

**Request for Proposal (RFP)**  
**For**  
**Engagement of Technology Provider for Implementation of**  
**National Payment System Strategy (NPSS)**

Schedule of RFP		
A.1	RFP No.	UAE:IT:2022: NPSS
A.2	Date & Time of Issuing RFP	9 <sup>th</sup> November 2022, 5 PM GST
A.3	Last Date of receiving request for clarifications before the Pre-bid Meeting	18 <sup>th</sup> November 2022, 5 PM GST
A.4	Last Date & Time of Submission of Bids	29 <sup>th</sup> November 2022, 5 PM GST
A.5	Vendor Presentation and Part I Technical Bid Opening	5 <sup>th</sup> December 2022
A.6	Date & Time of opening of Part-II Commercial Bid	6 <sup>th</sup> December 2022, Time shall be communicated separately.
A.7	RFP Coordinator Name, Contact details (Bank)	<p>Krishnan PS, Senior Manager, IT Projects</p> <p>Contact No. +971 50 742 1933</p> <p>Email: it.uae@bankofbaroda.com</p> <p>Postal Address : Bank of Baroda, Zonal Office, Umm Hurair Building, Al Karama, Dubai</p>

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## **STATEMENT OF CONFIDENTIALITY**

All information presented in this document or shared with the addressee, as part of the proposing process is considered strictly confidential. As such, the addressee should not disclose this document or any attachments in whole, or in part, to any third party without the prior written consent of Bank of Baroda. The addressee also acknowledges that information shared here within is the intellectual property of Bank of Baroda and is subject to a non-disclosure agreement as recognized by the copyright and intellectual property protection regulations.

## **Technical Terms**

### **1. Introduction**

#### **1.1.1 General**

Bank of Baroda ("BOB / 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 Branch holding a Commercial banking license. The Bank is regulated in the UAE by the Central Bank of UAE ("CBUAE").

#### **1.1.2 Purpose**

Bank of Baroda is seeking responses from established, sound and qualified technology partners capable of implementing a NPSS in accordance to the requirements specified in this RFP document.

#### **1.1.3 Right to Alter Scope**

The Bank reserves the right to alter the requirements specified in the RFP. The Bank also reserves the right to add/ modify/ delete one or more units from the list of items specified as part of the requirements for the period of the contract prior to the last dates of submission of the bid. Further the Firm agrees that the prices quoted by the Firm would be proportionately adjusted with such additions/ modifications/ deletions in scope.

If the Bank is not satisfied with the specifications as specified in the RFP and observes major deviations, the proposals of such Bidders will not be short-listed for further evaluation. No further discussions shall be entertained with such Bidders in respect of the proposal submission.

#### **1.1.4 Indemnity**

The Firm shall indemnify the Bank, and shall always keep indemnified and hold the Bank, its employees, personnel, officers, directors, (hereinafter collectively referred to as "Personnel") harmless from and against any and all losses, liabilities, claims, actions, costs and expenses (including attorneys' fees) relating to, resulting directly or indirectly from or in any way arising out of any claim, suit or proceeding brought against the Bank as a result of:

- The Bank's authorized/ bona fide use of the Deliverables and /or the Services provided by the Firm under this RFP; and/or
- an act or omission of the Firm and/or its employees, in performance of the obligations under this RFP; and/or

- claims made by employees who are deployed by the Firm, against the Bank; and/or claims arising out of employment, non-payment of remuneration and non-provision of statutory benefits by the Firm to its employees
- breach of any of the term of this RFP or breach of any representation or false representation or inaccurate statement or assurance or covenant or warranty of the Firm under this RFP; and/or
- any or all Deliverables or Services infringing any patent, trade marks, copyrights or such other Intellectual Property Rights; and/or
- breach of confidentiality obligations of the Firm contained in this RFP; and/or
- Negligence or gross misconduct attributable to the Firm or its employees.
- Indemnity would cover damages, loss or liabilities actually suffered by the Bank arising out of claims made by customer and / or regulatory authorities for reasons attributable to breach of obligations under this RFP and subsequent agreement by the Firm which is limited to the contract value /total fee quote.
- In the event of bidder not fulfilling its obligations under this clause within the period specified in the notice issued by the BOB, Bank has the right to recover the amounts due to it under this provision from any amount payable to the successful bidder under this project.
- The indemnities under this clause are in addition to and without prejudice to the indemnities given elsewhere in this RFP / subsequent agreement.

#### **1.1.5 Governing Laws**

The RFP and subsequent contract shall be governed and construed and enforced in accordance with the laws of UAE, and both Parties shall agree that in respect of any dispute arising upon, over or in respect of any of the terms of this Agreement, only the courts in Dubai, UAE shall have exclusive jurisdiction to try and adjudicate such disputes to the exclusion of all other courts.

#### **1.1.6 Waiver**

No failure or delay on the part of the Bank relating to the exercise of any right power privilege or remedy provided under this RFP document or subsequent agreement with the other party shall operate as a waiver of such right power privilege or remedy or as a waiver of any preceding or succeeding breach by the other party nor shall any single or partial exercise of any right power privilege or remedy preclude any other or further exercise of such or any other right power privilege or remedy provided in this RFP document all of which are several and cumulative and are not exclusive of each other or of any other rights or remedies otherwise available to either party at law or in equity.

