exclusive of users maintained by your customers)? | Mandatory | | |
| | IS.18 | *If users are found to have inappropriate entitlements, are all remediation and certification actions recorded? | Mandatory | | |
| | IS.19 | Will you share user entitlement remediation and certification reports with your customers, if inappropriate | | | |

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| INFORMATION SECURITY | | | access may have been allowed to customer data? | | | |
| | Training / Awareness | IS.20 | *Do you provide or make available a formal security awareness training program access and data management issues (i.e., multi-tenancy, nationality, delivery model segregation of duties implications, and conflicts of interest) for all persons with access to customer data? | Mandatory | | |
| | | IS.21 | *Are administrators properly educated on their legal responsibilities with regard to security and data integrity? | Mandatory | | |
| | Industry Knowledge / Benchmarking | IS.22 | Do you participate in industry groups and professional associations related to information security? | | | |
| | | IS.23 | *Do you benchmark your security controls against industry standards? | Mandatory | | |
| | Roles / Responsibilities | IS.24 | Do you provide customers with a role definition document clarifying your administrative responsibilities vs. those of the customer? | | | |
| | Management Oversight | IS.25 | Are Managers responsible for maintaining awareness of and complying with security policies, procedures and standards that are relevant to their area of responsibility? | | | |
| | IS.26 | Do you provide customers with documentation on how you | | | | |

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| | | | maintain segregation of duties within your service offering? | | | |
| | User Responsibility | IS.27 | *Is your staff made aware of their responsibilities for maintaining awareness and compliance with our published security policies, procedures, standards and applicable regulatory requirements? | Mandatory | | |
| | | IS.28 | Are users made aware of their responsibilities for maintaining a safe and secure working environment? | | | |
| | | IS.29 | Are users made aware of their responsibilities for leaving unattended equipment in a secure manner? | | | |
| | Workspac e | IS.30 | *Do your data management policies and procedures address customer and service level security requirements? | Mandatory | | |
| | | IS.31 | Do your data management policies and procedures include a tamper audit or software integrity function for unauthorized access to customer data? | | | |
| | | IS.32 | *Does the virtual machine management infrastructure include a tamper audit or software integrity function to detect changes to the build/configuration of the virtual machine? | Mandatory | | |
| | Encryption | IS.33 | *Do you have a capability to allow creation of unique encryption keys per customer? | Mandatory | | |

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| | IS.34 | Do you support customer generated encryption keys or permit customers to encrypt data to an identity without access to a public key certificate. (e.g. Identity based encryption)? | | | |
| Encryption Key Management | IS.35 | *Do you encrypt customer data at rest (on disk/storage) within your environment? | Mandatory | | |
| | IS.36 | *Do you leverage encryption to protect data and virtual machine images during transport across and between networks and hypervisor instances? | Mandatory | | |
| | IS.37 | Do you have a capability to manage encryption keys on behalf of customers? | | | |
| | IS.38 | Do you maintain key management procedures? | | | |
| Vulnerability/Patch Management | IS.39 | *Do you conduct network-layer vulnerability scans regularly? | Mandatory | | |
| | IS.40 | *Do you conduct application-layer vulnerability scans regularly? | Mandatory | | |
| | IS.41 | *Do you conduct local operating system-layer vulnerability scans regularly? | Mandatory | | |
| | IS.42 | *Do you have a capability to rapidly patch vulnerabilities across all of your computing devices, applications, and systems? | Mandatory | | |

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| INFORMATION SECURITY | | IS.43 | Will you provide your risk- based systems patching timeframes to your customers upon request? | | | |
| | Antivirus / Malicious Software | IS.44 | Do you deploy multi anti-malware engines in your infrastructure? | | | |
| | | IS.45 | Do you ensure that security threat detection systems which use signatures, lists, or behavioural patterns are updated across all infrastructure components within industry accepted timeframes? | | | |
| | Incident Management | IS.46 | *Do you have a documented security incident response plan? | Mandatory | | |
| | | IS.47 | Do you integrate customized customer requirements into your security incident response plans? | | | |
| | | IS.48 | Do you have a CERT function (Computer Emergency Response Team)? | | | |
| | | IS.49 | Do you publish a roles and responsibilities document specifying what you vs. your customers are responsible for during security incidents? | | | |
| | Incident Reporting | IS.50 | Does your security information and event management (SIEM) system merge data sources (app logs, firewall logs, IDS logs, physical access logs, etc.) for granular analysis and alerting? | | | |
| | | IS.51 | Does your logging and monitoring framework allow | | | |

