

Selection Process of Training Partner for End User Functional training on Finacle 10.X

Introduction/ About Bank

The Nainital Bank Limited was established in the year 1922 with the objective to cater banking needs of the people of the region. In the year 1973, Reserve Bank of India directed Bank of Baroda, a premier Nationalized Bank, to manage the affairs of the Nainital Bank Limited. At Present, the Bank is having 163 branches operating in five states i.e. Uttarakhand, Uttar Pradesh, Delhi, Haryana and Rajasthan.

All the branches of the Bank are operating in CBS platform. Bank is also providing RTGS, NEFT, SMS Alerts, RuPay ATM cum Debit Card, UPI and Internet Banking facilities to its customers.

Objective

The Nainital Bank Limited is in the process of implementation of Finacle CBS across its branches. The System is being migrated from existing Core Banking System - Fincraft to Finacle 10.2.25. In this process, staff of the Bank needs to be trained in Finacle version 10.2.25. In order to facilitate the functional training on Finacle 10.2.25, the Bank intends to train its staff (about 800 employees) through class room teaching model by an experienced Training Partner with focus on hands on training with each participant having PC. The Bank is interested in providing 5-6days training (Monday to Saturday) to 50 to 60 participants per week i.e. 25-30 participants (each batch) within a time span of 3 months.

Scope

The training program needs to be conducted on Finacle version 10.X for employees of the Bank through dedicated batches. The program shall run concurrently for 2 batches in one location preferably Delhi/ NCR. Finacle 10.X expert trainers, Training locations/ venue/ campus, training infrastructure, lodging & boarding facilities are to be provided by the qualified technical partner only. The main requirements shall include, but not limited to following points:

1. The programme will cover class room and hands on training with atleast 60% focus on hands on training.
2. The training duration should be 8 hours per day.
3. The Training partner should have experience in conducting training programme for employees of Banking Institutions in India on banking functional areas including trainers having experience in conducting training on Finacle Core Banking modules- Finacle 10.X during last 5 years in at least one scheduled commercial Bank/ Public Sector Bank in India where Finacle 10.X is either implemented or under implementation and has successfully completed training.
4. Conduct Finacle version 10.X functional training to approximately 800 employees of the Bank in a span of 3 months. The number of employees for training may vary \pm 10 % of the above numbers.
5. The duration of each training programme will be from Monday to Saturday covering entire gamut of Finacle version 10.X modules & features including Bank specific customizations. Each batch of training programme will consist of maximum 25-30 candidates.

6. Training curriculum comprising of Bank's products & services will be shared by the Bank. Selected Training Partner should conduct training based on the syllabus and maintain standardization in content and delivery across all batches. Necessary documents (not exceeding 100 pages per candidate) shared by the Bank should be printed & distributed by training partner to the trainees before commencement of training of each batch by the training partner.
7. The training programme will be residential and selected training partners should have own/ hired/ leased training centres/ campus with lodging & boarding facilities with AC rooms for stay. Details of identified training centre along with training capacity should be mentioned during bid submission. Training/ accommodation/ boarding facilities in Lodge/ Dormitories/ function halls will not be permitted.
8. The training as well as residential and boarding facilities should be in same campus or within a short distance of 1 Km. However, if the distance between lodging/ boarding & training facility is above 1 km and not exceeding 10 kms, then necessary pickup & drop facility should be arranged by the selected training partner at no extra cost.
9. The Training Partner should have at least 10 faculties experienced in Finacle 10.X to complete the training assignment of approximately 800 employees in a period of 3 to 4 months. Trainers should be having thorough knowledge of Finacle version 10.X and should have exposure in Banking & Finance, Banking functional & Core Banking module expertise and should possess minimum 2 years' experience as Finacle Core Banking 10.X trainer. Identified trainers will be interviewed by Bank through video conferencing or in-person. Bio data of trainers is to be essentially shared with the Bank while submitting the proposal.
10. Required training to these trainers should be provided by the training partner before the commencement of training.
11. Training will be scheduled from Monday to Saturday for each batch. However, in case of any Bank holiday, training may be extended to next day. Training schedule will be finalized in consultation with the selected training partner.
12. At any point of time, the selected training partner should not subcontract the training assignment to third party or any external agency. In case the selected training partner is assigning part of training to sub-contractor, the same should be disclosed in the proposal and any further change of the same will not be allowed without bank's written consent.
13. The selected training partner should appoint dedicated single point of contact (SPOC) and share the contact details along with escalation matrix with the Bank. Daily updates/ feedback on the training programme to be shared with the Bank by the SPOC through email to the Bank's designated officials or any other authority as decided on a daily basis.
14. The Training Partner should have own/ tie-up/ hired/ leased training centre with adequate capacity to accommodate candidates with boarding & lodging facility in north India, preferable in Delhi/ NCR to conduct training for around 800 employees of the Bank in a span of 3 months. The location should be having frequent and convenient public transportation facility & easy

accessibility. Training centre should have adequate facilities to conduct training program for atleast 2 batches of 25-30 members simultaneously. The training partners should submit relevant documentary proof of own premises and agreement/ contract copy of tie-up or lease arrangement of designated training centre at the time of signing of contract.