#### **1.1.7 Disclaimer**

Subject to any law to the contrary, and to the maximum extent permitted by law, the Bank and its directors, officers, employees, contractors, representatives, agents, and advisors disclaim all liability from any loss, claim, expense (including, without limitation, any legal fees, costs, charges, demands, actions, liabilities, expenses or disbursements incurred therein or incident al thereto) or damage, (Whether foreseeable or not) ("Losses") suffered by any person acting on or refraining from acting because of any presumptions or information (whether oral or written and whether express or implied), including forecasts, statements, estimates, or projections contained in this RFP document or conduct ancillary to it whether or not the Losses arises in connection with any ignorance, negligence, inattention, casualness, disregard, omission, default, lack of care, immature information, falsification or misrepresentation on the



part of the Bank or any of its directors, officers, employees, contractors, representatives, agents, or advisors.

## **2. Scope of Work & Service Level Terms**

### **2.1 General Requirements /High Level Scope Points**

As a Vision of UAE CB and UAE Government, UAE Government is looking forward to make Cashless country, paper less transaction, faster processing and support customers 24x7. With an aim to enable safe, efficient and customer-centric domestic and cross-border payments, the Central Bank of the UAE launched an initiative to develop a National Payment Systems Strategy. Under this strategy, the UAE Central Bank will ensure the payment systems are interoperable and well regulated, and will also work towards supporting the transformation of the UAE to a cashless society in the long run.

This enables the customer-centric payments and serves to drive the overall competitiveness level of the UAE economy and benefit the public and private ecosystem, while supporting the UAE smart government agenda. This will result in benefiting from higher quality services at a competitive cost, in addition to reduced transaction fees, greater levels of efficiency, improved collection cycles, and more innovative payment channels.

Key features of NPSS are: -

- Rationalization of CBUAE's Payment Systems landscape
- Development and operation of the Instant Payment Platform
- Modernization of infrastructure and data center for payment systems
- Transaction processing in less than 10 seconds
- Transactions are irrevocable.
- Always available 24x7
- Mobile friendly
- Transfer money to your contacts using their mobile number or email
- Request payment using QR Code and Mobile Numbers.
- Electronically authorize direct debit mandates and claims
- Issue and present fully digital cheques

Instant Payment platform (UAEIPP) is one of the components of the NPSS Platform. UAEIPP platform will be released in three releases. Each release functionalities are provided below and the vendor should support all the future current and the future releases given below.

#### **Release -1 Functionalities**

- ❖ Proxy Addressing Service
- ❖ Payment Services (Send/Receive)
- ❖ Request to Pay
- ❖ UAEIPP Value Added Services
- ❖ Tokenization Services for QR Codes
- ❖ White label App for Consumers

#### **Release -2 Functionalities**

- ❖ UAEIPP Core service – Direct Debit



- ❖ UAEIPP Overlay service –Electronic Direct Debits (e-DDA)
- ❖ White label App for Merchants

### **Release -3 Functionalities**

- ❖ UAEIPP Overlay service –Electronic cheques (e-Cheques)

## **2.2 High Level Requirements**

- Development and operation of the Instant Payment Platform
- Enabling the channels, primarily the mobile application and CBUAE White label App for UAEIPP Transactions.
- Registering the Consumer and Merchants in the overlay services.
- Real time fund transfer and settlements.
- Performing the P2P and P2B Transactions.
- Performing Realtime and Batch Transactions.
- Transaction processing in less than 10 seconds.
- Processing of ISO 20022 messages
- Process implementation based on best international and standard practices.
- Improve governance and reduce operational related risks.
- Better Service Level monitoring.
- Perform Strong Customer Authentication (SCA)
- Centralized enterprise service desk for better collaboration and reporting.
- Real time reports, alerts setting can be achieved based on the product/industry/customer requirements by the bank.
- Decommissioning of Legacy systems and application consolidation.
- Modernization of infrastructure and data center for payment systems
- Interfaces with banking systems as specified in Sec 2.4.3.

## **2.3 Proof of concept**

Shortlisted Bidders may be requested to provide the proof of concept with the application and systems running with proposed test automation solutions.

## **2.4 Requirements**

### **2.4.1 Schedule Constraints**

The project is expected to start in and the system should be go live with key functions before end of May 2023.

### **2.4.2 Performance Requirements**

#### **Speed**

- |                             |     |         |
|-----------------------------|-----|---------|
| 1. Access Project Home Page | < 1 | Seconds |
| 2. Access every page        | < 1 | Seconds |

#### **Capacity**

1. The system should be able to cater to unlimited users (enterprise license).
2. The hardware implemented as part of the project (on premise) should be able to manage the load without any upgrade for a period of at least 3 years from the time of implementation (Production High Available /DR High Available).



### **2.4.3 Compatibility & Integration requirements**

System to support multi OS, multi browser, multi device and multi lingual. Future changes related to platform compatibility should be carried out as part of AMC at no additional cost. The system should be able to integrate with Core Banking and Other Channels of Bank of Baroda.

#### **2.4.3.1 Present integration requirements**

- a. Core Banking (Finacle 10.2.18)
- b. Mobile Banking Application
- c. Internet Banking Application – Retail and Corporate
- d. FTS System
- e. WPS System
- f. DDS System.
- g. White Label Application of CBUAE.

### **2.4.4 Usability Requirements**

#### **2.4.4.1 Number & Type of Users**

Number of users should be unlimited.

All user interface parts must be designed and placed to meet the current maturity of graphical user interface standards in the industry to ensure that the solution is well received by the end users.

User interface screens are to be designed after careful consideration for easier data entry and information retrieval. Charts, graphs and other visual aids are to be used wherever possible.

#### **2.4.4.2 Information Security Requirements**

The selected vendor should agree to maintain security standards consistent with the security of the Bank. These include, but are not limited to, strict control of access to data and maintaining confidentiality of information gained while executing the project. Information pertaining to the Bank obtained by the vendor as a result of participation in this project is confidential and must not be disclosed without a written authorization from the Bank.