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| | | isolation of an incident to specific customers? | | | |
| Incident Response Legal Preparation | IS.52 | *Does your incident response plan comply with industry standards for legally admissible chain-of-custody management processes & controls? | Mandatory | | |
| | IS.53 | *Does your incident response capability include the use of legally admissible forensic data collection and analysis techniques? | Mandatory | | |
| | IS.54 | *Are you capable of supporting litigation holds (freeze of data from a specific point in time) for a specific customer without freezing other customer data? | Mandatory | | |
| | IS.55 | Do you enforce and attest to customer data separation when producing data in response to legal subpoenas? | | | |
| Incident Response Metrics | IS.56 | Do you monitor and quantify the types, volumes, and impacts on all information security incidents? | | | |
| | IS.57 | Will you share statistical information security incident data with your customers upon request? | | | |
| Acceptable Use | IS.58 | Do you provide documentation regarding how you may utilize or access customer data and/or metadata? | | | |
| | IS.59 | Do you collect or create metadata about customer data usage through the use of | | | |

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| | | | inspection technologies (search engines, etc.)? | | | |
| | | IS.60 | Do you allow customers to opt-out of having their data/metadata accessed via inspection technologies? | | | |
| INFORMATION SECURITY | Asset Returns | IS.61 | *Are systems in place to monitor for privacy breaches and notify customers expeditiously if a privacy event may have impacted their data? | Mandatory | | |
| | | IS.62 | *Is your Privacy Policy aligned with industry standards and Indian Law | Mandatory | | |
| | e-Commerce Transactions | IS.63 | Do you provide standard encryption methodologies (3DES, AES, etc.) to customers in order for them to protect their data if it is required to traverse public networks? (ex. the Internet) | | | |
| | | IS.64 | *Do you utilize standard encryption methodologies any time your infrastructure components need to communicate to each other over public networks (ex. Internet-based replication of data from one environment to another)? | Mandatory | | |
| | Audit Tools Access | IS.65 | Do you restrict, log, and monitor access to your information security management systems? (Ex. Hypervisors, firewalls, vulnerability scanners, network sniffers, APIs, etc.) | | | |
| | Diagnostic / Configuration | IS.66 | *Do you ensure hardening of admin workstations and Role | Mandatory | | |

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| | tion Ports Access | | Based Access Control to enforce the 'least privilege' principle | | | |
| | Network / Infrastructure Services | IS.67 | Do you collect capacity and utilization data for all relevant components of your service offering? | | | |
| | | IS.68 | Do you provide customers with capacity planning and utilization reports? | | | |
| | Portable / Mobile Devices | IS.69 | *Do you allow mobile devices in your facility for administration purposes (e.g., tablets,)? | Mandatory | | |
| | Source Code Access Restriction | IS.70 | *Are controls in place to prevent unauthorized access to your application, program or object source code, and assure it is restricted to authorized personnel only? | Mandatory | | |
| | | IS.71 | *Are controls in place to prevent unauthorized access to customer application, program or object source code, and assure it is restricted to authorized personnel only? | Mandatory | | |
| | ESV Programs Access | IS.72 | *Are utilities that can significantly manage virtualized partitions (ex. shutdown, clone, etc.) appropriately restricted and monitored? | Mandatory | | |
| | | IS.73 | Do you have a capability to detect attacks which target the virtual infrastructure directly (ex. shimming, Blue Pill, Hyper jumping, etc.)? | | | |

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| | | IS.74 | *Are attacks which target the virtual infrastructure prevented with technical controls? | Mandatory | | |
| LEGAL | Non-disclosure Agreements | LG.01 | *Are requirements for non-disclosure or confidentiality agreements reflecting the organization's needs for the protection of data and operational details identified, documented and reviewed at planned intervals? | Mandatory | | |
| | Third Party Agreements | LG.02 | *Can you provide a list of current 3rd party organization that will have access to the customer's (My) data? | Mandatory | | |
| OPERATIONS MANAGEMENT | Policy | OM.01 | Are policies and procedures established and made available for all personnel to adequately support services operations roles? | | | |
| | Documentation | OM.02 | Are Information system documentation (e.g., administrator and user guides, architecture diagrams, etc.) made available to authorized personnel to ensure Configuring, installing, and operating the information system? | | | |
| | Capacity / Resource Planning | OM.03 | Do you provide documentation regarding what levels of system (network, storage, memory, I/O, etc.) oversubscription you maintain and under what circumstances/scenarios? | | | |
| | | OM.04 | *Do you restrict use of the memory oversubscription capabilities present in the hypervisor? | Mandatory | | |

