



EXPRESSION OF INTEREST (EOI)

To provide a comprehensive technology solution for digital validation/verification of Emirates ID for Bank of Baroda, UAE Operations.

Issued By:
Bank of Baroda, Zonal Office, Dubai

Date: 31.07.2023

SCHEDULE OF EVENTS

EOI Document Availability	EOI document can be downloaded from website (http://www.bankofbarodauae.ae) under Tenders section from 31.07.2023 (Monday) to 10.08.2023 (Thursday)
Last date for requesting written clarification (optional)	04.08.2023 (05:00 PM, GST)
Last date of submission of response to EOI	10.08.2023 (05:00 PM, GST)
Contact Details	Chandan Dubey Mob: +971-562189181
Address for Communication and Submission of Bid	The Chief Executive, Bank of Baroda, Zonal Office, Umm Hurair Building, Al Doha Street, Al Karama, Dubai
All correspondence relating to this EOI should be sent to following email ids	operations.uae@bankofbaroda.com

- 1) **Introduction:** "Bank of Baroda (**"the Bank"**), an India-based international commercial bank, incorporated in the year 1908 and nationalized by the Government of India in 1969 is designated as a Public Sector Undertaking in India. The Bank first opened its branches in the UAE in the year 1974 and is registered in the UAE as a Foreign Bank holding a Commercial banking license. The Bank is regulated in the UAE by the Central Bank of UAE (**"CBUAE"**). Currently Bank is operating in UAE with 5 branches and 9 EBSUs.
- 2) **Background:** The objective of this EOI is to identify eligible service providers in the region having requisite capability, experience & expertise and are interested in providing services to BOB as detailed in this document.
 - a) **Submission of EOI:** Expression of Interest (EOI) are invited in sealed envelope superscripted as **<Expression of Interest for Digital KYC validation/verification for Bank of Baroda, UAE Operations>**.
 - I. From the applicants who meet the eligibility criteria as set out in **Annexure 'A'**, and
 - II. Agree to abide by the terms and conditions contained in this Request for EOI document.

Sealed envelope containing complete set of hard copy of EOI should be submitted by Post to or delivered in person at the below mentioned Office. Please ensure to submit a soft copy of EOI by mail at operations.uae@bankofbaroda.com, EOI should be in format as per **Annexure 'B'**. Additional information should be provided by annexing separate sheets.

Address for delivery of sealed envelope:

The Chief Executive,
Bank of Baroda, Zonal Office
Umm Hurair Building
Al Doha Street, Al Karama, Dubai

- 3) **Applicant's Eligibility Criteria:** This process is open to all applicants who fulfill the eligibility criteria as set out in **Annexure-'A'** of this document. Applicants should furnish information on the lines of Annexure-A in their EOI proposal.
- 4) **Scope of Work:** Applicants should describe, comprehensively, how they fulfill the requirements and additional details they may seek to provide in an annexure to their application.

Bank expects to cover following activities at the time of submission of response:

1) Handheld or rugged device for EID validation

- Android based.
- Biometric reader.
- EID Card reader.
- Camera option to capture image of EID and Passport.

Application feature -

- Verification using physical EID card and biometric.
- Online validation using physical EID card.
- Offline validation using EID physical card. (chip data)
- Initiate UAE Pass validation.

2) Web based portal requirement:

- Dashboard for reporting/tracking the EID validation data using reference number or emirates ID.

- Display of data fields shared by ICP at the time of validation.
- Online validation using card number. (card not present)
- Storage and retrieval of documents received from UAE pass.
- Ability to tag CIF ID with respective Emirates ID through file upload or manually.

3) Management, maintenance and support for any further implementation/changes in Bank's ICA gateway.

4) End – to end project management, support and integration for UAEPASS.

5) Additional API requirements:

- API for validating EID.
- API to validate reference number.
- Initiate UAE pass request.
- Initiate validating in card not present scenario.
- Support for TAB/Online banking for EID validation using chip and biometric.