15. Training centre/ campus should have required IT infrastructure with data security features to access Bank's CBS training server hosted at Bank's end. All desktops/ laptops/ PCs provided by the training partner should have adequate hardware/ software configurations (Internet explorer, Java versions etc.) to access Finacle 10.X during the training session. It will be the responsibility of successful training partner to ensure adequate technical/ infrastructure support for smooth conduct of the session.
16. Network connectivity required to connect to Bank's training infrastructure will be provided by the Bank at bank's cost. However, router, switches, firewall and other network equipment's and IT support for Router/ Switch configuration at training partner's end should be provided by the selected training partner.
17. Selected training partner should make necessary arrangements for smooth conduct of the training program on receipt of order from the bank. Training program should commence within 7 days/ as per the schedule provided by the Bank.
18. Selected training partner needs to provide the bandwidth requirements information to enable the bank to subscribe the required network Bandwidth.
19. Backup provision (Power backup & Technical support) for smooth and uninterrupted training sessions should be made available at the training centre by the selected training partner.
20. The training centre should have LAN connectivity. There should not be any other LAN/ WAN/ Internet Connection to the network systems. All the participants in connection should have antivirus solution with updated virus definitions. Further, all the computers provided at the training centres should have only licensed software.
21. Selected training partner should provide the required IP address to communicate with the classroom PCs etc. NATing will be performed at the Router placed at Training partner's end with the support of the technical team at the training partner's level.
22. The access to CBS related training server from the PCs at the Classrooms will be provided through firewall.
23. The training sessions should be delivered in English, Hindi or both languages. There should be facility of conducting "Exit Test" at completion of training of each batch. Feedback should be obtained from the candidates of each batch in the feedback form on completion of training program.
24. Selected training partner should ensure amenities such as drinking water in class rooms, hostel rooms, washed bed sheets & bath towels once in two days, dust bin/ covered dust bins, daily cleaning of rooms & bath rooms (Hot/ Cold water facility), mosquito repellents, First Aid Box etc.
25. As a part of this training, it will be the responsibility of the training partner to note the following in the location(s) where the training will be imparted. –

- Writing materials/ pads/ pen, reading material and hand-outs should be made available as per requirement of trainee before the commencement of the programs and in between.
- Good ambience of training classroom (including Air conditioned facility) and Residential facility with single/ twin sharing.
- Boarding facility with morning tea/ coffee, breakfast, lunch, snacks/ tea during the breaks, evening snacks and tea/ coffee and dinner.
- PCs compatible to run Finacle version 10.X, Projector screens, Audio Visual systems in each class room.
- Each trainee should be provided separate PC for training purpose during the program.
- Bank's observer may be deputed at training centre/ campus by the Bank as a SPOC to monitor day to day training activities. Necessary boarding & lodging facility for Bank's observer should be arranged by the selected training partner.
- Necessary arrangements for training formalities such as Candidate's identity verification/ registration, training nomination letter etc. should be done by the selected training partner in co-ordination with the Bank. However if any issue arises, the Bank's observer or any other delegated authority may be consulted for further clarification.
- Daily class room attendance should be marked twice in a day i.e. in the morning & post lunch, counter signed by Bank's observer.
- Facilities such as separate PC with internet connection/ printer, for sending receiving mails, taking print outs, photocopies, stationery etc. should be provided to deputed bank observer at the training centre/ campus for smooth overseeing/ conduct of the training programme.
- There should be facility of EXIT Test at the completion of training of each batch. Also feedback sheets should be submitted to the bank on completion of training of each batch.
- Senior Officials of the Bank may visit the training centres to interact with the candidates during the training programme. However, details of such visits, if any, will be intimated to the selected training partner in advance.

26. Other important points to be noted by the selected training partner:-

- Group photos of the trainees in batches to be arranged and soft copy of the photo to be delivered to trainees with a copy to the Bank's Staff Training Centre, Haldwani.
- Issuance of training certificate to each participant on completion of training.
- The day-to-day sessions are to be completed on the same day as per the Time Table. In case of any disruptions like power failure, connectivity issues, day's sessions to be completed by extending beyond the regular timings. The training partner to submit the sessions plan and details on the class room training to the participants before start of the training session.
- Feedback should be obtained from the candidates of each batch in the feedback form.
- A System engineer must be available at training centre to attend system/ network issues to avoid down time.
- Adequate support staff at training centre should be arranged by the selected training partner.

27. Facilities to Be Provided At Hostel

- The candidates have to be provided single or double occupancy in a room with proper ACs. In case of double occupancy in a room, separate cot/ bed is to be provided.
- There should be separate accommodation arrangement for male and female candidates.
- The kitchen facility and food provided should be in hygienic condition.
- There should be an attendant doctor/ Medical care/ tie-up medical arrangement within the campus, for male and female candidates separately for immediate medical attention/ emergency.
- Adequate power backup should be available to meet the needs of the class room/ lodging/ boarding.
- The hostel facilities should also have adequate security for the safety of the trainees.
- Adequate support staff at hostel/ campus should be provided by the training partner.
- Above facilities are not exhaustive and the training partner should make all necessary arrangements to take care of comfort level of all the participants to their satisfaction.