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| | Equipment Maintenance | OM.05 | If using virtual infrastructure, does your solution include hardware independent restore and recovery capabilities including offsite storage of backups? | | | |
| | | OM.06 | *If using virtual infrastructure, do you provide customers with a capability to restore a Virtual Machine to a previous state in time? | Mandatory | | |
| | | OM.07 | *If using virtual infrastructure, do you allow virtual machine images to be downloaded and ported to a new provider? | Mandatory | | |
| | | OM.08 | *If using virtual infrastructure, are machine images made available to the customer in a way that would allow the customer to replicate those images in their own off-site storage location? | Mandatory | | |
| | | OM.09 | Do you share reports on your backup/recovery exercise results? | | | |
| | | OM.10 | Does your solution include software / provider independent restore and recovery capabilities? | | | |
| RISK MANAGEMENT | Program | RM.01 | Is your organization insured by a 3rd party for losses? | | | |
| | | RM.02 | *Do your organization's service level agreements provide customer remuneration for losses they may incur due to outages or losses experienced within your infrastructure? | Mandatory | | |

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| | Assessments | RM.03 | *Are formal risk assessments aligned with the enterprise-wide framework and performed at least annually, or at planned intervals, determining the likelihood and impact of all identified risks, using qualitative and quantitative methods? | Mandatory | | |
| | | RM.04 | Is the likelihood and impact associated with inherent and residual risk determined independently, considering all risk categories (e.g., audit results, threat and vulnerability analysis, and regulatory compliance)? | | | |
| | Mitigation / Acceptance | RM.05 | *Are risks mitigated to acceptable levels based on company-established criteria in accordance with reasonable resolution time frames? | Mandatory | | |
| | | RM.06 | *Is remediation conducted at acceptable levels based on company-established criteria in accordance with reasonable time frames? | Mandatory | | |
| | Business / Policy Change Impacts | RM.07 | *Do risk assessment results include updates to security policies, procedures, standards and controls to ensure they remain relevant and effective? | Mandatory | | |
| | Third Party Access | RM.08 | Do you monitor service continuity with upstream internet providers in the event of provider failure? | | | |
| | | RM.09 | Do you have more than one provider for each service you depend on? | | | |

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| | | RM.10 | Do you provide access to operational redundancy and continuity summaries which include the services on which you depend? | | | |
| | | RM.11 | Do you provide the customer the ability to declare a disaster? | | | |
| | | RM.12 | Do you provide a customer triggered failover option? | | | |
| | | RM.13 | *Do you share your business continuity and redundancy plans with your customers? | Mandatory | | |
| SW DEPLOYMENT | New Development / Acquisition | SD.01 | *Are policies and procedures established for management authorization for development or acquisition of new applications, systems, databases, infrastructure, services, operations, and facilities? | Mandatory | | |
| | Production Changes | SD.02 | *Do you provide customers with documentation which describes your production change management procedures and their roles/rights/responsibilities within it? | Mandatory | | |
| | Quality Testing | SD.03 | Do you provide your customers with documentation which describes your quality assurance process? | | | |
| | Outsourced Development | SD.04 | *Do you have controls in place to ensure that standards of quality are being met for all software development? | Mandatory | | |
| | | SD.05 | *Do you have controls in place to detect source code security defects for any outsourced | Mandatory | | |

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| | | | software development activities? | | | |
| | Unauthorized Software Installations | SD.06 | *Do you have controls in place to restrict and monitor the installation of unauthorized software onto your systems? | Mandatory | | |
| DISASTER RECOVERY | Impact Analysis | DR.01 | Do you provide customers with on-going visibility and reporting into your operational Service Level Agreement (SLA) performance? | | | |
| | | DR.02 | Do you provide customers with on-going visibility and reporting into your SLA performance? | | | |
| | Business Continuity Planning | DR.03 | Are you BS25999 or ISO 22301 certified? | | | |
| | | DR.04 | Do you provide customers with geographically resilient hosting options? | | | |
| | Business Continuity Testing | DR.05 | *Are business continuity plans subject to test at planned intervals or upon significant organizational or environmental changes to ensure continuing effectiveness? | Mandatory | | |
| | Environmental Risks | | *Is physical protection against damage from natural causes and disasters as well as deliberate attacks anticipated, designed and countermeasures applied? | Mandatory | | |
| | Equipment Power Failures | DR.07 | *Are Security mechanisms and redundancies implemented to protect equipment from utility service outages (e.g., power | Mandatory | | □ |

