Tripura State Cooperative Bank Ltd.

(A Scheduled Bank)

Head Office: 1st Floor, Tripura State Cooperative Bank Building, Post Office Chowmuhani, Agartala, Tripura - 799001

REQUEST FOR PROPOSAL (RFP)

For Procurement of 4-Way Reconciliation Application on ASP Model

(Comprehensive 5-Year Engagement)

RFP Reference No.: TSCB/IT/RECON/2025/01
Date of Issue: 24/12/2025

Contact Email: it.tscbl@gmail.com/coopbankho@tscb.bank.in
Website: www.tscb.bank.in

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Section 1 – Introduction & Background

1.1 About the Bank

Tripura State Cooperative Bank Ltd. (TSCB) is a scheduled state cooperative bank with a network of 66 branches across Tripura, providing banking and financial services to both urban and rural customers. The Bank is committed to implementing secure, technology-driven solutions to strengthen digital banking operations and enhance financial inclusion.

1.2 Background

The Bank handles a significant volume of electronic transactions across multiple delivery channels such as:

- **Core Banking System (CBS)**
- **ATM Switch**
- **NPCI {NFS(RuPay)/IMPS/UPI/AePS}**
- **Settlement/GL Accounts**

Currently, reconciliation between these sources is managed using semi-manual methods, which are time-consuming and susceptible to errors. The Bank now intends to implement a centralized 4-Way Reconciliation Application under an Application Service Provider (ASP) Model to automate and streamline the reconciliation process.

1.3 Purpose of the RFP

This RFP invites proposals from reputed, experienced, and technically capable vendors to provide a secure, robust, and fully managed reconciliation solution under the ASP model for a period of five (5) years.

The Bank seeks a solution that:

- Automatically reconciles transactions among multiple systems.
- Supports flexible, rule-based exception management.
- Ensures data security, auditability, and compliance.
- Operates from a vendor-hosted (ASP) environment with ISO 27001 certification.

1.4 Project Overview

Parameter	Details
Project Title	Procurement of 4-Way Reconciliation Application (ASP Model)
Contract Duration	05 Years
Implementation Period	03 Months from Purchase Order (PO)
Operating Model	Application Service Provider (ASP)
Data Sources for Reconciliation	CBS, ATM Switch, NPCI (NFS/IMPS/UPI/AePS), Settlement/GL
Data Handling	Manual data extraction by Bank, uploaded in standard format (to be finalized with successful bidder)
Evaluation Method	L1 (Lowest Commercial Bid)
Minimum Vendor Experience	5 Years in reconciliation / ASP services
Past Implementations Required	Minimum 5 banks (cooperative or scheduled)
Security Certification	ISO 27001:2013 (mandatory)
Audits	Annual CERT-IN VAPT + other audits as directed by Bank
Responsible Department	IT Department, Tripura State Cooperative Bank Ltd.

1.5 Key Dates (Tentative)

Event	Date (DD/MM/YYYY)	Time (HH:MM)
Publication of RFP	24/12/2025	19:00 hrs
Last date for submission of vendor queries (via email)	06/01/2026	15:00 hrs
Bank's response to queries (email/website update)	Within 05 working days of query deadline	
Last date and time for submission of bids	29/01/2026	15:00 hrs
Opening of Technical Bids	29/01/2026	16:00 hrs
Opening of Commercial Bids (for qualified bidders only)	To be notified later	
Contact Email for all submissions	it.tscbl@gmail.com, coopbankho@tscb.bank.in	

1.6 Submission Overview

Vendors must submit:

- Encrypted softcopies of Technical and Commercial bids via email to it.tscbl@gmail.com, each encrypted using different passwords;
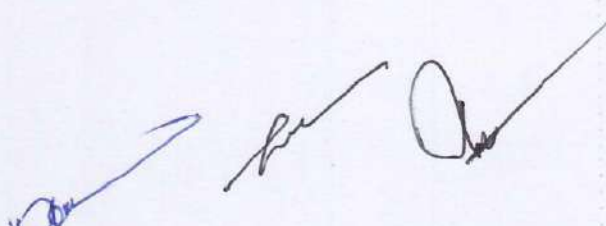- Hardcopy of the Technical Bid (only) to reach the Head Office, TSCB, before the deadline.

Passwords will be requested by the Bank at the time of bid opening.

1.7 Contact for Clarification

All clarifications must be requested only via email at it.tscbl@gmail.com. No telephonic or in-person queries will be entertained. Consolidated responses will be published within four working days of the query deadline.

1.8 Disclaimer

Issuance of this RFP does not constitute an offer or commitment by the Bank to award a contract or procure services. The Bank reserves the right to accept or reject any or all bids, cancel the RFP, or reissue it without assigning reasons.

Section 2 – Objectives of the RFP

2.1 Purpose

The purpose of this RFP is to select a competent and experienced vendor to supply, implement, host and maintain a 4-Way Reconciliation Application on an Application Service Provider (ASP) Model for a period of five (5) years.

The solution will automate the reconciliation of transaction data from multiple sources such as CBS, ATM Switch, NPCI (NFS/NACH/CTS/IMPS/UPI/AePS) and Settlement/GL Accounts, ensuring data accuracy, operational efficiency and regulatory compliance.
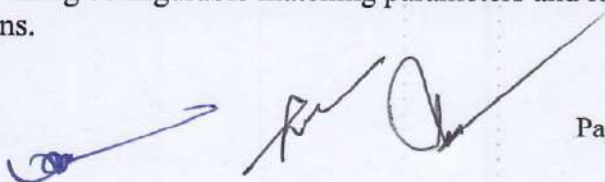
2.2 Business Objectives

The Bank aims to achieve the following business outcomes through this project:

1. **Automation of Reconciliation:**
    Eliminate manual processing by introducing a fully automated, rule-based reconciliation mechanism across all identified transaction sources.
2. **Accuracy and Transparency:**
    Minimize errors, improve transaction traceability, and provide a real-time view of reconciliation and exception statuses.
3. **Operational Efficiency:**
    Reduce time and staff effort in handling reconciliations, settlements, and exception closure, thus improving branch productivity.
4. **Regulatory Compliance:**
    Generate reports and audit logs as per the requirements of RBI, NABARD, NPCI and UIDAI ensuring readiness for internal and external audits.
5. **Centralized Monitoring:**
    Provide a single web-based dashboard for monitoring reconciliation across all 66 branches and associated systems.
6. **Scalability:**
    Adopt a flexible ASP-based solution that can handle growing transaction volumes and support additional payment channels in the future.

2.3 Technical and Functional Objectives

The proposed system must achieve the following:

1. **Secure ASP Hosting:**
    Host the reconciliation application in a secure, ISO 27001:2013 certified environment, with redundant DC-DR infrastructure and 99.5% uptime.
2. **File-Based Data Input:**
    Support import of manually downloaded transactional data from CBS, ATM Switch, and NPCI systems in a standardized format finalized jointly by the Bank and the vendor.
3. **Rule-Based Matching:**
    Perform automated reconciliation using configurable matching parameters and logic to detect discrepancies and exceptions.

4. **Exception Handling Workflow:**
   Identify, categorize, and manage exceptions through a defined approval and closure process.
5. **Comprehensive Reporting:**
   Provide automated daily and periodic reconciliation reports, ageing summaries, settlement reports, and exception analysis.
6. **Audit Trail & Security:**
   Maintain end-to-end logging of every user action and data modification for complete traceability.
7. **User Access Control:**
   Implement multi-level authentication and role-based authorization for users, administrators, and auditors.
8. **MIS and Analytics:**
   Offer management dashboards, trend analysis, and configurable report templates for decision support.

2.4 Service and Compliance Objectives

1. **Regulatory Alignment:**
   Ensure compliance with all applicable banking and cybersecurity guidelines including:
   - RBI's Cyber Security Framework for Banks (2016)
   - NABARD IT & IS Guidelines for Cooperative Banks
   - Information Technology Act, 2000 and amendments
2. **Security Assurance:**
   The application shall undergo Vulnerability Assessment and Penetration Testing (VAPT) by a CERT-IN empaneled auditor before go-live and once annually.
3. **Confidentiality:**
   Ensure secure handling of all transaction data under a formal Non-Disclosure Agreement (NDA).
4. **Performance Governance:**
   Maintain uptime, response, and reconciliation accuracy parameters as per the Service Level Agreement (SLA) to be signed upon contract award.

2.5 Expected Outcomes

Upon implementation, the Bank expects the following measurable results:

Outcome	Description
Reconciliation Accuracy	>99% accurate matching between CBS, Switch, NPCI, and GL data
Exception Reduction	>70% reduction in manual exception cases within six months
Turnaround Time (TAT)	Daily reconciliation completed within 2 hours of file upload
Audit Readiness	100% traceable audit trail of all reconciliation and approval activities
Operational Efficiency	At least 40% reduction in manual staff hours devoted to reconciliation
Regulatory Compliance	Fully aligned with RBI/NABARD IT and reconciliation guidelines

2.6 Scope Limitation

The system is not required to perform real-time system integration with CBS, Switch, or NPCI. All transactional data will be manually downloaded and uploaded by Bank officials in the mutually agreed format for reconciliation within the application.

Section 3 – Scope of Work

3.1 Overview

The selected vendor shall provide a comprehensive 4-Way Reconciliation Application under an Application Service Provider (ASP) Model, hosted and managed at the vendor's ISO 27001-certified Data Centre.

3.1.1 Engagement Model

- The project shall be executed on an OPEX model,
- The selected bidder shall be responsible for end-to-end settlement, reconciliation, accounting, dispute management, reporting, and compliance for all in-scope transaction channels.
- The scope shall cover pre-and post-transactional data, ensuring complete historical and ongoing reconciliation.

3.1.2 In-Scope Transaction Channels & Networks

The solution must support reconciliation across the following channels and networks (present and future):

- Card & ATM Related Transactions
- Debit Card Transactions
- NFS, RuPay,
- ATM Transactions (On-Us, Issuer, Acquirer)
- Cash reconciliation for ATMs / CRMs / BNAs
- ICD (Interoperable Cash Deposit)

B. Digital & Electronic Payment Channels

- UPI (including BHIM)
- IMPS
- AePS / Aadhaar Pay
- NACH,
- CTS,
- Bharat QR / UPI QR
- POS (Merchant Acquiring)
- Cardless Payments
- Mobile Banking

C. Fund Transfer & Clearing Systems

- NEFT
- RTGS
- BBPS
- Intra Bank

D. Accounting & Settlement

- Pool Accounts
- Bills Payable Accounts
- Receivable Accounts

- Suspense Accounts
- GLs related to all digital channels
- RBI E-Kuber balances

Note: The bidder shall also reconcile any new payment systems or networks introduced during the contract period, without additional cost, under agreed transaction rates.

3.1.3 Reconciliation Methodology
- Four-way reconciliation covering:
  - Network files
  - Switch files
  - CBS files
  - GL / Settlement files
- Reconciliation to be performed:
  - Batch-wise / Cycle-wise as per Bank requirement
  - T+1 or as per RBI / NPCI / Network prescribed TAT
- Fully automated reconciliation with configurable rules (no hardcoding).
- Support reconciliation for:
  - Issuer transactions
  - Acquirer transactions
  - Merchant-acquirer transactions

3.1.4 Settlement, Accounting & TTUM Generation
The solution must support automatic generation of:
- TTUM files (CBS upload-ready)
- Settlement files
- Adjustment entries (Debit / Credit)
- Accounting for:
- Chargebacks
- Representment
- Arbitration / Pre-arbitration
- Fee settlements
- Annual card charges
- Shadow balance maintenance, always tallying with CBS
- Daily tally sheets for all channels

3.1.5 Cash in ATM / CRM / BNA Reconciliation
The system must provide:
- ATM-wise cash accounts
- EJ, Switch, CBS, Network file processing
- Load / unload verification
- Overage & shortage identification
- C3R and cash balance reports
- Acquirer & On-Us claim handling
- Automated ATM reconciliation reports
- Cash recycler reconciliation
- Vendor / agency reconciliation

3.1.6 Dispute & Complaint Management

1. End-to-end Dispute Management System (DMS) with:
   - Unique reference numbers
   - Network-wise workflows
   - Chargeback, representment, arbitration handling
2. Coverage for:
   - NFS, RuPay, NPCI
   - Customer disputes
   - Ombudsman cases
   - Investigation agency queries
3. Complaint handling through:
   - Bank CRM / SPGRS
   - Calls and emails from branches and customers
4. SLA-driven TAT tracking and escalation.

3.1.7 Fees, Charges & Income Computation

- The system shall compute and report
- Issuer / Acquirer fees
- Interchange and switching fees
- Network charges (NFS, RuPay, etc.)
- GST and tax reports
- Income & expenditure (weekly, monthly, quarterly, yearly)
- Card issuance, reissuance, PIN charges

3.1.8 MIS, Analytics & Regulatory Reporting

- The solution must generate:
  - Network-wise reconciliation MIS
  - Age-wise unreconciled reports
  - Fraud monitoring and exception reports
  - High-value and high-frequency transaction alerts
  - RBI, NPCI, RuPay compliance reports
  - Auditor-required reports
  - Branch-wise and vendor-wise pending reports

3.1.9 Fraud Monitoring & Risk Indicators

- The system shall provide configurable fraud indicators such as:
- Repeated chargebacks
- High-value transactions
- Multiple location usage
- Night-time abnormal transactions
- ATM error patterns
- Foreign transaction monitoring (FEMA)
- Integration readiness with Bank's FRM systems

3.1.10 Infrastructure, Software & Licensing

- Bidder shall provide complete infrastructure, including:
- Application software
- Database
- OS / Middleware
- Hardware (PR & DR)

Solution must:

- Run on Licensed Secure Database
- Be scalable for 5–7 years
- Use multi-tier architecture
- Support source code escrow
- All licenses, ATS, OEM arrangements to be at bidder's cost.

3.1.11 Cyber Security & Compliance with:

- RBI / NPCI / IBA / CERT-In guidelines
- PCI-DSS & PA-DSS
- Bank's IT / IS / Cyber Security Policy
- Mandatory:
- CERT-In VAPT
- Secure coding (OWASP)
- Encryption of data at rest and in transit
- Environment segregation (DEV / TEST / PROD)

3.1.12 Manpower & Operations

- Deployment of adequate skilled manpower
- Dedicated Project Manager
- Onsite support at Bank premises
- 24×7 monitoring and support
- Compliance with minimum wages & KYE norms

3.1.13 Backup, Archival & Restoration

- Daily backups
- Online data retention: 3 years
- Archived data restoration within 24 hours
- Penalty for restoration delay applicable

3.1.14 Migration & Exit Management

- Migration from existing vendor (if any)
- Data preservation for audit / investigation
- Handover to new vendor without additional cost
- Support during transition for up to 2 years if required

3.1.15 Right to Audit & Regulatory Access

- Bank / RBI / Auditors shall have full audit rights
- Source code audit permitted
- Vendor records and systems to be accessible

3.1.16 Time Limits & SLAs

- Reconciliation: T+1 or network-prescribed TAT
- Complaints: within 24 hours
- EJ processing: within 2 working days
- Cash load reconciliation: within 2 working days
- Dispute handling: as per network timelines

The engagement shall include design, deployment, hosting, security, training, documentation, and 5-year support and maintenance services.

3.2 Key Responsibilities of the Vendor

The vendor shall be responsible for the following:

A. Software and System Setup
1. Provide a proven, secure, and configurable reconciliation application.
2. Configure and deploy the application in the vendor's ASP environment.
3. Ensure availability through a secure web interface accessible to authorized Bank users.
4. Implement multi-tier architecture (application, database, web) with redundancy.

B. Data Handling
1. Support manual data upload (in mutually agreed formats) from CBS, ATM Switch, NPCI, and GL.
2. Ensure correctness of import, data validation, and file integrity before reconciliation.
3. Provide templates for data upload, matching rules, and exception handling workflows.

C. Reconciliation Processing
1. Enable 4-way reconciliation of daily transactions across identified sources.
2. Support configurable matching logic (exact, partial, conditional).
3. Identify and categorize exceptions into user-defined heads (e.g., timing difference, missing data, mismatch).
4. Maintain detailed reconciliation and exception logs with timestamp and user details.

D. Exception Management
1. Provide an interface for exception tracking, review, and closure.
2. Allow branch-level tagging, assignment, and status monitoring of exceptions.
3. Generate exception ageing, unresolved case summaries, and branch performance reports.

E. MIS & Reporting
1. Generate daily, periodic, and on-demand reports, including:
   - Reconciliation summary and exception lists
   - Branch-wise and channel-wise reconciliation status
   - Ageing reports and audit trails
   - Settlement and GL summaries
2. Allow export of reports in Excel, PDF, and CSV formats.
3. Provide a dashboard with real-time reconciliation metrics and alerts.

F. Security, Compliance, and Audit
1. Host the application in an ISO 27001:2013 certified Data Centre.
2. Conduct annual VAPT by a CERT-IN empaneled auditor and provide reports to the Bank.
3. Implement AES-256 encryption (data at rest) and TLS 1.2 or higher (data in transit).
4. Enable full audit trail logging and retention of logs for at least one year.
5. Cooperate in all Bank, regulatory, or third-party IT/security audits.

G. Hosting and Availability
1. Provide application hosting, backup, and maintenance for the entire 5-year contract period.
2. Ensure minimum 99.5% system uptime on a monthly average.
3. Maintain DR facility at a geographically separate location with RPO ≤ 15 minutes and RTO ≤ 4 hours.
4. Implement 24×7 monitoring, proactive alerts, and regular patch management.

H. Backup & Retention
1. Perform daily incremental and weekly full backups.
2. Retain backups for at least 5 years or as directed by the Bank.
3. Restore data within 24 hours upon request or during DR invocation.

I. Documentation & Training
1. Provide detailed documentation:
   - o User Manual
   - o System Administration Guide
   - o Security and Backup Policy
   - o Disaster Recovery (DR) Procedures
2. Conduct on-site or online training sessions for Bank's IT and operations teams.
3. Provide training completion reports and handover manuals before Go-Live.

J. Support and Maintenance
1. Provide continuous operational and technical support for 5 years.
2. Resolve incidents as per SLA timelines.
3. Apply periodic updates, patches, and performance optimizations.
4. Submit monthly performance and SLA compliance reports.

3.3 Deliverables

Sl. No.	Deliverable	Description
1	Project Plan	Detailed schedule and milestones approved by Bank
2	Reconciliation Application Setup	Hosted and configured solution ready for UAT
3	Data Format & Rules	Finalized templates and matching rules
4	Test & UAT Reports	Functional, performance, and security test results
5	Security Compliance	CERT-IN VAPT report and closure confirmation
6	Training Completion	Staff training and certification
7	Documentation	Technical and user-level manuals
8	Go-Live & Stabilization	System operational and stable for 30 days post Go-Live
9	Final Acceptance Certificate	Issued by Bank upon completion of stabilization

3.4 Bank's Responsibilities

The Bank will:

1. Provide accurate, PGP / GPG encrypted & correct data transaction files.
2. Designate officials for project coordination and sign-off activities.
3. Facilitate user testing and verification during UAT.
4. Ensure timely approval of deliverables and release of payments upon milestone completion.
5. Timely submission of data as per defined timeframe.
6. Exception handling based on received cases.

3.5 Compliance and Documentation

- The vendor shall provide all required documentation (system, security, DR, and operational).
- The system and hosting environment shall comply with RBI, NABARD, and IT Act guidelines.
- Non-compliance or delay in documentation will be treated as a contractual breach until rectified.

3.6 Contractual Obligations

1. The vendor shall sign:
   - o A Non-Disclosure Agreement (NDA) ensuring data confidentiality.
   - o A Service Level Agreement (SLA) defining uptime, response times, and penalties.
2. Both agreements will form integral parts of the contract.
3. The Bank reserves the right to review or audit the vendor's facilities during the contract period.

3.7 Exclusions

- No direct integration with CBS, ATM Switch, or NPCI systems is required.
- Data extraction and sharing will be handled by the Bank.
- Hardware procurement at Bank premises is excluded from vendor scope.

3.8 Implementation Duration

The entire implementation, including configuration, testing, and Go-Live, must be completed within three (3) months from the date of Purchase Order (PO) or Letter of Intent (LoI).

Section 4 – Functional Requirements

4.1 Overview

The proposed 4-Way Reconciliation Application shall provide an automated, configurable, and auditable mechanism for reconciling transaction data across four distinct sources:

1. Core Banking System (CBS)
2. ATM Switch
3. NPCI (NFS / IMPS / UPI interfaces/AePS)
4. Settlement / General Ledger (GL) Accounts

The system must be flexible enough to handle high-volume daily transactions and capable of reconciling additional channels in future releases without major redesign.

4.2 Functional Modules

A. Data Acquisition & Validation

- Accept input files manually downloaded from CBS, ATM Switch, and NPCI systems.
- Validate file format, structure, and data integrity before upload.
- Support configurable data-mapping templates for each source.
- Log every upload event with user ID, timestamp, and source details.

B. Reconciliation Engine

- Perform automated 4-way matching using configurable parameters such as transaction ID, amount, date/time, and reference number.
- Support exact, conditional, and tolerance-based matching rules.
- Allow user-defined rule priorities and sequencing.
- Display reconciliation results in real time after each run.
- Maintain a record of all matched, unmatched, and partially matched transactions.

C. Exception Management

- Automatically categorize unmatched entries (e.g., amount difference, timing difference, missing entry).
- Provide workflow for exception review, escalation, and closure.
- Enable tagging of exceptions to responsible branches or users.
- Support comment and attachment fields for audit documentation.
- Maintain exception ageing and resolution TAT metrics.

D. User Interface & Accessibility

- Web-based dashboard accessible through secure login (HTTPS/TLS 1.2+).
- Role-based access levels (Admin / Maker / Checker / Auditor).
- Customizable views and filters by date, branch, channel, or status.
- Search and drill-down features for quick navigation.
- Responsive design for use on desktops and tablets.

E. Audit Trail & Logging

- Maintain immutable logs for every user action (upload, match, delete, approval, report generation).
- Store audit logs for at least one year (or as per regulatory requirement).
- Provide full audit trail reports to Bank and auditors on demand.
- Support export of logs in CSV / PDF formats.

F. Reporting & MIS

- Generate the following reports automatically or on demand:
  - Daily Reconciliation Summary
  - Channel-wise and Branch-wise Status
  - Exception Ageing and Closure Status
  - GL Settlement Report

- o Audit Trail and User Activity Logs
- Reports should be filterable, exportable, and schedulable.
- Provide management-level dashboards summarizing reconciliation trends.

G. Alerts & Notifications
- Configurable email / dashboard alerts for:
  - o File upload completion / failure
  - o Reconciliation errors
  - o Unresolved exceptions beyond thresholds
  - o SLA breaches or system downtime
- Allow definition of alert recipients and escalation hierarchy.

H. Security & Access Control
- Enforce strong password policy (min 8 characters, alphanumeric + special).
- Session timeout after 15 minutes of inactivity.
- Multi-factor authentication for administrator logins.
- Segregation of duties among Maker, Checker, and Auditor roles.
- Encryption of data at rest (AES-256) and in transit (TLS 1.2+).

I. Archival & Retention
- Archive processed data and reports as per retention policy (minimum 5 years).
- Provide quick retrieval of historical data by date, batch, or branch.
- Support automated archival and purging of obsolete logs under Bank supervision.

J. Performance Requirements
- Handle at least 1 million transactions per day.
- Minimum processing speed: 10 000 transactions per minute.
- Generate standard reports within 2 minutes.
- Support $\geq$ 25 concurrent users with < 2 seconds UI response latency.

4.3 Operational Controls

Control Area	Requirement
Availability	$\geq$ 99.5 % monthly uptime
Backup	Daily incremental + weekly full; retention $\geq$ 5 years
DR Testing	Twice per year with reports to Bank
Incident Reporting	Security / service incidents reported within 4 hours
SLA Governance	Compliance to uptime and response parameters per Annexure VII

4.4 Integration & Extensibility
- While initial implementation relies on manual file uploads, the solution must be API-ready for future integration with CBS or switch systems.
- System should support configuration of new transaction sources or reconciliation types without software redevelopment.

4.5 Compliance & Regulatory Reporting
The system must provide audit-ready data and reports complying with:
- RBI Cyber Security Framework (2016)
- NABARD IT and IS Guidelines for Cooperative Banks
- Information Technology Act, 2000 (amended)
- Bank's Internal Audit and Information Security Policies

4.6 Acceptance Criteria
The reconciliation application shall be accepted by the Bank only after:
1. Successful User Acceptance Testing (UAT) with zero critical defects.
2. CERT-IN VAPT clearance with no open high/critical vulnerabilities.
3. Demonstrated performance meeting defined benchmarks.
4. Submission of all documentation and training deliverables.

Section 5 – Technical Requirements & System Architecture

5.1 Overview

The vendor shall provide a secure, high-availability, and scalable ASP-hosted environment for running the reconciliation application.

The system must be designed for multi-tier architecture, with robust data protection, redundancy, and compliance with banking IT and cybersecurity standards.

All application components must be hosted, managed, and maintained by the vendor for the entire 5-year contract period.

5.2 Hosting Environment Requirements

Parameter	Minimum Requirement
Data Centre Certification	ISO 27001:2013 certified, Tier III Compliant minimum
Disaster Recovery (DR)	DR site at a geographically separate location
System Availability	≥ 99.5% uptime per month
Network Infrastructure	Redundant network paths with DDoS protection
Power & Cooling	Dual UPS with HVAC redundancy
Backup & Retention	Daily incremental and weekly full backup (5-year retention)
RTO / RPO	RTO ≤ 4 hours, RPO ≤ 15 minutes
Data Segregation	Logical isolation of TSCB's data from other clients
Physical Access	Restricted, logged access with 24×7 surveillance
Audit Readiness	Subject to inspection by Bank, NABARD, or RBI auditors

5.3 System Architecture

The solution shall follow a multi-tiered architecture ensuring scalability, modularity, and security.

Architecture Layers:

1. **Presentation Layer (Web UI):**
   o Accessible through browsers (Chrome/Edge).
   o Secure login via HTTPS (TLS 1.2 or above).
   o Responsive design for desktops and tablets.
2. **Application Layer:**
   o Hosted in virtualized or containerized environment.
   o Developed using proven, industry-standard technologies (Java/.NET/Python).
   o Configurable business rules for reconciliation and exception handling.
3. **Database Layer:**
   o RDBMS (PostgreSQL, MySQL, or Oracle).
   o All sensitive data encrypted at rest (AES-256).
   o Optimized for concurrent access and query performance.
4. **Security Layer:**
   o Implements user authentication, role-based access, and encryption.
   o Intrusion detection, vulnerability scanning, and audit logging enabled.
5. **Storage Layer:**
   o RAID-enabled SAN/NAS with redundancy and automated backup.

5.4 Security & Compliance Standards

Control Area	Minimum Requirement
Information Security Certification	ISO 27001:2013 (mandatory)
VAPT Testing	Pre-Go-Live and annual audits by CERT-IN empanelled auditor
Data Encryption	AES-256 (at rest), TLS 1.2+ (in transit)
Access Control	Role-based, least privilege, with MFA for admins
Session Control	Auto logout after 15 min inactivity
Password Policy	Strong complexity rules; password expiry $\leq$ 60 days
Logging & Audit	100% user action logging retained $\geq$ 1 year
Patch Management	OS and DB patched quarterly or as required
Incident Reporting	Security events reported to Bank within 4 hours
Data Ownership	All data remains property of TSCB
Third-Party Access	Prohibited without written approval
Regulatory Compliance	RBI, NABARD, and IT Act adherence mandatory

5.5 Performance Benchmarks

Parameter	Requirement
Concurrent Users	Minimum 5 active sessions
Daily Transaction Volume	$\geq$ 50 lacs transactions
File Upload Limit	Up to 50 MB per source file
Matching Speed	$\geq$ 10,000 transactions per minute
Report Generation Time	$\leq$ 2 minutes for standard reports
UI Response Time	$\leq$ 2 seconds
System Uptime	$\geq$ 99.5% monthly
Scalability	Horizontal and vertical scaling supported

5.6 Software Components

Component	Requirement
Server OS	Linux / Windows Server (latest LTS)
Database	PostgreSQL / MySQL / Oracle
Application Server	Apache, Nginx, IIS, or Tomcat
Client Interface	Web browser-based (Edge/Chrome)
Security Framework	HTTPS, TLS 1.2+, AES-256, SHA-256 hashing
Logging System	Centralized logging (ELK / Splunk / equivalent)

5.7 Backup, Archival & Disaster Recovery

1. **Backup Frequency:** Daily incremental and weekly full backups.
2. **Retention:** Minimum 5 years; accessible for audit.
3. **Restoration:** Backup restoration within 24 hours of request.
4. **DR Drills:** Twice annually, with RTO/RPO verification.
5. **Offsite Replication:** Backups securely replicated to DR site.
6. **Archival:** Archived data retrievable within 48 hours of request.

5.8 Documentation Requirements

The vendor must supply and maintain the following documentation:

- System Architecture Diagram and Deployment Topology
- Configuration, Backup, and DR Procedures
- User & Administrator Manuals
- Security Hardening Checklist
- Audit Trail and Logging Procedure
- VAPT & Compliance Reports

All documents must be provided in both **hardcopy and softcopy (PDF)** format and updated after every major change.

5.9 Acceptance Testing

Before Go-Live, the following conditions must be met:

1. Successful User Acceptance Testing (UAT) completion by TSCB.
2. CERT-IN VAPT report with no open high/critical vulnerabilities.
3. Verified adherence to performance benchmarks.
4. Submission of final documentation and user training reports.

A **Go-Live Certificate** will be issued only upon full compliance.

5.10 Technology Transfer and Exit Management

1. Upon contract completion or termination, the vendor shall:
   - Hand over all Bank data and configurations in readable formats (CSV/XML).
   - Provide all administrative credentials and documentation.
   - Erase Bank data post-handover and certify destruction.
2. The vendor shall assist in transition to a new system or service provider for at least 60 days.
3. A joint Exit Management Report shall confirm completion of data transfer and compliance.

Section 6 – ASP Model Terms (Hosting, Data Ownership & Security)

6.1 Overview

The 4-Way Reconciliation Application shall be hosted, operated, and maintained by the selected vendor under an Application Service Provider (ASP) model.

The vendor shall be fully responsible for the infrastructure, application management, backup, and security, while the Bank retains absolute ownership of all data processed or generated by the system.

6.2 ASP Service Delivery Model

1. The vendor will host the application in a secure ISO 27001:2013–certified Data Centre (DC) with a mirrored Disaster Recovery (DR) site.
2. Bank users will access the solution through a secure HTTPS web portal restricted to authorized personnel.
3. The vendor shall ensure 24 × 7 availability, maintenance, patching, and monitoring of all system components.
4. Logical segregation of TSCB data from other clients must be maintained at all times.
5. The ASP environment must comply with RBI/NABARD IT and cybersecurity standards.

6.3 Data Ownership

1. **Sole Ownership:**
   All data—transactional, reconciliation, configuration, and audit—remains the exclusive property of TSCB.
2. **Prohibited Use:**
   The vendor shall not copy, analyze, transmit, or disclose Bank data for any purpose other than providing contracted services.
3. **Return & Destruction:**
   Upon termination or on demand, the vendor shall return all data in structured formats (CSV/XML) and permanently delete every copy from its systems, issuing a Data Deletion Certificate to the Bank.
4. **Intellectual Property:**
   Any reconciliation rules or templates customized for TSCB shall become the Bank's intellectual property.

6.4 Access Control & Security

1. **Access Restriction:**
   Only authorized vendor staff, approved in writing by the Bank, may access systems hosting TSCB data.
2. **Authentication:**
   Multi-factor authentication (MFA) shall be enabled for all administrator or remote sessions.

3. **Role-Based Access:**
   User privileges must follow the least-privilege principle. Separate roles for Maker, Checker, Auditor, and Administrator must be enforced.
4. **Logging & Monitoring:**
   All access, login attempts, and administrative actions shall be logged and retained for at least one year.
5. **Remote Access:**
   Any vendor remote access shall occur only through a VPN approved by the Bank's IT Department.

6.5 Security Obligations

1. Maintain firewalls, intrusion prevention systems, and malware protection.
2. Apply OS and application patches within defined timelines (quarterly or sooner for critical fixes).
3. Report any cyber-security incident or data breach to the Bank within four (4) hours of discovery, along with a root-cause and containment plan.
4. Permit security audits or penetration testing initiated by the Bank or regulators at any time.
5. Store data only within India; cross-border transfer is prohibited.

6.6 Backup & Archival

1. Perform daily incremental and weekly full backups; replicate securely to the DR site.
2. Retain backup archives for a minimum of five (5) years.
3. Verify backup integrity monthly and share verification reports with the Bank.
4. Restore requested data within 24 hours in case of loss or corruption.

6.7 Regulatory Compliance & Audit

1. Comply with all current and future directives from RBI, NABARD, and the IT Act 2000.
2. Provide access and cooperation to the Bank's internal, IS, statutory, or regulatory auditors.
3. Rectify audit observations within 30 days or as directed by the Bank.
4. Submit annual compliance certificates covering hosting, VAPT, and SLA adherence.

6.8 Confidentiality & NDA

1. Both parties shall sign a Non-Disclosure Agreement (NDA) (Annexure VI).
2. Any breach of confidentiality or unauthorized data disclosure will be treated as a material breach leading to contract termination and indemnification.
3. The confidentiality clause will survive for three (3) years after contract expiry.

6.9 Service Level Governance

1. Service levels shall be governed by the SLA (Annexure VII).
2. The vendor shall submit monthly SLA reports detailing uptime, incident response, and resolution metrics.
3. Repeated SLA violations (three consecutive months) may trigger penalties or termination.

6.10 Business Continuity & Disaster Recovery

1. The vendor shall maintain an active Business Continuity Plan (BCP) covering DC-DR operations.
2. Conduct DR drills twice a year and share detailed reports with the Bank.
3. In case of disaster, DR site must become operational within 4 hours with no data loss beyond 15 minutes.

6.11 Exit Management

1. On contract completion or termination, the vendor shall:
   - Return all data and documentation;
   - Support transition to a new provider for at least 60 days;
   - Certify complete deletion of Bank data post-handover.
2. A jointly signed Exit Management Report will confirm data transfer and closure.

Section 7 – Bidder Eligibility Criteria

7.1 General Principles

Participation is open only to Indian-registered entities meeting all mandatory eligibility conditions. Each criterion below is **compulsory**; failure to satisfy **any** requirement will result in outright rejection.

All supporting documents must be enclosed in the *Technical Bid*.

7.2 Eligibility Table

Sl. No.	Criterion	Minimum Requirement	Documentary Evidence Required
1	Legal Status	Company / LLP registered in India under Companies Act 1956/2013 or LLP Act; ≥ 5 years old	Certificate of Incorporation
2	Domain Experience	≥5 years' experience in design/implementation of reconciliation or ASP solutions for banks	Client work orders / completion certificates
3	Relevant Implementations	4-Way Reconciliation Application successfully implemented in atleast 01 Sub Member banks (RRBs/STCBs or DCCBs) and 01 Scheduled Commercial Bank	Client references with contact details
4	ASP Hosting Capability	Experience in hosting at least one financial application in secure ASP mode	Self-declaration + client reference
5	Financial Strength	Average annual turnover ≥ ₹ 50 lacs during 2022-23, 2023-24 & 2024-25	Audited balance sheets / CA certificate
6	Profitability	Net profit in the last 3 financial years.	Audited P&L / CA certificate
7	Certifications	Data Centre (ASP host) ISO 27001:2013 certified	Valid ISO certificate
8	Security Audit Practice	Annual VAPT by CERT-IN empaneled auditor	Recent VAPT report summary
9	Manpower Strength	≥ 10 qualified technical professionals on payroll	Self-declaration with names / roles
10	Local Support Presence	On location service as an when required.	Declaration.
11	Litigation / Blacklist Status	Not blacklisted / debarred / in litigation with any bank or government body	Self-declaration
12	NDA / SLA Commitment	Willing to execute Bank's NDA & SLA forms	Signed acceptance declaration

7.3 Additional Conditions

1. **Single-Bidder Responsibility:** Joint ventures / consortiums are not permitted. The bidder must be the sole point of contact for delivery and support.
2. **Sub-contracting:** Core hosting or data handling may not be sub-contracted without written Bank approval.
3. **Verification:** TSCB reserves the right to verify all submitted credentials with original clients or regulators.
4. **Disqualification:** Misrepresentation, forged documents, past data breach penalties, or regulatory blacklisting will lead to immediate rejection.

7.4 Mandatory Declarations

Each bidder shall submit the following on company letterhead, duly signed and sealed:

1. **Integrity Declaration** – Confirming no blacklisting or litigation.
2. **Confidentiality Undertaking** – Agreeing to execute the NDA and protect Bank data.
3. **SLA Commitment** – Accepting all service-level terms and penalty conditions.
4. **Acceptance of RFP Terms** – Declaring unconditional acceptance of all clauses.

7.5 Evaluation Note

Only bidders meeting all eligibility criteria will proceed to Technical Evaluation (Stage 2). No relaxation or conditional compliance will be accepted.

Section 8 – Instructions to Bidders

8.1 Purpose

This section provides detailed guidance for preparing, encrypting, and submitting bids in response to this RFP. Bidders are expected to carefully read all instructions and ensure complete compliance to avoid disqualification.

8.2 Communication

- All correspondence, clarifications, and submissions shall be addressed to:

  The Managing Director
  Tripura State Co-operative Bank Ltd. (TSCB)
  IT Department, Head Office
  Post Office Chowmuhani, Agartala – 799001, Tripura
  Email: it.tscbl@gmail.com/coopbankho@tscb.bank.in

- No in-person or telephonic queries will be entertained.

8.3 Pre-Bid Queries

1. Vendors may submit queries only via email to the address above within the date and time specified in the RFP Schedule.
2. Queries must be clearly referenced by section and clause number.
3. Consolidated responses will be shared with all interested bidders within four (4) working days of the query deadline via email or on the Bank's website.
4. No physical pre-bid meeting will be conducted.

8.4 Bid Submission Overview

Bidders must submit:

- (a) Encrypted Technical Bid Softcopy
- (b) Encrypted Commercial Bid Softcopy
- (c) One hardcopy of the *Technical Bid only* (for verification)

All submissions must strictly follow the structure and security requirements below.

8.5 Electronic Submission (Softcopy)

Parameter	Requirement
Submission Mode	Via email to it.tscbl@gmail.com/coopbankho@tscb.bank.in
File Protection	Technical and Commercial bids must be separately encrypted using different passwords
Email Subject Line	"RFP for Procurement of 4-Way Reconciliation Application (ASP Model) – [Bidder Name]"

File Format	PDF, ZIP or XLS/XLSX (digitally signed)
Password Handling	Passwords shall not be shared in the email; the Bank will request them during bid opening
Multiple Files	If multiple files, compress into an encrypted ZIP/RAR with password protection (The files must be named as per qualifying criteria for easy understanding)

8.6 Hardcopy Submission

1. One sealed hardcopy of the Technical Bid must reach the Bank's Head Office on or before the due date and time.
2. The envelope must be superscribed:

   "Technical Bid – RFP for Procurement of 4-Way Reconciliation Application (ASP Model)" and must bear the bidder's name and contact details.

3. The Commercial Bid must not be submitted in hardcopy form.
4. Late submissions will not be accepted under any circumstances.

8.7 Bid Composition

A. Technical Bid (Mandatory Contents)

1. Cover Letter (Annexure I)
2. Eligibility Criteria Compliance (Annexure II)
3. Technical Compliance Sheet (Annexure III)
4. Non-Blacklisting Declaration (Annexure VI)
5. Functional and Technical Proposal
6. Company Profile & Experience Summary
7. Credentials / Client References
8. Certifications (ISO 27001, OEM Letters, etc.)
9. NDA & SLA Acceptance Declarations
10. Signed RFP document (as token of acceptance)

B. Commercial Bid

1. Price Quote as per Annexure IV (in INR)
2. Itemized cost of setup, license/subscription, hosting, training, and maintenance
3. 5-Year Total Cost of Ownership (TCO) summary
4. Taxes and duties included
5. Bid validity statement (minimum 180 days)

8.8 Bid Validity

- All bids shall remain valid for 180 days from the date of Technical Bid opening.
- Bids with shorter validity will be rejected.

8.9 Earnest Money Deposit:

The bidders are required to submit an EMD for an amount of Rs. 25,000/- (Twenty Five Thousands Only).

- EMD must be submitted in the form of a Demand Draft or Bank Guarantee in favour of Tripura State Co-operative Bank Ltd., payable at Agartala.
- EMD will be refunded to unsuccessful bidders after final selection.
- It shall be forfeited if the bidder withdraws, modifies, or fails to execute the contract.

8.10 Performance Bank Guarantee (PBG)

The successful bidder must submit a Performance Bank Guarantee equal to 10 % of total contract value, valid for the contract period plus three months. Failure to provide PBG within 15 days of the Letter of Intent may result in cancellation of award.

8.11 Bid Opening

1. **Technical Bid Opening:**
   - Technical bids (soft and hard copies) will be opened first.
   - The Bank will request passwords for decryption at that time.
2. **Commercial Bid Opening:**
   - Only technically qualified bidders will be invited to share the commercial bid password.
   - Commercial bids will then be decrypted and evaluated in presence of authorized officials.
3. **Attendance:**
   - One authorized representative of each bidder may attend virtually upon email confirmation.

8.12 Rejection Criteria

Bids will be rejected if they:

- Are submitted after the deadline;
- Are not encrypted or password-protected;
- Lack mandatory documents or annexures;
- Contain price information in the technical bid;
- Fail any mandatory eligibility criterion;
- Include conditional or incomplete offers.

8.14 Language and Currency

All bid documents, correspondence, and pricing shall be in English and Indian Rupees (INR) only.

8.15 Confidentiality

Bid information will be treated as confidential and used solely for evaluation purposes. The Bank will not disclose bid details except as legally or regulatorily required.

Section 9 – Evaluation Process

9.1 Overview

The evaluation of proposals will follow a three-stage process:

1. **Stage I – Eligibility Evaluation**
2. **Stage II – Technical Evaluation**
3. **Stage III – Commercial Evaluation (L1 Selection)**

Only bidders who qualify in the earlier stage shall proceed to the next. The decision of the Bank's Evaluation Committee shall be final and binding.

9.2 Stage I – Eligibility Evaluation

- The Bank will verify compliance with all eligibility criteria specified in Section 7.
- Supporting documents will be cross-checked for authenticity.
- Only bidders meeting *all mandatory criteria* shall be declared "Technically Responsive."

Non-compliance with any eligibility requirement will lead to disqualification at this stage.

9.3 Stage II – Technical Evaluation

9.3.1 Objective

To assess the technical and functional suitability of the proposed solution, vendor competence, and ASP hosting capabilities.

9.3.2 Evaluation Method

Technical Evaluation will be based on documentary evidence, presentations, and (if required) demonstrations.

9.3.3 Technical Evaluation Criteria

Sl. No.	Evaluation Parameter	Declaration (Yes/No)
1	Functionality of Reconciliation Application (4-way matching, exception handling, reporting, MIS)	
2	Security, Compliance & ASP Hosting Standards (ISO 27001, DC-DR setup, encryption, access control)	
3	Vendor Experience in Similar Implementations (number of banks, years of service, references)	

4	Scalability, Performance, and Future Readiness (API readiness, configurability, handling transaction load)	
5	Project Management & Implementation Plan (timeline, methodology, resource deployment)	
6	Support & Maintenance Plan (SLA structure, escalation matrix, manpower)	
7	Documentation & Training Approach	

9.3.5 Technical Demonstration

The Bank will invite shortlisted bidders for a brief product demonstration or presentation focusing on:
- 4-way reconciliation capability
- Exception management process
- Security & compliance controls
- Reporting and dashboards

The demonstration will be used to validate the claims made in the proposal.

9.4 Stage III – Commercial Evaluation (L1 Selection)

9.4.1 Evaluation Method

1. Only technically qualified bidders will be invited to participate in the commercial bid opening.
2. The commercial bid must be submitted strictly in the format of Annexure IV.
3. Evaluation will be done on the Total Cost of Ownership (TCO) for 5 years, including all:
   - One-time setup costs
   - Subscription/hosting costs
   - Support and maintenance charges
   - Security/audit costs
   - All applicable taxes and duties

9.4.2 Determination of L1

- The bidder quoting the lowest 5-year TCO will be designated as L1 (Lowest Evaluated Bidder).
- In case of a tie, preference will be given to the bidder with:
   - Longer relevant experience in banking reconciliation systems and
   - Higher number of active Banks as clients using its reconciliation systems.

9.4.3 Price Validity

- Prices quoted must remain valid for 180 days from the date of bid opening.
- Any conditional pricing or arithmetic errors may lead to rejection.

9.5 Final Selection and Award

1. The Bank will issue a Letter of Intent (LoI) to the L1 bidder.

2. The bidder must confirm acceptance within 7 days and submit:
   - Performance Bank Guarantee (PBG)
   - Signed NDA and SLA
3. A formal Purchase Order (PO) will then be issued by the Bank.
4. If the selected bidder fails to comply, the Bank reserves the right to:
   - Forfeit the EMD/PBG, and
   - Offer the contract to the next eligible bidder (L2).

9.6 Evaluation Committee

- The Bank's Evaluation Committee, comprising officials from IT, Operations, and Finance departments, shall oversee all stages.
- The Committee may seek clarifications or verify information independently.
- The Committee's recommendations shall be final, subject to approval by the Bank's Competent Authority.

9.7 Confidentiality During Evaluation

- All information pertaining to the evaluation process shall remain confidential.
- Bidders shall not contact the Bank during evaluation except in response to official queries.
- Any attempt to influence evaluation decisions will lead to immediate disqualification.

Section 10 – Project Deliverables & Timelines

10.1 Overview

The vendor shall complete the implementation and Go-Live of the 4-Way Reconciliation Application within three (3) months from the date of Purchase Order (PO) or Letter of Intent (LoI).

The engagement period, including maintenance and support, shall be five (5) years from the date of Go-Live.

10.2 Implementation Phases

Phase	Milestone / Activity	Timeline (from PO/LoI)	Deliverables / Outputs
Phase 1	Project Initiation & Kick-off	Within 4 weeks	Kick-off meeting minutes, finalized project plan
Phase 2	Requirement Finalization	Within 5 weeks	Approved data formats, reconciliation rules
Phase 3	Configuration & Customization	Within 8 weeks	Application configured in test environment
Phase 4	User Acceptance Testing (UAT)	Within 12 weeks	Signed UAT report, issue resolution log
Phase 5	Security Compliance (VAPT & Hardening)	Within 12 weeks	CERT-IN VAPT report, compliance closure
Phase 6	Training & Documentation	Within 12 weeks	User/admin manuals, training certificates
Phase 7	Go-Live	Within 15 weeks	Go-Live certificate from Bank
Phase 8	Post Go-Live Stabilization	Next 30 days	Stabilization report, Final Acceptance Certificate

10.3 Key Deliverables

Sl. No.	Deliverable	Responsibility	Acceptance Basis
1	Project Plan & Resource Deployment	Vendor	Approval by Bank's IT Dept.
2	Data Format & Rule Documentation	Vendor + Bank	Signed joint validation sheet
3	Application Deployment (ASP)	Vendor	Successful test environment review
4	UAT Execution & Closure	Vendor	Signed UAT report
5	Security Compliance & VAPT Closure	Vendor	CERT-IN report & remediation confirmation
6	Training & Handover	Vendor	Completion certificate from participants
7	Go-Live & Stabilization	Vendor	Final Acceptance Certificate (FAC)
8	Periodic Reports	Vendor	Monthly SLA & uptime reports

10.4 Post-Implementation Support (5-Year Period)

The vendor shall provide comprehensive operational and technical support including:

(a) Operational Support
- Daily monitoring of reconciliation runs
- Exception tracking and user assistance
- File validation and correction support

(b) Technical Support
- Patch management, version upgrades, and tuning
- Regular security updates and DR drills
- Preventive maintenance and log analysis

(c) Helpdesk
- Email-based ticket system (9:00 a.m. to 6:00 p.m., Mon–Sat)
- Escalation as per SLA (Annexure VII)

(d) Reporting
- Monthly SLA performance reports
- Quarterly audit compliance statements
- Annual security & VAPT certification updates

10.5 Payment Schedule

Payments shall be **milestone-based** and released only after acceptance of deliverables by the Bank.

Phase / Milestone	% of Contract Value	Release Condition
Project Kick-off & Plan Approval	30 %	Submission of detailed project plan
Completion of Configuration & UAT Sign-off	30 %	Successful UAT completion
Go-Live	25 %	Go-Live certificate issued
Post-Go-Live Stabilization (30 days) & Security & Compliance Certification	15 %	Submission of CERT-IN VAPT closure report & Issuance of Final Acceptance Certificate
Annual Support & Maintenance	25%	Payable Quarterly on SLA compliance

Note: Payments are subject to statutory deductions (TDS/GST).

10.6 Delay & Penalty

- Delay beyond approved milestones shall attract a penalty of 0.5 % of total contract value per week, up to 5 % maximum.
- If Go-Live delay exceeds 8 weeks beyond schedule, the Bank may terminate the contract and invoke PBG.
- Other penalties imposed on the Bank by regulatory bodies such NPCI, RBI, NABARD etc. for non-compliance with TAT assigned for each product.
- SLA non-compliance penalties shall apply separately as per Annexure VII.

10.7 Review & Governance

1. **Progress Reviews:** Weekly during implementation, monthly post-Go-Live.
2. **Meetings:** Conducted by the Bank's IT Department with vendor's project manager.
3. **Documentation:** All deliverables and reports to be submitted in both soft and hard copies.

10.8 Acceptance & Handover

Project completion shall be recognized only upon:

1. Compliance with all deliverables listed above.
2. Stable operations for 30 consecutive days post Go-Live.
3. Issuance of a Final Acceptance Certificate (FAC) by the Bank.

Section 11 – General Terms & Conditions

11.1 Definitions

For the purpose of this RFP and the subsequent agreement:

- "Bank" means Tripura State Co-operative Bank Ltd. (TSCB).
- "Vendor" or "Bidder" means the successful bidder selected under this RFP.
- "Contract" means the written agreement executed between the Bank and the Vendor, including all annexures and addenda.
- "Services" means the entire scope of work, deliverables, and support covered under this RFP.
- "Application" means the 4-Way Reconciliation Software deployed and maintained under the ASP model.

11.2 Contract Period

- The total contract duration shall be five (5) years from the date of Go-Live.
- The implementation period of three (3) months from PO/LoI is included within the overall contract term.

11.3 Performance Bank Guarantee (PBG)

- The Vendor shall submit a Performance Bank Guarantee for 10% of total contract value, valid for the entire contract duration plus three months.
- The PBG must be submitted within 15 days of the Letter of Intent (LoI).
- Failure to provide the PBG may result in cancellation of award and forfeiture of EMD (if applicable).

11.4 Taxes and Duties

- Prices shall be inclusive of all taxes and duties, unless otherwise specified.
- Applicable GST must be mentioned separately in the BOQ.
- TDS and other statutory deductions will be made by the Bank as per applicable law.

11.5 Confidentiality & NDA

1. Both parties shall maintain confidentiality of all project-related information.
2. A formal Non-Disclosure Agreement (Annexure VI) shall be signed prior to project commencement.
3. The vendor shall ensure its employees and subcontractors adhere to the NDA terms.
4. Confidentiality obligations shall survive the expiry or termination of the contract for 3 years.

11.6 Intellectual Property Rights (IPR)

- All data, configurations, reports, and templates developed specifically for TSCB shall be the property of the Bank.

- The vendor shall not reuse or resell any Bank-specific configuration or content.
- The Bank will have perpetual rights to use all deliverables even after contract expiry.

11.7 Indemnity

The Vendor shall indemnify the Bank against any loss, damage, legal claim, or regulatory penalty arising from:

- Breach of contract or confidentiality,
- Data leakage or cyber incident,
- IPR infringement,
- Negligence or misconduct by vendor personnel.

Indemnity shall remain valid for the full contract period and up to one year after expiry.

11.8 Force Majeure

Neither party shall be liable for failure to perform obligations due to circumstances beyond control (natural disaster, war, strikes, lockdowns, etc.).

The affected party shall notify the other within 7 days. If such condition continues beyond 45 days, either party may terminate the contract without penalty.

11.9 Termination

(a) For Cause

The Bank may terminate the contract immediately if:

- The Vendor breaches confidentiality or security obligations.
- SLA violations persist for three consecutive months.
- The Vendor becomes insolvent or blacklisted.

(b) For Convenience

The Bank may terminate the contract with 60 days written notice, paying for accepted deliverables till the termination date.

(c) For Non-Performance

The Bank may terminate and invoke PBG if vendor fails to meet timelines, deliverables, or service levels.

11.10 Dispute Resolution & Arbitration

- Any dispute shall first be settled amicably within 30 days.
- Failing that, disputes shall be referred to a sole arbitrator appointed by the Bank, in accordance with the Arbitration & Conciliation Act, 1996.
- Venue: Agartala, Tripura

- Language: English
- The award shall be final and binding.

11.11 Governing Law & Jurisdiction

This RFP and the subsequent agreement shall be governed by the laws of India, and only the courts at Agartala, Tripura shall have exclusive jurisdiction.

11.12 Audit Rights

The Bank, its internal auditors, or regulatory authorities may audit vendor facilities, systems, or data related to this project at any time. The vendor shall provide access, records, and cooperation without delay.

11.13 Subcontracting

- Subcontracting of core services (application hosting, data management, reconciliation) is strictly prohibited.
- Any approved subcontracting shall not dilute the vendor's full responsibility to the Bank.

11.14 Limitation of Liability

The Vendor's liability shall not exceed the total contract value, except in cases of data breach, confidentiality violation, or fraud, where liability shall be unlimited.

11.15 Notices

All official notices shall be in writing and sent to:

The Managing Director
Tripura State Co-operative Bank Ltd.
Head Office, Post Office Chowmuhani, Agartala – 799001, Tripura
Email: it.tscbl@gmail.com/coopbankho@tscb.bank.in

11.16 Ethics and Integrity

Vendors and their representatives shall maintain ethical conduct. Any attempt to influence the evaluation or decision-making process shall result in immediate disqualification and blacklisting.

11.17 Survival Clause

Clauses on Confidentiality, IPR, Indemnity, Data Ownership, NDA, and Jurisdiction shall survive the contract termination or expiry.

Section 12 – Annexures & Formats

Annexure – I: Bid Cover Letter

[To be printed on Bidder's Letterhead]

Date: __ / __ / 2025
To,
The Managing Director
Tripura State Co-operative Bank Ltd.
Head Office, Post Office Chowmuhani,
Agartala – 799001, Tripura.

Subject: Submission of Bid for Procurement of 4-Way Reconciliation Application (ASP Model)

Sir/Madam,

Having examined the RFP (Ref. No. TSCB/IT/REC/2025/____ dated…../…./2025), we, the undersigned, offer to provide the services required for the above project in conformity with the terms and conditions set forth in the RFP.

We hereby declare that:

1. All information and documents submitted are true to the best of our knowledge.
2. We agree to abide by all terms, conditions, and clauses of this RFP.
3. Our bid shall remain valid for 180 days from the date of submission.
4. We undertake to sign the required NDA and SLA upon award of contract.

Yours faithfully,

Authorized Signatory: _____
Name & Designation: _____
Company Seal: _____

Annexure – II: Eligibility Criteria Compliance Sheet

Sl. No.	Eligibility Criteria	Minimum Requirement	Compliance (Yes/No)	Document Reference Page No
1	Legal Entity	Company / LLP registered in India under Companies Act 1956/2013 or LLP Act; ≥ 5 years old		
2	Experience	>5 years' experience in design/implementation of reconciliation or ASP solutions for banks		
3	Bank Implementations	4-Way Reconciliation Application successfully implemented in atleast 01 Sub Member banks (RRBs/STCBs or DCCBs) and 01 Scheduled Commercial Bank		
4	ASP Hosting Experience	Experience in hosting at least one financial application in secure ASP mode		
5	Average Turnover	Average annual turnover ≥ ₹ 50 lacs during 2022-23, 2023-24 & 2024-25		
6	Profitability	Net profit in the last 3 financial years.		
7	Certification	Data Centre (ASP host) ISO 27001:2013 certified		
8	Security Compliance	Annual VAPT by CERT-IN empaneled auditor		
9	Manpower	≥ 10 qualified technical professionals on payroll		
10	Local Office	On location service as an when required.		
11	Blacklisting	Not blacklisted / debarred / in litigation with any bank or government body		
12	NDA & SLA	Willing to execute Bank's NDA & SLA forms		

Authorized Signatory: _____

Company Seal: _____

Annexure – III: Technical Compliance Sheet

Sl. No.	Feature / Requirement	Compliance (Yes/No)	Remarks / Reference
1	Web-based reconciliation interface		
2	4-way matching capability (CBS, Switch, NPCI, GL)		
3	Rule-based configurable reconciliation		
4	Manual data upload (no direct integration)		
5	Exception classification & closure workflow		
6	MIS / Reconciliation dashboards		
7	User access control & multi-role system		
8	Encryption (AES-256, TLS 1.2+)		
9	Hosting on ISO 27001-certified DC		
10	CERT-IN VAPT compliance		
11	99.5% uptime SLA		
12	Data retention $\geq$ 5 years		
13	DR site replication		
14	Training and documentation provided		

Authorized Signatory: _____

Company Seal: _____

Annexure – IV: Financial BOQ Format

[To be submitted as encrypted Financial Bid Softcopy in Excel/PDF format]

A. Summary Table (5-Year Total Cost of Ownership)

Component	One-Time Cost (₹)	Recurring Annual Cost (₹)	Total 5-Year Cost (₹)	Remarks
1. Application Setup & Configuration (One Time)				
2. Per Transaction Charge				
3. *Resource Costs/person				
4. Security Compliance (Annual VAPT, Audit)				
Total (Before Taxes)	₹	—	₹	
GST (as applicable)	—	—	₹	
Grand Total (Inclusive of Taxes)	—	—	₹ [In Figures and Words]	

* No. of Resource will be required: 02 units. However, Bidders needs to quote per resource cost in above table.

B. Additional Financial Notes

1. The prices quoted shall be firm and inclusive of all expenses, duties, and levies.
2. The Grand Total (5-Year TCO) shall be used for L1 evaluation.
3. No escalation will be permitted during the entire contract period.
4. Payment will be milestone-based as per Section 10.
5. GST rates must be shown explicitly for transparency.
6. All costs must be quoted in Indian Rupees (INR) only.
7. The Bank may increase or decrease the no. of resources at its own discretion.

Authorized Signatory: _____

Name & Designation: _____

Date: __ / __ / 2025 _____

Seal of the Company: _____

Annexure – V: Bidder Information Sheet

Particulars	Details
Legal Name of Firm	
Registered Office Address	
Year of Incorporation	
Type of Organization	Company / LLP / Partnership
PAN Number	
GST Registration Number	
ISO / Security Certifications	
Data Centre Location	
Contact Person Name	
Designation	
Mobile Number	
Email Address	
Past Banking Clients	
Details of ASP Projects Implemented	
Total Employee Strength	
Local Support Office Address	

Annexure – VI: Declaration of Integrity & Non-Blacklisting

(To be printed on bidder's letterhead)

We hereby declare that our organization, M/s _____, is not blacklisted, debarred, or under investigation by any Government department, regulator, or financial institution in India as on date. We also certify that no litigation or insolvency proceedings are pending against our firm.

We undertake to maintain the highest standards of integrity, transparency, and ethical conduct during the entire engagement with Tripura State Cooperative Bank Ltd.

Authorized Signatory: _____

Designation: _____

Seal and Date: _____

Note: To be submitted in the company letterhead signed by competent authority.

Annexure-VII: Draft Non-Disclosure Agreement (NDA)

(To be executed on Non-Judicial Stamp Paper of ₹100 or as applicable)

This Non-Disclosure Agreement (hereinafter referred to as "Agreement") is made on this ___ day of _____, 2025,

BY AND BETWEEN

Tripura State Cooperative Bank Ltd. (TSCB), a cooperative banking institution established under the Tripura State Cooperative Societies Act, having its Head Office at Post Office Chowmuhani, Agartala – 799001, Tripura, hereinafter referred to as the "Bank" (which expression shall, unless repugnant to the context, include its successors and assigns),

AND

M/s _____, a company incorporated under the Companies Act, 2013 and having its registered office at _____, hereinafter referred to as the "Vendor" (which expression shall, unless repugnant to the context, include its successors and permitted assigns).

WHEREAS

1. The Bank has issued a Request for Proposal (RFP) for Procurement of 4-Way Reconciliation Application (ASP Model) and the Vendor has been selected for the same.
2. In the course of execution, the Vendor will have access to confidential information relating to the Bank's operations, data, systems, processes, and customers.
3. Both parties desire to define their obligations regarding confidentiality and non-disclosure of such information.

NOW, THEREFORE, IT IS AGREED AS FOLLOWS:

1. **Definition of Confidential Information:**
   All data, documents, records, reports, source codes, object codes, designs, know-how, customer information, business plans, or any information disclosed by the Bank in written, verbal, or electronic form shall be deemed Confidential Information.
2. **Obligation of Confidentiality:**
   o The Vendor shall maintain absolute confidentiality of the Bank's information.
   o The Vendor shall not disclose, copy, or reproduce any Confidential Information to any third party without prior written consent of the Bank.
   o The Vendor shall use the information solely for the purpose of executing the contract and not for any other commercial or personal purpose.
3. **Employees and Subcontractors:**
   The Vendor shall ensure that all employees, representatives, or subcontractors who have access to the Bank's information are bound by confidentiality obligations no less stringent than those in this Agreement.
4. **Data Protection:**
   The Vendor shall ensure that all Bank data stored or processed under the ASP model is encrypted, access-controlled, and protected against unauthorized use or disclosure.

5. **Return or Destruction of Data:**
Upon termination or completion of the project, the Vendor shall return or destroy all data, documents, and materials received from the Bank, and certify in writing that no copies remain.

6. **Duration of Obligation:**
The confidentiality obligations shall survive the termination or expiry of this Agreement for a period of three (3) years.

7. **Indemnification:**
The Vendor agrees to indemnify and hold harmless the Bank from any loss, damage, claim, or expense arising from any unauthorized disclosure or misuse of confidential information.

8. **Jurisdiction:**
This Agreement shall be governed by the laws of India, and courts at Agartala, Tripura shall have exclusive jurisdiction.

IN WITNESS WHEREOF, the parties hereto have executed this Agreement as of the date first above written.

For Tripura State Cooperative Bank Ltd.   **For M/s** _____

Signature: _____   Signature: _____

Name & Designation: Name & Designation:

_____   _____

Date: _____   Date: _____

Seal of the Bank   Seal of the Vendor

Annexure-VIII: Draft Service Level Agreement (SLA)

(To be executed on Non-Judicial Stamp Paper of ₹200 or as applicable)

This Service Level Agreement (SLA) is made on this ___ day of _____, 2025,

BY AND BETWEEN

Tripura State Cooperative Bank Ltd. (TSCB), Head Office: Post Office Chowmuhani, Agartala – 799001, Tripura, hereinafter referred to as the "Bank",

AND

M/s _____, hereinafter referred to as the "Vendor".

1. Purpose and Scope

This SLA defines the performance standards, service responsibilities, and reporting obligations of the Vendor in delivering the 4-Way Reconciliation Application (ASP Model) services to the Bank for a period of five (5) years.

2. Effective Date and Duration

The SLA shall come into effect from the date of signing of this Agreement and remain valid until the completion of the contracted service period, subject to annual review and renewal.

3. Service Description

The Vendor shall:

- Host and maintain the 4-Way Reconciliation Application on a secure ISO 27001-certified Data Centre.
- Provide access to the Bank's users through a web-based secure interface.
- Process uploaded transactional data for reconciliation, generate exception and MIS reports, and maintain system availability as per defined KPIs.
- Ensure compliance with RBI/NABARD guidelines, information security standards, and all terms specified in the RFP.

4. Service Level Metrics

Parameter	Target / KPI	Measurement Method	Penalty
System Uptime	≥ 99.5% monthly	Monitoring logs verified by Bank	1% of quarterly payment for each 0.5% drop below target
Incident Response Time	Critical ≤ 2 hrs / Major ≤ 4 hrs / Minor ≤ 1 day	Helpdesk log timestamps	₹5,000 per delayed response

Issue Resolution Time	Critical ≤ 8 hrs / Major ≤ 24 hrs / Minor ≤ 3 days	Service tickets	₹10,000 per critical delay
Security Compliance (VAPT Closure)	High-risk issues closed ≤ 15 days	VAPT closure report	2% of quarterly payment if pending beyond 30 days
Backup & DR Drill Adherence	100% compliance	Monthly/DR reports	₹10,000 per missed drill/report
Quarterly Reports Submission	Within 10 working days	Submission log	₹2,000 per delay

5. Performance Review

- SLA performance will be reviewed quarterly by the Bank's IT Department.
- Two consecutive quarters of SLA non-compliance may result in contract termination or blacklisting.

6. Reporting Obligations

The Vendor shall submit the following periodic reports to the Bank:

1. Monthly system uptime and incident reports
2. Quarterly SLA compliance summary
3. Annual VAPT and audit compliance certificate
4. Backup and DR drill verification reports
5. Security incident log and resolution report

7. Escalation Matrix

The Vendor shall maintain a defined escalation matrix for issue resolution, with contact details of primary, secondary, and senior escalation points.

8. Payment and Penalties

- Payments shall be released on a quarterly post-review basis upon satisfactory SLA compliance.
- Penalties for SLA breaches shall be deducted from the payable amount of the concerned quarter.

9. Confidentiality & NDA Linkage

The Vendor shall comply fully with the Non-Disclosure Agreement (Annexure-VI). Any breach of confidentiality will be treated as a material breach of this SLA and the master contract.

10. Right to Audit

The Bank and its regulatory authorities reserves the right to review or audit the vendor's facilities during the contract period.

11. Termination

The Bank reserves the right to terminate this SLA with 30 days' written notice in case of:

- Repeated SLA violations;
- Breach of NDA or data leakage;
- Regulatory non-compliance;
- Insolvency or discontinuance of the Vendor's operations.

12. Dispute Resolution & Jurisdiction

All disputes shall be settled amicably; failing that, they shall be referred to arbitration in accordance with the Arbitration and Conciliation Act, 1996. Courts at Agartala, Tripura shall have exclusive jurisdiction.

IN WITNESS WHEREOF, the parties hereto have executed this Agreement as of the date first above written.

For Tripura State Cooperative Bank Ltd.	**For M/s** _____
Signature: _____	Signature: _____
Name & Designation:	Name & Designation:
_____	_____
Date: _____	Date: _____
Seal of the Bank	Seal of the Vendor

Annexure – IX: Bid Submission Checklist

Sl. No.	Document	Submitted (Yes/No)
1	Bid Cover Letter (Annexure I)	
2	Eligibility Criteria Sheet (Annexure II)	
3	Technical Compliance Sheet (Annexure III)	
4	Financial BOQ (Annexure IV) – Encrypted Softcopy	
5	Bidder Information Sheet (Annexure V)	
6	Company Registration & Financials (3 FYs)	
7	Client Certificates / References	
8	ISO & VAPT Certificates	
9	OEM Authorization (if applicable)	
10	NDA & SLA Acceptance	
11	Integrity Declaration (Annexure VIII)	
12	Signed RFP (Acceptance Copy)	
13	Tender Fee (Rs.5,000/-) in favor of "Tripura State Cooperative Bank Ltd."	
14	EMD for an amount of Rs. 25,000/- (Twenty Five Thousands Only) in favor of "Tripura State Cooperative Bank Ltd."	

End of RFP Document

Tripura State Co-operative Bank Ltd. (TSCB)
1st Floor, Head Office, Post Office Chowmuhani, Agartala – 799001, Tripura

Email: **it.tscbl@gmail.com/coopbankho@tscb.bank.in**
Website: www.tscb.bank.in