5) Process before submission of EOIs:-

a) **Raising of queries / clarifications on Request for EOI document:** Applicants requiring any clarification on this document should submit their queries through email on or before 04.08.2023, 05:00 P.M. (GST) to operations.uae@bankofbaroda.com

b) **Modification in Request for EOI document:** BOB may modify any part of this document at any time prior to the deadline for submission of EOIs. Such change(s) if any may be in the form of an addendum/corrigendum and will be uploaded in Bank's website – www.bankofbarodauae.ae under Tenders section. All such change(s) will automatically become part of this request for EOI and binding on all applicants. Interested applicants are advised to regularly refer BOB's URLs referred above.

c) **Extension of date of submission of EOIs:** Request for extension of date for submission of EOIs will not be entertained. However, the BOB at its discretion may extend the deadline in order to allow prospective applicants a reasonable time to take the amendment/changes, if any, into account.

6) Format and Signing of EOI: The applicants should prepare EOI strictly as stated in this Request for EOI Document.

- i. EOI should be neatly typed and submitted on A4 size paper, securely bound and with all pages therein in serial order.
- ii. All pages of the EOI should be signed. Any interlineations, erases or overwriting shall be valid only if the person(s) signs and authenticates them. The EOI should bear the signature and rubber stamp of the applicant on each page except for the un-amendable printed literature.
- iii. Contact details of the applicant are to be provided as under:-

Particulars of authorized signatory signing the EOI and Authorized contact person

Name :
Designation :
Email id :
Landline no. :
Mobile no. :
Address :

- iv. The applicants should demonstrate in EOIs that they meet all parameters given in **Annexure-‘A’** of this Request for EOI.
- v. In case any discrepancy is observed between hard copy and soft copy, the hard copy will be considered as the base document and the information contained in hard copy shall prevail.

7) Last Date for submission of EOI: The last date for submission of EOI is 10.08.2023 up to 05:00 P.M, GST. In case, the designated day happens to be a holiday; the next working day will be deemed as the last date for submission of EOI.

8) Process after submission of EOIs:

- i. All EOIs received by the designated date and time will be examined by the BOB to determine if they meet criteria/terms and conditions mentioned in this document including its subsequent amendment(s), if any, and whether EOIs are complete in all respects.
- ii. On scrutiny, the EOIs NOT found in desired format/ illegible/ incomplete / not containing clear information, or failing to fulfill the relevant requirement will be rejected for further evaluation process at the sole discretion of BOB.
- iii. BOB reserves the right, at any time, to waive any of the requirements of this Request for EOI document if it is deemed in the interest of BOB.

- iv. If deemed necessary, the BOB may seek clarifications on any aspect of EOI from the applicant. If a written response is requested, it must be provided within 02 working days by email. The responses received beyond 02 working days, if any, may not be considered. However, that would not entitle the applicant to change or cause any change in the material particulars of their EOI document already submitted. BOB may also make enquiries to verify the past performance of the applicants in respect of similar work. All information submitted in the application or obtained subsequently will be treated as confidential.
- v. BOB may shortlist the applicants who fulfill the eligibility criteria, have experience and capability as per its requirement and who agree to abide by the terms and conditions of the Bank. BOB at its sole discretion may call the SPs for interaction/presentation before the Appropriate Authority before shortlisting. SPs will have to bear costs for such interaction/presentation. BOB's judgment in this regard will be final.
- vi. Applicants will be advised about shortlisting of their EOIs or otherwise. However, applicants will not be provided with information about comparative position of their EOIs with that of others.
- vii. Shortlisting by BOB does not create any right in favour of final appointment/engagement and RFP process shall be followed for final selection.