Any security breach from vendor network or its non-compliance which give rise to any damage which may be incurred by the bank will be accountable and the vendor will be responsible to indemnify any such losses, cost, legal expenses impacting the bank as whole. The vendors may also be requested to sign a confidentiality agreement before specific details are disclosed by the bank.

Detailed list of Information Security Checklist elements are available.

#### **2.4.4.3 Backup**

- Daily Backup of Database (Project Data & Configuration) for 31 days.

- Platform should support all the industry backup solutions Like TSM, Veritas etc.
- Should have capability of taking Incremental Backup and Full Back up.
- Platform should have capability of having direct backup.

#### **2.4.4.4 Recovery**

Bidders requested to share Disaster Recovery plan for the system. Please also elaborate what tools are supported for replicating the data between Production and DR. DR Installation and Support shall be the part of the proposal within the stipulated cost.

#### **2.4.4.5 Archival Requirement**

Bidder is required to setup a separate instance for Archival which should have automated process to move the archived data from Production on defined frequency.

The proposed solution is expected to provide the flexibility of defining the different archival frequencies against each table process

#### **2.4.4.6 Documentation Requirement**

In addition to the course materials specified under business requirements, following are required to be produced (electronic copy is sufficient):

1. System Installation, Configuration and Failover Guide
2. Customized Administration Guide
3. Customized User Guide
4. Quick Start Presentation Slides (especially for Senior Management)
5. Product Functional specification
6. Architecture Diagram
7. Data flow diagram
8. Data dictionary document
9. Detailed Test cases
10. Disaster Recovery Guide

#### **2.4.5 Operational Requirement**

Routines operations (if any) must have interface.

#### **2.4.6 Migration Requirement**

The data in the existing FTS and WPS systems should be migrated to the new system as part of the project.

#### **2.4.7 Other Requirements**

IT security requirements are to be considered fully into account and to be fully complied to. These requirements are given in that attachment Appendix A

## **2.5 Exit Criteria**

Notwithstanding the contents of sections above, should the project be cancelled for reasons beyond the control of the chosen service provider, a suitable set of exit criteria including financial liabilities, if any, are to be stipulated clearly in the proposal.

However, should the contract be cancelled due to poor performance of the chosen service provider, based on pre-agreed milestones of the project, BOB reserves the right to not make any payments for the tools and the efforts invested by the chosen service provider and based on the effort invested by the Bank themselves, BOB reserves the right to forfeit the performance bond in partial or full.

It is to be noted that all software and hardware assets including the data would be under the ownership of BOB. Needless to say that all software tools and the corresponding hardware for this service are to be upgraded and patched from time to time to ensure that the service is rendered with top most quality at all times and security vulnerabilities are patched as per BOB's security policy.

It is to be noted that all the hardware and software assets that are required for providing the stipulated service as per the architectural methods mentioned in section 1.2.1 are to be procured in BOB's name and the cost of the same should be spread over as a service billing which could be monthly or quarterly. Should BOB wish to run this service in-house after a period of 3 years or more the ownership of underlying hardware and software will automatically be BOB's at no extra cost to the bank. However, this implies that the period of 3 years of services is being availed from the initially chosen service provider. Bidders are requested to clearly state exit costing should BOB choose to terminate the contract within the first year or not renew it for the subsequent years (year 2 and year 3). Please note that the initial contract period will be 1 year only. Hence the proposal should include the exit costing after "go-live" for:

- 0 to 6 months
- 6 to 12 months
- 12 to 18 months (after 1st renewal, if applicable)
- 18 to 24 months (after 1st renewal, if applicable)
- 24 to 30 months (after 2nd renewal, if applicable)
- 30 to 36 months (after 2nd renewal, if applicable)

## **2 Tender Terms**

### **1. Definitions**

The terms "Bidder(s)" and "Service Provider", as used in the Request for Proposal document, means the person(s) or firm(s) to whom the Proposal Invitation letter is addressed.

The term "Proposal" as used in the Request for Proposal means the actual submission of the Bid, which shall include the Financial Proposal of the Bidder, the complete Request for Proposal and all other technical submittals.

### **2. Gregorian calendar**

All dates and periods of time referred to in any submittal shall be in accordance with the Gregorian calendar.

### 3. Ownership of Request for Proposal

The Request for Proposal is and shall remain the property of Bank of Baroda and is transmitted to the Bidder solely for the purpose of preparing and submitting a Proposal in accordance therewith. Bidders shall maintain confidentiality of the Request for Proposal and shall not release same to any third party for any purpose other than for obtaining quotations directly relating to their Proposal.

### 4. Examination of Request for Proposal

The Bidder shall be solely responsible for examining, with appropriate care, the Request for Proposal, including any addenda issued during the bidding period. The Bidder shall familiarize himself with respect to any and all detailed requirements and/or conditions, which may in any way affect the amount or nature of the Bidder's Proposal, or the performance of the Services.

Failure on behalf of the Bidder to carefully examine and study the documents as described above shall be at his sole risk and no relief for resulting errors or omissions will be entertained.

### 5. Communication

Unless later amended in writing by Bank of Baroda during the tendering process, the deadlines shall be as tabled hereunder:

	Activity	Deadline
1	RFP Issuance Date	9 <sup>th</sup> November 2022
2	BOB responds to queries until	18 <sup>th</sup> November 2022
3	Bidders submit full proposal to BOB	29 <sup>th</sup> November 2022
4	Vendor Presentation	5 <sup>th</sup> December 2022
5	Vendor Selection	Shall be communicated in due course

The Bank of Baroda will prepare and issue to all Bidders who receive the tender documents any Official Notice or Addendum to the Request for Proposal Document as and when required.

All enquiries, clarification requests and correspondence regarding this RFP should be addressed to [it.uae@bankofbaroda.com](mailto:it.uae@bankofbaroda.com)

Proposals should be addressed to BOB on or before **29<sup>th</sup> November 2022**

Address for Submission:

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

## **6. Pre-Bid Meeting and Site Visit (if applicable)**

Bank of Baroda reserves the right of evaluating the bidders on their sites, if so; Bidders shall provide Bank of Baroda on-site evaluation team with all the information and aspects which may affect the evaluation results.

## **7. Preparation of Proposal**

Bidders shall complete the Technical Proposal and Financial Proposal separately. The Technical and Financial Proposals shall be executed by the authorized signatory of the bidder.

Bidders shall submit technical and financial proposals for On Premise sealed envelopes as below:

- Original Technical Proposal in sealed envelope (Including Annexure I, Appendix A)
- Original Financial Proposal in separate sealed envelope
- One master copy sealed of the technical proposal (including Annexure I, Appendix A).

In addition, all Bidders shall formally stamp and initial any corrections or alterations made on the Proposal. The use of correction fluid is not permitted.

The Bidder shall stamp and initial all pages of his Proposal, including any attachments provided by Bank of Baroda submitted by the Bidder in support of his Proposal.

The Bidder shall also stamp, initial and return with his Proposal each and every page of the Request for Proposal Document to signify his acceptance of the Terms, Conditions and Provisions contained therein.

All Proposals shall be prepared by and sent at the expense of the Bidder.

## **8. Authentication of Proposals**

All Proposals shall be executed by the Bidder or by his authorized representative. Where the Bidder is a Corporation, it shall provide satisfactory evidence of its legal status and good standing. In addition, the Bidder shall provide evidence in the form of an authenticated resolution of the Board of Directors/Partnership and a Power of Attorney of the capacity of the person or persons signing the Proposal to bind the Bidder to same and to any agreement arising there from.

## **9. Modifications of Requirements**

Bank of Baroda reserves the right during any stage of the submission period to add to, vary, change or modify its requirements. In such event, Bank of Baroda shall notify the Bidders of such a change via an Addendum and of any time adjustment, which may be granted for the submission of Proposals.

## **10. RFP postponement/cancellation/rejection**

Bank of Baroda may, at its sole and absolute discretion, reject any and all, or parts of any and all, proposals; re-advertise this RFP; postpone or cancel, at any time, this RFP process; or waive any irregularities in this RFP or in any proposals received as a result of this RFP.

## **11. Qualifications to Proposal**

The Bidder shall submit his Proposal strictly in accordance with the terms provided hereof and as may be further modified, amplified or clarified by formal Addenda. Proposals containing

qualifications or caveats may be rejected by BOB. Hence, BOB emphasis on clarity and un-ambiguity of the proposals

However, the Bidder may submit, in addition to a fully compliant Proposal, an alternative proposal. This alternative proposal will only be considered if it accompanies a fully compliant Proposal.

## **12. Opening of Proposals**

Proposals will be opened before internal committee.

## **13. Property of Documents**

All reports, drawings, and data prepared by the Bidder/Service Provider or submitted by the Bidder/Service Provider to BOB in connection with this Contract / Project shall be and will remain the full property of the BOB, whether the Project for which they are produced is executed or not. While in the custody of the Bidder/Service Provider, the said documents shall be fully available only to BOB unless agreed otherwise in writing by the BOB.

The Bidder should also be aware that the following documents will be included as attachments to the final contract:

- This RFP;
- The Bidder's proposal (technical/financial) and attachments;
- Related sales literature;
- An agreed implementation plan identifying the tasks to be completed, the assigned responsibilities and scheduled completion dates.

The copyright of the output and form of any works designed and prepared by the Bidder/Service Provider on behalf of BOB shall rest with BOB and shall not be reused elsewhere by the Bidder/Service Provider without the prior written permission of BOB.

Subject to the foregoing the copyright of all drawings and data prepared by the Bidder/Service Provider in connection with the Contract / Project shall rest with BOB. Notwithstanding the above, in the event that BOB terminates the Contract pursuant to the terms hereof, BOB shall not be limited nor require the prior approval of the Bidder/Service Provider in using or providing such reports, drawings, documents or data to other persons to facilitate completion of the Bidder/Service Provider's Services.

## **14. Evaluation methodology for Eligible Bidders**

**Only vendors with a local presence of more than five years in UAE with more than -2- successful implementations of a real-time payment system in the UAE region shall be considered eligible for participation in RFP. (Information and proof to be provided as per Annexure I)**

The vendor quoting technically qualified bid and with the lowest commercial shall qualify as the L1/successful vendor/bidder. The vendor is expected not to add any conditions / deviations in the commercial bid. Any such conditions /deviations may make the bid liable for disqualification.



Each Recipient acknowledges and accepts that the Bank may, in its sole and absolute discretion, apply whatever criteria it deems appropriate in the selection of vendor, not limited to those selection criteria set out in this RFP document.

The issuance of RFP document is merely an invitation to offer and must not be construed as any agreement or contract or arrangement nor would it be construed as any investigation or review carried out by a Recipient. The Recipient unconditionally acknowledges by submitting its response to this RFP document that it has not relied on any idea, information, statement, representation, or warranty given in this RFP document.