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| | | | failures, network disruptions, etc.)? | | | |
| | Power / Telecommunications | DR.08 | Do you provide customers with documentation showing the transport route of their data between your systems? | | | |
| | | DR.09 | Can customers define how their data is transported and through which legal jurisdiction? | | | |
| ARCHITECTURE | Customer Access Requirements | AR.01 | Are all identified security, contractual and regulatory requirements for customer access contractually addressed and remediated prior to granting customers access to data, assets and information systems? | | | |
| | | AR.02 | Do you use open standards to delegate authentication capabilities to your customers? | | | |
| | | AR.03 | *Do you support identity federation standards (SAML, SPML, WS-Federation, etc.) as a means of authenticating/authorizing users? | Mandatory | | |
| | | AR.04 | Do you have a Policy Enforcement Point capability (ex. XACML) to enforce regional legal and policy constraints on user access? | | | |
| | | AR.05 | Do you have an identity management system in place which enables both role-based and context-based entitlement to data (enables classification of data for a customer) if requested? | | | |

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| | | AR.06 | *Do you provide customers with strong (multifactor) authentication options (digital certs, tokens, biometric, etc...) for user access? | Mandatory | | |
| | | AR.07 | Do you allow customers to use third party identity assurance services? | | | |
| | | AR.08 | Do you utilize an automated source-code analysis tool to detect code security defects prior to production? | | | |
| | | AR.09 | *Do you verify that all of your software suppliers adhere to industry standards for Systems/Software Development Lifecycle (SDLC) security? | Mandatory | | |
| | Data Integrity | AR.10 | *Are data input and output integrity routines (i.e., reconciliation and edit checks) implemented for application interfaces and databases to prevent manual or systematic processing errors or corruption of data? | Mandatory | | |
| | Production / Nonproduction Environments | AR.11 | *Do you provide customers with separate environments for production and test processes? | Mandatory | | |
| | | AR.12 | Do you provide customers with guidance on how to create suitable production and test environments? | | | |
| | Remote User Multifactor | AR.13 | *Is multi-factor authentication required for all remote user access? | Mandatory | | |

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| ARCHITECTURE | Network Security | AR.14 | Do you provide customers with guidance on how to create a layered security architecture equivalence using your virtualized solution? | | | |
| | Wireless Security | AR.15 | *Are policies and procedures established and mechanisms implemented to protect network environment perimeter and configured to restrict unauthorized traffic? | Mandatory | | |
| | | AR.16 | *Are policies and procedures established and mechanisms implemented to ensure proper security settings enabled with strong encryption for authentication and transmission, replacing vendor default settings? (e.g., encryption keys, passwords, SNMP community strings, etc.) | Mandatory | | |
| | | AR.17 | *Are policies and procedures established and mechanisms implemented to protect network environments and detect the presence of unauthorized (rogue) network devices for a timely disconnect from the network? | Mandatory | | |
| | Shared Networks | AR.18 | *Is access to systems with shared network infrastructure restricted to authorized personnel in accordance with security policies, procedures and standards. Networks shared with external entities shall have a documented plan detailing the | Mandatory | | |

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| | | compensating controls used to separate network traffic between organizations? | | | |
| | Clock Synchronization | AR.19 | *Do you utilize a synchronized time-service protocol (ex. NTP) to ensure all systems have a common time reference? | Mandatory | |
| | Equipment Identification | AR.20 | Is automated equipment identification used as a method of connection authentication to validate connection authentication integrity based on known equipment location? | | |
| | Audit Logging / Intrusion Detection | AR.21 | *Are file integrity (host) and network intrusion detection (IDS) tools implemented to help facilitate timely detection, investigation by root cause analysis and response to incidents? | Mandatory | |
| | | AR.22 | *Is Physical and logical user access to audit logs restricted to authorized personnel? | Mandatory | |
| | | AR.23 | *Can you provide evidence that due diligence mapping of currently applicable regulations and standards to your controls/architecture/processes has been done? | Mandatory | |
| | Mobile Code | AR.24 | *Is mobile code tested (in terms of security) before its installation and use and the code configuration checked to ensure that the authorized mobile code operates according | Mandatory | |



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| | | | to a clearly defined security policy? | | | |
| | | AR.25 | *Is all unauthorized mobile code prevented from executing? | Mandatory | | |

Annexure O: 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.

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

Dear Sir,

Sub: RFP no: _____ for Selection of Service Provider for End to End Credit Card Management Solution on hosted model 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