28. Responsibilities of Training Partner:

- Provide Necessary infrastructure for the training i.e. class rooms, Computer labs. Router, Switches, Firewalls, Uninterrupted Power System (UPS) Supply for smooth conduct of the training.
- Arrange the trainers including one Trainer for each batch and an assistant trainer to help the trainees for hands on support. The Trainer should be having experience of atleast 5 years in training and atleast 2 years in Finacle 10.X with good banking domain knowledge. The assistant trainer should have experience of atleast 2 years with one-year experience of Finacle 10.X, especially practical aspects with good banking domain knowledge.
- Provide the requisite training to the allocated trainers (Train The Trainer) to maintain uniformity and delivery standards.
- Monitor the training delivery and submit batch-wise reports and feedback to the Bank.
- Provide the details how participants will be accommodated i.e. details of occupancy of the rooms/ accommodation (single/ double etc. per room) during the training and also recreational facilities in the hostel.
- Training partner is required to provide the list of trainers who will be training Bank's staff and also submit their resume alongwith the technical proposal. The training partner will deploy the trainers only from the list submitted in technical proposal.

29. Responsibilities of the Bank:

- Provide Server access to the Finacle 10.X Application for the participants.
- Network connectivity required to connect to Bank's training infrastructure with Training Center.
- Provide Training Schedule finalised in consultation with the training Partner.

30. Price Structure

- The price quoted should be inclusive of all deliverables, boarding, food, hostel charges, complete faculty support, use of computer labs, use of class rooms, internet, library, medical care facilities in the campus, etc. for conducting training on Finacle Version 10.X to employees of the Bank.
- The rates per person per day is for conducting Finacle version 10.X training assignment for 800 participants within a period of three to four months.
- Bank will not pay any other charges for conducting training programme. All such costs, if any, should be absorbed by the Technical partner in the quoted rates.
- The prices should be fixed and not dependent on any variable factors. The prices should be expressed in Indian Rupees.
- The Total cost should be exclusive of all applicable taxes and duties, GST (SGST,

CGST & IGST). GST will be payable in actual on the date of invoicing.

- The Technical Partner should consider 1 prefix and 1 suffix day for arrival and departure of the trainees for all the facilities/ amenities.
- If the cost for any line item is indicated as zero/ nil/ blank, if any, then it will be assumed by the Bank that the said item is provided to the Bank without anycost.
- Technical Partner will be entirely responsible for all applicable taxes, in connection with conducting training.
- The Technical Partner shall be liable to pay all applicable corporate taxes and income tax that shall be levied according to the laws and regulations applicable from time to time in India.
- Wherever the laws and regulations require deduction of such taxes at the source of payment, Bank shall effect such deductions from the payment due to the Technical Partner. The remittance of amount 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 Technical Partner from its responsibility to pay anytax that may be levied in India on income and profits made by the Technical Partner in respect of this Contract.
- Arithmetical errors will be rectified on the following basis: a) If there is a discrepancy between the unit price and the total price that is obtained by multiplying the unit price and quantity, the unit price shall prevail and the total price shall be corrected. b) If there is a discrepancy between words and figures, the amount in words will prevail. c) If the Technical Partner does not accept the error- correction, its bid will be rejected.

Technical Partners interested in providing class room training to participants of The Nainital Bank Limited with focus on hands on training may send their technical and commercial proposals in separate sealed envelopes in the attached format (**Annexure-I**) so as to reach at the following address on or before September 24, 2021. Amount(s) should not be mentioned or should be masked in the Technical proposal.

The Vice president (HRM)
The Nainital Bank limited
Head Office, Seven Oaks
Mallital, Nainital -263001 (Uttarakhand)

Technical/ Commercial Format for Finacle 10.2.25 Training to End-Users

SNo	Description	Partner Response	Remarks, if any
1	Venue and Address of the Training facility		
	Mode of training - Class Room –cum- Lab	Yes/ No	
2	Batch Size		
3	No. of batches which can be held simultaneously		
4	No. and Composition of Faculty per batch		
5	Support to the Bank's Team in designing Courseware and Programme Content	Yes/ No	
6	Availability of necessary infrastructure required for the training i.e. class rooms, Computer labs, PCs, Router, Switches, Firewalls, Projector, Uninterrupted Power System (UPS) Supply etc. with technical support	Yes/ No	
7	No. of participants per PC		
8	Residential facility with single/ twin sharing per room		
9	Boarding & Lodging	Yes/ No	
10	Breakfast, Lunch, Tea & Snacks and Dinner Facility	Yes/ No	
11	Availability of Internet/ LL Connectivity at Technical Partners Premises	Yes/ No	
12	Details of Internet/ LL Connectivity at Technical Partners Premises i.e. Service Provider and Bandwidth		
13	Name of the Bank(s) and no. of users trained in the past on Finacle 10.X		
14	Program Fee - Per participant per day		
15	Details of Cost of ILL, if availed by the Bank		