RAILTEL CORPORATION OF INDIA LIMITED

(A Govt. of India Undertaking)

Regd. & Corp. Off:-

Plate-A, 6th Floor, Office Tower-2,
NBCC Building, East Kidwai Nagar, New Delhi-110023

Selection of Partner

For

Providing IT Services for RCIL Customer

EOI No: RCIL/EOI/CO/DNM/2020-21/IT services to RCIL customer/02 dated 04.03.2021

NOTICE

RailTel Corporation of India Limited
Plate-A, 6th Floor, Office Tower-2,
NBCC Building, East Kidwai Nagar,
NewDelhi-110023

EOI Notice No: RCIL/EOI/CO/DNM/2020-21/IT services to RCIL customer/02 dated 04.03.2021

RailTel Corporation of India Ltd.,(here after referred to as RailTel) invites EOIs from RailTel's Empaneled Partners for the selection of suitable agency for providing "IT Services to RCIL Customer".

The details are as under:

1	Last date for submission of EOIs by bidders	10.03.2021 at 15:00 hrs
2	Opening of bidder EOIs	10.03.2021 at 15:30 hrs
3	Number of copies to be submitted for scope of work	One
4	EMD	Rs. 5,00,000/-
5	EOI Cost	Rs. 1,770/- (Incl. GST)

DD for EMD and EOI cost should be in the favor of **RailTel Corporation of India Limited** payable at Delhi.

Prospective bidders are required to direct all communications related to this Invitation for EoI document, through the following Nominated Point of Contact persons:

Contact: Naresh Kumar
Position: DGM/IT
Email:naresh.kumar@railtelindia.com
Telephone: +91124 2714000
Mobile:+91 9717644088

NOTE: **(i). All firms are required to submit hard copy of their EOI submissions, duly signed by Authorized Signatories with Company seal and stamp.**

(ii). The EOI response is invited from all empanelled partners of RailTel only. Only RailTel empaneled partners are eligible for participation in EOI process.

(iii). Eligible MSMEs are exempted from cost of EOI Documents and EMD, more details are given in clause 13.7 of EOI Document.

1. RailTel Corporation of India Limited–Introduction

RailTel Corporation of India Limited (RailTel), an ISO-9001:2000 organization is a Government of India undertaking under the Ministry of Railways. The Corporation was formed in Sept 2000 with the objectives to create nationwide Broadband Telecom and Multimedia Network in all parts of the country, to modernize Train Control Operation and Safety System of Indian Railways and to contribute to realization of goals and objective of national telecom policy 1999. RailTel is a wholly owned subsidiary of Indian Railways.

For ensuring efficient administration across India, country has been divided into four regions namely, Eastern, Northern, Southern & Western each headed by Regional General Managers and Headquartered at Kolkata, New Delhi, Secunderabad & Mumbai respectively. These regions are further divided into territories for efficient working. RailTel has territorial offices at Guwahati, & Bhubaneswar in East, Chandigarh, Jaipur, Lucknow in North, Chennai & Bangalore in South, Bhopal, and Pune & Ahmedabad in West. Various other territorial offices across the country are proposed to be created shortly.

RailTel's business service lines can be categorised into three heads namely B2G/B2B (Business to Government and Business to Business) and B2C (Business to customers):

Licenses & Services

Presently, RailTel holds IP-1, NLD and ISP (Class-A) licenses under which the following services are being offered to various customers.

CARRIER SERVICES

1. National Long Distance: Carriage of Inter & Intra -circle Voice Traffic across India using state of the art NGN based network through its Interconnection with all leading Telecom Operators
2. Lease Line Services: Available for granularities from E1, DS-3, STM-1 &above
3. Dark Fiber/Lambda: Leasing to MSOs/Telco's along secured Right of Way of Railway tracks
4. Co-location Services: Leasing of Space and1000+Towers for collocation of MSC/BSC/BTS of Telco's

ENTERPRISE SERVICES

1. Managed Lease Line Services: Available for granularities from E1, DS-3, STM-1 &above
2. MPLS VPN:Layer-2 & Layer-3 VPN available for granularities from 64Kbps to n x64Kbps, 2 Mbps & above
3. Dedicated Internet Bandwidth: Experience the "Always ON" internet connectivity at your fingertips in granularities 2mbps to155mbps.

