

S. N o.	Page No. of RFP	Clause No.	RFP Clause	Revised
1	7	1.1. Document Control Sheet	<p>Last date of submission of RFP response (Closing date) and address for submission of Bid</p> <p>16:00 Hrs. on 10/04/2025 at The Nainital Bank Ltd., Customization Dept., CDO Vertical, Head Office, Seven Oaks Building, Mallital, Nainital, Uttarakhand – 263001</p>	<p>Last date of submission of RFP response (Closing date) and address for submission of Bid</p> <p>16:00 Hrs. on 19/04/2025 at The Nainital Bank Ltd., Customization Dept., CDO Vertical, Head Office, Seven Oaks Building, Mallital, Nainital, Uttarakhand – 263001</p>
2	53	Annexure 02 - Eligibility Criteria A. General Point no. 3	<p>Eligibility Criteria</p> <p>Bidder/OSD must be in business of providing Fraud Risk Management at least for last 2 years.</p> <p>Supporting Required Documentary Proof to be attached</p>	<p>Eligibility Criteria</p> <p>Bidder/OSD must be in business of providing Fraud Risk Management at least for last 2 years.</p> <p>Supporting Required Copy of the Credential Letter should be submitted or Copy of Purchase order from the client's executive should be submitted and an Undertaking from the Bidder on the Bidder's letter head confirming the implementation along with the contact details of client's representative.</p>

3	54	Annexure 02 - Eligibility Criteria B. Financial Point no. 2	<p>Eligibility Criteria Must be net profit making entity (from Indian operations only) for each year in the last two financial years that is financial years – 2022 – 23 and 2023 - 24.</p> <p>Supporting Required Audited Financial statements for the financial years 2022 – 23 and 2023 - 24.</p> <p>Certified letter from the Chartered Accountant. The CA certificate in this regard should be without any riders or qualification.</p>	<p>Eligibility Criteria Must be net profit making entity (from Indian operations only) for financial year 2023 - 24.</p> <p>Supporting Required Audited Financial statement for the financial year 2023 - 24.</p> <p>Certified letter from the Chartered Accountant. The CA certificate in this regard should be without any riders or qualification.</p> <p>Bidder will provide Provisional Financial statement for the financial year 2024 – 25 as soon as the same is available with the bidder via email. The same will be signed by the authorised representative of the bidder and the Chartered Accountant of the bidder.</p>
4	55	Annexure 02 - Eligibility Criteria D. Experience & Support Infrastructure Point no. 1	<p>Eligibility Criteria Bidder/OSD should have implemented FRMS/transaction monitoring in at least two Banks / Financial Institutions in India having customer base of 10 Lacs or above and should have experience of integration in their solution with following channel : Core Banking, Mobile Banking, Internet Banking, UPI.</p> <p>Supporting Required Documentary Proof of order / contract copy / customer credentials.</p>	<p>Eligibility Criteria Bidder/OSD should have implemented FRMS/transaction monitoring in at least two Banks / Financial Institutions in India having a customer base of 10 Lacs or above and should have experience of integration in their solution with the following channels: Core Banking, Mobile Banking, Internet Banking, UPI.</p> <p><i>(Experience of implementation in at least one bank in India having a customer base of 10 Lacs or above is mandatory and this implementation should have included experience of integration of their solution with the following channels: Core Banking, Mobile Banking, Internet Banking, UPI.)</i></p> <p>Supporting Required A Copy of the Credential Letter should be submitted or a Copy of the Purchase order from the client's executive should be submitted and an Undertaking from the Bidder on the Bidder's letterhead confirming the implementation along with the contact details of the client's representative.</p>

5	55	Annexure 02 - Eligibility Criteria D. Experience & Support Infrastructure Point no. 2	<p>Eligibility Criteria</p> <p>Bidder/OSD should have direct support offices in Delhi NCR then an undertaking to be provided by the Bidder stating that direct support would be provided by the bidder at Delhi NCR whenever desired by the Bank.</p> <p>Supporting Required Letter of confirmation from the Bidder.</p>	<p>Eligibility Criteria</p> <p>Bidder should be able to provide unconditional direct support to the bank at Delhi NCR, Department of Information Technology, Haldwani or any other location preferred by the bank whenever desired by the Bank.</p> <p>Supporting Required Letter of confirmation from the Bidder. An undertaking to be provided by the Bidder stating that the Bidder will provide unconditional direct support to the bank at Delhi NCR, Department of Information Technology, Haldwani or any other location preferred by the bank whenever desired by the Bank.</p>
6	22	2.32. Evaluation of Technical Bid Point 1	<p>Criteria</p> <p>The number of Implementations carried out in India in the last 5 years starting from 01-04-2020 till RFP submission date **</p> <p>Evaluation Parameters</p> <p>For each Implementation 2 marks maximum up to 10 marks</p> <p>Additional Marks for implementation in any Banking / Financial / Insurance Sector in India / Globally. Proof of such work and completion of implementation should be submitted along with the response.</p>	<p>Criteria</p> <p>The number of Implementations carried out in India in the last 5 years starting from 01-04-2020 till RFP submission date **</p> <p>Evaluation Parameters</p> <p>For each Implementation 2 marks maximum up to 10 marks</p> <p>Proof of such work and completion of implementation should be submitted along with the response.</p>

7	80	Annexure 11- Technical requirement (Broad Scope of Work) 3. Hardware Sizing and Performance Required 1.1. Projected Volume of Transactions	Expected Response Time Server-side response time: < 100 ms Effective TPS: 1000	Expected Response Time Server-side response time: < 100 ms Effective TPS: <u>50</u>
8	107	Annexure 11- Technical requirement (Broad Scope of Work) 6. Technical Scoring Sheet Point no. 291	FRMS must be compliant with Information Security Policy	Vendor has an Information Security Policy in place with periodic review.
9	22	2.32. Evaluation of Technical Bid	Site Visit and Reference checks All eligible bidders will be required to arrange a Site Visit and Reference checks for the Bank's Team in a Scheduled Public/Private Sector Bank in India with at least 200 branches where the proposed solution is implemented. The format for reference check is as per Annexure-14. Further the Bank's officials would visit reference sites provided by the Vendor if deemed necessary.	Site Visit and Reference checks All eligible bidders will be required to arrange a Site Visit and Reference checks for the Bank's Team in a Bank in India where the proposed solution is implemented. The format for reference check is as per Annexure-14. Further the Bank's officials would visit reference sites provided by the Vendor if deemed necessary.

10	45	5.7. Non-Disclosure Confidentiality Agreement	<i>(TO BE STAMPED AS AN AGREEMENT AS APPLICABLE TO THE STATE OF UTTARAKHAND)</i>	<i>(TO BE STAMPED AS AN AGREEMENT, WHICH HOWEVER BE HIGHER THAN OR EQUAL TO THE STAMP DUTY PAYABLE ON AN AGREEMENT IN STATE OF UTTARAKHAND)</i>
11	114	Annexure 16. Integrity Pact	<i>(TO BE STAMPED AS AN AGREEMENT AS APPLICABLE TO THE STATE OF UTTARAKHAND)</i>	<i>(TO BE STAMPED AS AN AGREEMENT, WHICH HOWEVER BE HIGHER THAN OR EQUAL TO THE STAMP DUTY PAYABLE ON AN AGREEMENT IN STATE OF UTTARAKHAND)</i>

- Rest all clauses shall remain same as per RFP document.
- Last date of Bid submission is on or before 16:00 hrs on 19.04.2025

*****END OF DOCUMENT*****