



**INFORMATION TECHNOLOGY DEPARTMENT
CORPORATE OFFICE,
DHANLAXMI BANK LIMITED,
PUNKUNNAM, THRISSUR, KERALA - 680002**

Request for Proposal

FOR

Loan Management (Origination, Monitoring and Collection) System

[Supply, Customization, Deployment, Integration, Maintenance and Support]

RFP for Loan Origination System (LOS) /Loan Management System (LMS)

RFP Details in Brief

RFP No.	RFP No: DLB_IT/ RFP/ 2024-25/001	
Date of Issue	25 Apr 2024	
Last date of submission of any queries, clarifications etc.	02 May 2024	
Last Date of submission of RFP response as soft copy	10 May 2024	
Brief Description of the RFP	Loan Management System (Origination, Monitoring and Collection)	
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Bid Validity	90 Days	
Document Class	Public	

Notice &Disclaimer

The information contained in this Request for Proposal ("RFP Document") or information provided subsequently to bidder(s) or applicants whether verbally or in documentary form by or on behalf of Dhanlaxmi Bank Limited (Bank), is provided to the bidder(s) on the terms and conditions set out in this RFP document and all other terms and conditions subject to which such information is provided.

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This RFP document is not an agreement and is neither an offer from Dhanlaxmi Bank nor its affiliates. The purpose of this RFP is to provide applicants who are qualified to submit the bids (“Bidders”) with information to assist them in formulation of their proposals (“Bids”). This RFP does not claim to contain all the information each Bidder may require. Each Bidder may conduct its own independent investigations and analysis and is free to check the accuracy, reliability and completeness of the information in this RFP. The bidder shall obtain independent advice or verify with Bank wherever necessary. Bank makes no representation or warranty, express or implied, and shall incur no liability whatsoever under any law, statute, rules or regulations as to the accuracy, reliability or completeness of this RFP. Bank may in its absolute discretion, but without being under any obligation to do so, update, amend or supplement the information in this RFP.

The information contained in the RFP document is selective and is subject to update, expansion, revision and amendment. Bank does not undertake to provide any Bidder with access to any additional information or to update the information in this RFP or to correct any inaccuracies therein, which may become apparent. Bank reserves the right of discretion to change, modify, add, cancel or alters any or all of the provisions of this RFP and/or the bidding process, without assigning any reasons whatsoever. Such change will be intimated or made accessible to all Bidders. Any information contained in this document will be superseded by any later written information on the same subject made available/accessible to all recipients by Bank.

Information provided in this RFP is on a wide range of matters, some of which may depend upon interpretation of law. The information given is not intended to be an exhaustive account of statutory requirements and should not be regarded as a complete or authoritative statement of law. Bank does not own any responsibility for the accuracy or otherwise for any interpretation or opinion on law expressed herein. Further, Dhanlaxmi Bank also does not accept liability of any nature whether resulting from negligence or otherwise howsoever caused arising from reliance of any Bidder upon the statements contained in this RFP.

Bank reserves the right to reject any or all the responses to RFPs / Bids received in response to this RFP at any stage without assigning any reason whatsoever and also to cancel this RFP without being liable for any loss/injury that Bidder might suffer due to such reason. The decision of Dhanlaxmi Bank shall be final, conclusive and binding on all the parties directly or indirectly throughout the process of this RFP.

It may be noted that notice regarding corrigenda, addendums, amendments, time-extensions, clarifications, response to bidders’ queries etc., if any to RFP, will not be published through any advertisement in newspapers or any other media. Prospective bidders shall regularly visit Bank’s website for any changes / development in relation to this RFP.

Any expenses incurred by the bidders in responding to this RFP will need to be borne by them; Bank will not compensate/reimburse any such costs.

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1. INTRODUCTION

[Dhanlaxmi Bank](#) is a leading Private sector Bank in India having its presence in major states. Incorporated in November 1927, Dhanlaxmi Bank (here in after known as “DLB”) headquartered at Thrissur in Kerala has presently 261 branches spread across India.

As part of technology transformation, Bank intends to evaluate a new comprehensive Loan Origination / Management Solution (LOS / LMS) for the management of the loans and advances portfolio encompassing all the related functionalities in the life cycle of loan / advance relationships.

2. OBJECTIVE

The purpose of this RFP is to invite bids from vendors offering comprehensive LOS/LMS software that will support the Bank in its systemized approach to loan origination /management. The system shall conform to an easy-to-use interface, enable end to end activities related to loans and advances, to be performed in a time-effort-money saving manner.

2. GLOSSARY

Abbreviation	Expansion/Meaning	Remarks
AMC	Annual Maintenance Contract	
CBS	Core Banking System	
CRM	Customer Relationship Management	
DLB	Dhanlaxmi Bank Ltd	
DMS	Document Management System	
DR	Disaster Recovery	
HRMS	Human Resources Management System	
ILS	Issue Log Sheet	
ISG	IT Security Group	
KYC	Know Your Customer	
LMS	Loan Management System	
MDM	Master Data Management	
MIS	Management Information System	
MTTR	Mean Time to Restore	
OSS	Open-Source Software	
PO	Purchase Order	
RFP	Request For Proposal	
SIT	System Integration Testing	
SLA	Service Level Agreement	
SMA	Special Mention Account	
SOP	Statement of Purpose	
SPOC	Single Point of Contact	

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Abbreviation	Expansion/Meaning	Remarks
TAT	Turn Around Time	
UAT	User Acceptance Testing	
PMO	Project Management Office	

3.SCOPE OF WORK

The bidder has to undertake the following activities towards the implementation of LMS application.

1	Delivery, Installation, Configuration of LOS/LMS application in Bank's Data Center /DR/Near DR/UAT/SIT sites in on premise model. The application server operating system can be Microsoft Windows Server (preferable) / Linux. The database can be on Oracle (preferable) / MS SQL Server /other stable supported databases.
2	Implement the LMS by undertaking the relevant activities of gap study, requirement documentation, customization, parameterization, data migration, development of interfaces with other relevant applications, SIT, UAT, user training and Go-live. The implementation shall be on site, with the project resources of the vendor working from the Bank's office.
3	On-site comprehensive warranty - The Bidder should maintain the system during support period, onsite / offsite support to fix bugs (including Custom modules). During this period, the Bidder is bound to do all software up-gradation, bug fixing, and environment compatibility activity without extra cost. During this period, the application shall be fully operational. It is the policy of the Bank to maintain the system components like Operating Systems, Databases, Middleware, etc., in the N-1 patch level. The vendor shall appropriately bench mark the application for such periodic patch deployments.
4	In case onsite support is required, Bank will decide whether it is essential and act accordingly. SLA has to be signed for the uptime commitment with respect to the bug fixing, response time within define time frame, as mentioned in this RFP and also as agreed upon with the Bank during/after implementation.
5	In case if new product version is released/regulatory changes, the same shall be provided to the Bank with all retrofits without additional charges and enable the Bank to release the changes within the regulatory timelines
6	The successful bidder needs to coordinate with the respective IT officer who will be the SPOC assigned by the bank in respect of installation/configuration.
7	The Bidder shall appoint a representative who will be single point of contact to the DLB as mentioned in the section 3.1.
8	The Bidder's scope of work as per the conditions of RFP and technical specifications shall be to supply, installation & configuration of software up to acceptance by the DLB and also includes product documentation, license certificate, product training, data migration, interfaces with other relevant systems, support for SIT, UAT, Go Live, warranty, annual maintenance (if contracted). The deliverables shall <i>inter alia</i> include

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	architecture diagram, data dictionary, data flow diagram, source code review bug free certificate, escrow arrangement for the source code, etc.
9	The Bidder shall be fully responsible for Delivery, Installation and Maintenance of the LOS/LMS.
10	The Bidder shall provide all other required Software/patches and services (if any), whether or not explicitly mentioned in this RFP, to ensure the successful installation and operation of the LOS/LMS application.
11	The selected bidder shall provide service/support on all working days except bank holidays (9.00 AM to 7.00 PM). However, during critical issues that requires immediate resolution, bidders have to extend remote/ onsite support as the case may be at no additional cost. The SLAs, as agreed upon with DLB, have to be met during the holidays also.
12	The Successful bidder should ensure to resolve the problem as per the resolution/response time mentioned in the RFP.
13	The Bidder shall maintain a help desk/portal to log the call through telephone/24x7 support.
14	All the items would be covered under comprehensive warranty/AMC. If there is any gap between DLB's requirement and warranty/AMC, then it will be the responsibility of bidder to fill up the gap.

The bidder(s) has to submit an acceptance/undertaking along with the delivered items, signed by the authorized person, certifying that all the components/software used in the proposal are required for the functioning of the system. If any open-source software (OSS) is proposed by the bidder as part of the solution, the bidder should provide the details of such software and also undertake to indemnify the Bank for any damages/cost incurred by the Bank by virtue of using such software. The bidder shall provide the security patches / vulnerability fixes, if any, in such open-source components.

3.1 Project Completion and Management

For smooth completion of project, the Bidder shall set up a PMO and identify one person as its representatives and as a single point of contact for the DLB. The bidder shall also publish an escalation matrix within the bidder's organization, reaching up to the top management to address any issues that cannot be resolved by its identified project representatives. Project implementation team should be conversant with DLB rules and conditions to resolve the issues, if any. Selected Bidder has to ensure that their activities/deliverables are completed on or before the timelines indicated in the project plan that will be agreed upon. Bidder have to share road map along with time line of all stages involved in project with DLB and make sure that their team follow it strictly. In case of any deviation from defined stage/time frame, bidder shall overcome the same by involving extra resource to meet deadline.

The bidder shall ensure migration of relevant data without any data loss (including historical data) from the existing application / CBS / other related offline information to the proposed

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application. Also, bidder should be able to accommodate custom reports based on Banks requirement on these migrated data.

Bidder has to create a separate test environment (UAT) for the use of the DLB's Testing Team and Bidder has to enable/support the following activities as part of overall project implementation

- Unit Testing
- Functional Testing
- System Integration Testing
- User Acceptance Testing
- Load Test / Performance Testing
- Security Testing

Getting approval from IT, Information Security Group, IS Audit team and Business teams are a prerequisite to proceed with production. Maintaining Issue Log Sheet (ILS), Deployment Log, Patch Release Log and other activity log files are mandatory and have to be shared on regular basis with DLB for smooth completion and functioning of LMS application.

3.2 Project Planning, Monitoring and Control

- The Bidder shall develop a Project Management Plan. The plan shall also detail all milestones and indicate when the required deliverable will be available to DLB.
- The progress of the implementation shall be monitored on regular basis and the deviations, exceptions shall be analysed and corrective actions to be recommended / suggested.

3.3 The Deliverables for Project Management

- Project Management Plan
- Daily Status Dash Boards
- Periodic progress reports with Risks/ Challenges and overall status.

3.4 Project Reporting

- The first progress report would be submitted for the first milestone which would be the date of delivery. A weekly progress report shall be submitted thereafter. Also, the Bidder shall report on items by exception or that require urgent action.
- Monthly Project Execution Committee meetings will be held at DLB premises in Thrissur or Bengaluru or as decided by the Bank. The Bidder is required to provide a report on the following:
 - Progress against the Project Management Plan
 - Status of all open issues and risks

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3.5 Support –Terms and Conditions

The selected bidders shall provide service/support on all working days except bank holidays (9.00 AM to 7.00 PM). However, during critical issues that requires immediate resolution, bidders have to extend remote/ onsite support as the case may be at no additional cost.

The Bidders shall submit a list of support centre addresses, contact person & the resolution/response matrix.

3.6 Response Time and Meantime to Restore (MTTR)

The bidder has to periodically share with DLB, the data relating to Issue response time and rectification/resolution time . The bidder has to provide necessary tool to raise issues with their support team and facilities to track the same.

The resolution time for issues is given below:

Issue Type	Resolution Time to resolve the issue
Critical	4 hrs.
Major	24 hrs.
Minor	3 working days

Note: For all critical and major issues, temporary solution shall be provided within 1 hour for business continuity, till permanent resolution of the issue based on Issue Type

The issue type (Critical or Major or Minor) will be decided by the Bank’s team. An “Issue” will be considered as “Closed” only by the Bank’s IT team and Bank’s decision on the categorization / status of the issue is final.

4. LOS/LMS REQUIREMENT

Bidder should propose only web-based solution that support latest versions of standard browser such as (but not limited to) Google Chrome, Mozilla, Microsoft Edge etc. Further, the bidder shall clearly mention browsers and versions that are not supported by the solution.

The solution must support smart mobile phones, tablets with different operating systems including Android and iOS through downloadable apps and the mobile app shall be closely integrated with the core product with required authentication. Application has to be supported by Banks MDM.

The list of features / functionalities expected in the system is detailed below. The Bidder has to propose their solution if the features matches with the below list.

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Sl. No	Modules	Brief Functionalities expected
1	General (for all modules)	<ul style="list-style-type: none"> • Integration with Single Sign On system or LDAP/AD of the Bank • Audit trails to be available for every activity including login, inquiries and all changes, with proper version controls • All information system security prescriptions to be complied with as per the Bank's Information System Security Policies and RBI guidelines on cyber security. <hr/> <ul style="list-style-type: none"> • Safeguard sensitive customer/other information • Granular reporting structure and dashboard capabilities. System shall support generation of standard MIS reports and the custom reports as per requirement of the Bank. • Support for all regulatory reports and other uploads like subsidy claim CGTMSE etc. in prescribed format. • Device agnostic digital channels and enhanced mobility for field officials/borrowers/users/management. • Support for all out sourcing/agency activities in all modules. • Flexible parameterisation enabling the Bank to align to the changes in regulatory / policy prescriptions and business model changes seamlessly. • Operational efficiency with respect to bulk processing capability as well as ease of use for the end users. • Seamless two way, online-batch integration with Banks Core Banking System (CBS), CRM, HRMS, DMS, EWS, Data warehouse and other significant applications and external live bureaus to retrieve compare and validate data. • Upload/retrieval of documents / images either within the system or integrating with the DMS server • Option for quick simulation (what-if scenarios) for loan eligibility, settlements etc. • Support for deviation/Exception management with appropriate work flow • Integration capabilities with REST and XML APIs, web services and other standard straight through integration methods through the API management layer • Provision for adding new forms, fields, validations and generation of Regulatory and Internal MIS • Allocation / re-allocation of cases to officials and TAT monitoring and automated escalations. • Dual control (Maker & Checker) for all activities and centralised authorization • Notification and alert framework via pop ups, email or SMS (For specific events, to specific set of users based on role or Geography, Region etc.) • Facility for broadcasts of messages to the users globally and selective users, configuration for publishing documents for download by the users and in-built help menu

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Sl. No	Modules	Brief Functionalities expected
		<ul style="list-style-type: none"> • Admin Modules for User management, Security Management Setup with maker checker concept, Security Reports, Reports etc. • Information/transactions should be consistent across channels (branch workstations, internet, mobile, ATM etc.) • Support for output format to be generated in MS Word, MS Excel, Adobe acrobat PDF, HTML, XML etc. and any format needed in future. Output has to be a printable format with full alignment of text, images & tables in different paper sizes like A4, A3, legal, letter etc. • Support for Multilingual (English & regional Languages) output templates and feasibility to include the major regional/scheduled language at a later date. • Ability to define various masters e.g. Calendar Master, Business Partners, Deviation reason master, Delegation level master (Value), Product master (including pricing etc.), Customer master (With ID details etc.), Policy criteria master, Profession master, Company master, Customer service master, Collateral detail master, Interest Rate Master, Other Masters as relevant for the software/as required by the bank, • Facility to list of all the guarantee cover (CGFMU for Mudra loan, CGTMSE for all types of MSME loans, Credit Guarantee for Stand-up India Loan, CEGFSE meant for loans extended to Scheduled Castes, etc.), provided to secure the loan. • Subsidy page to allow to manage various financial grants by the government or public bodies like CLCSS (Credit Linked Capital Subsidy Scheme), NABARD, NHB (National Horticultural Board) and TUFS (Technology Up gradation Fund Scheme, PMEGP etc., • Support for Consortium/Multiple Banking in all capacities. • Support for Optical Character Recognition (OCR)/Quick Response Code (QR Codes) in the documents and auto-fill the relevant fields in the system (e.g. Aadhaar, land Records etc.) • Capability to allocate relevant cases to these external agencies and give controlled access to work or give them facility to upload their reports • Support for receiving various reports in predefined form from authorized vendors through internet, email, and other electronic media in a secured manner. • Support tracking of all pre and post sanction conditions • The system controls required to meet the business process objectives as per the policies and guidelines from time to time to be supported.
2	Loan Origination / Decision	<ul style="list-style-type: none"> • KYC authentication for prospective customers with support to C-KYC

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Sl. No	Modules	Brief Functionalities expected
		<ul style="list-style-type: none"> • Automated process from lead management to loan disbursement with full appraisal / assessment capabilities including real time decision supported by business rule engine. This shall include subsequent sanctions like review, enhancement, reduction, rate change etc. • Flexible, configurable workflows, which can cater to different origination / approval / recording matrices with sequential and parallel routing. • Digital channels for loan application and processing/approvals under digital signature in paperless mode and otherwise. • Integration with portals like CIBIL, UIDAI, IT Website, MCA website/data, EC, CRILC, Market Reports, CERSAI, ECGC, Defaulter list, DGFT, Sub registrar office websites (to verify land documents) wherever possible, to improve the turnaround time for processing etc., wherever possible, to improve the turnaround time for processing. • Integration to the internal and external repositories like RBI Fraud repository, negative lists etc. Facility to maintain watch/negative list. • Integration with the data aggregators/ repositories of various Courts of Law to capture the information on the litigations while using LOS (at the time of processing a loan). • Integration to various agencies / account aggregators / other entities required for various stages in loan origination processes. • Ability to generate different reports, MIS, charts, comparisons in different formats for better analysis and understanding of data. • Solution for improving Data quality through automated processing & reduced manual interventions. • Enhance customer experience by streamlined operations that will enable faster responses to customer queries and requests. • Access of the system to multiple departments as per Banks requirement (e.g. Credit Department, Risk Management Department, Recovery department etc.) • Document management system for storage / retrieval of digital/ digitised documents/Images. • Configurable framework to generate letters, sanction letters, sanction communication, other forms, loan legal documentation & all desired template • Add-ons like Analytics, third party users/ auditors/ valuers / advocates/ stock auditors/ due diligence agencies for mutually sharing relevant data with proper access control. • Integration of the Policy prescriptions on exposure norms, rating standards etc. with facility to maintenance of norms master information etc. • Risk rating functionalities as per the prescribed norms.

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Sl. No	Modules	Brief Functionalities expected
		<ul style="list-style-type: none"> • Support for all types of advances like Corporate, Retail, MSME, Agricultural, SHG, JLG, Trade, Forex, Group Loans, Portfolio lending (Buyout), Pre approved loans, Credit Cards etc and support different loan products/processes. • Intuitive alerts/information based on the historical data on delinquency, conduct of account, other relationships etc. • Support different interest rates/ fee/charges/commission structures. • Support credit evaluation, rating, financial analysis and project appraisal under different models. • Covenant management system. • Support capability for subsidy /Margin /subvention/ restructure and other modifications. • All charges applicable as per the schedule of charges • Chat bots for conversational interface, and also able to fetch the relevant information from Circulars, Previous Issue Resolutions • Facility for all the stakeholders (DLB, Agents, Applicants) to track the status of the application
3	Credit Monitoring module	<ul style="list-style-type: none"> • Delinquency monitoring with respect to all financial and nonfinancial parameters • Integration to Early warning signals and Red Flag Indicators • SMA identification, monitoring and initiation of corrective actions. • Periodic Updation of information like Insurance, Security value, other financial statements and tracking of the same. • Intuitive alerts based on historical data, customer relationships, external data like market information etc. • Fraud risk management capability • Monitoring of pre/ post sanction terms and conditions. • Registration of charges with ROC, CERSAI, Vahan etc. • Monitoring of Term Loans/ project loans like achievement, deviations in projections / commitments and other monitoring parameters. • Online submission and storing of documents and derive information such as Drawing Power, Achievement vs Projection of sales and other financial parameters. • Monitoring of release of charge and property documents on closure of facilities. • Intimation of due date of AOL/ Documents/ Insurance/ Renewal etc. • Maintaining/generating the data of restructured advances • Automated Provisioning for standard restructured advances for different schemes and reversal of provisions as per norms for all types of loan/OD/CC products.

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Sl. No	Modules	Brief Functionalities expected
4	Collateral module	<ul style="list-style-type: none"> • Auto upgradation of standard restructured advances to normal advances upon compliance with the scheme guidelines. • Provision to create all types of securities with unique identifiers, periodic update, deletion etc. with mapping to CBS security codes • End to end features for valuation of securities like external and internal valuation, revaluation, second valuation and related controls as per the policy • One to one, one many, many to many, many to one linkage between facilities / limits and securities and apportionment with respect to value and percentage • De duplication of securities based on selected fields • Work flow for on addition/ release / modification of securities and dynamic percolation of value of security to facilities • Alerts for collateral value erosion based on configurable parameters • The one-of-a-kind database will be utilised to check if the asset being mortgaged/secured is already under default and any action has been initiated on it by another lender
5	Collection and Litigation module	<ul style="list-style-type: none"> • End to end asset status tracking including Loss, write off and charge off. • Approval workflows for all collection related activities like One Time Settlement, Write off etc. Single platform for auction details of securities as well as OTS offer and recoveries effected • System shall update the multiple addresses provided by credit bureaus which may enable the Bank to contact the defaulting borrower and delivery of notices in multiple addresses. • Workflow for all litigation processes from the initiation till closure. • Single platform to Manage Litigation, SARFAESI, Suits and more. Set up configurable rule-based steps for SARFAESI, IBC, Civil, criminal, Revenue Recovery and other type of recovery actions. System reminders/Alerts for next steps/ actions. A system for managing and tracking litigation cases including case history, documents, hearings and judgments. • Significant reduction in human resources involved in billing and invoice processing. Recording and management of all litigation expenses. A secure and organised document management system for storing and retrieving the legal and case related documents and information including the litigation expenses incurred and to be incurred namely advocate fees and court fees paid etc. Advocate portal linking with billing module. Confirmation and

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Sl. No	Modules	Brief Functionalities expected
		<p>request for changes on invoices by advocates through advocate portal. Option to link with accounting system for processing.</p> <ul style="list-style-type: none"> • One click requests to get the litigation status. Support for all scenarios in litigation like Customer wise, case wise, court wise, etc. aggregation of accounts and security, parallel handling of multiple litigation routes etc. Helps to provide legal history, live and disposed cases etc. • Integration with the data aggregators / other portals related to suit cases for straight through processing and information collation. • Extension of limited access through secure communication platforms to third party service providers such as empanelled advocates, valuers etc., to enable submission of reports, status updates etc. • Alerts, reminders and notifications for significant milestones / events. • Work flow-based initiation, approval and task allocation for collection and litigation related processes. • Activity monitoring, maintaining and tracking commitments and of litigation cases. • Record and track recovery details. Recovery post write off • Real-Time updates about progress of all NPA accounts and action initiated • Automated Alerts/Reminders for the actionable in SMA/NPA accounts • Support to entrustment of collections to external agencies – interface to their systems, reports on performance, commissions etc. • Flexible Reporting/ MIS tools related to litigation, enforcement action under SARFAESI and other modes like revenue recovery, IBC etc • Allocation and tracking of case-wise tasks. • Alerts on new case filed against the Bank.
6	Others	<ul style="list-style-type: none"> • Securitisation of loan portfolios • Syndicated loans and consortiums

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5. WARRANTY & SUPPORT

- The Bidder further represents and warrants that all licenses delivered /rendered under and in accordance with this contract shall have no defect, arising from design or from any act, error/defect or omission of the Bidder.
- The minimum warranty period shall be 1 year from date of successful Go Live.
- Upon receipt of notice of issue/error, the Bidder shall, with in the SLAs that are agreed upon, fix issue/error thereof, without cost to DLB.
- If the Bidder having been notified fails to fix the defect(s) within the period specified in their contract, DLB may proceed to take such remedial action as may be necessary, at the Bidder's risk and expense and without prejudice to any other rights, which DLB may have against the Bidder under and in accordance with the Contract.
- During the warranty / AMC period, the successful bidder has to provide the customisations / upgrades in the existing software on account of regulatory guidelines, End of Life / Support of operating system, database, middleware/s etc. at no additional cost to keep the software comply with the regulatory / infrastructure specifications.

6. DATA MIGRATION

- All data residing in the current running LoS / MIS systems / offline information /CBS/ data in any other system which is relevant for LMS should be migrated into the newly implemented system.
- Data integrity and Consistency to be checked thoroughly by vendors before porting into the new system. This has to be demonstrated to DLB through necessary reports.

7. EXPECTED GO LIVE DATE

GO LIVE date of all modules of the application has to be within twelve months from the date of release of PO.

8. OBSOLESCENCE

The proposed product should be on premise model and should not be under “End of Life /Support” for the next Ten (10) years from the date of Purchase Order and bidder will ensure that the stipulated Support and maintenance facilities on the software and the associated components will be available for a minimum period of Ten (10) years. Bidder shall provide upgrade patches/releases to keep the software free from obsolescence risk. During the warranty / AMC period, bank shall be entitled for upgrades without additional commercials

9. SYSTEM DEMONSTRATION/PROOF OF CONCEPT

Bidder shall conduct Proof of Concept/System Demonstration wherein the Bidder has to demonstrate the implementation of the application as per the requirement of the DLB. The Bidder shall submit detailed reports of the test outcomes to the DLB. Bidder may highlight the noteworthy/superior features of their application/product by reference calls and site visits. The Bidder will demonstrate/substantiate all or a few of the claims made in the Technical Bid to the satisfaction of the DLB, the capability of the application to support all the required

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functionalities at their cost in their lab/office/in any other organization where application is in use. The Bidder should use their own application/tools/utilities/simulators to demonstrate the features laid in the RFP/evaluation criteria.

10. DOCUMENTATION

The Bidder is required to provide the complete documentation which must be included but not limited to Functional Specification, Technical Document, SOP, Solution architecture, User Manuals (admin, operational, end user, housekeeping), Support contact number and Escalation Matrix.

11. SECURITY COMPLIANCE

It is the policy of the Bank to conduct an internal and external IS audit on all the applications. Vendor has to comply with the security standards laid down by our IT & IS policy in the application. The policy guidelines in this regard can be shared for further clarity and conformity, when required. If there are audit objections/gaps in the security regime, the same shall be fixed by the successful bidder at a reasonable timeframe during the Warranty / ATS/AMC period at no additional commercials.

The Solution should follow a standard development process to ensure that it meets functional, security, performance & regulatory requirements of the Bank and the RBI.

12. INSTRUCTION TO BIDDERS

- The Bidder shall bear all the costs associated with the preparation and submission of their bid.
- Bidder should submit the bid strictly as per RFP failing which bid will be rejected as non-responsive.
- At any time prior to submission of bids, the DLB may (for any reason) modify the Bidding Documents through amendments at the sole discretion of the DLB. In order to provide prospective Bidders a reasonable time to take the amendment if any, into account in preparing their bid, the DLB may, at its discretion, extend the deadline for submission of bids.

13. TERMS & CONDITIONS OF THE BIDDING FIRMS

The bidding firms are not allowed to impose their own terms and conditions to the bid and if submitted will not be considered as forming part of their bids.

14. SUBMISSION OF BID

Bidder need to submit their Proposal/Offer in three parts as explained below. Partial bids will not be accepted. Bidder has to submit the response to this RFP with a letter signed by an authorized signatory (a senior executive of the company who has been delegated with such powers) confirming the information provided in the proposal.

The **Part A** of the proposal should contain entire details on Eligibility Criteria, Hardware, Software, Database, Operating System, Middleware, System Software required to run the applications proposed in Part B. The recommendation should be based on the modules,

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functionality and data processing shared by the DLB to the Bidder. Bidder is at liberty to provide more than one recommendation. (More details are available in **Annexure section**).

The **Part B** of the proposal should contain entire solution for implementing the proposed application and migration with necessary interface to third party applications as detailed in the RFP. Broadly the solution should cover the following but not restricted to the below items alone.

- Project Plan
- Manpower Plan
- Proposed applications and its modules
- Solution architecture and System Context Diagram
- Gap Study Plan
- Data Migration approach
- Customisation details, if any
- Training Plan
- Business process re-engineering suggestions, if any
- Configuration of proposed application
- Product fitment
- User Manual for admin, operational, end users
- Development of interface to third party applications
- Testing Plan
- Mock run Plan
- Bidder Profile
- Quality Certificate and other awards obtained by the Bidder
- Draft Contract with Scope of Work form to be executed in the event of selection of the Bidder
- Draft Performance Guarantee to be executed in the event of selection of the Bidder
- List of APIs / Webservices for integration
- List of clients, preferably:
 - Banks in India
 - Banking using Flexcube as CBS
- Any Other information relevant to the Bid

The **Part C** of the proposal should contain the Non-Blacklist declaration and OEM certificate

14.1 Commercial Bid:

- All the components of commercial quote should be in INR.
- The quote should be exclusive of all applicable taxes and levies.
- Validity of the commercial bid shall be 90 days from the date of submission.
- The Bidder has to quote for all the components/services mentioned in Part B of the RFP. Bidder is allowed to add additional components, modules, facility to fulfil the

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RFP requirement and the same need to be described in a separate annexure with full details and its cost.

- The commercial quote shall be inclusive all expenses like travel, boarding, etc., if any.
- Except for the commercial quote given in the Part C, Bidder should not raise any other bill in the event of awarding the contract in favour of the Bidder.

Bidder is advised to study the bid document carefully. Submission of bid is deemed to have been done after careful study and examination of the bid document with full understanding of its implications. Bids not strictly in accordance with these instructions are liable to be rejected.

The Bank is not responsible for any assumption made by the Bidder for arriving any type of sizing. As part of proposal, Bidder has to undertake performance testing and proofing of the solution at the Bank's premises with the hardware as recommended by the Bidder.

14.2 Bidding Process:

The Bidder should submit proposal without Commercial offer, in the following address on or before Last Date of submission of RFP. The commercial offer shall be submitted only after getting specific intimation from the Bank regarding qualification of the proposal in technical evaluation. The Bank shall not be responsible for any delay in timely submission of tender bids due to any reason whatsoever. Late proposals shall not be accepted under any circumstances. Tenders once submitted shall be final and no amendment shall be permitted after the close of the bid. Bidder should not submit multiple bids.

Address for Communication:

Head-IT & Digital Banking
Information Technology Department,
Dhanlaxmi Bank Limited.
5th Floor, Corporate Office,
Punkunnam, Thrissur, Kerala – 680 002

Bidder shall send soft copy of the response to hoits@dhanbank.co.in with the RFP number in [the subject line](#). Bank reserves the right to decide on compliance of any terms and conditions, to reject entire proposal or part of proposal, without assigning any reasons. The decision of the Bank in this regard will be conclusive, final and binding on the bidder. The Bank is not obliged to select one from the bidders.

Bank reserves the right to adjust the arithmetic and other errors in the proposals submitted in the manner in which Banks deems proper and appropriate.

Any Assumptions, Limitation, Exclusion to be clearly mentioned. If in case such as assumption, limitation, exclusion are not mentioned, Bank reserves the right to deem no exclusions are there and all the features as sought in the RFP will be provided by the vendor, at no extra cost to the Bank.

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14.3 Evaluation of the Bid:

Bank will undertake the evaluation either by internal team or will appoint independent consultants for the process. The evaluation will be based on overall scoring of marks allocated to Technical and Solution information available in the proposal documents submitted by the Bidder.

Evaluation Parameters, *inter alia* includes:

- Technical merit
- Projected timelines
- The Vendor's past performance on contracts
- The Vendor's established base
- The Vendor's ability to provide service, maintenance, and training
- The Vendor quality/financial strength/location
- Timeliness and thoroughness of response
- Un-priced Bill of quantities with makes models of equipment
- Project Plan
- Architectural drawings, layouts, necessary schematics
- Compliance to Technical Merit
- Collaborative potential with Bank
- Certifications if any that have been obtained
- Functional fit
- Implementation approach
- List of clients with contact information. If DLB requires, the bidder needs to facilitate reference check and site visit.

15. MODIFICATION OF BIDS & CONTACTING THE DLB

- Bids once submitted will be treated as final and no further correspondence will be entertained on this. No bid will be modified after the deadline for submission of bids. No bidder shall be allowed to withdraw the bid, if bidder happens to be successful bidder.
- Any effort by a bidder to influence the DLB in evaluation of the bid, bid comparison or contract award decision may result in the rejection of the bidders bid. DLB decision will be final and without prejudice and will be binding on all parties.
- No Bidder shall contact the DLB on any matter relating to its Bid, once after technical evaluation is over.

DLB's right to accept or reject any bid or all bids

The DLB reserves the right to accept or reject any bid or even reject all bids at any time prior to award of contract, without thereby incurring any liability to the affected bidder or bidders or without any obligation to inform the affected bidder or bidders about the grounds for the DLB's action.

16. CONFIDENTIALITY

The bidder shall not, without the written consent of the DLB, disclose the contract or any provision thereof, any specification, or information furnished by or on behalf of the DLB in connection therewith, to any person(s). The bidder shall not, without the prior written consent

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of the DLB, make use of any document or information except for purposes of performing this agreement.

17. SIGNING OF CONTRACT

The successful bidder(s) shall mandatorily enter into a Service Level Agreement (SLA), Non-Disclosure Agreement (NDA) and integrity Pact (IP) with DLB, within 30 days of the award of the tender or within such extended period as may be permitted by the DLB. The letter of acceptance and such other terms and conditions as may be determined by the DLB to be necessary for the due performance of the work in accordance with the Bid and the acceptance thereof, with terms and conditions shall be contained in a Memorandum of Understanding to be signed at the time of execution of the Form of Contract.

18. PAYMENT TERMS

Software, Support and AMC payments would be made on Production of invoices as per below terms:

Software Implementation and Licenses

Sr. No.	Activity Payment % to be released
1	25% along with the PO as an Advance
2	40% after implementation, commissioning & final acceptance of the Application
3	25% after training and Go-Live of the Application
4	10% after 1 month of successful Go-Live

1. Locations refer to head-offices, central and regional offices, Data Center, DR/Near DR sites, belonging to the DLB.
2. Payment for procurement of software and licenses would be made on submission of invoices and report of delivery/commissioning of licenses. The warranty, if any for the procured licenses will start after GO LIVE.
3. All payments shall be subject to TDS, if any, as per the tax rules at the time of Payment. DLB shall deduct TDS as per the government rules from the invoices submitted by the bidder.
4. For payments, Certificate of TDS deduction will be provided by the DLB as per the regulations.
5. Payments may be withheld in case all the deliverables are not met and will be based on SLA terms.
6. All out of pocket expenses, travelling, boarding and lodging expenses for the entire Term of this RFP and subsequent agreement should be included in the amounts quoted and the Bidder shall not be entitled to charge any additional costs on account of any items or services or by way of any out-of-pocket expenses, including travel, boarding and lodging.
7. All the payments to the Successful Bidder shall be subject to the performance/ delivery of the Services to the satisfaction of DLB for this purpose.

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Notwithstanding anything contained in this RFP/ the Contract or in any other document(s) under no circumstances DLB shall be liable to the Successful Bidder and/or its employees/personnel/representatives/agent etc. for direct, indirect, incidental, consequential, special or exemplary damages arising from termination of the Contract;

- DLB shall not have any liability whatsoever in case of any third-party claims, demands, suit, actions or other proceedings against the Successful Bidder or any other person engaged by the Successful Bidder in the course of performance of the Service.
- DLB reserves the rights to dispute/deduct payment/withhold payments/further payment due to the Successful Bidder under the Contract, if the Successful Bidder has not performed or rendered the Services in accordance with the provisions of the Contract which the DLB at its sole discretion adjudge.
- Successful Bidder shall permit DLB to hold or deduct the amount from invoices, for non-performance or part performance or failure to discharge obligations under the Contract.
- It is clarified that the any payments of the charges made to and received by authorized Successful Bidder personnel shall be considered as a full discharge of DLB's obligations for payment under the Agreement.
- The Bidder will pass on to the Bank, all fiscal benefits arising out of reductions, if any, in Government levies viz. Customs duty, etc. or the benefit of discounts if any announced in respect of the cost of the items for which orders have been placed during that period.

19. CLARIFICATIONS REGARDING RFP DOCUMENT

Before bidding, the bidders are requested to carefully examine the RFP Document and the terms and conditions specified therein. In case the bidders require any clarification on this RFP, within the last date for such clarifications stipulated in the RFP.

20. EXECUTION OF AGREEMENT

On awarding the contract, the successful bidder and DLB should execute an agreement, which states the responsibilities and obligations of each party with the other, as per DLB's outsourcing policy. The Bidder should sign and execute the Non-Disclosure Agreement before the execution of this Contract. The contract will be for a period of Three years.

21. NOTIFICATION OF AWARD

The acceptance of a tender, subject to contract, technical compliance, commercial considerations & compliance with all the terms and conditions mentioned in this RFP will be communicated in writing by means of placing order at the address supplied by the vendor in the tender response. Hence any change of address of the vendor, should therefore be timely and promptly notified to us. The Bank will not have any liability to inform the bidders who have not been selected.

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22. ANNEXURES

Part - A

Annexure-1 Eligibility Criteria.

Annexure-2 Acceptance of Terms and Conditions.

Annexure-3 Technical Specification

Part - B

Annexure -4 Solution Details

Part - C

Annexure-5 Non-Blacklist Declaration Format.

Annexure – 6 OEM/Manufacturer Authorization Format

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Annexure – 1

Eligibility Declaration Format

RFP No:

Bidder need to be filled in below table

Sl.	Eligibility Criteria	Proof	Complied (Yes / No)	Proof submitted (Yes / No)
1	The bidder must be a company or LLP registered in India under the Companies Act 1956/2013. The bidder should also be registered with GSTN (Supporting documents with GSTN number.)	Year of Incorporation - GSTN Number - Registered Office City – Registered Office Address -		
2	The bidder may be either an OEM or an Authorized Partner or System Integrator of the OEM (Original Equipment Manufacturer) whose product they are proposing. In case the OEM does not deal directly then an OEM may bid through their Authorized Service Partners or System Integrator. (Manufacturers Authorization letter from OEM in favor of Bidder. (Template available in Annexure to RFP))	OEM Name		
3	The OEM/Bidder should preferably have a minimum annual turnover of at least Rs. 25 Crores in each of the last two financial years . The OEM/Bidder should have made net profit in last financial year . - Audited Balance Sheet of the last three financial.	i. Certified / Audited P & L and Balance Sheets for last 3 financial years ii. Certificate from the Chartered Accountant mentioning the Global IT Annual Turnover & Net worth of last 3 financial years		
4	The bidder should have minimum 5 years of experience in Design, development and implementation of the proposed system	Self – Declaration and Work Order copies to be submitted		

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Sl.	Eligibility Criteria	Proof	Complied (Yes / No)	Proof submitted (Yes / No)
5	Product offered has been supplied and successfully running in at least 5 Banks in India. The licenses supplied should be perpetual and cover all Employees of the Bank. The number of user license should be unlimited. -Documentary proof to be submitted.	Details of Banks where the proposed application is supplied and running		
6	The bidder preferably should have ISO 9001:2000, Capability Maturity Model for software (SEI-CMM) level 5 Certifications.	Latest audit surveillance report of ISO certification to be submitted		
7	Bidder should have all necessary licenses, permissions, consents, NOCs, approvals as required under law for carrying out its business	Copy of relevant Documents to be submitted		
8	The bidder should not have been blacklisted by Government, any govt. department, PSU or any Bank	(Self-declaration. Template available in Annexure- 6).		

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Annexure -2
Acceptance of Terms and Conditions.

(Letter to the bank on the bidder's letterhead)

To

Head-IT & Digital Banking
Information Technology Department,
Dhanlaxmi Bank Limited.
Corporate Office,
Punkunnam, Thrissur, Kerala – 680 002

Dear Sir,

Sub: RFP – Loan Origination /Management System. RFP No:

With reference to the above RFP, having examined and understood the instructions, terms, conditions, annexure and amendments forming part of the RFP, we hereby enclose our offer for the LMS solutions as detailed in your above referred RFP.

We further confirm that the offer is in conformity with the terms/conditions as mentioned in the RFP and all required information /annexure is enclosed. Also, we confirm that the all information/details enclosed are true and fully aware that if anything found false/wrong in later stage, invite penalties/legal action by Dhanlaxmi Bank.

Further, we undertake that the proposed hardware / software to be supplied will be free of backdoors and malwares, free of any obvious bugs and free of any covert channels in the code (of the version of the application being delivered as well as any subsequent versions/modifications done).

We also confirm that the offer shall remain valid for 3 months from the date of the offer. We hereby undertake that the equipment/items/solution to be delivered to the Dhanlaxmi Bank will be brand new and latest.

We also agree that you are not bound to accept the lowest or any bid received and you may reject all or any bid without assigning any reason or giving any explanation whatsoever.

Authorized Signatory	Name	Designation	Office Seal
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Place:

Date:

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Annexure - 3

Technical Specification

RFP No:

Bidder may propose required hardware specification in the below format.

Sl. No.	Components/Features	Bidder's Response
1	Memory / RAM	
2	Processor	
3	Hard Disk Drive	
4	Operating System	
5	Data Base	
6	Software Requirements	
7	Additional Requirements	

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Annexure -4

Solution Details

Bidder has to submit the following solution details as **Annexure-4, superscribing the RFP number on the document**

- Project Plan
- Manpower Plan
- LMS Application and its Modules
- Solution Architecture listing the functional and technological components, interactions with other relevant systems etc.
- Gap Study Plan
- Data Migration Plan
- Customisation Details
- Training Plan
- Migration Strategy (minimum two strategies to be given)
- Business Process Re-Engineering
- Configuration of LMS
- Product Fitment
- User Manual (for admin, operational and end users)
- Development of Interface to Third Party Applications
- Testing Plan
- Mock Run Plan
- Bidder Profile
- Quality Certificate and other awards obtained by the Bidder
- Draft Contract with Scope of Work form to be executed in the event of selection of the Bidder
- Draft Performance Guarantee to be executed in the event of selection of the Bidder
- List of APIs / Webservices for integration.
- Any Other information relevant to the Bid
- List of Clients with contact details for reference check

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Annexure -5

Non-Blacklist Declaration Format

(On Bidders' letter head)

Date:

To

Head-IT & Digital Banking
Information Technology Department,
Dhanlaxmi Bank Limited.
Corporate Office,
Naickanal, Thrissur, Kerala – 680 001

Dear Sir,

**Sub: Non-Blacklist Declaration by <Bidder Name> for RFP No: <<>> Dated:
<<>>**

We <Bidder Name> having our registered office at <Bidder Address> are an established and reputed company, do hereby declare and confirm that we and our proposed product OEM are not currently blacklisted by any Central/State Govt. or any Bank.

<Bidder Name>

<Authorized Signatory>

Name:

Designation:

Note: This letter of authority should be on the letterhead of the Bidder and should be signed by a person competent and having the power of attorney to bind the Bidder. It should be included by the bidder in its bid.

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Annexure - 6

OEM/Manufacturer Authorization Format

(On OEM's letter head)

Date:

To

Head-IT & Digital Banking
Information Technology Department,
Dhanlaxmi Bank Limited.
Corporate Office,
Punkunnam, Thrissur, Kerala – 680 002

Dear Sir,

Sub: OEM Authorization for RFP No: << >>

Dated << >>

We <OEM Name>, having our registered office at <OEM Address> are an established and reputed software firm do hereby authorize M/s _____ (Name and address of the bidder) to offer their quotation, negotiate and conclude the contract with you against the above invitation for tender offer.

We hereby extend our full guarantee and warranty as per terms and conditions of the tender and the contract for the solution, products and services offered against this invitation for tender offer by the above firm and will extend technical support and updates / upgrades if contracted by the bidder.

We also confirm that we will ensure all product support services through M/s for all the products/ items quoted for and supplied to Dhanlaxmi Bank Ltd.

<OEM Name>

<Authorized Signatory>

Name:

Designation:

Note: This letter of authority should be on the letterhead of the OEM and should be signed by a person competent and having the power of attorney to bind the company. It should be included by the bidder in the bid.

--- End of the Document ---