



Request for Expression of Interest (EOI) for appointment of Consultant of Core Banking Project

Tender Reference No.

CO: DIT: PUR: CBS: 2021-22: 342

For

Appointment of Consultant

For

Core Banking Project

(Cost of the Tender Document Rs.5.000/-)

Important Clarifications:

- Following terms are used in the document interchangeably to mean:
- Bank means “Central Bank of India”
- Bidder/Vendor means the respondent to this document
- Bidder and Bank shall be individually referred to as “Party” and collectively as “Parties”.
- SI means- System Integrator
- DC means Data Centre at Navi Mumbai
- DR / DRC/DRS means Disaster Recovery Centre at Hyderabad
- NS means Near Site
- CRM means Customer Relationship Management

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1. Introduction

This Request for Expression of Interest (“EOI”) has been prepared solely to enable Central Bank of India (“Bank”) in defining the requirements for appointment of Consultant for Core Banking Project.

The EOI document is not a recommendation, offer or invitation to enter into a contract, agreement or other arrangement in respect of the services.

The EOI document contains statements derived from information that is believed to be reliable at the date obtained but does not purport to provide all of the information that may be necessary or desirable to enable an intending contracting party to determine whether or not to enter into a contract or arrangement with Bank in relation to the provision of services. Neither Bank nor any of its employees, agents, contractors, or advisers gives any representation or warranty, express or implied as to the accuracy or completeness of any information or statement given or made in this EOI document. Neither Bank nor any of its employees, agents, contractors, or advisers has carried out or will carry out an independent audit or verification or due diligence exercise in relation to the contents of any part of the EOI document.

2. Objective

1. Central Bank of India, established in 1911, was nationalized in the year 1969 and today is a leading public sector Bank , listed in BSE/NSE.

2. The organizational structure of the Bank consists of four tiers viz., Central Office (CO), Zonal Offices (ZO), Regional Offices (RO) and Branches consisting of various functional departments deals with mainly policy formulation, setting of targets and monitoring of performance. The Bank has set up 10 Zonal Offices to exercise immediate supervision and control over the 90 Regional Offices, which in turn supervise the branches under their jurisdiction. The Bank has a network of 4600 plus branches spread across the length and breadth of the country with presence in all the States and Union Territories. The Bank has also established its Wide Area Network at all locations all over India covering administrative and branch offices.

3. The Bank also has specialized branches catering to the specific needs of Retail customers, Industrial units, corporate clients, Forex dealers, Exporters and Importers, Small Scale Industries and Agricultural sector. Bank has implemented Core Banking Solution B@ncs-24, from Tata Consultancy Services Limited, in all branches.

4. Present CBS contract with System Integrator is valid up to 2022 and subsequently the same has to be renewed. Core Banking Project being a critical system involving various

interfaces and delivery channel components, and is well stabilized; the process of renewal of the contract involves many technical complexities. Crystallizing a suitable mechanism, review the supervisory processes and assessing the modalities for the renewal process would be of paramount importance for finalization of the task as it requires to be more robust and capable of addressing emerging challenges while removing inconsistencies. Further an appropriate 'infrastructural sizing' would be commercially beneficial to the Bank in optimizing the performance and cost.

5. Further, the strategies to be adopted for finalization of the various components be considered during renewal the existing Core Banking Solution (B@ncs24) and existing solution providers and also the proprietary products used.

6. It is, therefore, proposed to take the services of a technical consultant for assisting the Bank in Core Banking contract renewal process. Major scope of the work of the consultant would involve advising the Bank of suitable methodology to be adopted for the end-to-end contract renewal process, current state assessment, assist in preparations and finalization of RFPs, review and assessment of network, technical sizing and augmentation of related infrastructure, assist in vendor selection process, project management and benchmarking after renewal of contract.

As such, the purpose of this Expression of Interest ("EOI") document is solely to enable Central Bank of India ("Bank") to accomplish the above task well in time with the help of competent consultancy services.

3. For Respondent Only

This EOI document is intended solely for the information of the party to whom it is issued ("the Recipient" or "the Respondent") and no other person or organization.

4. Confidentiality

This EOI document is confidential and is not to be reproduced, transmitted, or made available by the Recipient to any other party. The EOI document is provided to the Recipient on the basis of the undertaking of confidentiality given by the Recipient to Bank. Bank may update or revise the EOI document or any part of it. The Recipient acknowledges that any such revised or amended document is received subject to the same terms and conditions as this original and subject to the same confidentiality undertaking.

The Recipient will not disclose or discuss the contents of the EOI document with any officer, employee, consultant, director, agent, or other person associated or affiliated in any way with Bank or any of its customers, suppliers, or agents without the prior written consent of Bank.

5. Disclaimer

Subject to any law to the contrary, and to the maximum extent permitted by law, Bank and its officers, employees, contractors, agents, and advisers disclaim all liability from any loss or damage (whether foreseeable or not) suffered by any person acting on or refraining from acting because of any information, including forecasts, statements, estimates, or projections contained in this EOI document or conduct ancillary to it whether or not the loss or damage arises in connection with any negligence, omission, default, lack of care or misrepresentation on the part of Bank or any of its officers, employees, contractors, agents,

or advisers. Central Bank Of India Tender Ref. No.CO:DIT:PUR:CBS:2021-22:342, EOI for Appointment of Consultant of core banking Project.

6. Costs Borne by Respondents

All costs and expenses incurred by Recipients / Respondents in any way associated with the development, preparation, and submission of responses, including but not limited to attendance at meetings, discussions, demonstrations, etc. and providing any additional information required by Bank, will be borne entirely and exclusively by the Recipient / Respondent.

7. No Legal Relationship

No binding legal relationship will exist between any of the Recipients / Respondents and Bank until execution of a contractual agreement.

8. Recipient Obligation to Inform Itself

The Recipient must conduct its own investigation and analysis regarding any information contained in the EOI document and the meaning and impact of that information.

9. Evaluation of Offers

The evaluation of the bidders should be based on the criteria set out in EOI document .

The EOI document will not be construed as any contract or arrangement which may result from the issue of this EOI document or any investigation or review carried out by a Recipient. The Recipient acknowledges by submitting its response to this EOI document that it has not relied on any information, representation, or warranty given in this EOI document.

10. Errors and Omissions

Each Recipient should notify Bank of any error, omission, or discrepancy found in this EOI document.

11. Acceptance of Terms

A Recipient will, by responding to Bank EOI, be deemed to have accepted the terms as stated in this EOI Document. .

12. Important Dates & Information Regarding Bid Collection and Submission

EOI Reference Number	CO:DIT:PUR:CBS:2021-22:342
Cost of Tender Document by way of DD/NEFT	Rs. 5000/- (Non-Refundable)
Date of Commencement	27/10/2021
Date to receive all the queries if any	08/11/2021
Date, Time and Venue of Pre-EOI meeting	09/11/2021 15:00 Hours Department of IT 1 st Floor Floor Central bank of India Plot No. 26, Sector-11

	CBD Belapur, Navi Mumbai – 400614 OR Depending upon the situation, meeting may held virtually through Video Conferencing
Last Date and Time for receipts of EOI	18/11/2021 latest by 15:00 Hours
Mode of bid submission & online portal's URL	Mode: Online URL: https://centralbank.abcpurchase.com/EPROC
Contact Telephone Numbers	022-67123610 022-67123608 022-67123669
Email for Communication	smitprchase@centralbank.co.in cmitd@centralbank.co.in smsunteam@centralbank.co.in
Website:	www.centralbankofindia.co.in

Tender document must be procured by paying Tender Document Cost on/before attending the Pre-EOI meeting. **Cost of Tender Document** may be paid through NEFT favouring CENTRAL BANK OF INDIA, BANK ACCOUNT NO. 3287810289 IFSC CODE - CBIN0283154 or by way of Bankers Cheque/Demand Draft/Pay Order favoring Central Bank of India, payable at Mumbai, which is non-refundable, must be submitted separately along with EOI response. The Bank may, at its discretion, reject any vendor where application money has not been furnished with EOI.

All pages of the EOI document should be signed by an authorized signatory with date and seal of the firm. If any information sought in this document is missing or vague or not clearly specified by the applicant, it will be assumed that the firm is not in a position to supply the information

In accordance with Government of India guidelines, Micro and Small Enterprises are eligible to get tender documents free of cost upon submission of valid MSME certificate copy

13. Task to be carried out

Bank envisages the need for consulting assistance for CBS Contract renewal, and project management for the broad Scope of Work (SOW) to be completed. The Consultant is supposed to build their understanding on the deliverables, Skill Identifications and people deployment keeping in mind both SOW and Tenure for the same,.

14. Schedule of completion

The overall activities of the project is expected to be completed in the time period of 24 months. Depending upon the requirement, it is required to depute the resources accordingly as per the requirements of the Bank for the various activities mentioned in Scope Of Work.

15. The support / inputs provided by the Bank

The Bank will provide basic inputs about current solution / Infrastructure implemented / deployed in the Bank, future requirements, expected data growth and all other information which may be required for planning and sizing.

16. The final outputs that will be required from the bidder/consultant

The bidder / Consultant is expected to provide on-site management assistance to the Bank for end-to-end contract renewal/refresh/upgrade of Core Banking infrastructure (Hardware/Software) with existing system Integrator, Current State Assessment , RFP Preparation , Vendor Evaluation & Selection and Project Management for the initiatives stated and those defined as part of Scope of Work . The bidder will be expected to provide senior experienced resource/s to manage the complete delivery, acceptance and implementation of the project till the migration is completed and provide signoff for every stage of project implementation. The Bank clearly expects that for all steering committee and management meetings the engagement partner / in-charge having professional experience of executing similar projects from the bidder should be made available to the Bank.

The consultancy services are to be provided physically at Bank's locations in Mumbai, Navi Mumbai and Hyderabad. Services through remote connection / video conference will not be allowed as part of the consultancy service. Bank will not provide any Project Management tool towards consultancy services and if required, to be arranged by successful bidder without any cost to the Bank.

17. Deliverables/ Reports required from consultants

The bidder/Consultant is expected to submit following deliverables/reports

- a. End to end CBS Contract renewal
- b. Current state assessment
- c. Defining procurement and implementation strategies and business cases for Core Banking.
- d. RFP formulation and vendor selection.
- e. Finalization of requirements and SOW.
- f. Installation and acceptance report of infrastructure and all associated applications/ components.
- g. Delivery/Installation/UAT/Sign-off for defined scope of work
- h. Any other report/document that may be necessary for the successful implementation of the Core Banking Project.

18. List of key professionals

The bidder/Consultant to inform the minimum qualification and experience of the key professionals who shall be deputed to complete the task as envisaged by the Bank

Bidder has to provide the following information regarding the resource who will be deployed for this project.

Name of Resource	Educational Qualification	Experience in IT Field	Experience In Consultancy	Located in

The resources should have minimum 2 years of experience of consultancy in relevant service.

19. Scope of Work

The Broader Scope of Work for the Consultants are as under-

1. Study the existing IT Environment / Infrastructure of the Bank.
2. Identify Immediate Refresh /Up gradations / Replacement components year wise.
3. Plan for the next five years in terms of Infrastructure / Up gradations / Licenses / Refresh / Augmentations and schedule of plan for next five years Align the IT Infrastructure with the Business Strategy / Growth and prepare Technology road map for next three to five years.
4. Formulating Hardware(s) Sizing, Bill Of Materials (BOM), Technical Specifications and complete RFP Document
5. Technical evaluations of RFPs and to assist the Bank during RFP process
6. Price Discovery for base price fixation, Negotiation, AMC Renewal, Facility Management (FMS) etc.
7. Drafting Purchase Order (PO) and Service Level Agreement (SLA)
8. Co-ordinating with Vendor for Execution of SLA and prepare Delivery and Implementation plan and Delivery / Implementation Sign-off plan.
9. Identifications of items / components to be continued with existing System Integrators like AMC / ATS / Facility Management Service (FMS) etc. / Discussions of Oracle EULA License
10. IT Resources manpower planning, Skill gap analysis and future requirements in next three years and plan for training etc.
11. Activities that can be taken over by Bank from existing CBS System Integrator in order to reduce dependency on existing CBS System Integrator may be looked into . Advice from the consultant may also be taken on this .

12. Study the existing IT Security Infrastructure , review the policies , guide suitable changes in implementation , Skill gap analysis etc and ultimately recommend / suggest Security architecture Road map for next 3 to 5 years.
13. Suggest Implementation Plan for Up gradations / Refresh / Replacement in a gradual manner with minimal disruptions of existing services.
14. Implementations support, Sign-off against each milestones like delivery, Installation, Migration, Go-live etc till entire implementation is completed

The broader list of activities to be covered is as below-

1. CBS Contract Renewal

The Bidder / Consultant is expected to provide on-site management assistance to the Bank for end-to-end contract renewal with the existing System Integrator . The overall activities of the project is expected to be completed in the time period of 24 months . Depending upon the requirement, they are required to depute the resources accordingly as per the requirements of the Bank for the various activities mentioned in Scope Of Work. The broad work expected to be performed by the Consultant is as follows-

1. Understanding the scope of Work and Contractual obligations between the Bank and the System Integrator
2. Define the strategy for contract renewal taking into consideration the Bank's requirements and Business Projections, CVC guidelines, various RBI guidelines / Government Guidelines, Cyber security requirements and other statutory and regulatory guidelines. The bidder should co-ordinate with different Bank Departments for finalizing the sizing.
3. Identify the components and draw up a comprehensive strategy / plan for next five years on how the components would be upgraded, replaced, enhanced at the data centre, disaster recovery site, near site and Branches.
4. Perform a detailed technical and commercial evaluation for the scope of work to be renewed with the existing system integrator.
5. Price Discovery , Participate in price negotiations and discussions with the vendors
6. Review existing Escrow mechanism and formulate new Escrow arrangement.
7. Review the facilities management deployment at the Bank across the Project Management Office (PMO) , Zonal offices, Regional offices, other locations etc. And suggest a suitable model taking into consideration the Banks future plans and ambitions and also the contract renewal with the system integrator
8. Perform a detailed technical and commercial evaluation of the bill of materials or tender documents for the items that need to be upgraded, replaced, enhanced at the data centre and disaster recovery site, Near site and Branches etc.
9. Define and prepare single / multiple RFP"s or scope documents (in case of direct orders with the SI"s) as per the defined and agreed strategy with the Bank.
10. Price Discovery for base price fixation, Negotiation, AMC Renewal, Facility Management (FMS) etc

11. Define and renew Service Levels and assist bank for Service Level Agreements for all projects under the scope of this RFP.
12. Define implementation plan, project monitoring and assist bank in implementation and sign-off.

2. Data Centre and Disaster Recovery Centre Expansion and Other Infrastructure Related requirements

1. To assess the requirements for Expansion of Centre and Disaster Recovery Site in the identified area and define modalities thereof for expansion and assist the Bank in expansion process.
2. Assess Other Infrastructure requirements including Electrical Infrastructure which is part of Data Centre Infrastructure .
3. Assessment Report and Price discovery of various components
4. Preparation of implementation plan, monitoring of implementation and signoff.

3. Current State Assessment:

As part of this phase the bidder is expected to undertake a detailed assessment of the IT Setup of the bank / CBS which would include but not limited to:

1. Review of existing IT Setup / CBS Architecture of the Bank and formulate the plan for revamping of IT Infrastructure in alignment with Banking Industry / Peer banks to bring competitive advantage
2. Review of Cyber Security Framework in terms of Policy framework / RBI Guidelines / Government guidelines
3. Activities that can be taken over by Bank from existing CBS System Integrator in order to reduce dependency on existing CBS System Integrator may be looked into . Advice from the consultant may also be taken on this .
4. Bank's IT Manpower Resource Planning and plan for Knowledge Transfer and Training etc

4. RFP Preparation, Vendor Evaluation, Selection and Price Discovery

The bidder is expected to assist the Bank in the end-to-end vendor evaluation process and conduct as detailed technical and functional evaluation of the eligible bidders. To assist the Bank in RFP Formulation, Vendor Evaluation & Selection for the following Projects- This need to be carried out in line with CVC Guidelines, Government guidelines and Bank's procurement policy.

Bidder is expected to assist Bank in vendor evaluation, Price Discovery, Contract and SLA finalization, implementation and sign-off.

Infrastructure: Tentative New Initiatives and Upgrade

1. Storage refresh/ upgrade for Production and non-core systems
2. Expansion of Data Centre and DRC including electrical infrastructure
3. Procurement / Augmentation of Hardware(s) Servers(s)
4. Procurement / Augmentation of Software(s)
5. IBM ESB Middleware Hardware Refresh / Procurement
6. Procurement and Implementation of SD WAN solution
7. Refresh of old Oracle/RISC Servers
8. DNS hosting at Bank along with DNS Security
9. Single Sign On Solution
10. Approach Document / Plan including Infrastructure requirement and Modalities for implementing Work from home / Work from anywhere in the Bank
11. Exploring replacement of EMS and Antivirus Solution due to support issues from OEM
12. Network Procurement, Refresh and augmentation at DC, DR, Near Site and Branches (Switches, Routers, Security devices)
13. Assessment of Near site Requirements which includes Renewal of Near Site Contract / Near Site infrastructure requirements , Near Site Link Assessment and Sizing, procurement of Near Site Hardware (s)
14. Batch Automation (EOD, Configuration Management, and other DC processes)
15. Process and infrastructure automation
16. Enterprise Asset Management Solution

5. Implementation Support

The consultant is expected to provide expert project management resources to hand hold the Bank throughout the entire project management life cycle for technology and business projects like setting up Project Management Office , regular updates / presentations to Senior Management , IT Strategy committee , Board etc as per the requirements of the Bank. The bidder will also assist the bank in preparation of response, reply, explanation etc for any complaints received during various procurements / refresh / Upgrades related to CVC guidelines / Govt Guidelines etc. The broader scope is to provide assistance to the Bank throughout the entire life cycle of the project implementation by managing and reviewing the following phases of the projects:

- Current State assessment
- Business parameterization
- Gap analysis and Customization
- Acceptance testing limited to IT infrastructure components at DC, DR and near site including applications
- User Acceptance testing / System Integration Testing
- Benchmarking of IT Solutions
- Data migration
- Pilot Rollout

- Sign-off
- Go-Live

6. Formulate Broad Strategy / Approach Plan / Concept Paper for New Initiatives & Upgrades -

For the following applications, bidder is expected to formulate broad scoping document and approach plan / Strategy Document / Approach Plan / Concept Paper

1. Alignment of IT Infrastructure with Business Growth / Strategy
2. API Banking
3. Revamping Delivery channels of the Bank like Internet Banking, Mobile Banking, UPI etc
4. Super App with Omni channel and market place
5. Digital on boarding / process automation for account opening
6. Digital on boarding / process automation for retail loans like Housing Loan / Vehicle Loan / Education Loan / Personal Loan etc.
7. Government Business Requirements and PFMS Automation

20. Eligibility Criteria

S.No	Eligibility Criteria	Supporting Document
1.	The Bidder should be a reputed PSU/ PSE / partnership firm / LLP/ Private Limited/ Limited Company having its registered office in India	Valid Certification of Incorporation/ Partnership Deed as on date of bid submission.
2.	The Bidder should be in existence for a minimum period of 5 years.	Valid Certification of Incorporation/ Partnership Deed as on date of bid submission.
3.	The Bidder should have a minimum annual turnover of INR 50 cr in each of the last three financial years, viz., 2018-19, 2019-20 and 2020-21	Audited Financial Statements for the financial years 2018-19, 2019-20 and 2020-21 And CA certificate
4.	The Bidder should have a positive net-worth in each of the last three financial years, viz., 2018-19, 2019-20 and 2020-21	Audited Financial Statements for the financial years 2018-19, 2019-20 and 2020-21 And CA certificate
5.	The Bidder should have operating profit in at least 2 of the last three financial years, viz., 2018-19, 2019-20 and 2020-21	Audited Financial Statements for the financial years 2018-19, 2019-20 and 2020-21 And

S.No	Eligibility Criteria	Supporting Document
		CA certificate
6.	Bidder should not have been blacklisted by the IBA/ RBI/Govt./Public Sector undertakings or any other financial institution/s during the last three financial years and the said disability is in force	Self-declaration signed by authorized signatory
7.	If the bidder is from a country which shares a land border with India, the bidder should be registered with the Competent Authority as per Govt. Of India Guidelines	Certified copy of the registration certificate
8.	Bidder should not have filed for bankruptcy in any country including India	Self-declaration signed by authorized signatory
9.	Bidder should not have - NPA with any bank in India/financial institutions. - Any case pending or otherwise, with any organization across the globe which affects the credibility of the Bidder to service needs of the Bank	Self-declaration signed by authorized signatory
10.	The Bidder must have prior experience of providing IT Consultancy Services like Vendor Selection / RFP Preparation / Data Warehouse / CBS Contract Renewal / IT Project management for a Scheduled Commercial Bank / Public Sector Bank / Private Sector Banks / Financial Institutions / Government / PSUs In India during any of the last five years.	Relevant Credential letter and Purchase Order/ Contract copy

Note:

- In-case of corporate restructuring the earlier entity's incorporation certificate, financial statements, Credentials, etc. may be considered.
 - In case of business transfer where bidder has acquired a Business from an entity ("Seller"), work experience credentials of the Seller in relation to the acquired Business may be considered.
- Bidders need to ensure compliance to all the eligibility criteria points

21. Expression of Interest

Bank invites reputed bidders to submit their "Expression of Interest" for the scope of work as indicated. The scope mentioned above covers only the general requirements. The requirements in detail will be provided to the short-listed bidders through a final RFP.

The submission of the EOI shall include all such documents that are specified herein to prove the authenticity of their submission and any claim made therein. The responsibility of proving such claims shall lie with the bidder.

All costs & expenses associated with submission of EOI shall be borne by the bidder while submitting the EOI and Bank shall have no liability in any manner in this regard or if it decides to terminate the process of short listing of bidders for any reason whatsoever.

Please Note: This is not a Request for Proposal (RFP) and commercials are not required to be submitted with “Expression of Interest”.

22. Selection Process

The EOIs received shall be evaluated on criteria based on general and specific experience of the bidder, experience, expertise and qualification of key staff, organizational infrastructure, financial standing, or such other criteria as appropriate. Only short-listed firms/bidder shall be issued the RFP and only they shall be allowed to participate in the RFP process.

However, Bank reserves the right to float a fresh /open RFP for selection of bidders, not restricted to the entities shortlisted through the EOI process. Bank will have an absolute right to short-list the respondents who have participated in the EOI.

Short-listed bidders may be invited for their presentations/discussions on a suitable date where they can inform about their company, operations and approach. In due course, a final RFP will be prepared by bank and issued to the short listed bidders.

The bidder shall bear all costs associated with submission of EOI, presentation desired by the Bank. Bank will not be responsible or liable for any cost thereof, regardless of the conduct or outcome of the process.

Bank reserves the right to short list bidders based on the requirement of the Bank and consider them for the next stage of evaluation. The decision of the Bank in this regard shall be final.

Bank further reserves the right to issue Request for Proposal (RFP) to bidders it deems eligible and qualified based on the responses received and the requirements of the Bank.

The right to suspend the short-listing process or part of the process, to accept or reject any or all EOIs at any stage of the process and/or to modify the process or any part thereof at any time without assigning any reason therefore is reserved by Bank without any obligation or liability whatsoever.

Bank reserves the right to qualify or disqualify any or all EOI responses without assigning any reasons whatsoever.

23. Submission of EOI

Interested Bidders may submit their EOI which should contain information and documents as defined in Section -20 Eligibility Criteria. Bidders to note that all pages of the EOI shall be signed by authorized person.

**Interested parties should submit the EOIs online at --
<https://centralbank.abcpurchase.com/EPROC/>**

Please Note: This is not a Request for Proposal (RFP) and commercials are not required to be submitted with "Expression of Interest".

24. Other Terms and Conditions

1. Before the date of submission of document of EOI, Bank may modify any part of this document. Such changes if any may be in the form of an addendum/corrigendum and will be uploaded in the Banks website www.centralbankofindia.co.in. All such changes will automatically become part of this Request for EOI and binding on all applicants.
2. Request for extension of date for submission of EOI shall not be entertained. However Bank at its discretion may extend the deadline in order to allow prospective applicants a reasonable time to take the amendment/changes.
3. Queries (if any) shall be e-mailed in prescribed format (as per Annexure-2) as per Important Dates & Information mentioned in this document.

25 . Integrity Pact & Independent External Monitor (IEM)

Integrity pact should be submitted by all participating bidders at the time of submission of RFP Documents . Bank has appointed an Independent External Monitors (hereinafter referred to as IEM) , whose name(s) and e-mail IDs are as follows:

Sri Trivikram Nath Tiwari [mail: trivikramnt@yahoo.co.in]

Shri Jagdip Narayan Singh [mail: jagadipsingh@yahoo.com]

- IEM"s task shall be to review – independently and objectively, whether and to what extent the parties comply with the obligations under the pact
- IEM shall not be subjected to instructions by the representatives of the parties and perform his functions neutrally and independently

Both the parties accept that the IEM has the right to access all the documents relating to the project/procurement, including minutes of meetings

26. Annexure I: Company Profile

S.No.	Particulars	Details
1.	Company Name	
2.	Date of Incorporation	

S.No.	Particulars	Details
3.	Constitution of the Company (PSU/ PSE/ Pvt/Limited Company etc.)	
4.	Corporate Office Address and Contact Number	
5.	Turnover for last 3 years (2018-19, 2019-20 and 2020-21)	
6.	Operating Profit for last 3 years (2018-19, 2019-20 and 2020-21)	
7.	Net Worth for last 3 years (2018-19, 2019-20 and 2020-21)	
8.	Number and Details of end to end CBS Contract Renewal / IT Consultancy projects executed in India during any of the last five years.	
9.	Details of Certifications held by Company (ISO 27001 etc.)	
10.	Whether the company or and its group (firm / company) is black-listed by any public sector bank, RBI, IBA, or any other regulatory authority at the time of submission of EOI. If yes since when	
11.	Self-Declaration of not having NPA with any Banks / Financial Institutions in India	
12.	Self-Undertaking of having not filed for Bankruptcy	
13.	Details of Resources like Qualification, Experience in IT and CBS Consultancy,. CBS Renewal etc.	
14.	In case of bidder is from country sharing Land border with India, the bidder should be registered with the Competent Authority as per Govt. Of India Guidelines. Please submit valid Registration certificate	

Name & Signature of Authorized Signatory

27. Annexure- II- Pre Bid Queries

Query format for Pre-EOI meeting: Specific Queries Related to EOI Document

EOI Ref. No. CO:DIT:PUR:CBS: 2021-22:342	Bidder's Name:				
S.no	Page #	Section #	Main Section Name	Clarification Point as stated in the EOI document	Comment/Suggestion/Deviation

Note:

- a). All selected bidders participating in the final RFP process, shall have to comply all legal terms and conditions as mentioned in the final RFP.
- b). In case any selected bidder after EOI process raise any dispute or objection regarding any issues that may be relevant ground to disqualify the bidder in the tendering process. In this connection bank's decision shall be final and binding on the selected bidder.

28. Annexure-III Procedure for On-Line submission

The Bidders participating through e-Tendering for the first time, for Central Bank of India will have to complete the Online Registration Process on the portal. All the bidders interested in participating in the online e-Tendering process are required to procure Class II or Class III Digital e-Token having -2- certificates inside it, one for Signing/Verification purpose and another for Encryption/Decryption purpose. The tender should be prepared & submitted online using the bidder's authorized individual's (Individual certificate is allowed for proprietorship firms) Digital e- Token. If any assistance is required regarding e-Tendering (registration / upload / download/ Bid Preparation / Bid Submission), please contact on the support numbers given in the support details below.

Registration Process for Bidders

- a) Open the URL: <https://centralbank.abcpurchase.com/EPROC/>
- b) On Right hand side, Click and save the Manual "**Bidder Manual for Bidders to participate on e-tender**"
- c) Register yourself with all the required details properly.
- d) TRAINING: Agency appointed by the Bank will provide user manual and demo / training for the prospective bidders
- e) LOG IN NAME & PASSWORD: Each Vendor / Bidder will be assigned a Unique User Name & Password by the agency appointed by the Bank. The Bidders are requested to change the Password and edit the information in the Registration Page after the receipt of initial Password from the agency appointed by the Bank.

GENERAL TERMS & CONDITIONS: Bidders are required to read the "Terms and Conditions" section of the portal (of the agency concerned, using the Login IDs and passwords given to them).

Bid Submission Mode.	https://centralbank.abcpocure.com/EPROC Through e-tendering portal (Class II or Class III Digital Certificate with both Signing & Encryption is required for tender participation)		
Support person and phone number for e-tender service provider for any help in accessing the website and uploading the tender documents or any other related queries.	e-Procurement Technologies Limited	Technical Support Team Mr. Sujith Nair: 079 68136857 sujith@eptl.in Mr. Imtiyaz : 079 68136857 imtiyaz@eptl.in Ms. Salina: 079 6813 6843 salina.motani@eptl.in Mr. Jainam: 079 68136852 jainam@eptl.in Ms. Ekta: 079 6813 6853 ekta.m@eptl.in Mr. Devang : 079681368 devang@eptl.in Mobile Numbers: +91-9904407997 9081000427 Alternative contact: Name: Mr. Nisarg Thakkar Email: nisarg.thakkar@auctiontiger.net Phone: 079 6813 6822 Cell: +91 6354919566	

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