After qualifying the eligibility criteria, the evaluation will be a three-stage process. The stages are:

- ☐ Technical Bid Evaluation
- ☐ Commercial Bid Evaluation
- ☐ Weighted evaluation

The technical evaluation and the commercial evaluation shall have the weightage of 70% and 30% respectively and this weightage shall be considered for arriving at the successful bidder. The evaluation methodology vis-à-vis the weight-ages are as under:

#### **Technical Bid Evaluation**

The vendor needs to achieve a cut – off score of 70 marks in this evaluation stage to be qualified for commercial bid opening. Only those vendors who achieve the specified cut – off scores would be short-listed for Commercial Bid Evaluation. Further the vendor must score a minimum of 80% compliance in Technical and Functional Specifications compliance separately. Even if the vendor meets the 70 mark cut-off and does not meet this criterion of 80% compliance, the vendor would have deemed not to be meeting the RFP Technical requirements. The Technical Proposal will be evaluated for technical suitability and the criteria for evaluation of technical bids are as under:

<b>Criteria</b>	<b>Evaluation Parameters</b>	<b>Sub Scores</b>
Participation in NPSS Pilot Program (Pilot 1 and 2)	For each Implementation 5 marks	10
Functional, Technical and General Evaluation	As per Functional Scoring Sheet in Annexure I (20), Appendix A (20)	40

Local support existence in UAE	Local support existence in UAE 5 Marks.	5
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Criteria	Evaluation Parameters	Sub Scores
Technical Presentation on Proposed Solution by the Bidder	Technical presentation will be evaluated on the following parameters: Proposed Solution (20 Marks) IT architecture and approach & methodology (5 Marks) Resource Planning (5 Marks) Project Governance and Project Team (3 Marks) Future Scalability (2 Marks)	35
Product Demo In case Bank during this demonstration feels that any of the feature is not available and needs to be customized then no marks shall be allotted and if customization is not required and the feature is readily available then mark shall be allotted	Demonstration of in-depth understanding of the Bank's project technical and functional requirements. Major Criteria for demonstration (but not limited to) given in CBUAE documentation of UAEIPP	10
TOTAL MARKS		100



Further the Bank's officials would visit reference sites provided by the Vendor if deemed necessary.

In case there is only one vendor having technical score of 70 or more, the Bank may, at its sole discretion, also consider the next highest technical score and qualify such vendor. In case, none of the participating vendors qualify on technical criteria and reach or exceed the cut-off score of 70, then the Bank, at its sole discretion, may qualify two vendors on the basis of the top 2 scores. However, the Bank at its discretion may reject the proposal of the Vendor or will not consider vendor below cutoff marks by relaxing as mentioned above, if in the Bank's opinion the Vendor could not present or demonstrate the proposed solution as described in the proposal or in case the responses received from the customer contacts / site visited are negative or the proposed solution does not meet the Bank's functional and technical requirement.

#### Commercial Bid Evaluation

The vendor who achieves the required cut – off technical score as part of technical evaluation shall be qualified for commercial bid opening. **The commercial bid would be evaluated based on a "Total Cost of Ownership" ('TCO') basis of the UAEIPP Release 1. This includes 3 Year ATS, Implementation & License Costs.**

#### Weighted Evaluation:

On the basis of the combined weighted score for technical and commercial evaluation, the bidders 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 shall be recommended for award of contract.

As an example, the following procedure can be followed:

A score (S) will be calculated for all qualified bidders using the following formula:

$$\frac{C_{low} \times 100 + T(1 - X)}{C}$$

**C** stands for rate arrived basis of commercial evaluation;

**C<sub>low</sub>** stands for the lowest rate arrived basis of commercial evaluation.

**T** stands for technical evaluation score and

**X** is equal to 0.30.

#	Bidder	Technical Evaluation Marks (T)	TCO Rate (C)	T * 0.70 (A)	[(Clow / C) x 100] x 0.30 (B)	Score (S = A + B)
1	AAA	75	<b>120</b>	52.5	25	77.5
2	BBB	80	100	56	<b>30</b>	86
3	CCC	<b>90</b>	110	<b>63</b>	27.3	<b>90.3</b>

In the above example, Clow is 100.

In the above example, CCC, with the highest score becomes the successful bidder.

In case of more than one vendor with equal highest score (S) upto three decimal, then number of decimal will be increased.

The decision of the Bank shall be final and binding on all the vendors to this document. The Bank reserves the right to accept or reject an offer without assigning any reason whatsoever.

General, Technical & Functional Evaluation – Annexure I					
				Evaluation Parameters (Total 20)	
Company Profile		Size of the company	Clear mentioning of company's strength in terms of number people on company's payroll		
		Geographical areas in which the company operates	Clear mentioning of the geographical areas in which the company operates		
		Organization Structure of the company (in UAE)	Clear and adequate mentioning (including graphically) the organization structure of the company's operation in the UAE		
		Business services that the company operates in	Clear mentioning of the business services in which company plays worldwide as well as in the UAE		
		Experience in the services of implementing Realtime Payment Systems Worldwide and UAE	Clear mentioning of bidder's experience in the services of implementing NPSS SYSTEM Worldwide and UAE		
		Financial Strength	Clear mentioning of company profit and turnover for the year 2019, 2020 and 2021		
		Customers worldwide	Inclusion of a list of key customers that the bidder had worldwide for the year 2019, 2020 and 2021		
Customers		Key customers in Realtime Payment Systems Worldwide and UAE	Inclusion of list of key customers that the bidder had for the year 2019, 2020 and 2021 in NPSS SYSTEM.		

General, Technical & Functional Evaluation – Annexure I					
		Listing of key customers in the services of Realtime Payment Systems Worldwide and UAE	Inclusion of list of key customers in the proposal that the bidder had for the year 2019, 2020 and 2021 in the specific services of NPSS SYSTEM in the UAE		
		References if any of the banks as customers in the specific services Realtime Payment Systems Worldwide and UAE	Inclusion of references of any bank customers for the year 2019, 2020 and 2021 in the proposal that the bidder had in the specific services of NPSS SYSTEM		
		References if any of the banks as customers in the specific services of Realtime Payment Systems Worldwide and UAE	Inclusion of references of any bank customers in the proposal for the year 2019, 2020 and 2021 that the bidder has in the specific services NPSS SYSTEM in the UAE		
		Customer appreciations in the specific services of Realtime Payment Systems Worldwide and UAE	Clear mentioning of any customer (worldwide) appreciations that the bidder received in the specific services of NPSS SYSTEM		
		Customer appreciations in the specific services of Realtime Payment Systems Worldwide and UAE	Clear mentioning of any customer (in the UAE) appreciations that the bidder received in the specific services of NPSS SYSTEM		
		List of customers who have been customers for more than 3 years worldwide in the specific services of Realtime Payment Systems Worldwide and UAE	Inclusion of list of worldwide customers who have been bidder's clients for more than 3 years (maximum 25 customers) in the specific services of NPSS SYSTEM		

General, Technical & Functional Evaluation – Annexure I					
		List of customers who have been customers for more 3 years (maximum 25 customers) in the UAE in the specific Realtime Payment Systems Worldwide and UAE	Inclusion of list customers in the UAE in the proposal who have been bidder's clients for more than 3 years (maximum 25 customers) in the specific services of NPSS SYSTEM		
		List of customers who have renewed the contract after the first term (maximum 25 customers) worldwide	Inclusion of list of worldwide customers in the proposal who have renewed the contract after the first term (maximum 25 customers)		
		List of customers who have renewed the contract after the first term (maximum 25 customers) in the UAE in the specific services of Realtime Payment Systems Worldwide and UAE	Inclusion of list of customers in the UAE, in the proposal who have renewed the contract after the first term (maximum 25 customers)		
		Tool(s) proposed	Clear mentioning of all the required the tools in addition to Microsoft Project and their versions, principal vendors in the proposal		
	The Proposal	Architecture proposed	Clear, unambiguous and practical solution architecture(s) proposed with their cost variance and security concerns		
		Proposed Integration requirements	Clear mentioning of the integration requirements of the proposed solutions with existing BOB systems as mentioned		
		Documentation	Clear mentioning of documents that are to be provided by the bidder as part of project completion.		

General, Technical & Functional Evaluation – Annexure I					
		Partnership Details	Clear mentioning about the partnership relations that bidder has with various principal vendors		
		Clarity and unambiguity of the proposal	Overall clarity, unambiguity and quality of the proposal		
		Mentioning of clear and measureable value-adds	Mentioning of clear and measurable value-adds if any proposed		
		Clarity and granularity of the proposal with pricing breakdowns	The clarity and granularity of the pricing breakdowns in the financial proposal		
		Project Timelines	Clear mentioning of the key milestones and the timelines of those milestones		
		Project Team	Clear mentioning of team members, their previous experience in the specific services of NPSS SYSTEM, their qualifications and availability to this project. Clear mentioning of requirements of personnel from BOB for activities like UAT, facilitating integration, etc.		
		Project Communication Plan	Clear mentioning of communication plan for proper control over the project. Communication shall include regular updates as well as escalations.		
		Life cycle and support	Clear mentioning of how bidder and the principal company will provide life cycle and support of the product for next 3		

General, Technical & Functional Evaluation – Annexure I					
			years or tenure of the contract whichever is less.		
		Knowledge Sharing	Clear mentioning on bidder's plans on knowledge sharing to help BOB staff		
	Sustenance & Support	Tool maintenance & upgrade	Clear mentioning of bidder's plan maintenance of tools & upgrading to newer versions		
		Capacity Management	Clear mentioning of bidder's plan on managing the capacity of the solution in order to keep it to provide optimum performance for BOB assuming the growth of BOB assets <= 20%		
	Security	Security Requirements	Clear and unambiguous way of addressing the security requirements of BOB		
	PCI DSS	Compliance to PCI DSS guidelines	Application independently should be complied with all the security guidelines of PCI-DSS.		
	Site Visit	Site visit	Satisfaction with the site visit by the project team, in terms of meeting requirements similar to BOB's requirements.		
	POC	Proof of Concept	Bidder's ability to demonstrate clearly the technical		

General, Technical & Functional Evaluation – Annexure I					
			capability of vendor in implementing NPSS SYSTEM solution.		

References(On Premise model) – Part of Annexure I	
1.First Reference	Remarks
1.1)Company Name	
1.2)Address	
1.3)Contact Name, and Telephone (Provide at least 2 contacts)	
1.4)Industry	
1.5)Year Installed	
1.6)Current Version Installed at the Site	
1.7)System integrated/tested	
1.8)No. of Users	
1.9)Can a site visit be arranged?	
1.10) Who owns the source code of the application running at the client site?	
2. Second Reference	Remarks
2.1)Company Name	
2.2)Address	
2.3)Contact Name, and Telephone (Provide at least 2 contacts)	
2.4)Industry	



2.5)Year Installed	
2.6)Current Version Installed at the Site	
2.7)System integrated/tested	
2.8)No. of Users	
2.9)Can a site visit be arranged?	
2.10) Who owns the source code of the application running at the client site?	
2.11) Company Name	

Regarding financial evaluation, the lowest financial offer would be granted the full score.

BOB will be evaluating bidders objectively using a compliance matrix. Therefore, bidders are strongly advised to strictly follow the vendor proposal format provided in the appendix while submitting the proposals.

## 15. Notification of Award

The successful Bidder will be notified of acceptance of his Proposal by the issue of a Letter of Award/Acceptance/Intent.

## 16. Associations, Joint Venture and Sub-Service Provider

If the Bidder participates as a group of firms, it is to be understood that the firm invited to bid will be solely responsible for all matters and incidents (contractual, legal, technical, etc.) of the Project. Other firms within the group may participate as sub Service Provider(s). The Proposal must include the structure of the group and a statement indicating the sections of the Project to be undertaken by each firm. Any agreement entered into by Bank of Baroda for the Project/ Services will be with the Bidder only. The Bidder shall submit with his offer details of previous work carried out by the proposed group of firms. A copy of the agreements between the Bidder and any sub Service Provider(s) must also be included with the Proposal.

All taxes and import duties, and/or any other expenses of whatever nature incurred in connection with the Contract shall be borne by the Bidder and payable in accordance with the Laws and Regulations of the Government of Dubai.

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## **17. Technical & Financial Submittals (General)**

### **2.17.2 General**

- In order for the BOB to review and consider a proposal, the bidder shall prepare and return the listed Submittals. Failure to return all requested Submittals may result in a Proposal being rejected.
- The Bidder acknowledges that the information provided hereto forms an integral part of his Proposal and such information shall be used in the preparation thereof.
- All financial submittals/proposals should be submitted as per RFP , Failure to do so may result in the proposal / bid being disregarded.
- The financial proposal should cover all items, products, and services required and should be unconditional and valid for a period not less than 3 month commencing from the opening date. Failure to do so may result in the proposal / bid being disregarded.
- The quoted cost should be inclusive of all expenses, taxes, foreign currency exchange variations, inflation charge, etc.
- All tenders/bids/proposals will be in U.A.E. Dirhams only.
- The amount due to the bidder under any invoice issued based on the terms of the contract, shall be paid by Bank of Baroda to the bidder within 60 days after such an invoice has been delivered to Bank of Baroda.
- Bank of Baroda urges prospective bidders to link the invoicing schedule to completion and acceptance of specific deliverables stated in this RFP.

### **2.17.3 Trade License Certificate**

The Bidder shall submit a copy of their current Registered Trade License Certificate or Certificate of Incorporation.

### **2.17.4 Project Management Team**

The Bidder shall submit the names of his proposed management for the service provision.

The submittal shall include:

- Professional or technical qualifications of each person (CV's)
- Availability of each person (deployment chart)
- Responsibilities of each person for the service provision

Bidders are advised that the project management shall be in accordance with the standard set by BOB's and reporting shall include reporting the project status on a weekly basis in a specific format indicating variance in terms of:

- Schedule
- Cost

- Scope (Changes)
- Risks
- Issues

### 2.17.5 Initiating & Stamping

All the Bidders are to initial and stamp all the RFP pages, its Appendices including the contract, no alteration or amendments would be accepted. Failing to do so may result in disregarding the relevant proposal.

### 2.17.6 Appendix A

Sr No	Type	Mandatory/ Desired	RA	CU	UA	Remarks / comments
<b>A</b>	<b>Security</b>					
1	The bidder should also support the requisite certifications, integration, and maintenance, compliance, etc. and day to day operations on 24* 7* 365 basis.	Mandatory				
2	The bidder should host the solution at Bank's advised premise in High Availability mode, along with DR and a minimum uptime time of 99.5%. Any planned downtime for maintenance/ upgrade should be communicated 30 days in advance.	Mandatory				
3	The bidder should provide a separate environment other than the Production environment free of cost. Infrastructure shall be provided by the bank.	Mandatory				
4	The bidder must provide pre and postimplementation support for the contract period.	Mandatory				
5	The solution should support encryption and digital signature feature.	Mandatory				

6	The Solution should follow a standard development process to ensure that it meets functional, security, performance & regulatory requirements of the Bank. It should be complied with NESA regulations and PCI-DSS requirements.	Mandatory				
7	The Solution should check/ record/ verify authentication of source of each transaction such as user IDs, IP address, machine address etc., which is required for audit purpose.	Mandatory				
8	The bidder should comply with the Bank's IS Security policy in key concern areas relevant to the RFP.	Mandatory				

Sr No	Type	Mandatory/ Desired	RA	CU	UA	Remarks / comments
9	<p>Some of the key areas include (but not limited to):</p> <ul style="list-style-type: none"> <li>- Responsibilities for data and application privacy and confidentiality</li> <li>- Responsibilities on system and software access control and administration</li> <li>- Custodial responsibilities for data, software, hardware and other assets of the Bank being managed by or assigned to the bidder</li> <li>- Physical Security of the facilities, wherever required to be provided by the bidder</li> <li>- Physical and logical separation from other customers of the bidder, wherever required to be provided by the bidder</li> <li>- Incident response and reporting procedures</li> <li>- Password Policy of the Bank</li> <li>- Data Encryption/ Protection/ XBRL requirement of the Bank</li> </ul>					

	The solution should offer versatile and robust transaction authorization matrix, software access controls and user rights controls—both physical and logical. The solution should support super administration for Bank as whole as well as local administrators and user controls at different level.	Mandatory				
10	The bidder must provide application and database backup as per the requirement of Bank.	Mandatory				
11	Supports secure login; passwords for all users should be stored in encrypted format in database - minimum encryption strength of 128 bit for end-to-end transactions	Mandatory				

Sr No	Type	Mandatory/ Desired	RA	CU	UA	Remarks / comments
12	System should support for HTTP/SSL for secured data transfer	Mandatory				
13	Security safeguards should also be implemented to protect the information from unauthorized modification or destruction	Mandatory				
14	System security is password controlled (for operating system, database, and application) which complies with the Bank's security policy (e.g. minimum password length, no. of attempts for logout, recycle of passwords etc.)	Mandatory				
15	Session expires after a pre-defined length of time (auto log-off) and sensitive information that is passed in the cookies is encrypted. The session identifier shall be random and unique	Mandatory				

16	Procedure for external backing up of data & software (data backup and archiving)	Mandatory				
<b>B</b>	<b>Database requirements and data integrity</b>					
1	The solution must have the capability of batch/file uploads of the data.	Mandatory				
2	The solution must enrich / enhance each document with additional meta-data fields to ensure end-to-end audit trail and tracking.	Mandatory				
3	The solution should be able to support Disaster Recovery by replicating the data at remote locations.	Mandatory				

Sr No	Type	Mandatory / Desired	RA	CU	UA	Remarks / comments
4	The solution should support multi-level data structures.	Mandatory				
5	Solution should support storage of all parameters in the database with ease in retrieval and display	Mandatory				
6	Ability to implement SAN's for data storage in the architecture	Desired				
7	Supports real time / online data replication from production site to DR site and permit manual & automatic shift of the application to DR site	Mandatory				
8	Supports batch/file processing of data from external data source (e.g. DWH)	Mandatory				
<b>C</b>	<b>Integration and interfacing with other applications</b>					

1	The solution should be able to access services through multiple channels including but not limited to SFTP, REST and XML APIs, SQL and web-services for seamlessly integrating with bank's source systems like the data warehouse (SAP Business Objects).	Mandatory				
2	The solution must support open APIs so that the Bank's different applications can be integrated. The bidder should provide API's to the bank that are compatible with its applications.	Mandatory				
3	The bidder has to ensure seamless migration of the bank's data in the application and solution after expiry of contract period, if Bank selects another bidder after the contract period or during the contract period due to any reason.	Mandatory				

Sr No	Type	Mandatory/ Desired	RA	CU	UA	Remarks / comments
4	The solution must be capable of supporting LDAP and system can be integrated with Windows Active Directory to achieve Single Sign On (SSO).	Mandatory				
5	Architecture should support online real time updates between the application & database; data integrity maintained between the application & database at all times	Mandatory				
6	System should support traditional integration a) bulk upload of flat files b) API based integration c) message based integration	Mandatory				

7	The solution must support open APIs so that the Bank's different applications can be integrated. The bidder should provide API's to the bank that are compatible with its applications.	Mandatory				
<b>E</b>	<b>Reporting</b>					

Sr No	Type	Mandatory/ Desired	RA	CU	UA	Remarks / comments
1	The solution should have ability to generate various MIS reports as per regulators/ statutory requirements. The bidder must arrange for necessary customizations wherever required during the contract period at no additional cost. (e.g. date range, user activity, status for which data has to be extracted)	Mandatory				
2	The solution should have the capability to view / export / print files and reports in standard formats such as csv, xls, XML, pdf etc. with requisite security measures.	Mandatory				
3	Customization / Personalization of various screens and transactions – Design, Content, Color, Language, Logos, etc.	Mandatory				
<b>F</b>	<b>Load and Performance</b>					



1	The solution integration testing will be followed by user acceptance testing, plan for which has to be submitted by the bidder to the Bank. The UAT includes Functional tests, Resilience tests, Benchmark Comparisons, Operational tests, Load tests etc. BOB staff/ third Party bidder designated by the Bank will carry out the functional testing. This staff / third party bidder trained by the bidder for this purpose. Bidder should carry out other testing like resiliency / benchmarking / load etc. bidder should submit result log for all testing to the Bank.	Mandatory				
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Sr No	Type	Mandatory/ Desired	RA	CU	UA	Remarks / comments
2	The ATS support for solution should include the following: <ul style="list-style-type: none"> <li>- All minor and major version upgrades during the period of contract at no extra cost.</li> <li>- Program updates, patches, fixes and critical security alerts as required.</li> <li>- Documentation updates.</li> <li>- 24*7 support for system related malfunctions as defined in SLAs and ability to log requests online</li> </ul>	Mandatory				
3	The Application architecture should have the ability to increase the number of concurrent instances to keep the application server parameters below 70% utilization (CPU, Memory, Hard disk, etc.)	Mandatory				

4	The Database architecture should have the ability to increase the number of concurrent instances to keep the database server parameters below 70% utilization (CPU, Memory, Hard disk, etc.)	Mandatory				
5	The solution should support database level clustering with active-passive failover.	Mandatory				
6	Interface should support exception handling (e.g. generation of log files, retries) when data transmission is unsuccessful	Mandatory				
Sr No	Type	Mandatory/ Desired	RA	CU	UA	Remarks / comments
7	All the patches/fixes, version upgrades of all the software components released by the Principal OEM during the contract period should be provided. The Vendor should ensure implementation of all the patches/fixes and version upgrades in the production environment to the latest version during the contract period.	Mandatory				

Scoring methodology for technical parameters:

Feature Status	Short form	Remarks
Readily Available	RA	The feature is already supported and included in the out-of-thebox solution (3 Marks shall be allotted)
Customization	CU	Can be developed / customized and delivered along with the Solution, prior to implementation at no extra cost. (1 Mark shall be allotted)
Not supported / Unavailable	UA	This capability is neither supported nor available with this Solution. (No Mark shall be allotted)

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Requirement weightage: All the features have been divided into “Mandatory” or “Desired”: