



# SyndicateBank

Request for Proposal

## **Professional services for Reconciliation of Debit Card transactions & Generation of Debit Cards.**

**Date of Issue:  
26<sup>th</sup> December 2011**

### BID SCHEDULE

Process	Date
RFP Issuance Date	26 <sup>th</sup> December 2011
Request for Clarifications	4 <sup>th</sup> January 2012
Pre-Bid Meeting with all interested Bidders	6 <sup>th</sup> January 2012 11.00 AM
Response to the Clarifications	9 <sup>th</sup> January 2012
Last date & time for submission of the RFP Proposal	16 <sup>th</sup> January 2012 ( 2.00 PM IST)
Opening of the Technical Bid	16 <sup>th</sup> January 2012 ( 4.00 PM IST)
Intimation to the Technically Qualified Bidders	To be intimated later
Opening of the Financial Bid of Technically Qualified Bidders	To be intimated later
Bid application Fee (Non-refundable)	Rs 25,000/=
Bid Security	Bank guarantee for Rs 1 lakh.

**Note:**

1. *Proposals to remain valid for One year from the last date of submission.*
2. *The dates mentioned above are tentative and the Bank reserves the right to change these dates with appropriate intimation to the bidders*
3. *The Technical Bid of the Bidders will be opened in the presence of the representatives of the Bidders, who choose to be present at such opening*
4. *The Bank may reserve the right to call for reverse option of the financial bids with the technically qualified bidders .*
5. *In case the bank decides not to go for reverse auction then the financial Bids of the qualified Bidders will be opened in the presence of the representatives of such qualified bidders, who choose to be present at such opening*
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## 1. INTRODUCTION

### Background

SyndicateBank, one of India's major public sector banks, was founded in 1925 in Udupi, India and Nationalised in 1969.

The Bank is the first among Public Sector Banks to implement a Centralised Banking Solution (CBS) with a Data Centre at Mumbai, DRS at Bangalore and has covered all the branches to provide Anytime, Anywhere & Anyhow Banking. It has also operationalised Networked ATMs, Mobile banking, Internet Banking & Global Debit-cum- ATM Card in tie up with M/s VISA International and MasterCard.

The Bank is having a robust VISA Debit Card Product in tie up with M/s VISA International since 2003 and Maestro Debit Card in association with MasterCard from June 2011 with a combined Debit Card base of more than 5.9 million.

## 2. PREFACE

SyndicateBank issues this Request For Proposal (RFP) to seek appropriate professional services Services from Vendors who are offering end to end Reconciliation of Debit card transactions, Debit Card generation (PIN & Embossing & Switch Data) at Banks site by deploying experienced and skilled personnel and software for reconciliation including dispute resolution under various networks of which the Bank is a member.

The Bank has launched Syndicatebank VISA Global Debit Card in association with VISA in October 2003 and Syndicatebank Maestro Global Debit Card in association with MasterCard in June 2011. The Bank is a member of International networks viz., VISA & MasterCard and domestic ATM networks viz., Cashtree, NFS and undertakes Issuing and Acquiring of ATM & POS transactions. The Bank has 1237 number of ATMs as on 30.11.2011 and the total Debit Card transactions (Issuer, Acquirer, Us-on-Us) is about 50lakhs approx per month. The Bank is issuing about 60,000 Debit Cards per month and the Debit card base as on 30<sup>th</sup> November 2011 is 59.20 lakhs. The Bank is proposing to issue premium Debit cards and Business Debit cards including CHIP card for HNI customers. The Banks is also proposing to issue Photo debit cards. The Bank proposes to enter into a contractual arrangement for undertaking of Services as detailed in this document for a period of 3 years extendable by 2 years on the same terms and conditions.

The approximate number of ATM & POS transactions at present is furnished below to enable the vendor to assess the turnover for arriving at a reasonable price.

SN	Transactions	Type	Approx no of transactions per month
1	Issuer ATM Transactions—Our cardholders at other Bank ATMs	Financial	30 to 35 lakhs
		Non-Financial	10 to 13 lakhs
2	Issuer POS Transactions—Our cardholders at other Bank POS terminals, Payment gateway etc	NA	2.5 to 3.00 lakhs

3	Our Debit cardholders Transactions at our Bank ATM	Financial	15 to 20 lakhs
		Non-Financial	10 to 12 lakhs
4	Acquirer ATM Transactions–Other bank cardholders at our Bank ATMs	Financial	19 to 22 lakhs
		Non-Financial	13 to 15 lakhs
5	Acquirer POS Transactions–Other bank cardholders at our Bank POS terminals	NA	18 to 21 thousand

The Vendor responses should be organised in the format as detailed in Appendix 1 and 2 to qualify for participation in the evaluation process. A soft copy (MS Word document) of the RFP is provided to facilitate your reply and kindly use the soft copy to respond to the Functional requirements. SyndicateBank invites responses from suitably qualified Vendors for providing Services as described in this document. The vendors should have implemented and provided similar services to a Scheduled Commercial Bank with a minimum Debit Card base of 20 lakhs for a minimum period of One year (certificate from the Banks to be attached). The proposal should include making available the facilities enumerated hereafter for smooth operations of the proposed professional services in the Banks premises by deploying the required personnel for reconciliation of Debit Card transactions, resolution of disputes under various networks complying with RBI/IBA, VISA/MasterCard/NFS/Cashtree network guidelines.

### 3. SUBMISSION OF BIDS, PRE-BID MEETING AND DATE OF OPENING OF BIDS

- a. The Vendors satisfying the technical and commercial specifications in this Request for Proposal (RFP) and ready to provide for end-to-end Debit Card Reconciliation Solution and operate in conformity with the technical requirements given in **Appendix 1** may submit their Technical and Commercial bids in formats as per **Appendix 1** and **Appendix 2** respectively. These bids should be submitted in two separate sealed covers superscribed “**Technical Bid for SyndicateBank - Request for professional services for Reconciliation of Debit Card transactions & Issue of Debit Card**” and “**Commercial Bid for SyndicateBank - Request for professional services for Reconciliation of Debit Card transactions & Issue of Debit Card**” quoting RFP Ref No. **1576/2915/F-11/DCC/CC dated 26.12.2011**. The completed Bids containing one hard copy (printed, signed and bound copies) and one soft copy (on a non-rewriteable CD - An MS Word document (compatible with MS Word / 2000 / 2003 / 2007) and an Adobe Acrobat PDF compatible with Adobe (Acrobat Reader 6.0 or higher), should be submitted. We request vendors to respond strictly as per Appendix 1 and 2 formats for the sake of clarity and standardization and to ensure completion of documentation. Thus, the RFP responses will be evaluated

on the basis of the criteria indicated in the formats as per Appendix 1 and 2 and the requirements detailed elsewhere in this RFP.

The tender document is available only at the Bank's website [www.syndicatebank.in](http://www.syndicatebank.in), which can be downloaded and submitted. Please note that the Bank will not supply any hard copy or printed copy of the tender documents.

**The bids in sealed covers should be put in the Tender box kept in the Bank's Card Centre at SyndicateBank, Card Centre, No.69, I Floor, 9<sup>th</sup> Main Road, Jayanagar 3<sup>rd</sup> Block, Bangalore-560011 (Karnataka – India) on or before 1400 hrs on Monday the 16<sup>th</sup> January 2012.** In case the covers are too bulky; they may be handed over to, Asst. General Manager/Chief Manager at the aforesaid address against acknowledgement.

- b. Bid received by the Bank after the deadline for submission of Bids mentioned above will not be accepted. In the event of the specified date and time for the submission of Bids, being declared a holiday for the Bank, the Bids will be received up to 14.00 hours on the next working day and Technical Bid will be opened on the extended date at 4.00 PM (IST 16.00 Hours) . The Bank may, at its discretion, extend this deadline for submission of bids by amending the RFP, in which case all rights and obligations of the Bank and bidders previously subject to the deadline will thereafter be subject to the deadline as extended.
- c. Bidders can request for clarifications related to the RFP by email to email id [cardcentre@syndicatebank.co.in](mailto:cardcentre@syndicatebank.co.in) on or before 4<sup>th</sup> January 2012. The clarifications affecting the conditions of RFP will only be answered and hosted in the Banks website by 9<sup>th</sup> January 2012 and individual replies will not be sent.
- d. The Bank will conduct a **PRE-BID MEETING** on **6<sup>th</sup> January 2012** at 11.00 AM at Card Centre, No.69, I floor, 9th Main Road, Jayanagar 3rd Block, Bangalore-560011 and vendors seeking clarification and interested vendors can attend the meeting. The clarifications sought in the Pre-Bid meeting will not be hosted/intimated on the Banks website and vendors desirous of seeking any information clarification should attend the meeting mandatorily.
- e. The **Technical Bids will be opened at 4 PM on Friday, the 16<sup>th</sup> January 2012** at the Bank's Card Centre at SyndicateBank, Card Centre, No.69, I Floor, 9th Main Road, Jayanagar 3rd Block, Bangalore-560011 (Karnataka - India) in the presence of the Tender Opening Committee of the Bank and all the vendors who have submitted the Bids and representatives of Trade are welcome to be present and participate on the date and time of opening the Technical Bid.
- f. The Technical Bids will be evaluated and the Commercial Bids of only those vendors who qualify on the basis of the Technical Bids evaluation will be opened at a later date with due intimation to all the technically qualified vendors. All the vendors who have qualified in the Technical Bids and representatives of Trade are welcome to be present and participate on the date and time of opening the Commercial Bid.

#### 4. SCOPE OF RFP

This document constitutes a formal Request For Proposal (RFP) from vendors for undertaking reconciliation of Debit Card transactions (ATM & POS), including dispute resolution under various networks of which the Bank is a member and Debit Card issuance by deploying experienced/skilled man-power at Banks site. The solution to be implemented should comply with Reserve Bank of India guidelines on settling the unreconciled entries within the stipulated time frame. The activities relating to reconciliation of ATM transactions includes but not limited to:

##### A. RECONCILIATION

- Reconciliation & Tallying of ATM & POS Financial & Non Financial transactions both acquirer and issuer on daily basis,
- Reconciliation & Tallying of Our Card ATM & POS Financial & Non Financial transactions at our ATM & POS terminals on daily basis.
- Reconciliation & Tallying of Acquirer and Issuer Financial & Non Financial transactions with other networks like Visa / Cashtree / NFS etc. on daily basis.
- Reconciliation & Tallying of ATM Cash, ATM Switch Cash Balance with Physical Cash balance reported by Branch/Vendor at the ATM on daily basis.
- Capability for Reconciliation for other transactions of value added services through ATM Card, like Fund Transfer, utility payments, mobile top-ups, Card to Card money transfer etc on daily basis.
- Handling Chargeback, Representment, Goodfaith settlement of the disputed cases.
- Migrating the data available in the existing legacy Recon system of the Bank.
- The reconciliation process to include the reconciliation of Host Transactions, ATM & POS Switch Transaction, Network Data and the EJ data.
- The solution used must be compatible/made compatible to the Electronic journal of ATM machines supplied by various vendors like M/s NCR Corporation India Ltd, M/s Diebold Systems, M/s Wincor etc.
- Handling queries from branches on disputes, the reconciled and pending entries, etc.
- Maintenance of Mirror accounting of various Accounts maintained by the Bank for reconciliation, which includes preparation of daily vouchers for settlement, disputes etc.
- Generation of file for upload to the Core Banking in the file format specified by the Bank with modification as and when required for credit/debit of accounts.
- Provision for Interface/Reports for Debiting/Crediting respective issuer Banks against unsuccessful transaction.
- Creation of Interface/Reports for Debiting/Crediting respective Customers account through up loadable data files.
- Parameterised Fee Management for interchange Fee as well as other charges for debit to Customers Including transactions for Surcharge/Tips paid etc and generation of uploadable file in the format specified by the Bank for debit to cardholders account.
- Parameterised MIS/Reports to support campaign, loyalty, cash back and generation of uploadable file for credit to cardholders account.
- Generating of Credit vouchers received from VISA/MasterCard/NFS/Cashtree etc. on daily basis.

- Online utility (INTRANET) for registering requests by Branches for failed ATM & POS transactions including verification of status with facility to register all the stages of the disputes under various networks.
- Online utility (INTERNET) for registering requests for failed ATM & POS transactions including verification of status with facility to register all the stages of the disputes under various networks by cardholders.
- Receiving and recording of Claim applications from customers/branches/other banks, disposing them off as per procedure, maintaining electronic files with search option.
- Implementation from time to time RBI/IBA directives regarding ATM/POS/Micro-ATM transactions on reconciliation, settlement and tallying.
- MIS Reports to meet both specified and general requirement of the bank.
- Creation of Data file / Interface / Reports for Debiting / Crediting Cardholders account through uploadable data files.

The time-limit for reconciliation of any transaction shall be Transaction Date Plus 1 Day i.e., T+1 day. The vendor is expected to provide hardware, software solution and deployment of required personnel for reconciliation and transaction level accounting including operations. The vendor has to provide the hardware alongwith the necessary OS software and application software with necessary license for undertaking the reconciliation activity. The Bank will provide necessary space and infrastructure (UPS power, table chairs etc) for undertaking the activity at Banks location.

In the first stage the Bank intends to entrust the Reconciliation & Tallying of ATM Cash, ATM Switch Cash Balance with Physical Cash at the ATM on daily basis for 201 Off-site ATMs (the number may increase/decrease depending on re-location of ATMs) and based on the experience the other ATMs also will be brought under the reconciliation activity of the selected vendor.

The reconciliation project will be executed on Application Service Provider (ASP) model. It shall be the responsibility of the bidder to deploy and put to use end to end Hardware, Software and required manpower to meet the obligations under the RFP/SLA.

## **B. DEBIT CARD ISSUANCE THROUGH BANKS CARD MANAGEMENT SOFTWARE:**

- Generation of Personalised Debit card & PIN (Pre-File & ATM switch file) based on requests received through Web-application/hard copy from Branches.
- Generation of Instant Debit Card & PIN (Pre-File & ATM switch file) for mailing to Branches based on re-order level generation.
- Application scanning and storage management of applications received from Branches for issue of Gold, Platinum, Business and Personalised Debit Cards.
- Generation of Re-PIN (ATM switch file) based on requests received through Web-application/hard copy from Branches.

- Upload of POD details (Courier or Speed POST) of Debit card mailed to Branches to the Debit card software.
- Providing MIS of the activity including Cards generated, PIN mailer etc and attending to mailing of Re-PIN to Branches.

The vendor is expected to provide required personnel (At present two persons during office hours) for Debit card issue and PIN generation including operations. It shall be the responsibility of the bidder to deploy required manpower to meet the obligations under the RFP/SLA.

#### **5. NON-REFUNDABLE BID APPLICATION FEE.**

The Vendor shall furnish, as part of its Bid, an interest free non-refundable Bid Application Fee for an amount of **Rs.25,000/- (Rupees Twenty five thousand only)** in the form of Demand Draft or Pay Order issued by a reputed Bank drawn in favour of Syndicate Bank and payable at Bangalore. **The Bid Application fee in the form of Demand Draft or Pay Order along with Appendix 4 should be submitted with the “Technical Bid” and non-submission of the Bid Application fee will result in rejection of the BID.**

#### **6. STATUTORY COMPLIANCE:**

The solution offered by the vendor should comply with Reserve Bank of India guidelines on outsourcing of Financial services by Banks contained in Cir No.RBI/2006/167 DBOD.NO.BP.40/21.04.158/ 2006-07 dated November 3, 2006 and circulars issued subsequently and provisions of AML Act and PML Act and certificate to be attached. The vendor should not be in the black-list of IBA/RBI/Government/Statutory bodies/World Bank or UN bodies and certificate should be attached to that effect alongwith the tender documents.

#### **7. INFORMATION AND DATA SECURITY MEASURES**

1. The Vendor will submit the detailed MIS on daily, weekly, fortnightly, monthly or any other interval, as may be required by the Bank from time to time.
2. The Vendor shall take all necessary steps to ensure strict confidentiality of the information provided by the Bank during and even after the contract expires or is terminated for any reason. The Vendor should isolate and clearly identify the Bank's customer information, documents, records and assets to protect the confidentiality of the information and build strong safeguards so that there is no mingling of information/documents, records and assets.
3. The Vendor will not divulge any Data/information received from the Bank to any other person/ entity without prior written permission of the Bank and neither will he use the data himself for any other purpose without prior written permission from the Bank.
4. The Vendor should periodically provide backup files of data and oracle or any other database data-dump with necessary application/software to read the data as may be required by the Bank from time to time or as may be prescribed by the Reserve Bank of India or any other Statutory Authority from time to time in respect of services outsourced.

5. The Vendor, upon the written request of the Bank, shall allow the authorized representatives of the Bank (including internal/ external auditors acting on its behalf), Reserve Bank of India or any other Statutory Authority for Inspection, Audit and IS-Audit purposes at all reasonable times to have access to its records relating to its performance from time to time and also obtain copies of any audit or inspection or review reports or findings made on the service provided to the Bank.
6. The Vendor will provide the Bank with such assistance, documents, information or other evidence as the Bank may require in relation to any claims, demands, notices, litigation or proceedings by or against the Bank.
7. The Bank reserves the right to inspect and satisfy itself with the arrangements made for proper & secure storage, usage and handling of data. The Vendor will preserve the data and documents to meet the statutory / legal requirements of the Bank.
8. The Vendor should have Business Continuity Plan (BCP) in place and should enclose with the proposal, a certificate confirming the existence of documented BCP and mentioning details of DRS location (full address, owned or leased and if leased the date of expiry of lease). The Vendor should have the capabilities to suggest and provide add-on requirements at no additional cost related to Risk Management Requirements for monitoring of the Transactions as per the requirement of the Bank to comply with AML and PMLA Act/guidelines or any other Bank/Regulatory/Statutory requirement (MIS, Fraud Alert Reports, Velocity Reports and Add-on Tools, etc) etc.
9. The vendor shall assist the Bank in migrating to any vendor during the currency of the agreement or after expiry of the agreement and shall provide all kind of support for smooth and successful migration. Any delay on the part of the vendor in facilitating migration shall attract a penalty of Rs.10,000 per day. The same may be adjusted by the bank against any payment due by the Bank to the vendor and / or by invoking the Performance/ AMC Bank Guarantee issued in favour of the bank by the vendor. The delay beyond one month will be a matter of arbitration.
10. The vendor must give estimated time-lines to make their solution live. The time estimate must clearly identify the various phases including customisation, development, enhancements and testing and all assumptions must be clearly specified. The entire process of migration, customisation, implementation and takeover of the Reconciliation project should be completed within 3 months from the date of issue of Purchase Order. The deployment of personnel by the vendor for Generation of Debit Card should commence within 1 month from the date of the Purchase order.

## **8. GENERAL CONDITIONS**

- a) The Bank reserves the right to add / delete / modify any of the clauses in this RFP during the tendering process. Such addition / deletion / modification will be published only through Bank's website [www.syndicatebank.in](http://www.syndicatebank.in) and no advertisement will be made through print media.
- b) The vendor should undertake necessary changes/modification/upgradation as per Regulatory/Statutory/VISA/MasterCard/Cardnetwork requirements free of

- cost including providing bilingual/trilingual option if mandated by the Regulator/statute.
- c) The vendor should have declared net-profit for previous three years and copies of Income Tax assessment orders evidencing the same to be enclosed with the proposal.
- d) The vendor should not have been banned or delisted by any Govt. / Quasi- Govt. or Public Sector Under takings /Enterprises or IBA and if banned shall provide the details.

The Bank would be issuing Debit Cards to its customers through the Branches across the country. The selected vendor would be handling all operations from the Banks site at Bangalore by deploying required personnel for ease of operations and logistics. The Bank would enter into a suitable Service Level Agreement with the Vendor for providing desired services.

## **9. TERMS AND CONDITIONS FOR THE PROPOSAL**

SyndicateBank invites the Vendor's attention to the following terms and conditions which underline this RFP and which provide a statement of understanding between the interested parties.

### **a. Liabilities of SyndicateBank**

This RFP is not an offer by SyndicateBank, but an invitation for Vendor responses. No contractual obligation on behalf of SyndicateBank whatsoever shall arise from the RFP process unless and until a formal contract is signed and executed by duly authorised officers of SyndicateBank and the Vendor.

### **b. Contract with Primary Vendor and Associated Vendors**

SyndicateBank would enter into a contract with Primary Vendor, in case the selected vendor has offered the services as joint effort with other service providers, who will be responsible for delivery and overall implementation and provide a satisfactory service

The Primary Vendor is responsible to coordinate with other associated vendors and submit both Technical and Commercial Proposals. The associated vendors will be responsible for providing services as per the agreed terms by them.

### **c. Proposal Process Management**

SyndicateBank reserves the right to accept or reject any and all proposals, to revise the RFP, to request one or more re-submissions or clarifications from one or more Vendors, or to cancel the process in part or whole. No Vendor is obligated to respond to or to continue to respond to the RFP. Additionally, SyndicateBank reserves the right to alter the specifications, in part or whole, during the RFP process, and without re-issuing the RFP. Each party shall be entirely responsible for its own costs and expenses that are incurred while participating in the RFP and subsequent presentations and contract negotiation processes.

**d. Date of Bid Expiration**

Due to the nature of the evaluation process, and approval and procurement activities that may occur, proposals must be valid for a minimum of One year from the proposal date. Responses must clearly state the length of the bid and its explicit expiration date.

**e. Bidder Indication of Authorisation to Bid**

Responses submitted by a Vendor to this RFP represent a firm offer to contract on the terms and conditions described in the Vendor's response. The proposal must be signed by an official authorised to commit the bidder to the terms and conditions of the proposal. Vendor must clearly identify the full title and authorisation of the designated official and provide a statement of bid commitment with the accompanying signature of the official.

**f. RFP Ownership**

The RFP and all supporting documentation/templates are the sole property of SyndicateBank and should NOT be redistributed without the prior written consent of SyndicateBank. Violation of this would be a breach of trust and may, inter-alia cause the Vendor to be irrevocably disqualified.

**g. Proposal Ownership**

The proposal and all supporting documentation submitted by the Vendor shall become the property of SyndicateBank.

**h. Service Level Agreement.**

The Bank shall enter into Service Level Agreement with the selected vendor initially for a period of 3 (three) years and would be extended for a further period of 2 (two) years on mutual consent on the same terms and conditions. The standard Service Level Agreement (SLA) document will be executed incorporating the terms and conditions given in this RFP and the SLA will be finalised with the L1 Vendor on mutually agreed terms.

If at any time during performance of the Contract, the vendor or its sub-contractor(s) should encounter conditions impeding timely implementation of the solution and/or performance of Services, the Vendor shall promptly notify the Bank in writing of the fact of the delay, its cause(s) and its likely duration. The Bank shall evaluate, as soon as practicable after receipt of the Vendor's notice, the situation and may at its discretion extend the Vendor's time for performance against suitable extension of the Performance Guarantee.

**i. Bid Pricing Information**

By submitting a signed bid, the Vendor certifies that:

- The Vendor has arrived at the prices in its bid without agreement with any other bidder of this RFP for the purpose of restricting competition.
- The prices in the bid have not been disclosed and will not be disclosed to any other bidder of this RFP.

- No attempt by the Vendor to induce any other bidder to submit or not submit a bid for restricting competition has occurred.

**j. Bidder Status**

Each Vendor must indicate whether or not they have any actual or potential conflict of interest related to contracting services with SyndicateBank.

**k. Confidentiality**

This document contains information confidential and proprietary to SyndicateBank. Additionally, the Vendor will be exposed by virtue of the contracted activities to internal business information of SyndicateBank, affiliates, and/or business partners. Disclosure of receipt of this RFP or any part of the aforementioned information to parties not directly involved in providing the services requested could result in the disqualification of the Vendor, pre-mature termination of the contract, or legal action against the Vendor for breach of trust.

No news release, public announcement, or any other reference to this RFP or any program thereunder shall be made without written consent from SyndicateBank. Reproduction of this RFP, without prior written consent of SyndicateBank, by photographic, electronic, or other means is strictly prohibited.

**l. Bidder Utilisation of Know-how and Personnel for Competitors**

SyndicateBank will request a clause that prohibits the Vendor from using any information or know-how gained in this contract, if awarded, for another organisation whose business activities are similar in part or in whole to any of those of SyndicateBank anywhere in the world without prior written consent of SyndicateBank.

**m. Security**

The Vendor's proposal must include a plan to safeguard the confidentiality of SyndicateBank's business information, and legacy applications and data.

**n. Solicitation of Employees**

SyndicateBank will request a clause that states the parties agree not to hire, solicit, or accept solicitation (either directly, indirectly, or through a third party) for their employees directly involved in this contract during the period of the contract and two year thereafter, except as the parties may agree on a case-by-case basis.

**o. Bid security**

The Vendor is required to furnish, as part of the proposal, a **BANK GUARANTEE** for an amount of Rs 1,00,000/- (Rupees One Lakhs Only) issued by a reputed bank in the format as given in Appendix 6 and valid for a minimum period of One Year from the last date for submission of the proposal. The Bank Guarantee shall be denominated in Indian currency only.

The Bank Guarantee may be invoked:

*If the vendor withdraws his proposal during the period of the proposal validity;*  
*or*

*If the vendor, having been notified of the acceptance of its proposal by the purchaser during the period of validity of the proposal fails or refuses to execute the contract in accordance with Clause 9 (h) of the RFP.*

The format of the Bank Guarantee and the conditions upon which the Bank can invoke the Bank Guarantee is also given in Appendix 6. **The Bid Security in the form of Bank Guarantee alongwith Appendix 4 should be submitted with the “Technical Bid” and non-submission of the Bid Security will result in rejection of the BID.**

#### **10. SUBMISSION OF PERFORMANCE GUARANTEE**

The successful Vendor shall furnish a Bank Guarantee for performance of the contract for a period of 39 (Thirty nine) months, to be extended for a further period of 24 months if the contract is extended for 2 more years; for an amount equal to Rs. 5.00 Lakhs (Rs.Five Lakhs Only) within 7 (seven) days (inclusive of holidays) of the date of acceptance of the Work Order / Purchase Order in the format prescribed by the Bank in Appendix 7. The Performance Guarantee shall be issued by any scheduled commercial bank, other than Syndicate Bank, acceptable to the Bank.

#### **11. INDEMNITY:**

- a) The vendor shall indemnify the Bank against any penalty/liability payable to the cardholders
- b) The Vendor shall indemnify the Bank against all third party claims for infringement of Patents, Trade Marks, Copy Rights, Licenses or any other rights arising from use of equipment, software package or any other material for works undertaken in connection with this order.
- c) It will be the sole responsibility of the Vendor to fulfil all required import obligations, including, but not limited to, payment of any duties, penalties, fees or such other charges for any imports connected directly or indirectly of fulfilling the obligations under this order.
- d) In case of delay in execution of the works as per this order, except under Force Majeure conditions; attributable directly to Vendor including due to non-deployment of sufficient/suitable staff or non-compliance with any of the terms & conditions of this Purchase Order, the Bank reserves the right to charge any penalties as deemed suitable for such delays.
- e) An undertaking that all hardware/software supplied, including the Operating System, is original and the vendor shall produce the proof of purchase/license, if required by the Bank. The authorized signatory of the vendor should sign this undertaking.
- f) The Vendor shall have license for use of system / software delivered along with the equipment. The vendor shall absolve the Bank in all cases of possible litigation / claims arising out of any copyright / license violation for hardware/software(s) sourced either from third parties or from themselves.
- g) The vendor shall not assign, in whole or in part, its obligations to perform under this Contract, to any third party, except with the Bank's prior written consent.

#### **12. LIABILITY OF THE VENDOR**

**Penalty payable for delayed reconciliation:**

The selected vendor has to reconcile the transactions on a daily basis (T+1) and the unreconciled transactions have to be handled as follows:

- a) By credit adjustment/debit adjustment with the concerned network in case of other network acquirer transactions immediately.
- b) By credit/debit of the cardholders account in case of issuer transactions. Debit to the cardholders account immediately and credit to the cardholders account based on the time-line specified by the Bank.

The vendor has to reconcile the transactions and resolve the complaints of the customers within the time line specific by RBI and the network in case of Acquirer transactions. The Network Settlement Accounts are to be reconciled within T+7 days and should not exceed T+10 days under any circumstances. In case of delay in reconciliation beyond T+10 days for the accounts mentioned above, penalty would be imposed on the vendor for the un-reconciled accounts due to the reasons attributable to the vendor, as decided by the Bank, as under:

**Penalty amount:**

SN	Period	Penalty Amt
1	Period of 5 working days from date of transaction	NIL
2	Beyond 5 working days	Rs.10,000/- per day .

The penalty would be calculated as on the 1<sup>st</sup> day of every month and will be recovered from the billing amount payable to the vendor. The penalty mentioned above would be over and above the penalty/compensation payable to Cardholders as per RBI directives/penalty payable as per network regulations for not raising credit adjustment.

The vendor will also be liable to bear the actual loss on account of wrongful/excess credits or wrong/delayed reporting in reconciliation/dispute process activities undertaken by the vendor due to the reasons attributable to the vendor, as decided by the Bank. The decision of the Bank is final and the Bank reserves the right to deduct such amount from any amount payable to the vendor, invoking the Bank guarantee and also proceeding in a court of law for recovery for the balance amount.

**Penalty on account of RBI directives/Network regulations:**

The penalty/compensation payable to the cardholders as per RBI directives present and future, for delayed settlement of failed ATM transactions has to be borne by the vendor. The penalty payable to NFS for delayed processing of credit adjustment in case of Acquirer transactions has to be borne by the vendor. In addition to the above existing guidelines of RBI/Network the penalty payable due to modification/introduction of new guidelines by RBI/existing network/new network which the Bank may join, will be to the account of the vendor. The Bank reserves the right to deduct the penalty amount from the monthly billing amount due to the vendor, invoking the Bank guarantee and also proceeding in a court of law for recovery for the balance amount.

### 13. TERMINATION OF CONTRACT

Bank reserves the right to terminate Contract / agreement after giving 3 months due notice to the selected vendor during the tenure of the Contract for any unsatisfactory services provided by the vendor and may place the order to any other vendor / such Service Provider. The Banks decision on the unsatisfactory service rendered by the vendor is final.

The Bank, without prejudice to any other remedy for breach of Contract, may terminate this Contract in whole or in part, by written notice of default sent to the vendor, if:

- The vendor fails to deliver/execute any or all of the Goods / Services within the period(s) specified elsewhere in this Work Order / Purchase Order, or within any extension thereof granted by the Bank pursuant or
- The vendor fails to perform any other obligations(s) under the Contract specified elsewhere in this Work Order/ Purchase Order.

In the event of the Bank terminating the Contract in whole or in part, the Bank may procure the Services similar to those undelivered, upon such terms and in such manner as it deems appropriate and the vendor shall be liable to the Bank for any excess costs for procuring such similar Services. However, the vendor shall continue performance of the Contract to the extent not terminated.

### 14. SUBMISSION AND ACCEPTANCE OF VENDOR PROPOSALS

#### i. Proposal structure

The proposal should consist of two parts:

**Part I - Technical Proposal:** The complete proposal, other than the commercial section will constitute this part of the Vendor's response. Vendor should provide one Hard copy and one Soft copy. Technical proposals should be kept in a sealed cover separately and superscribed "TECHNICAL BID FOR SYNDICATEBANK – REQUEST FOR PROFESSIONAL SERVICES FOR RECONCILIATION OF DEBIT CARD TRANSACTIONS & ISSUE OF DEBIT CARD."

The Technical proposal should also contain "Blank Commercial proposals" i.e. commercial proposal BUT WITHOUT THE PRICES. This is required to understand the components taken into consideration while arriving at the proposal costs.

**Part II – Commercial Proposal:** This part should include the commercial details of the Vendor's proposal, in the prescribed formats and no other format or additional costs at any other place will not be accepted. The commercial section must be enclosed in a separate sealed envelope. The Vendor should provide only Hard Copy. There should NOT be any soft copies for this part of the Vendor's response. The sealed envelope should be superscribed with "COMMERCIAL BID FOR SYNDICATEBANK–REQUEST FOR PROFESSIONAL SERVICES FOR RECONCILIATION OF DEBIT CARD TRANSACTIONS & ISSUE OF DEBIT CARD".

## ii. Proposal delivery

Vendors must ensure that the proposals are delivered in the formats described in the earlier section(s) to the following address:

*Assistant General Manager,*  
*Syndicate Bank, Cards Centre, Corporate Office*  
No.69, I floor, 9<sup>th</sup> Main, Jayanagar 3<sup>rd</sup> Block,  
Bangalore – 560 011

Telephone No: +91-80-2663 9961.  
Fax No: +91-80-2663 9970.

All proposals must be received before **14:00 Hours (Indian Standard Time), 16<sup>th</sup> January 2012**. Any proposal received after that date and time will not be accepted/opened.

SyndicateBank reserves the right to accept or reject any or all bids, to take exception to these RFP specifications or to waive any formalities. Vendors may be excluded from further consideration for failure to fully comply with the specifications of this RFP. SyndicateBank is under no obligation to acquire any or all of the services proposed, or to explain why any proposal is accepted or rejected.

All costs incurred by the Vendor in the preparation and presentation of the proposal shall be absorbed entirely by the Vendor. All supporting documentation submitted with this proposal shall become the property of SyndicateBank.

## 15. OVERVIEW OF EVALUATION PROCESS

The objective of the evaluation is to select a reliable and experienced Vendor capable of undertaking operating the desired functionalities within specified time-lines and in a cost-effective manner. In addition, the Vendor must be willing and capable of providing ongoing services that is responsive to the needs of SyndicateBank/Reserve Bank of India/Government in sustaining normal business operations.

We have established evaluation criteria for evaluating each proposed solution which include the following areas:

- System functionality i.e., ability of the proposed system to meet the requirements outlined in this document
- Technology
- Industry Specific capabilities (e.g., Interfaces and linkages, standard formats etc.)
- Scalability & Flexibility
- Security
- Vendor support
- Customisation (lead period required to undertake full suite of services as listed in this document)
- Ease of implementation

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- Vendor standing (e.g., experience in supply and support of similar solutions)
- Installation base
- Vendor viability / financial stability
- Recurring Costs

#### **a. Evaluation Process**

Proposals received before the stipulated date and time will be taken up for detailed technical evaluation. The initial evaluation will focus on degree of fit to requirements. Subsequently, the detailed evaluation will include:

- System demonstrations of the proposed solution
- Reference calls
- Site visits

The evaluation team will identify the preferred solution using previously agreed criteria. The final decision on the Vendor solution will be taken by SyndicateBank. The systems implementation project will commence upon successful negotiation of a contract between SyndicateBank and the selected Vendor. SyndicateBank reserves the right to reject any and all proposals.

#### **b. Vendor Presentations**

If required, the Vendors will be asked to make presentations at the Bank's desired location. These presentations should cover cases of undertaking similar services in an architecture environment similar to the one described in this RFP document. The presentations will also give SyndicateBank an opportunity to clarify issues arising out of the review of the Vendor's response to this RFP. SyndicateBank shall not be under any obligation to bear any part of the expenses incurred by the Vendor for the presentations.

#### **c. Structured Walkthrough**

The Structured Walkthrough stage involves the Vendor constructing a pilot of the system for the review of SyndicateBank. This stage would provide the team to evaluate the proposed solution in a "near to real life" environment. The objective of the Structured Walkthrough is to:

- Demonstrate the solution in real life as indicated in the RFP;
- Understand the software solution's features in greater detail;
- Understand the software solution's fit to the requirements contained in this proposal;
- Evaluate the software's ability to meet the functional requirements for business operations; and
- Identify, at a macro level, the extent of Gap in the services required and services offered.

The preferred approach for the structured walkthrough would be agreed with the Vendors. The Vendors are expected to provide the infrastructural requirements for conducting this exercise. Syndicate Bank shall not be under any obligation to bear any part of the expenses incurred by the Vendor for the Structured Walkthrough. The costs incurred by the team representing the Bank, for the Structured Walkthrough, will be borne by the bank. The Bank may do an onsite visit wherever it is required and costs incurred by the team representing the Bank will be borne by the bank.

**d. Basis for Technical Evaluation:**

Marks will be allotted against each point mentioned in the functional requirement as under:

Ratings: **A:** Available Feature; **C:** Customisation;

**Marks:**

Ratings	Description	Marks
<b>A</b>	<i>Available Feature</i>	<b>10</b>
<b>C</b>	<i>Customisation</i>	<b>5</b>

The Prime Vendors need to achieve a cut-off score of 70 % marks in order to qualify for the commercial evaluation stage.

**e. Commercial Evaluation:**

Based on the above process, the bank will decide about the technically qualified bids. Only the technically qualified Bidder's Financial Bids will be opened in the presence of qualified vendors, the Total Cost as per the financial bids will be arrived taking into account the cost for 3 years. The L1 will be declared based on the Total Cost to the Bank.

**f. Contract Negotiations**

At the completion of the selection process, Syndicate Bank will enter into negotiations with the selected Vendor to identify any needed revisions to the proposal. Vendor should also be aware that the following documents would be included as attachments to the final contract:

- This Request For Proposal
- The Vendor's proposal in response – both technical and commercial
- Any modifications to the proposal
- Audited Balance Sheet for the last three years
- Related sales literature
- An Implementation Plan identifying the tasks to be completed, the assigned responsibilities, and the scheduled completion dates.

Syndicate Bank reserves the right to stipulate, at the time of finalisation, any other document(s) to be enclosed as part of the final contract

#### **g. Acceptance of the services**

Prior to live cutover, Syndicate Bank will require a period of time to evaluate the complete solution. This evaluation period will be required to verify the effectiveness of the services provided. The evaluation period will not commence until the Vendor has installed the necessary hardware & software (including mutually agreed custom modifications and parameterisations) at vendor's place.

#### **h. Unsatisfactory Performance**

Syndicate Bank retains the right to reject the system in its entirety during the evaluation period for a full refund based upon unsatisfactory performance of the Vendor services. Syndicate Bank reserves the right to change the suggested plan.

### **16. IMPLEMENTATION STAGES:**

The Bank at its sole discretion will entrust any of the following activity as per stages mentioned below, at any time and in any order as decided by the Bank:

- a) ATM Cash tallying, reconciliation & dispute resolution for 201 ATMs (the number may increase/decrease depending on re-location of ATMs) outsourced for cash loading in the first stage.
- b) Reconciliation, Settlement & Dispute Resolution of other network transactions where the Bank is a member.
- c) Generation of all types of Debit card & PIN (Pre-File & ATM switch file) based on requests received through Web-application/hard copy from Branches.
- d) ATM Cash tallying, reconciliation & dispute resolution for remaining ATMs already installed or to be installed.

### **17. PAYMENT TERMS:**

1. The Payments will be made every month within 30 (Thirty) days of receipt of the invoices along with required MIS, Certificate stating that the reconciliation & tallying in respect of the period for which the bill is submitted is completed and there is no claim to be paid/received from customers/network and any other clarification sought for by the Bank. All the payments will be in Indian Rupees only and not in any other Currency.
2. The Service Tax as notified by the Government from time to time (Presently 10.30% comprising of Service Tax, Education Cess and Higher Education Cess) will be paid on the Billing Amount by the Bank. The Bank is not liable to pay any other charges/taxes except as mentioned above what so ever.
3. The Bank shall have the right to deduct TDS and/ or any other tax/statutory dues at the rates prescribed by the government from time to time or penalty or amount due from the vendor to the Bank, from all payments to be made to the vendor.

### **18. REVERSE AUCTION**

The Bank may at its sole discretion adopt the reverse auction process through e-procurement if required without opening the commercial Bids if more than 2 bidders are technically qualified.

**19. CERTIFICATES TO BE SUBMITTED BY THE VENDOR WITH THE RFP**

- 1) Certificate from the Banks that the vendor has implemented and provided similar services to a Scheduled Commercial Bank with a minimum transaction of 20 lakhs per month in India for a minimum period of One (1) year.
- 2) The Services if proposed to be undertaken by more than one vendor as a consortium venture and any one of the vendors constituting the alliance may act as the primary vendor. The primary vendor submitting the proposal will be responsible for the entire implementation on a turnkey basis and will be the single point of contact for SyndicateBank and primary vendor will have to give a certificate to this effect
- 3) Certificate that the solution offered by the vendor complies with RBI Master Circular on outsourcing of Financial services by Banks contained in Cir No.RBI/2006/167 DBOD.NO.BP.40/21.04.158/ 2006-07 dated November 3, 2006 and RBI circulars on Financial outsourcing issued subsequently and provisions of AML Act and PML Act.
- 4) Certificate that the vendor is not in the black-list of IBA/RBI/Government/ Statutory bodies/World Bank or UN bodies.
- 5) Certificate that the Vendor has Business Continuity Plan (BCP) in place and confirm the existence of documented BCP and mentioning details of DRS location.

**Yours faithfully,**

**Deputy General Manager.**

**Appendix 1**  
**Vendors Details**

SN.	Information	Vendor's Response		
1	Company /Firm Name			
2	Date of Incorporation/Registration [Enclose certificate of incorporation and certificate of commencement of business(Public Ltd co)]			
3	Company Head Office / Registered Office and Addresses Contact Person(s) Phone Fax E-mail Website			
4	Memorandum (MOA) & Articles of Association (AOA) – Permits undertaking the activities sought under RFP. (Enclose MOA & AOA)			
5	Please mention turnover and Profit & Loss for last three years in INR	2008-09	2009-10	2010-11
	Year wise Turnover			
	Net Profit/Loss(-)			
6	Experience of handling ATM & POS transactions Recon Activity : Name of the Banks served with years of service: The name of banks currently serving with years of service: Monthly average number of transactions currently being handled for difference scheduled commercial Banks in detail. (Please certificates from the Bank in evidence of the statement)			
7	The details of implementing - Reconciliation, Settlement, Charge-back, Adjustments Solutions for International and Domestic Payment Clearance Houses such as VISA, Master Cards, NFS (NPCI) etc.			
8	Any pending or past litigation or pending investigation (within three years)? If yes please give details Yes/No / Comments (if option is 'Yes') Also mention the details of claims and complaints received in the last three years on the Company / Services provided by the Company/Firm.			

## Appendix 2

### Functional and Technical Requirements

Please use the ratings given below to respond to the requirements

Ratings: **A** Available Feature; **C** Customisation;

### Debit / ATM Card Reconciliation and Accounting

S N.	Requirements	Vendor's Rating	Remarks
1	Extraction/Downloading Host, Switch, Network & EJ data files and verification of the files.		
2	Validation of the data files for reconciliation and for the settlement amount, integrity and structure.		
3	Reconciliation of the transactions based on Host, Switch, Network (MASTER, NFS, VISA, Cashtree) & EJ for Acquirer transactions.		
4	Reconciliation of the transactions based on Host, Switch, Network (MASTER, NFS, VISA, Cashtree) for Issuer transactions.		
5	Rule based reconciliation of entires – perfect match ie all the fields match, Manual reconciliation – based on fields to be relaxed – rules to be specified by the Bank.		
6	Generation of unreconciled reports like: entries unreconciled with various networks/us-on-us outstanding etc.		
7	Fully Reconciled transactions - Transactions present in Switch/Host/Partner/EJ(Acquirer)		
8	Unreconciled transactions: a) ISSUIER ( Transactions present in Partner/Host and not in switch) ( Transactions present in Host/Switch and not present in Partner) (Transactions present in partner and not present in Switch/Host) (Transactions present in Host and not present in switch /Partner) (Transaction present in Switch and not present in Host/Partner) (Transactions present with successful response code in Host/Partner and not present in switch) (Transactions twice debited to accounts present in switch with partner bad response)  b) ACQUIRER : ( Transactions present with successful response code in Partner/Host/EJ and not in switch) ( Transactions present with successful response code in Host/Switch/EJ and		

	not present in Partner) (Transactions present with successful response code in Partner/Switch/EJ and not present in Host) (Transactions present with successful response code in Partner/Switch/Host and not present in EJ) (Transactions present with successful response code in partner and not present in Switch/Host/EJ) (Transactions present with successful response code in Host and not present in switch /Partner/EJ) (Transaction present in Switch and not present in Host/Partner/EJ) (Transactions present with successful response code in EJ and not present in Switch/Host/Partner)		
9	Manual Reconciliation of the unreconciled entries after the above col 7 reconciliation		
10	Claiming the amount from other networks for successful transactions but settlement not received immediately ie on T+1 basis ie., first presentment.		
11	Excess cash (received from branches-different networks) upload and raising credit adjustments (generation of files to be uploaded (bulk upload) in various networks) for unsuccessful transactions based on remittance received and based on reports (EJ bad response, switch uncertain dispense, partner good response) and generating letters to branches for remitting the amount for credit adjustments raised based on report/upload in database.		
12	Datewise reconciled and un-reconciled reports containing all the reconciled & unreconciled transactions separately based on the rules.		
13	Upload of claims registered by branches in the required format in various networks		
14	Saving/verifying proof for rejected claims and generation of letters to branches enclosing proof		
15	Generation of file to be uploaded in CBS for remitting amount to branches for loro not generated transactions		
16	Accept /reject claims on us after verifying EJ, Host data and switch and data file provided by various networks /generating letters to branches to send remittance in respect of claims accepted Upload of claims on us from various networks /status upload in the database.		
17	Changes in procedures and policies, accounting and settlements in line with MASTER / NFS (NPCI) / Future Tie up banks / Networks etc. requirements.		

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18	Verification of Interchange Fee and other charges levied by various Networks for ATM transactions		
19	Generating up-loadable files for debiting or crediting customer's accounts for customer claims and un-reconciled entries.		
20	Computation of Issuer fees, acquirer fees, balance enquiry fees and any other charges/difference in charges for debiting to cardholders account		
21	Generating the files for the ATM Reconciliation Cell /Branches to debit/credit the cardholders.		
22	Separating the reconciled transactions based on rules as in Col 8 above and matching with the GL balances maintained by the Bank.		
23	Updating the bank on a daily basis the status of reconciled and unreconciled transactions, including all stages of disputes resolution, pending, resolved, chargeback pending, rejected and accepted ie T+1 basis.		
24	Alerting and Informing the Bank immediately without any delay after processing the data if there is any huge variation in the transaction accounting by the CBS host		
25	Verifying the switch data and host data with the settlement reports and providing error reports of any missing data or error data to the switch or CBS team of the Bank		
26	Verifying the EJ pulled by the switch and providing error reports of any missing data or error data to the switch team of the Bank.		
27	Contacting the Branches for obtaining EJ files/ATM Cash tallying report where cash tallying is done by the Branch for disputes resolution and where EJ is not pulled by the switch.		
28	Verifying the charges debited by CBS host for various transactions as prescribed by the Bank for Financial and Non-financial transactions.		
29	Verifying CBS host file and switch file single debits and multiple reversals or single credits and multiple debits for transactions.		
30	Completing the entire reconciliation process including credit adjustment to other networks/credit to our cardholders account of unsuccessful transactions before beginning of business hours at Branches/Offices specified by the Bank and or specified by the network.		

31	Parameterised application software for adding / modifying /deletion of new branches/ATMs/network/any field in the reconciliation software.		
32	<p>Configuration</p> <ul style="list-style-type: none"> <li>• Source Data Configuration</li> <li>• BIN Configuration</li> <li>• Member BIN Configuration</li> <li>• Network Account Configuration</li> <li>• Terminal Configuration</li> <li>• Keyfield Configuration</li> <li>• Domestic Fee Configuration</li> <li>• International Fee Configuration</li> <li>• Reconciliation Configuration</li> <li>• GL Account Configuration</li> <li>• Web Dispute Configuration</li> </ul>		
33	<p>Tie-up/Sponsored/Associate Bank Recon &amp; Accounting</p> <ul style="list-style-type: none"> <li>• Reconciliation of both Issuer and Acquirer Transactions</li> <li>• Automated Accounting entries for tie-up/Sponsored/Associate bank transactions</li> <li>• Update and Reconcile transactions</li> <li>• Generation of settlement files bankwise</li> <li>• Transaction based accounting</li> <li>• Computation of fees for Issuer /Acquirer transactions</li> </ul>		
34	<p><b>Accounting</b></p> <ul style="list-style-type: none"> <li>• Reconciliation linked to Accounting</li> <li>• Transaction level accounting</li> <li>• Maintenance of ledger accounts</li> <li>• Maintenance of Trial Balance</li> <li>• Maintenance of Profit &amp; Loss Accounts</li> <li>• Interface for Manual Accounting Entry</li> <li>• Daily Summary Voucher: To generate and print Vouchers/ Accounting entries for the specified date for accounting in Core Banking system.</li> <li>• Inter bank/ Intra Bank Branch transaction accounting: <ul style="list-style-type: none"> <li>• bank or for different departments of the same branch</li> </ul> </li> <li>• Reconciliation of settlement Bank Accounts viz Bank of America for Visa, Deutsche Bank for Mastercard, etc.</li> </ul>		
35	Transaction history for all transactions (reconciled/unreconciled, disputed/not disputed, credited/rejected, unreconciled credit/debited (debit adjustment)/letter sent		

36	Maintenance of parallel GLs accounting/tallying		
37	Day end report showing amount of chargeback/pre-arbitration/arbitration/credit adjustment/debit adjustment/representment as per different networks and uploaded in database.		

### Cash in ATM Reconciliation & Tallying

S N.	Information	Vendor's Rating	Remarks
1	Reconciliation and generation of mismatches on a daily basis of the ATM transactions (EJ File) with banks CBS host, ATM switch file, Network files.		
2	Reconciliation of Cash-In-ATM based on report received from cash loading vendor. Generation of reconciled and Unreconciled entries ATMIDwise alongwith Summary of vouchers to be given branches to pass in the Core Banking Software. Upload of load and unload cash details to the system and generation of reports including tallying of cash with Core Banking Cash GL. Responding of debit advices of nodal branches handing over cash to Branches/ATM cash loading vendor for loading to ATM.		
3	Verification of overages / shortages at the time of load / unload provided by the outsourced vendor based on reconciliation.		
4	Upload Electronic / Manual Cash position of each ATM - ATM wise		
5	Reconciliation position of ATMs from one stage of Cash Replenishment to next Cash Replenishment or EOD/BOD to EOD/BOD balances in Switch/ATM/CBS.		
6	Reconciliation of transactions of various network to which bank is associated like MASTERCARD, VISA, NFS, Cashtree etc and in any other network which the bank may become member.		
7	Providing uploadable file of unsuccessful transactions for recredit to cardholders' account of our Bank and other network separately for credit adjustments.		
8	Providing uploadable file of successful transactions but not debited to accounts for debit to cardholders account of our Bank and other network separately for debit adjustments.		

9	Maintenance and tallying of unreconciled – unidentified entries (Suspect) after ATM cash tallying in a separate account and daily reconciliation and tallying.		
10	Comparing the Switch and calculated amount of cash load and unload with that of the information sent by the nodal branch for tallying.		
11	Rule based identification of unsuccessful transactions based on EDC/Switch/Network parameters		
12	Reconciliation of cash loaded and unloaded in ATMs through nodal branch by outsourced vendor based on advices/reports/admin reports received from Nodal Branch/Cash loading vendor.		
13	Identifying multiple debit/reversals by ATM switch based on ATM EJ and CBS host data.		
14	Cash tallying certificate of individual ATMs on a daily basis and maintaining for production to Ombudsman alongwith other documents to be produced before Ombudsman or consumer forums in case of disputes.		
15	Alerting the Bank immediately without any loss of time any huge variance in ATM cash as per reports submitted by the cash loading vendor/branches with GL balance at any time.		
16	Generation of uploadable files for debiting of charges for transactions either fully or partly for domestic and international transactions.		
17	Maintenance of currency rates for international transactions and generation of uploadable file for debiting the customer's account the full/partial (undebited online) amount.		
18	Generation of uploadable files for charges/surcharge/tips not debited online in case of issuer transactions at other networks ATM or POS terminals.		
19	Reconciliation and accounting of card-to-card transfers (inward and outward) on a daily basis.		
20	EJ files to be preserved and maintained for future reference.		
21	Various Operations, supervisory and business reports for MIS purposes with full card details, network routed, etc.		

### Dispute & Claim Management

S N.	Information	Vendor's Rating	Remarks
1	Automated processing & settlement of dispute resolution at different stages under various networks as per rules of each network.		
2	Dispute resolution of our Bank cardholders on automatic recredit of unclaimed amount by other networks after a certain period.		
3	Dispute resolution of our debit cardholders at other Banks ATM & POS by taking with other networks through the network as per procedure prescribed by each network including automated procedure eg., generating chargeback file and upload to VISA or connect to VISA network for uploading online the chargeback file.		
4	Follow-up with the network /acquiring bank the status of the claims /chargeback raised, escalating to the next level if disputed by the cardholders eg., Pre-arbitration etc.		
5	Ensuring credit adjustment of transactions of unsuccessful acquiring transactions after specific period decided by the Bank including upload option to the network. Eg DMS of NFS, EDIT package of VISA		
6	Maintenance of records for production before ombudsman in case of successful transactions from reconciliation.		
7	Resolving the disputes within the period specified by RBI /network regulations at present and modified in future.		
8	Monitoring the disputes at every stage and escalating within the specified period with information to the cardholders of status by letter and proof through the Branch for complaints received through Branch/to cardholder on email for email complaints/updation in the intranet/internet application for the information of Branch/cardholders		
9	Handling acquirer chargebacks by verifying the EJ, Switch file and Host file and ATM cash tally report including acceptance/rejection with necessary proof through the system prescribed by each network for ATM & POS transactions.		

10	Tallying the daily disputes resolved both issuer and acquirer with necessary reports and matching with the General ledger balances maintained by the Bank.		
11	Recovery of charges for retrieval request raised on behalf of cardholders and other charges for disputes resolution as specified by the Bank.		
12	Good faith, pre-arbitration, arbitration requests of our debit cardholders within and outside the dispute system of the network through stages prescribed by the network or directly with the acquiring bank in case of our cardholders disputes beyond the period prescribed by network and resolving the same within the time specified by the Bank.		
13	Good faith requests received from other Banks outside/within the system ie., through email – attending to the requests and resolving the same within the period specified by the Bank.		
14	Registration of disputes by branches/office/ cardholders/call centre through intranet and intranet and validation of data during registration and intimation of status of registered disputes at every stage to the Branch/offices/callcentre/cardholders through intranet/internet.		
15	Reporting of frauds to networks and filing of necessary formats and documents.		
16	Automation in initiating retrieval request and uploading fulfilled retrieval requests. Proof of representment/pre-arbitration/Arbitration to be stored and retrieved in the system.		
17	Daily Summary Voucher: To generate and print Vouchers/ Accounting entries for the specified date for accounting in Core Banking system relating to all Dispute stages		

### MIS Reports

S N.	Information	Vendor's Rating	Remarks
1	MIS reports for reporting to regulatory (RBI) and network operators on ATM & POS transactions, disputes, resolved, pending age wise etc.		
2	Generation of daily MIS statement. Status of reconciliation – Branch-wise, Date-wise,		

	transaction type-wise / Network-wise etc.		
3	Summary reports like outstanding / pending reconciliation branch-wise /transaction-wise Branches and ATMs pending for reconciliation		
4	Monthly Statements: List of ATMs where Acquirer transactions are more with details, where issuer transactions are more, location wise etc based on parameters specified by the Bank.		
5	List of cardholders withdrawing cash/non-financial transactions based on amount and number from our ATMs and other Bank ATMs – details of ATM location wise etc report based on parameters specified by the Bank.		
6	List of cardholders performing transactions outside India and within India based on parameters specified by the Bank. For eg., atleast one transaction abroad or beyond a threshold limit etc.		
7	List of cardholders performing transaction at our ATM or at our POS terminals or E-commerce transactions or IVR transactions.		
8	Age-wise summary of unreconciled transactions based on the parameters specified by the Bank with number of transactions and amount.		
9	Reports of number of transactions / chargebacks/disputes and other details on the basis of which charges are levied by network for verifying the switching/network fees paid to other networks like VISA, MasterCard, NFS, Cashtree.		
10	Summary reports to verify the interchange received and paid to various networks on a daily basis including international transactions.		
11	Periodical reports to Top-management specified by the Bank and ad-hoc reports to assess the performance of the Debit card product/ATM deployed (owned or leased) by the Bank.		
12	International transactions by our cardholders based on country, currency, amount and number including based on MCC code of POS transactions.		
13	Audit trail of the entire application with periodical backup of the data to be provided to the Bank in a format readable by the Bank and specified by the Bank.		

**DEBIT ISSUANCE:**

S N.	Information	Vendor's Rating	Remarks
1	Skilled manpower with computer knowledge to operate the card management software of the Bank for issuance of Debit card, printing of PIN-mailers, generation of switch files, monitoring the dispatch of cards and updation of dispatch status in the card management application.		
2	Generation of card data for premium cards and photo cards to be launched by the Bank including switch file with PIN Mailers.		
3	Generation of Debit cards and PIN mailers based on re-order level fixed for each branch and also re-fixing the re-order based on the previous month or months card issuance for each branch.		
4	Deployment of sufficient skilled manpower with computer knowledge to meet the card issuance demand of branches during the year including seasonal increase (campaign period etc)		
5	Attend to the branch queries over telephone/email/IP message of card/Pin/Repin dispatch details.		

- The vendor must submit a document giving in detail full justification for the infrastructure proposed to be deployed and how it would achieve the desired efficiencies.
- The vendor must also submit bench marking results separately for each of the above stated options giving capacity, capability and efficiency of the system deployed.
- The vendor should provide all the necessary interfaces required for direct connect to the CBS or to any other bank's system for on-line access.
- The requirements of communication links and other details such as bandwidth requirement etc. should also be submitted in detail.
- Vendors should ensure that their proposals clearly set out all the information as requested below.
- Management Information Summary
- Details of Hardware & Software deployed /being deployed to provide the desired services as per this RFP. Location and details (full address) of the DRS facility available for providing the services.
- Vendor profile. Please submit separate profiles for each vendor, if the services offered are jointly with other vendor(s).

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**Dated 26.12.2011**

- If the services offered are through a joint effort of two or more vendors, please submit separate declarations from each of the partner submitting their willingness to provide the services as desired of them and to be bound by the Agreement the Bank signs with the primary vendor, if selected for providing the desired services.
- Financial details of the company for the last three years. (Please submit audited balance sheets and profit and loss accounts for the last three financial years alongwith Certificate of Incorporation, Certificate to commence business in case of Public limited company)
- Technical & Non Technical people available and number of technical and non-technical personnel to be deployed exclusively for the Bank's requirements.
- Details of similar jobs that are presently being undertaken for any other Bank and details of past experience. All statements should be evidenced by Certificate from the Bank with full details to be submitted and contact person and their designation, telephone number to be provided.
- Security procedures and rules being followed for data security, both physical and logical.
- Business continuity plans including Disaster Recovery (DR) site details (Full address) whether owned or leased. If leased the period of lease and date of expiry of lease..
- Any litigation/investigation/ in the past three years by Police or any other investigating agency of the government and case (s) pending. Please provide full details.
- Implementation plan ( The vendor should be capable of rolling the each and first stage of the project within 1 month from the date of Letter of Intent/Purchase Order)

### APPENDIX 3

#### Commercial Bid

SI No	Description (Data Entry)	Quote	Rate (INR)	No of financial transactions for evaluation purposes
1	Reconciliation All types of Financial Transactions only	Paisa per transaction	In Figures In Words	70 lakhs per month
2	Debit card issuance through Banks card management software	Total Cost per month	In Figures In Words	NA

**Note:**

1. The bank will not pay any charges for non-financial transactions or any other services/activities requested in the RFP under Reconciliation of Debit Card transactions and the rate quoted above under SI No. 1 should be all inclusive of the activities/services mentioned in the RFP for reconciliation.
2. The “per transaction rate” quoted should be inclusive of all taxes but excluding Service Tax.
2. The L-1 rate will be calculated by arriving at the total cost for reconciliation activity per month and total cost of SI No. 1 and SI 2 will be added to arrive at the L-1 vendor. The vendor quoting the lowest Rate will be considered the L - 1.
3. In case there is any difference in Rate quoted given in words and figures, the rate written in words shall be considered final & binding.
4. The above quoted rates are to be valid for minimum period of three (3) plus (2) two years.

**(The commercial quote should be strictly as per the format mentioned above and any other format or qualification, conditionality or rates on slab basis will not be accepted. Evaluation of the L-1 vendor will be based on the total cost at the above rates computed for 3 years)**

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Dated 26.12.2011



## Appendix 4

### BID FORM

Ref No.....

Place: .....

Date: ..... /2011

To,

**The Assistant General Manager  
SyndicateBank, Card Centre,  
No.69, I Floor, 9<sup>th</sup> Main Road,  
Jayanagar 3<sup>rd</sup> Block,  
BANGALORE – 560 011**

Dear Sir,

We the undersigned having examined the Request for Proposal (RFP) bearing Ref: No. 1576/2915/F-11/DCC/CC Dated 26.12.2011, the receipt of which is hereby duly acknowledged, offer to provide the end to end Reconciliation of Debit card transactions, Debit Card generation (PIN & Embossing & Switch Data) at Banks site by deploying experienced and skilled personnel and software for reconciliation including dispute resolution under various networks of which the Bank is a member as mentioned in the RFP to in conformity with the said RFP for such amount as may be ascertained in accordance with the Schedule of Prices submitted.

We undertake, if our proposal is accepted, to deliver/provide the goods/services in accordance with the Delivery Schedule specified.

If our proposal is accepted, we agree to abide by this proposal for a **period of one year** from the last date of submission of proposal and shall remain binding upon us and may be accepted at any time before the expiration of that period.

*We further confirm that-*

- 1 In case we offer system and/or other software manufactured by another company, such software operates effectively on the system offered by us and we are willing to accept responsibility for its successful operations.
- 2 That similar or compatible hardware will be made available in the Merchant/ Vendors site to provide adequate emergency processing arrangements; and
- 3 Until a formal contract is prepared and executed, this proposal, together with your written acceptance thereof and your Notification of Award, shall constitute a binding Contract between us.

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**Dated 26.12.2011**

We undertake that, in competing for (and, if the award is made to us, in executing) the above contract, we will strictly observe the laws against fraud and corruption in force in India.

The Commissions or gratuities, if any paid or to be paid by us to agents relating to this proposal, and to contract execution if we are awarded the contract, are listed below:

Name & address of agent	Amount & currency	Purpose of commission or gratuity
*(If none, state none)		

We understand that you are not bound to accept the lowest or any proposal you may receive.

Dated this ..... day of ..... 2011

(Signature)

(In the capacity of)

[Duly authorised to sign the proposal with seal for & on behalf of (Name & Address of the vendor)]

APPENDIX 5

LETTER OF AUTHORISATION TO SUBMIT PROPOSAL

No. ....

Dated: / /2011

To,  
The Assistant/Deputy General Manager  
SyndicateBank, Card Centre,  
No.69, 9<sup>th</sup> Main Road,  
Jayanagar 3<sup>rd</sup> Block, BANGALORE – 560 011

Dear Sir,

**Sub: Letter of Authorisation to submit proposal for Syndicate Bank's for Request for professional services for Reconciliation of Debit Card transactions & Issue of Debit Card.**

We M/s ..... (Name and address of the principal) hereby authorize M/s. .... (Name and Address of Agents), our Business Partner/Authorised Distributors to submit a proposal, and sign the contract on behalf of us for all the systems/services required by the Bank as called for vide the Bank's request for proposal bearing reference RFP Ref No. 1576/2915/F-11/DCC/CC Dated 26.12.2011

We hereby undertake to bind ourselves with the Bank if the proposal submitted as above is duly accepted by the Bank.

Yours faithfully,

Name:

Designation:

(Name of Principal Vendor on whose behalf the proposal is submitted)

**Note: This letter of authority should be on the letterhead of the principal on whose behalf the proposal is submitted and should be signed by a person competent and having the power of attorney to bind the principal. It should be included by the vendor in its proposal.**

## Appendix -6

### BID SECURITY - FORMAT OF BANK GUARANTEE

Whereas \_\_\_\_\_ called the "Vendor" has submitted its proposal dated \_\_\_\_\_ for \_\_\_\_\_ (hereinafter called "the proposal"),

KNOW ALL PEOPLE by these presents that WE \_\_\_\_\_ OF \_\_\_\_\_ having our registered office at \_\_\_\_\_ (hereinafter called "the Bank") are bound unto SyndicateBank, Corporate Office, Card Centre, No.69, I Floor, 9<sup>th</sup> Main Road, Jayanagar 3<sup>rd</sup> Block, Bangalore-560 011, (hereinafter called "the Purchaser") in the sum of Rs ONE LAKHS for which payment well and truly to be made to the said purchaser, the Bank binds itself, its successors and assigns by those presents.

THE CONDITIONS of these obligations are:

If the vendor withdraws his proposal during the period of the proposal validity;  
or

If the Vendor, having been notified of the acceptance of its proposal by the purchaser during the period of validity of the proposal fails or refuses to execute the Contract in accordance with clause 7 (h) of the RFP.

We undertake to pay the purchaser up to the above amount upon receipt of its first written demand, without the purchaser having to substantiate its demand, provided that in its demand the purchaser will note that the amount claimed by it is due to it, owing to the occurrence of one or both of the two conditions, specifying the occurred condition or conditions.

This guarantee will remain in force upto \_\_\_\_\_ and any demand in respect thereof should reach the Bank not later than the above date.

Sealed with the common seal of the said Bank this \_\_\_\_\_ day of \_\_\_\_\_ 2011.

SIGNATURE AND SEAL OF BANK

Appendix - 7

FORMAT OF PERFORMANCE GUARANTEE

To

SYNDICATE BANK  
Card Centre, Corporate Office,  
No.69, 9<sup>th</sup> Main Road, Jayanagar 3<sup>rd</sup> Block,  
Bangalore - 560011

Whereas \_\_\_\_\_, a company incorporated under the Companies Act, 1956 and having its principal office at \_\_\_\_\_, represented by its authorised signatory Mr. \_\_\_\_\_, hereafter called "Third Party Processor", which expression shall, unless repugnant to the context thereof, mean and include its successors and permitted assigns has undertaken, in pursuance of contract no. \_\_\_\_\_ dated \_\_\_\_\_ for undertaking end to end **Request for Professional services for Reconciliation of Debit Card transactions & Issue of Debit Card** on behalf of SyndicateBank for hereinafter called "Credit Card management".

And whereas it has been stipulated by you in the said contract that the supplier shall furnish you with a bank guarantee by a scheduled commercial bank for the sum specified therein as security for compliance with the supplier's performance obligations under the contract for Credit Card management for a period of 39 months.

And whereas we have agreed to give the Third Party Processor a guarantee.

Therefore we hereby affirm that we are the guarantors and responsible to you on behalf of the Third Party Processor, upto a total of Rs. \_\_\_\_\_ (Rs in words \_\_\_\_\_).

And we undertake to pay you upon your first written demand declaring the Third Party Processor to be in default under the contract and without cavil or argument, any sum or sums within the limit of Rs. \_\_\_\_\_ ( Rs \_\_\_\_\_ only ) as aforesaid, without your needing to prove or to show ground or reasons for your demand or the sum specified therein.

This guarantee is valid until \_\_\_\_\_ ( Date )

Sealed with the common seal of the said Bank this \_\_\_\_\_ day of \_\_\_\_\_ 2012.

Signature & Seal of Banker