RETAIL SERVICES

Rail wire: Triple Play Broadband Services for the Masses. It is a pilot project undertaken by RailTel and currently services are offered out of Bangalore and nearby places.

2. Scope of Work

RCIL is exploring suitable firm which can provide Comprehensive single platform E-Governance Solution having capabilities of ERP.

Detailed scope of work is as per annexure-1. After detailed study of Scope of Work, Bidder is required to submit technical proposal which should include following:

2.1 Technology proposed
2.2 Operating System
2.3 Language proposed for application development
2.4 Data base details (RailTel will provide Hosting)
2.5 Application Hosting requirement (RailTel will provide Hosting)
2.6 License information up to 25 Users for
- Finance Management
- Treasury Management
- Loan/Lease Accounting
- Borrowing of Funds
- Risk Management

3. Language of Proposals

The proposal and all correspondence and documents shall be written in English. The hardcopy version will be considered as the official proposal.

4. Schedule of Rates(SOR)

S. No	Particulars	Amount	GST Rate	GST Amount	Total Price (INR)
A	**Development, Delivery & Implementation of Comprehensive E- Governance Solution as per Scope of work under Annexure-1**				
A.1	User Role Based Management Module				
A.2	Work Flow Automation				
A.3	E-Service Delivery				
A.4	E-Document Management				
A.5	HRMS				
A.6	Online Approvals				
A.7	E-Contracting				
A.8	E-Reporting				
A.9	Financial Accounting / Finance Management				
A.10	Dashboards/MIS Reports				
A.11	Treasury Management				
A.12	Loan/Lease Accounting				
A13	Borrowing of Funds				

A.14	Risk Management				
	Total (A)				

B	**AMC Charges**	**%age of (A)**	**Annual Recurring Amount**	**Years**	**Total Price (INR)**	**GST Rate**	**GST Amount**	**Total Price (INR)**
B1	AMC Charges with Technical Support for Comprehensive E-Governance Solution.			**5**				
	Total (B)							

Note: Firm shall provide %age of AMC charges which shall be applicable for comprehensive E-Governance Solution as well as for each module under E-Governance Solution. So that AMC of individual module can be taken care of in case of any such requirement.

C	**IT Manpower Services**	**Man Month Rate**	**Number of Months**	**Total Price (INR)**	**GST Rate**	**GST Amount**	**Total Price (INR)**
C1	One Project Manager level Resource with 6-10 years experience		**60**				
C2	One Project Coordinator level Resource with 2-4 years experience		**60**				
	Total (C)						

D	**Other Services**	**One Time Charges (INR)**	**GST Rate**	**GST Amount**	**Total Price (INR)**
D1	E-Governance App Security Audit Charges through CERTIN Empanelled Agency				
D2	Data Migration and Training Charges				
	Total (D)				

Total SOR (A + B + C + D) (inclusive of all Taxes) = ____________________________

Total SOR in words: ____

5. Payment Terms:

5.1 All Payments shall be on back to back basis.

5.2 Payment will be released after receiving the Tax invoice for the work and after RailTel receives the payment from Customer for the same work.

5.3 Payment milestones shall be as per agreement between RailTel and its Customer.

6. Evaluation criteria

6.1 Technical Evaluation will be done on Technical proposal/offer submitted by Bidder. RailTel reserves the right to reject any bidder in case of non suitable technical proposal.

6.2 Finance bid of bidder with non suitable Technical Proposal shall not be evaluated.

6.3 Finance Bid evaluation will be done on lowest offer quoted by the bidder as per SOR (Clause 4).

7. SLA's

The service level arrangement will be back to back and all the penalty deducted by Customer will passed on to selected bidder.

8. RCIL's Right to Accept/Reject Bids

RCIL reserves the right to accept or reject any bid and annual the bidding process or even reject all bids at anytime prior to award of contract, without there by incurring any liability to the affected bidder or bidders or without any obligation to inform the affected bidder or bidders about the grounds for RailTel's action.

9. Bidding Document

The bidder is expected to examine all instructions, forms, terms and conditions and technical specifications in the bidding documents. Submission of bids, not substantially responsive to the bidding document in every aspect will be at the bidder's risk and may result in rejection of its bid without any further reference to the bidder.

All pages of the documents shall be signed in ink by the bidder including the closing page in token of his having studies the tender document.

10. Period of Validity of Bid

Bids shall remain valid for a period of 180 days from the date of issue of LOI by Customer.

11. Bid Currency

The prices in the bid document shall be expressed in Indian Rupees only.

12. Bidding Process (Single Packet System)

The bidding process will consist of single packet system. The detailed technical proposal and 'Price Bid' shall be submitted in sealed envelope.

13. Bid Earnest Money (EMD)

1.1. The tenderer shall furnish a sum as given in EOI Notice as Earnest Money in the form of Demand Draft from any scheduled bank in India in favour of "RailTel Corporation of India Limited" payable at Delhi which should remain valid for 90 days beyond the bid opening date.

1.2. The EMD may be forfeited if a bidder withdraws his offer or modifies the terms and conditions of the offer during validity period and in the case of a successful bidder, if the bidder fails to accept the Letter of Acceptance (LOA) and fails to furnish performance bank guarantee (security deposit) in accordance with clause13.

1.3. Offers not accompanied with valid Earnest Money shall be summarily rejected.

1.4. Earnest Money of the unsuccessful bidder will be discharged / returned as promptly as possible but not later than 30 days after the expiry of the period of offer/bid validity prescribed by the Purchaser.

1.5. The successful bidder's EMD will be discharged after the first payment to selected bidder and after deduction of Security deposit amount as per clause13.

1.6. Earnest Money will bear no interest.

1.7. For Micro and Small Enterprises (MSEs)

1.7.1. Certain benefits/preferential treatment shall be extended to the registered MSEs as per guidelines issued in the latest notification of Ministry of MSME/ Government of India.

1.7.2. MSEs who are interested in availing themselves of these benefits will enclose with their offer the proof of their being MSE registered with any of the agencies mentioned in the notification of Ministry of MSME.

1.7.3. The MSEs must also indicate the terminal validity date of their registration

1.7.4. Failing 1.7.2 and 1.7.3 above, such offers will not be liable for consideration of benefits detailed in the notification of Government of India.

14. Performance Bank Guarantee (PBG)

a) Incase RCIL's Customer asks for PBG from RailTel then the successful bidder has to furnish security deposit in the form of Performance Bank guarantee of amount equivalent to 3% of total Contract Value, the same should be submitted within 30 days of issue of LOA/PO, failing which a penal interestof15%per annum shall be charged for the delay period i.e. beyond 30(thirty) days from the date of issue of LOA/PO. This PBG should be from a Scheduled Bank and should cover contract period (i.e 3 years) plus three months for lodging the claim. The performance Bank Guarantee will be discharged by the Purchaser after completion of the supplier's performance obligations including any warranty obligations under the contract.

b) The security deposit/PBG shall be submitted to Corporate Office & will bear no interest.

c) A separate advice of the BG will invariably be sent by the BG issuing bank to the RailTel's Bank through SFMS and only after this the BG will be come acceptable to RailTel. It is therefore in interest of bidder to obtain RailTel's Bank IFSC code, Its branch and address and advise these particulars to the BG Issuing bank and request them to send advice of BG through SFMS to the RailTel's Bank.

d) The security deposit/Performance Bank Guarantee shall be released after successful completion of Contract, duly adjusting any dues recoverable from the successful tenderer. Security Deposit in the form of DD/Pay Order should be submitted in the favour of "Railtel Corporation of India Limited" payable at New Delhi Only.

e) Any performance security upto a value of Rs. 5 Lakhs is to be submitted through DD/Pay order / online transfer only.

15. Deadline for Submission of Bids

Bids must be submitted to RCIL at the address specified in the preamble not later than the specified date and time mentioned in the preamble. If the specified date of submission of bids being declared a holiday for RCIL, the bids will be received up to the specified time in the next working day.

16. Late Bids

Any bid received by RCIL after the deadline for submission of bids will be rejected and/or returned unopened to the bidder.

17. Modification and/or Withdrawal of Bids

Bids once submitted will treated, as final and no modification will be permitted. No correspondence in this regard will be entertained.

No bidder shall be allowed to withdraw the bid after the deadline for submission of bids.

In case of the successful bidder, he will not be allowed to withdraw or back out from the bid commitments. The bid earnest money in such eventuality shall be forfeited and all interests/claims of such bidder shall be deemed as foreclosed.

18. Details of Financial bid

a. The financial bid should clearly bring out the cost of the work with detailed break-up of taxes.

b. The financial bid must be submitted as per the SOR in Tender document.

19. Clarification of Bids

To assist in the examination, evaluation and comparison of bids the purchaser may, at its discretion, ask the bidder for clarification. The response should be in writing and no change in the price or substance of the bid shall be sought, offered or permitted.

20. Period of Association/Validity of Agreement:

The period of association shall be as per agreement between RCIL and its customer. The contract period can be further extended from initial contract period as per requirement by customer and with mutual consent.

21. Variation in Contract:

+/- 25 % variation may be operated during the period of validity of agreement with the approval of competent authority with similar terms and procedure as specified in the agreement.

22. Bidder’s Information

S.No.	ITEM	Details
1.	Full name of bidder's firm	
2.	Full address, telephone numbers, fax numbers, and email address of the primary office of the organization / main / head / corporate office	

3.	Name, designation and full address of the Chief Executive Officer of the bidder's organization as a whole, including contact numbers and email Address	
4.	Full address, telephone and fax numbers, and email addresses of the office of the organization dealing with this tender	
5.	Name, designation and full address of the person dealing with the tender to whom all reference shall be made regarding the tender enquiry. His/her telephone, mobile, Fax and email address	
6.	Bank Details (Bank Branch Name, IFSC Code, Account number, GST no)	

23. Format for statement of Deviation

The following are the particulars of deviations from the requirements of the Instructions to bidders:-

S.NO	CLAUSE Number	DEVIATION (Yes or No Deviation)	REMARKS in case of Yes (Including Justification)

24. Other Terms and Condition

1. Bidders are requested to quote their best prices considering the fact that price negotiation, if required with the vendor will be passed on to the selected bidder.

2. Unless otherwise specified all prices quoted must remain firm except for statutory variation in taxes and duties during contractual delivery period. Any increase in taxes and duties after expiry of the delivery period will be to vendor account.

3. Bids should preferably be type written and any correction or over-writing should be initialed. Rates to be indicated both in words and figures.

4. Sealed Bids in envelope superscribing tender enquiry number and due date of opening must be sent by Registered or Speed Post or to be dropped in the Tender Box specified for the purpose. Bids received after specified date and time are liable to be rejected.

5. Bid should be valid for a minimum period of 180 days from the date of issue of LOI by Customer.

6. Printed conditions on the back side of the offers will be ignored.

7. GST Registration Number, if any, may be indicated.

8. Unless otherwise specified, the materials may be inspected by RCIL after implementation at sites. RCIL may have option to carry out stage inspection/pre-dispatch inspection at Supplier's works.

9. Any increase in taxes and duties after expiry of the delivery period will be to supplier's account. This will be without prejudice to the rights of RCIL for any other action including termination.

10. RCIL shall have the right to terminate the contract by giving 30 days notice without assigning any reasons there of. However, in the event of any breach of terms of the contract, RCIL will have right to terminate the contract by written notice to the Seller.

11. FORCE MAJEURE: Any delay or failure to perform the contract by either party caused by acts of God or acts of Government or any direction or restriction imposed by Government of India which may affect the contract or the public enemy or contingencies like strikes, riots etc. shall not be considered as default for the performance of the contract or give rise to any claim for damage. Within 7 days of occurrence and cessation of the event(s), the other party shall be notified. Only those events of force majeure which impedes the execution of the contract at the time of its occurrence shall be taken into cognizance.

12. In case of any dispute or difference arising out of the contract which can not be resolved mutually between RCIL and vendor, it shall be referred to a Sole Arbitrator to be appointed by the CMD, RCIL.

13. The Arbitration and Conciliation Act, 1996 and rules made there under shall apply to the Arbitration Proceedings.

14. The contract shall be governed by and constructed according to the laws in force in India and subject to exclusive jurisdiction of the Courts of Delhi only.

15. RCIL shall be awarding the contract only after receiving confirm order from Customer. The contract awarding can be full or partial basis.

16. Any software, hardware, data, awards, certificates, patent, etc. shall be absolute property of RailTel. In case of Requirement from RailTel, the Successful bidder will transfer to RailTel all Intellectual Property Rights in the Software developed. The source code supplied to the Department shall at all times be a complete, accurate, and up-to- date copy corresponding exactly to the current production release of the software. The Intellectual Property Rights (IPR) on applications and source code will be with RailTel.

17. Selected Firm shall adhere all the statutory requirements viz PF, ESIC etc., in respect of the IT Man Power deployed under Customer Project. Submission of necessary documentary evidences in this regard can be asked by RailTel as per requirement.

18. Exit Strategy: There should be a clear and secure exit process for firm ensuring that firm submit all required information and assets (hardware/software etc) while handing over the charge to Customer or RailTel.

19. Tentative timelines of Project: Six months from date of issue of LOA or PO. However the exact project timelines shall be finalized after discussion and confirmation from customer.

25. Format for COVERINGLETTER

COVERING LETTER (To be on company letter head)

EoI Reference No: **RCIL/EOI/CO/DNM/2020-21/IT services to RCIL customer/02 dated 04.03.2021**

Date:
To,

DGM/IT
RailTel Corporation of India Ltd.
Plate-A, 6th Floor, Office Tower-2,
NBCC Building, East Kidwai Nagar, New Delhi-110023

Dear Sir,

SUB: Participation in the EoI process

Having examined the Invitation for EoI document bearing the reference number____________________ released by your esteemed organization, we, undersigned, hereby acknowledge the receipt of the same and offer to participate in conformity with the said Invitation for EoI document.

If our application is accepted, we undertake to abide by all the terms and conditions mentioned in the said Invitation for EoI document.

We hereby declare that all the information and supporting documents furnished as a part of our response to the said Invitation for EoI document, are true to the best of our knowledge. We understand that in case any discrepancy is found in the information submitted by us, our EoI is liable to be rejected.
We hereby Submit EMD amount of Rs.________issued vide__________from Bank__________.
OR
We hereby confirm that Our Firm MSME Number is______________with validity date ____________and our Firm is eligible for exemption as per clause number14.

Authorized Signatory
Name
Designation

Annexure-1

Brief Indicative Scope of Work

Customer intend to Implementation of paperless work flow system which includes e-Service Delivery, e-Reporting, e-Document Management, HR & Payroll, File Movements, Digital Archiving, Electronic Record Management, Workflow, Online Approvals, HRMS, e-Contracting, Finance Management, e-File, MIS Reports, Dashboards from single sign on, Core Financial, Borrowing, Leasing and Lending and Risk management.

- The proposed solution requires to be integrated with Email Gateway, SMS Gateway, Payment Gateway, ERP, BPM and Digital Signatures.

- Solution must include to have e-Signature within proposed solution.

- Proposed solution should be responsive, user friendly, cross browser compatible and cross platform compatible. Proposed solution is required to be audited by CERT-In empanelled security audit agency as per Customer Requirement.

A) Following modules should be covered in proposed solution:

1. **User Role Based Management Module**
2. **Work flow automation**
3. **e-Service Deliver**
4. **e-Document Management**
5. **HRMS**
6. **Online approvals**
7. **e-Contracting**
8. **e-Reporting**
9. **Finance Management**
10. **Dashboard & MIS Reports**
11. **Treasury Management**
12. **Loan/Lease Accounting**
13. **Borrowing of Funds**
14. **Risk Management**

The system will have multiple authorized users. Super-admin will have all the access to manage all information displayed at frontend as well as also manage authorized user's profiles & assign role base access to them. The Super-admin & authorized users will be able to login into the CMS using their authenticated username / password. Authorized users will be able access the modules & manage their profile and (Add / Edit / Delete) data as per their access right.

B) Functionality

1. **Language:**

   1.1. The proposed solution will be presented in English language.

1.2. CUSTOMER will provide ready to use content in English languages to Vendor. vendor will integrate content within proposed solution.
1.3. CUSTOMER will provide the content and labels in all the languages to Vendor.

2. **User & Role Management:** The proposed web application will have following types of users.
   2.1. **Super Administrator Functionality:**
      2.1.1. Admin will be able to add, edit and delete users.
      2.1.2. To Create the new User, administrator need to enter the below details:
         2.1.2.1. Name
         2.1.2.2. Email Address
         2.1.2.3. District
         2.1.2.4. Date of Birth
         2.1.2.5. Select Gender
         2.1.2.6. Mobile Number
         2.1.2.7. User Name
         2.1.2.8. Password
         2.1.2.9. Role
      2.1.3. Admin will be able to view/activate/de-activate all users.
      2.1.4. Admin will be able to assign role & responsibility to different users from backend system.
   2.2. **Authorized User:** CUSTOMER Management and CUSTOMER Internal Staff User
      2.2.1. User will be able login inside web using their credentials provided by Admin and will be able to access modules & features based on the role assign to them.
      2.2.2. Authorized users will be able to manage their profile.
      2.2.3. Authorized users will be able to manage their password.

3. **Hierarchy Management:**
   3.1. Admin will be able to create organization hierarchy structure.
   3.2. Admin will be able to add/edit/delete Parent Hierarchy and Child Hierarchy in the organization.
4. **e-Service Deliver**
   4.1. Online Record Filling
   4.2. Identity Validation
   4.3. Online Applications
   4.4. Generate Record Prints
   4.5. Status Update Online, Email, SMS, Mobile
   4.6. eSignature, e-Payment
5. **HRMS**
   5.1. Recruitment
   5.2. Appraisals
   5.3. Employee Administration
   5.4. Termination
   5.5. Penalty and Increment
   5.6. Training
   5.7. Retirement
   5.8. Attendance
   5.9. Leave Management
   5.10. Suspension

5.11. Employee Loan

6. **e-Contracting**
   6.1. Project initiation
   6.2. Contract Management
   6.3. Contract repository
   6.4. Revision tracking and versioning
   6.5. Contract performance evaluation- should allow a system to manage and track SLAs
   6.6. Contract accounting and vendor payments calculation
   6.7. Access to the full complete revision history
   6.8. Contract renewal and termination
   6.9. Audit/reporting

7. **Finance Management**
   7.1. General Ledger (GL)
   7.2. Accounts Payable (AP)
   7.3. Accounts Receivable (AR)
   7.4. Tax Management
   7.5. Reporting (Includes Trial Balance, Profit & Loss, Balance Sheet and Cash Flow Statement)
   7.6. MIS
8. **Loan Management System**
   8.1. Loan Management Module
   8.2. Loan Product Suite
   8.3. Loan Document Execution
   8.4. Loan Account Creation
   8.5. Loan Disbursement
   8.6. Loan Monitoring
   8.7. Loan Scheduling & Re-Scheduling
   8.8. Credit Management
   8.9. Credit monitoring activity
   8.10. Partial/Full Foreclosure
9. **Funded and Non-Funded Limit Management**
   9.1. Balancing and Overdue
   9.2. Interest and Charges Application
   9.3. Account Settlement
   9.4. Write off to Re-phasement and Rescheduling
   9.5. Enterprise Features and Other Modules
   9.6. Loan Management Module
   9.7. Product Management
   9.8. Workflow Engine
   9.9. Roles & Login Restrictions
   9.10. Interest Method Management
   9.11. Lending Analytics & Reporting System
   9.12. Standard Reports
10. **Lease Management System**
   10.1. Lease Origination

10.2. Lease Application Management
10.3. Leased Asset Management
10.4. Originator management
10.5. Equipment Leasing
10.6. Lease Rentals
10.7. Long Term and short Term Lease
10.8. Lease Tracking
10.9. Lease document management
10.10. Integration with General Ledger
10.11. Financing in foreign currency
10.12. Interest Calculation, floating interest
10.13. Securitization
10.14. Reporting and statistics tools

11. **Treasury Management System**
11.1. Portfolios Management
11.2. Market Valuation
11.3. Accounting Module / Interface
11.4. Interest Fixing
11.5. Activity Workflow & Payments
11.6. Limits Management
11.7. Bank Account Management
11.8. Cash Management
11.9. Cash Visibility
11.10. Cash Forecasting
11.11. Cash Processing
11.12. Cash Positioning
11.13. Cash Accounting
11.14. Investments & Debts
11.15. Debt Accounting
11.16. Foreign Exchange Accounting

12. **Borrowing of Funds**
12.1. Multi Currency
12.2. Short Term and Long Term
12.3. Life Cycle
12.4. Limit Management

13. **Risk Management**
13.1. Capital Bonds
13.2. Bonds & Security
13.3. Commercial Paper
13.4. Certificate of Deposits
13.5. Currency Hedge
13.6. Credit Risk Analysis
13.7. Cost of Fund Analysis
13.8. ALM
13.9. Currency Risks

13.10. Borrowing vs lending Portfolio

14. **Lending**
    14.1. Loan Against Equipment
    14.2. Interest Fees & charges
    14.3. Corporate Loans
    14.4. Disbursements & Collections
    14.5. Collateral Management
    14.6. NPA & Over dues

15. **e-Reporting**
    15.1. Dashboard Reporting
        15.1.1. Track Key figures
        15.1.2. Workflow Integration
        15.1.3. Approvals Automation
        15.1.4. Automatic Escalations
    15.2. Automatic Push Alerts
    15.3. Intelligent Workflow
    15.4. Role based Reporting
    15.5. Key Performance Indicators (KPI)
16. **e-Document Management**
    16.1. Digitization and Archiving
    16.2. Document Search
    16.3. Document Routing
    16.4. Document encryption
    16.5. Approvals
    16.6. Indexing
    16.7. Alerts
17. **Workflow Automation**
    17.1. Incoming and Out-going Documents
    17.2. Generate Letters
    17.3. Generate Orders
    17.4. Publish Notifications
    17.5. Emails
    17.6. Task Management

18. **MIS Reports**
    18.1. Admin and CUSTOMER users will be able generate and view various kinds of reports based on the role assigned to them.
    18.2. Paging, sorting and filter options will be available in each report.
    18.3. Admin and department users will be able to export reports in PDF or EXCEL format.
19. **Online Approvals**
20. **Dashboards**

21. **Search Module:** The system will provide facility to search content / pages on basic Keyword based search. The system will search the content database and show relevant URLs of the pages / content

wherein it will find the searched keyword. User can then click on any link and will be redirected to the selected link.

22. **Security Measures (Data and Application Security)**

22.1. Below security measures we will follow for new web application:

22.1.1. Important Data Encryption
22.1.2. User Authentication
22.1.3. Robust Password Policy
22.1.4. CERT-In Certified
22.1.5. OWASP Top 10
22.1.6. Captcha
22.1.7. Audit Trail

23. **Data Migration**

1. Vendor will migrate the legacy data to proposed solution.
2. CUSTOMER will provide ready to migrate data in excel / CSV format and format will be provided by the vendor.
3. Data entry or manual migration will be out of scope.
4. One Time Data Migration cost need to add in proposal.
5. Department will provide all require infrastructure for hosting, SMS, email and other API details required for integration.

24. **Security Audit**

1. Vendor will get the proposed solution audited for the security from any Cert-In empaneled vendor.
2. One time Security audit is must, however further security audit (if any) shall be as per requirement from Customer.

25. **Training**

Training will be provided as per Customer Requirement.

26. **Maintenance & Support (5 Years)**

Vendor will provide maintenance and Support under the following terms and conditions.

1. The Bug / Request will need to be submitted to vendor by Email.
2. Each Bug / Request will be given a priority by the client.
3. The Priority levels would be High, Medium or Low.
4. Vendor will take a lead time of 24 to 48 hours to revert back on the task status depending on the priority defined by the client.
5. High Priority will be attended first, Medium next and Low as least level.
6. High Priority will be attended before and even during attendance to a Low priority task.
   i.e. If the developer is working on a low priority task and receives a High priority task, he / she will stop work on the low priority one and attend the high priority task.
7. One developer will work at a time for the maintenance and support.
8. Any other condition as per agreement between RCIL and Customer.

******* End of Document ******