9) Terms & Conditions

- i. Lodgment of an EOI is evidence of an applicant's consent to comply with the terms and conditions of Request for EOI process. If an applicant fails to comply with any of the terms, its EOI may be summarily rejected.
- ii. Any willful misrepresentation of any fact in the EOI will lead to the disqualification of the applicant without prejudice to other actions that BOB may take. The EOI and the accompanying documents will become property of BOB.
- iii. BOB reserves the right to accept or reject any or all EOIs received without assigning any reason therefor whatsoever and the BOB's decision in this regard will be final. No contractual obligation whatsoever shall arise from the EOI process.
- iv. Any effort on the part of applicant to influence evaluation process may result in rejection of the EOI.
- v. BOB is not responsible for non-receipt of EOIs within the specified date and time due to any reason including postal delays or holidays in between.
- vi. BOB reserves the right to verify the validity of information provided in the EOIs and to reject any bid where the contents appear to be incorrect, inaccurate or inappropriate at any time during the process of EOI.
- vii. Applicants shall be deemed to have:

- a) Examined the Request for EOI document and its subsequent changes, if any for the purpose of responding to it.
- b) Examined all circumstances and contingencies, having an effect on their EOI application and which is obtainable by the making of reasonable enquiries.
- c) Satisfied themselves as to the correctness and sufficiency of their EOI applications and if any discrepancy, error or omission is noticed in the EOI, the applicant shall notify the Bank in writing on or before the end date/time. viii. The applicants shall bear all costs associated with submission of EOI desired by BOB. BOB will not be responsible or liable for any cost thereof, regardless of the conduct or outcome of the process.
- ix. Applicants must advise BOB immediately in writing of any material change to the information contained in the EOI application, including any substantial change in their ownership or their financial or technical capability. Copies of relevant documents must be submitted with their advices.
- x. Shortlisted applicants must not advertise or publish the same in any form without the prior written consent of BOB.
- xi. BOB shall have the right to cancel the EOI process itself at any time, without thereby incurring any liabilities to the affected applicants.

10) Disclaimer: BOB is not committed either contractually or in any other way to the applicants whose applications are accepted. The Request for EOI does not bind, commit or otherwise obligate BOB to proceed with any part or steps of the process. Subject to any law to the contrary and to the maximum extent permitted by law, BOB and its directors/officers/employees/contractors/agents and advisors disclaim all liabilities (including liability by reason of negligence) from any loss or damage, cost or expense incurred or arising by reasons of any person using the information and whether caused by reasons of any error, omission or misrepresentation in the information contained in this document or suffered by any person acting or refraining from acting because of any information contained in this Request for EOI document or conduct ancillary to it whether or not the loss or damage arises in connection with any omission, default, lack of care or misrepresentation on the part of BOB or any of its officers, employees, contractors, agents or advisors.

Annexure - A

Eligibility Criteria

Applicants must read carefully the minimum conditions of eligibility criteria provided herein. Proposals of only those applicants who satisfy these conditions will be considered.

- 1) The applicant firm should have at least 5-year experience in the region.
- 2) The applicant firm should be registered in the UAE.
- 3) The applicant firm should have prior experience in providing digital solution for validation/verification of Emirates ID to LFIs in UAE.
- 4) The applicant should have experience in working with -1- or more banks in UAE.

Annexure - B

(Form for submission of EOI)

- 1) Address, contact details, e-mail id:
- 2) Number of years of relevant experience:
- 3) Date of Incorporation:
- 4) Details of office in UAE:
- 5) Experience of handling Emirates ID validation/verification solution as stated in (3) above:
- 6) Experience of working with banks in the region as stated in (4) above:
- 7) Experience of integrating and onboarding to UAEPASS:
- 8) Whether the solution can be deployed on-premises? (Server shall be provided by the bank):
- 9) Whether onsite support in UAE shall be available for deployment and operational issues?
- 10) Licensing methodology (Perpetual/Subscription):
- 11) Budgetary Pricing in AED (Exclusive of VAT) for the scope mentioned in the document (excluding cost of handheld device):
- 12) Budgetary pricing of -1- Handheld device in AED (Exclusive of VAT):
- 13) Additional Details of Budgetary Pricing: