

Request for proposal

For

Chatbot Solution

By,

IDBI Capital Markets & Securities Ltd.,

(Earlier known as IDBI Capital Market Services Ltd.)

6th & 5 th Floor, IDBI Tower,

Cuffe Parade,

Mumbai 400005

Bidding timelines

1. Last date and time for submission of Bid documents May 24, 2019 (17:00 P.M)
 3. Date and Time of Opening of Technical and Commercial Bids.
 - a. Technical Bid: To be notified later
 - b. Commercial Bid opening To notified to the eligible bidders
 4. Place of Opening of bids IDBI Capital Markets & Securities Ltd., 5th Floor, IDBI Tower, Cuffe Parade, Mumbai 400005.
 5. Address for communication IDBI Capital Markets & Securities Ltd., 5th Floor, IDBI Tower, Cuffe Parade, Mumbai 400005.
- Contact Person Shivram Gawade

Disclaimer

The information contained in this Request for Proposal document (hereinafter referred to as "RFP") provided to the Bidders, is provided by IDBI Capital Markets & Securities Limited (hereinafter referred to as "IDBI Capital" / "Company") 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.

This RFP document is not an agreement or offer by IDBI Capital to the prospective Bidders or any other party. The purpose of this RFP is to provide interested parties with information to assist the formulation of their Bid.

This RFP document does not purport to contain all the information that each Bidder may require. This RFP document may not be appropriate for all persons, and it is not possible for IDBI Capital, its employees or advisors to consider the business/investment objectives, financial situation and particular needs of each Bidder who reads or uses this RFP document. Each Bidder should conduct its own investigations and analysis and should check the accuracy, reliability and completeness of the information in this RFP document and where necessary seek and obtain independent advice from appropriate sources.

While this RFP has been prepared in good faith, neither IDBI Capital nor its employees or advisors/consultants make any representation or warranty express or implied as to the accuracy, reliability or completeness of the information contained in this RFP. IDBI Capital, its employees and advisors make no representation or warranty and shall incur no liability under any law, statute, rules or regulations as to the accuracy, reliability or completeness of the RFP document.

IDBI Capital may, at its absolute discretion, but without being under any obligation to do so, update, amend, supplement, withdraw or cancel this RFP document or the information in this RFP document.

A. General Instructions to Bidders

1. The bid consists of two parts viz., Technical Bid and Financial Bid, which are required to be submitted in two separate sealed covers marked as “Quotations Chatbot Solution – Commercial Bid” and “Quotations for Chatbot Solution – Technical Bid”. Both the Technical and Commercial Bids shall then be placed in a single sealed envelope clearly marking “Quotations for Chatbot Solution”.
2. “Quotations for Chatbot Solution – Commercial Bid” envelope should contain commercial Bid as per format in this document. “Quotations for Chatbot Solution – Technical Bid” envelope should contain the technical Bid as per format in this document, Acceptance certificate as per format in this document, and the documents requested for as per the requirements stated in the section titled ‘Fulfillment of Eligibility Criteria’.
3. If the outer envelope is not sealed and not marked appropriately, IDBI Capital will assume no responsibility for the bid’s misplacement or premature opening. IDBI Capital reserves the right to accept or reject in part or full any or all the bids without assigning any reason whatsoever. IDBI Capital’s decision in this regard shall be final, conclusive and binding on all the bidders.
4. Decision as to any arithmetical error, manifest or otherwise in the response to bid document shall be decided at the sole discretion of IDBI Capital and shall be binding on the bidder. Any decision of IDBI Capital in this regard shall be final, conclusive and binding on the bidders.
5. IDBI Capital reserves the right to re-issue / re-commence the entire bid / RFP process in case of any anomaly, irregularity or discrepancy in regard thereof. IDBI Capital’s decision in this regard shall be final, conclusive and binding on the bidders.
6. If a holiday is declared on any of the dates mentioned, the bids shall be received / opened on the next working day at the same timings specified above.
7. Bidders will be required to work in co-ordination with other vendors / contractors at site / on the activity to ensure timely completion within stipulated timeframe. To complete the work at the site within stipulated timeframe, engineers / personnel / representatives appointed by the Bidders may be required to visit the site multiple times, if required, at no extra cost.
8. Each bidder shall submit only one proposal.
9. The price quoted by the Bidder cannot be altered or changed due to escalation on account of any variation in taxes, levies, and cost of material or any other reasons.
10. **The price quoted is to be written in words as well as figures and in case of discrepancies between prices written in words and prices written in figures, the price written in words shall be considered to be correct.**
11. IDBI Capital will not be obliged to meet and have discussions with any bidder and/ or to entertain any representations in this regard.
12. The bids received and accepted will be evaluated by IDBI Capital to ascertain the best and lowest bid in the interest of IDBI Capital.

However, IDBI Capital does not bind itself to accepting the lowest bid or any specific bid and reserves the right to reject any or all bids at any point of time prior to the issuance of Purchase order without assigning any reasons whatsoever.

13. IDBI Capital reserves the right to accept or reject any quotation and to cancel, annul or abandon the entire bidding process and reject all quotations at any time prior to award of the contract without thereby incurring any liability whatsoever to the affected bidders or any obligation to inform the affected bidders of the grounds for IDBI Capital's action. IDBI Capital shall not be bound to give any reasons or explain the rationale for its actions / decisions to annul or abandon or cancel the bid process.

B. TERMS AND CONDITIONS OF THE RFP / CONTRACT

1. STANDARD OF PERFORMANCE

The bidder shall perform the service(s) and carry out its obligations under the Contract with due diligence, efficiency and economy, in accordance with generally accepted techniques and practices used in industry and with professional engineering standards recognized by the international professional bodies and shall observe sound management, technical and engineering practices. It shall employ appropriate advanced technologies, procedures and methods. The Bidder shall always act, in respect of any matter relating to the Contract, as faithful advisors to IDBI Capital and shall, at all times, support and safeguard IDBI Capital 's legitimate interests.

2. INDEMNITY

The Bidder shall execute and furnish to IDBI Capital, a deed of indemnity in favor of the IDBI Capital in a form and manner as specified by IDBI Capital, indemnifying IDBI Capital its directors, employees, agents and representatives from and against any costs, loss, damages, expense, claims, litigations, suits, actions, judgments, and or otherwise including but not limited to those from third parties or liabilities of any kind howsoever suffered, arising out of or incurred inter alia during and after the contract period including but not limited to third-party claims due to infringement of patent, trademark, Intellectual Property Rights, copy-rights or industrial drawings and designs arising from use of the services or any part thereof and/or otherwise.

Contract Amendments

No variation in or modification of the terms of the Contract shall be made except by written mutual consent signed by both the Parties i.e. the Bidder and IDBI Capital.

3. FORCE MAJEURE

- a. Notwithstanding the provisions of this RFP, the Bidder shall not be liable for failure to perform its obligations under the Contract/Agreement as a result of an event of Force Majeure.
- b. For purpose of this Clause "Force Majeure" means war or revolution, terrorist act, fire, floods, earthquakes, epidemics, quarantine restriction and freight embargoes.
- c. If a Force Majeure situation arises, the Bidder shall promptly notify IDBI Capital in writing of such conditions and the cause thereof. Unless otherwise directed by IDBI Capital in writing, the Bidder shall continue to perform its obligations under the Contract as far as is reasonably practical and shall seek all reasonable alternative

means for performance not prevented by the Force Majeure event. IDBI Capital may terminate the Contract/Agreement, by giving a written notice of minimum 30 days to the Bidder, if as a result of Force Majeure the Bidder is unable to perform a material portion of the Service(s) for a period of more than 30 days.

4. RESOLUTION OF DISPUTES

The Parties shall use their best efforts to amicably settle all disputes arising out of or in connection with the contract/ agreement in the following manner:

- a. The Party raising the dispute shall address to the other Party a notice requesting an amicable settlement of the dispute within seven (7) days of receipt of the notice.
- b. The matter will be referred for negotiation between IDBI Capital and the Bidder. The matter shall then be resolved by them and the agreed course of action documented within a further period of 15 days.
- c. The Parties agree that any dispute between the Parties, which cannot be settled by negotiation in the manner described above, may be resolved exclusively by arbitration and such dispute may be submitted by either party to arbitration within 20 days of the failure of negotiations. Arbitration shall be held in Mumbai, India and conducted in accordance with the provisions of Arbitration and Conciliation Act, 1996 or any statutory modification or re-enactment thereof. Each Party to the dispute shall appoint one arbitrator each and the two arbitrators shall jointly appoint the third or the presiding arbitrator. The arbitration proceedings shall be conducted in the English language. Subject to the above, the courts of law at Mumbai alone shall have the jurisdiction in respect of all matters connected with the Contract/Agreement. The arbitration award shall be final, conclusive and binding upon the Parties and judgement may be entered thereon, upon the application of either party to a court of competent jurisdiction. Each Party shall bear the cost of preparing and presenting its case, and the cost of arbitration, including fees and expenses of the arbitrators shall be shared equally by the Parties unless the award provides otherwise.
- d. The Bidder shall not be entitled to suspend the service(s), pending resolution of any disputes between the Parties and shall continue to render the Service(s) in accordance with the provisions of the Contract/Agreement notwithstanding the existence of any dispute between the Parties or the subsistence of any arbitration or other proceedings.

5. 'NO CLAIM' CERTIFICATE

The Bidder shall not be entitled to make any claim(s) whatsoever, against IDBI Capital, under or by virtue of or arising out of, the Contract/Agreement, nor shall IDBI Capital entertain or consider any such claim, if made by the Bidder after he has signed a 'No Claim' Certificate in favor of IDBI Capital in such form as shall be required by IDBI Capital after the works are finally accepted.

6. SURVIVAL

Any provision of the Contract/Agreement which, either expressly or by implication, survives the termination or expiration of the Contract/Agreement, shall be complied with by the Parties including that of the provisions of indemnity, confidentiality, non-

disclosure in the same manner as if the present Contract/Agreement is valid and in force. and effect.

The provisions of the clauses of the Contract/Agreement in relation to Documents, data, processes, property, Intellectual Property Rights, indemnity, publicity and confidentiality and ownership shall survive the expiry or termination of the Contract/Agreement and in relation to confidentiality, the obligations continue to apply unless IDBI Capital notifies the Bidder of its release from those obligations.

7. NO AGENCY

The Service(s) of the Bidder herein shall not be construed as any agency of IDBI Capital and there shall be no Principal - Agency relationship between IDBI Capital and the Bidder in this regard.

8. NO SET-OFF, COUNTER-CLAIM AND CROSS CLAIMS.

In case the Bidder has any other business relationship(s) with IDBI Capital, no right of set-off, counter-claim and cross-claim and or otherwise will be available under this Contract/Agreement to the Bidder for any payments receivable under and in accordance with that business.

9. STATUTORY REQUIREMENTS:

During the tenure of the Contract/Agreement nothing shall be done by the Bidder in contravention of any law, act and/ or rules/regulations, there under or any amendment thereof governing inter-alia customs, foreign exchange, etc., and the Bidder shall keep IDBI Capital, its directors, officers, employees, representatives, agents and consultants indemnified in this regard.

10. CONTRACT PRICES

Prices payable to the Bidder as stated in the Contract/Agreement shall be firm and not subject to adjustment during performance of the Contract/Agreement, irrespective of reasons whatsoever, including exchange rate fluctuations, changes in taxes, duties, levies, charges, etc

11. INFORMATION SECURITY:

- a. The Bidder and its personnel shall not carry any written material, layout, diagrams, floppy diskettes, hard disk, flash / pen drives, storage tapes or any other media out of IDBI Capital 's premises without written permission from IDBI Capital.
- b. The Bidder's personnel shall follow IDBI Capital 's information security policy and instructions in this regard.
- c. The Bidder acknowledges that IDBI Capital 's business data and other proprietary information or materials, whether developed by IDBI Capital or being used by IDBI Capital pursuant to a license agreement with a third party (the foregoing collectively referred to herein as "proprietary information") are confidential and proprietary to IDBI Capital; and the Bidder agrees to use reasonable care to safeguard the proprietary information and to prevent the unauthorized use or disclosure thereof, which care shall not be less than that used by Bidder to protect its own proprietary information. Bidder recognizes that the goodwill of IDBI Capital depends, among other things, upon the Bidder

keeping such proprietary information confidential and that unauthorized disclosure of the same by Bidder could damage IDBI Capital. By reason of Bidder's duties and obligations hereunder, Bidder may come into possession of such proprietary information, even though the Bidder does not take any direct part in or furnish the Service(s) performed for the creation of said proprietary information and shall limit access thereto to employees with a need to such access to perform the Services required by the Contract/Agreement. Bidder shall use such information only for the purpose of performing the Service(s) under the Contract/Agreement.

- d. Bidder shall, upon termination of the Contract/Agreement for any reason, or upon demand by IDBI Capital, whichever is earliest, return any and all information provided to Bidder by IDBI Capital, including any copies or reproductions, both hardcopy and electronic.

12. DATA OWNERSHIP

By virtue of the Contract/Agreement, the Bidder's team may have access to personal and business information of IDBI Capital and/or a third party or any taxpayer, any other person covered within the ambit of any Income tax legislation. IDBI Capital has the sole ownership of and the right to use, all such data in perpetuity including any data or other information pertaining to the subscriber / client / personnel that may be in the possession of the Bidder or Bidder's team in the course of performing the Service(s) under the Contract/Agreement.

13. REPRESENTATIONS AND WARRANTIES

- a. In order to induce IDBI CAPITAL to enter into the Contract/Agreement, the Bidder hereby represents and warrants as of the date hereof, which representations and warranties shall survive the term and termination hereof, the following:
 - i. That the Bidder is a company¹ which has the requisite qualifications, skills, experience and expertise in providing Information and Communication Technology (ICT) and other Service(s) contemplated hereunder to third parties, the technical know-how and the financial wherewithal, the power and the authority to enter into the Contract / Agreement and provide the Service(s)/Systems sought by IDBI Capital.
 - ii. That the Bidder is not involved in any major litigation, potential, threatened and existing, that may have an impact of affecting or compromising the performance and delivery of Service(s) /Systems under the Contract/Agreement.
 - iii. That the representations made by the Bidder in its bid are and shall continue to remain true and fulfill all the requirements as are necessary for executing the duties, obligations and responsibilities as laid down in the Contract/Agreement and the Bid Documents and unless IDBI Capital specifies to the contrary, the Bidder shall be bound by all the terms of the bid.
 - iv. That the Bidder has the professional skills, personnel and

- resources/authorizations that are necessary for providing all such services as are necessary to perform its obligations under the bid and this Contract/Agreement.
- v. That the Bidder shall ensure that all assets including but not limited to softwares, licenses, Databases, documents, etc. developed, procured, deployed and created during the term of the Contract/Agreement are duly maintained and suitably updated, upgraded, replaced with regard to contemporary and statutory requirements.
 - vi. That the Bidder shall use such assets of IDBI Capital, as IDBI Capital may permit for the sole purpose of execution of its obligations under the terms of the bid, Tender or the Contract/Agreement. The Bidder shall however, have no claim to any right, title, lien or other interest in any such property, and any possession of property for any duration whatsoever shall not create any right in equity or otherwise, merely by fact of such use or possession during or after the term hereof.
 - vii. That the Bidder shall procure all the necessary permissions and adequate approvals and licenses for use of various software and any copyrighted process/product free from all claims, titles, interests and liens thereon and shall keep IDBI Capital, its directors, officers, employees, representatives, consultants and agents indemnified in relation thereto.
 - viii. That all the representations and warranties as have been made by the Bidder with respect to its bid and Contract / Agreement, are true and correct, and shall continue to remain true and correct through the term of the Contract.
 - ix. That the execution of the Service(s) herein is and shall be in accordance and in compliance with all applicable laws.
 - x. That there are – (a) no legal proceedings pending or threatened against Bidder or any sub bidder/third party or its team which adversely affects/may affect performance under this Contract/Agreement; and (b) no inquiries or investigations have been threatened, commenced or pending against the bidder or any sub-bidder / third part or its team members by any statutory or regulatory or investigative agencies.
 - xi. That the bidder has the corporate power to execute, deliver and perform the terms and provisions of the Contract/Agreement and has taken all necessary corporate action to authorize the execution, delivery and performance by it of the Contract/Agreement.
 - xii. That all conditions precedent under the Contract/Agreement have been complied.
 - xiii. That neither the execution and delivery by the bidder of the Contract/Agreement nor the bidder's compliance with or performance of the terms and provisions of the Contract/Agreement (i) will contravene any provision of any applicable law or any order, writ, injunction or decree of any court or governmental authority binding on the bidder (ii) will conflict or be inconsistent with or result in any breach of any or the terms, covenants, conditions or provisions of, or constitute a default under any agreement, contract or instrument to which the Bidder is a party or by which it or any of its property or assets is bound or to which it may be subject or (iii) will violate any provision of the Memorandum and Articles of Association/Constitutional documents of the bidder.
 - xiv. That the bidder certifies that all registrations, recordings, filings and notarizations of the Contract/Agreement and all payments of any tax or duty, including without limitation, stamp duty, registration charges or similar amounts which are required to be effected or made by the bidder

which is necessary to ensure the legality, validity, enforceability or admissibility in evidence of the Contract/Agreement have been made.

- xv. That the Bidder confirms that there has not and shall not occur any execution, amendment or modification of any agreement/contract without the prior written consent of IDBI Capital, which may directly or indirectly have a bearing on the Contract/Agreement or Service(s).
- xvi. That the Bidder owns, has license to use or otherwise has the right to use, free of any pending or threatened liens or other security or other interests all Intellectual Property Rights, which are required or desirable for the Service(s) and the bidder does not, in carrying on its business and operations, infringe any Intellectual Property Rights of any person. None of the Intellectual Property or Intellectual Property Rights owned or enjoyed by the bidder or which the bidder is licensed to use, which are material in the context of the bidder's business and operations are being infringed nor, so far as the bidder is aware, is there any infringement or threatened infringement of those Intellectual Property or Intellectual Property Rights licensed or provided to the bidder by any person. All Intellectual Property Rights (owned by the bidder or which the bidder is licensed to use) are valid and subsisting. All actions (including registration, payment of all registration and renewal fees) required to maintain the same in full force and effect have been taken thereon and shall keep IDBI Capital, its directors, officers, employees, agents, representatives and consultants indemnified in relation thereto.

14. CONFIDENTIALITY

The Parties agree that they shall hold in trust any confidential information received by either Party, under the Contract/Agreement, and the strictest of confidence shall be maintained in respect of such confidential information. The Parties also agree:

- a. To maintain and use the confidential information only for the purposes of the Contract/Agreement as permitted herein;
- b. to restrict access and disclosure of Confidential Information to such of their employees, agents and Bidders strictly on a "need to know" basis, to maintain confidentiality of the confidential information disclosed to them in accordance with this clause

Notwithstanding the foregoing, the Parties acknowledge that the nature of the Service(s) to be performed under this Contract/Agreement may require the bidder's personnel to be present on premises of IDBI Capital /IDBI Capital's vendors or may require the bidder's personnel to have access to computer networks and databases of IDBI Capital while on or off premises of IDBI Capital. It is understood that it would be impractical for IDBI Capital to monitor all information made available to the bidder under such circumstances and to provide notice to the bidder of the confidentiality of all such information. Therefore, the Bidder agrees that any technical or business or other information of IDBI Capital that the bidder's personnel, sub bidders, or agents acquire while on IDBI Capital 's premises, or through access to IDBI Capital 's computer systems or databases while on or off IDBI Capital 's premises, shall be deemed confidential information.

Confidential information shall at all times remain the sole and exclusive property of the disclosing party. Upon termination of the Contract/Agreement, confidential information shall be returned to the disclosing party or destroyed, if incapable of return. The

destruction shall be witnessed and so recorded, in writing, by an authorized representative of each of the parties. Nothing contained herein shall in any manner impair rights of IDBI Capital in respect of the systems, service(s), and documents etc.

In the event that any of the parties hereto becomes legally compelled to disclose any confidential information, such party shall give sufficient notice to the other party to enable the other party to prevent or minimize to the extent possible, such disclosure. Neither party shall disclose to a third party any Confidential Information or the contents of the Contract/Agreement without the prior written consent of the other Party. The obligations of this clause shall be satisfied by handling confidential information with the same degree of care, which the receiving Party applies to its own similar confidential information but in no event less than reasonable care. The obligations of this Clause shall survive the expiration, cancellation or termination of this Contract/Agreement.

The provision of this clause shall survive termination of the Contract/Agreement.

The Bidder shall execute the Non-Disclosure agreement simultaneously at the time of execution of the Contract.

15. TERMINATION

IDBI Capital may, terminate the Contract/Agreement by giving the Bidder a prior and written notice of 30 days indicating its intention to terminate the Contract/Agreement.

The bidder shall not have any right to terminate the agreement entered into subsequent to this RFP, for convenience.

IDBI Capital shall reserve the right to cancel the contract in the event of - one or more of the following conditions:

- Delay in deploying the resources.
- Serious problems in quality of resources deployed.
- Overall quality and acceptability of the Solution.

16. RELATIONSHIP BETWEEN THE PARTIES:

- a. Nothing in the Contract/Agreement constitutes any fiduciary relationship between IDBI CAPITAL and the bidder/bidder's Team or any relationship of employer - employee, principal and agent, or partnership, between IDBI Capital and bidder.
- b. No party has any authority to bind the other Party in any manner whatsoever except as agreed under the terms of the Contract/Agreement.
- c. IDBI Capital has no obligations to the bidder's team except as agreed under the terms of the Contract/Agreement.

17. GOVERNING LAW

The Contract/Agreement shall be governed in accordance with the laws of Republic of India. These provisions shall survive the Contract/Agreement.

18. JURISDICTION OF COURTS

The courts of India at Mumbai have exclusive jurisdiction to determine any proceeding in relation to the Contract/Agreement. These provisions shall survive the Contract/Agreement.

19. SUSPENSION OF PAYMENT TO THE BIDDER

IDBI CAPITAL may by a written notice of suspension, suspend all payments to the bidder under the Contract/Agreement, if the Bidder fails to perform any of its obligations under the Contract/Agreement, (including the carrying out of the service(s)) provided that such notice of suspension:

- i. Shall specify the nature of the failure and
- ii. Shall request the bidder to remedy such failure within a specified period from the date of issue of such notice of suspension.

20. OTHER TERMS & CONDITIONS

- a. The price quoted is to be written in words as well as figures. In case of discrepancy between prices written in words and prices written in figures, the prices written in words shall be treated as valid and correct.
- b. The price will include all costs, duties, levies, taxes and all other applicable charges including local travelling expenses, cost of stationery, assisting IDBI Capital in replying to inspection remarks of IDBI Capital's, if any, etc. All taxes will be payable at actuals.
- c. All taxes, if any, applicable shall be subject to "Deduction at Source" as per prevailing rate while making any payment.
- d. In case delivery commitments are not met the order can be cancelled.
- e. All prices shall be quoted in Indian Currency (INR).
- f. Validity of Quotes will be for at least 3 months

C. Submission of Quotes

All the bids, duly addressed to IDBI Capital Markets & Securities Ltd. must be submitted in person to IDBI Capital's representative mentioned below,, at the following address on or before the due date specified as May 24th, 2019 (17:00 P.M)

Shivram Gawade.
IDBI Capital Markets & Securities Ltd.,
5th Floor, IDBI Tower,
Cuffe Parade,
Mumbai 400005 Tel: 022 — 22171700.

D. Payment Terms

- a) Payments will be on only against receipt of invoices and on signing of the following

documents NDA and SLA (to be prepared to incorporate Scope of work). All taxes, if any, applicable shall be subjected to deduction at source as per prevailing rates while making any payment.

- b) The price will include all costs, duties, levies, GST and all other applicable charges including local travelling expenses, cost of stationery, assisting IDBI Capital in replying to inspection remarks , if any, etc. GST will be at actuals.

PURPOSE OF THE DOCUMENT

This document is aimed at Requesting for Proposals (RFP) from vendors for the following applications,

1. Deploy a complete Chatbot solution with specific customization for the requirements of IDBI Capital Markets and Securities Ltd.
2. The Solution is expected to provide IDBI Capital a tool to improve customer satisfaction, provide better information to clients, reduction in human intervention at custcare and ensure maintenance of response timelines.
3. The solution is expected to provide complete means of automating client interactions and client support on internet with very limited human intervention or support.
4. The solution is expected to be interfaced (within the trading portal) for retail clients and dealers to offer variety of information sought by internal as well as external clients as and when required.
5. A features list is being shared later in this document and the participants are expected to confirm their ability to provide these features. A list of additional features offered by the solution but not listed in this RFP may be additionally listed by the participants.
6. The evaluation of the bids will be on T1L1 basis.
7. The Commercials for the Solution may be quoted in one time cost plus AMC basis or on usage basis. The cost of the solution should be appropriately detailed for various features and sub features.
8. Total cost of operating the Solution including the initial costs, cost of initial hardware required for deployment , cost of integration, cost of the third party software / hardware /OS / DB suite that may be required for the Solution, AMC (including those for the third party softwares) and other operating fixed costs for the first three years, will be used for commercial evaluation of the offerings from the participants.
9. Technically qualified participants may be called upon to demonstrate a PoC of the Solution after initial rounds of evaluation demos and discussions.
10. The decisions of the internal evaluation committee set up by IDBI Capital for evaluation of this Solution will be final.

Please note that the features / facilities sought are indicative and not limited to the ones mentioned in this document. Participants may showcase all possible features that they may wish to offer as possible options. IDBI Capital Markets & Securities Ltd. is open to solutions offering features / products with newer / better technology to improve the ease, feature list, vertical and horizontal scalability. The vendors are required to guarantee a solution support including (if required with) AMC and other technical support for a minimum of 5 years from the go live date. Support would interalia entail modifications necessitated for regulatory reasons, development of new features and other support to maintain and improve performance, competitiveness.

The process will involve submission of technical and commercial bids to be followed by rounds of detailed discussions with short listed candidates on the features / facilities and other parameters including the work flows, implementation phases, expected duration for implementation, post-sales support, hardware requirements, future product/ solution development roadmaps etc.

POINTS TO NOTE

- Note 1: The information / details / documents / provided by the Participants in response to this Request For Proposal (RFP) will become the property of IDBI Capital Markets & Securities Ltd. ("the Company").
- Note 2: The Company reserves the rights to amend, rescind, modify or reissue this RFP. All amendments will be advised to the Participants (s) vide an email and such amendments, if any be binding upon them. The company also reserves the right to accept, reject or cancel any or all responses to this RFP without assigning any reason whatsoever.
- Note 3: All proposals received after the set timelines will be treated an ineligible.
- Note 4: Commercial Bids will be compared and evaluated based on the technical bids received and the technical features being offered by the vendors.
- Note 5: In case the Company opts not to migrate to some part of the Solution for which the RFP is issued, the solution being procured (if any) vide this RFP will need to be integrated with the existing applications being used by the Company.
- Note 6: The Company reserves the rights to negotiate the terms and conditions with vendors offering best feature-list, support / lowest price.
- Note 7: The Company reserves the right to cancel the entire RFP process at any point of time without assigning any reason whatsoever and restart the same at a later point of time.

ELIGIBILITY CRITERIA FOR VENDORS:

The bidder is expected to fulfill following eligibility criteria amongst others:

1. A bidder (Participants / Vendors) can submit only one proposal as a primary bidder. In case of a joint bid, the proposal should clearly indicate the name, roles and responsibilities of the primary and secondary (other) bidder(s).
2. All the members of the consortium need to fulfill the eligibility criteria set out in the RFP.
3. The Vendor Company should be in existence for a minimum of three years and should have a minimum networth of Rs. 3 cr., minimum annual turnover of Rs. 20 cr. in the previous Financial Year. All vendors are requested to furnish current networth certificates and certified financials for the last 3 financial years. The networth certificate and the financials should be duly certified by a Chartered Accountant.
4. Project Management team assigned for implementation from the Solution provider's side should have experience of at least two end-to-end implementations of the solution.
5. The vendor is required to have a strong technical support team based at Mumbai where our operations are located; onsite support for deployment of the Solution is critical and will be one of the critical evaluation parameters in addition to the development and deployment time lines.

PROPOSAL RESPONSES

Vendors should ensure that their proposal clearly sets out all the information requested in various sections, especially the details of features and facilities on the client end including products granting better leverages and client convenience should be listed and explained in detail. The proposal should be divided into numbered sections as specified later in this document. The vendors may be called upon to explain in detail the points / features mentioned in their responses.

The information sought in respect of the management should be clear and factual; any misrepresentations may lead to disqualification at any stage without any obligations on part of IDBI Capital Markets & Securities Ltd.

Vendors must provide specific and factual replies to questions. Vendors are at freedom to provide additional technical information relating to their proposals vide a separate annexure. In addition to technical / features related information, vendors must supply background information about their own company's organization structure, size and financials. Vendors are expected to indicate if their solutions offer the features / facilities listed out in this document.

STRUCTURE OF PROPOSAL RESPONSE

The vendors are expected to submit their responses in the structure detailed below,

SECTION 1: The Vendor Company's profile, organization structure, service locations, ownership structure, manpower strength (including a categorized break-up of the manpower), the organization's history and past performance etc.

SECTION 2: Management Summary: This section should detail the following:

- Introduction of the management team including educational qualifications and detailed experience.
- Introduction and summary description of the proposed solution.
- Reference Installations: Details of the locations / organizations with whom the solution being offered is already in use or at an advanced stage of deployment (if any), in case of part of the solutions being deployed at such Sites, the components deployed with various details should be mentioned. Confirmations that there are no legal / regulatory actions pending against the management personnel.

SECTION 3 – Details of the Solution(s): This section seeks details of the solution being offered.

- Application name, utility, backward and forward integration possibilities and requirements, including the integrations that may fall beyond the purview of the vendor but may be necessary for the operations of the Solution and the cost of such integrations, their usage charges, AMCs etc.
- Hardware, Operating System/ other third party support Software requirements – possible options along with the possible combinations and the details of the performance parameters expected to be achieved for various combinations.
- In case of a joint bid, the responsibility areas of the joint bidders involved and the overall responsibility of the primary bidder should be clearly demarcated.
- The nature of handholding support and training offered during and post implementation along with the duration of the training should be indicated.

- Implementation details including installation, integration, UAT and go live time lines and resource / support requirements.

SECTION 4 – This section seeks to capture the complete technical details of the proposed solution(s), including the functions, processes, features, reports, integration with other applications and agencies, logics, user interface details, Back office user interface etc.

SECTION 5 – Functional / IT requirements of the solution offered. Please note the technical requirements sheet and cost of hardware and third party software list to be submitted along with the commercial proposals is being provided later in this document.

SECTION 1

- a. Vendor's Company Profile, organization history, past performance.
- b. Organization Structure, ownership, service locations.
- c. Manpower strength – categorized break up manpower strength (sales, support, application support etc.)

SECTION 2 – Management Summary

- a. Introduction of the key management personnel.
- b. Educational qualifications and experience of the management team.

SECTION 3 - Details of the Solutions(s)

(a) A summary of the proposed solution(s) being offered.

(c) Summary of the required hardware / network layout, including integration with various third party applications / solutions / support data required / possible (clearly state the integrations as necessary and desirable) (d) Detailed information of the solution being offered along with the technical details of each of the modules of the application. The interdependence / inter connectivity / of modules as well as interoperability (or otherwise) with any other competitor's / agency's product / platform should be clearly brought out.

(e) Reference clients / installations

Please provide the following information for the proposed solution:

- The technical and performance details of the reference site where the solution is presently deployed or at an advanced stage of deployment. The details should indicate the year of deployment, hardware sizing, performance details, OS employed, database solution employed, the solution structure and client end applications / utilities. Please indicate any other applications with which the offered solution has been integrated at the reference sites.

SECTION 4 – Details of the Proposed Solution

Vendors / participants must provide the details of the solution being proposed. Each module / section should be detailed separately.

This section should mention the basic feature list; add-on features available as well as operational procedures for various modules.

Operational Requirements and Performance

- i. Upgrades and Documentation Provided

This section should describe the documentation which is supplied with each module, and any procedure, methodology that will be adopted for updating the documentation especially in respect of upgrading of the packages with error list and/or enhancements, connectivity details etc.

- ii. Module Synopsis

A brief summary / synopsis of each module including sample screen shots, input and output formats should be provided here. Please include details of the add-on modules being offered.

Vendors should detail the following for each module:

- A list of desired features has been provided later in this document; vendors are expected to confirm or indicate otherwise the availability of these features. Vendors may also indicate the complete features of their application in addition to the ones listed in this document.
- Other product(s) modules that can be or **need to be** currently integrated with various modules / solution.
- Capability or need of the product / solution to interface with other products/modules from another vendor /agencies which may be selected or may already be in use.
- The type of integration (On-line, batch, staged data etc.) available / possible or compulsorily needed within the modules of the solution and with external products (of other vendors / agencies).

SECTION 5 – Functional / IT requirements of the solutions

- a) Hardware Requirements alongwith approximate expected costs (cost will be evaluated separately by IDBI Capital, costs mentioned will not be held binding for the vendor)
- b) Third part Data Sources necessarily required (if any) for the solution
- c) Formats of the data feeds required (if any) from a third party or IDBI Capital
- d) Third party softwares, OS , applications required alongwith the expected costs (cost will be evaluated separately by IDBI Capital, costs mentioned will not be held binding for the vendor).

VENDOR ORGANIZATION PROFILE

GENERAL

Company Name

Brand name of the Solution offered

Date of incorporation

Holding Company or parent company (if any)

Shareholding pattern of the vendor company

List of sister concerns along with the details of business engaged in

List of subsidiaries along with the business engaged in

In case of foreign companies, company's India address

Contact details: Name, phone, fax and e-mail

Number of years in business

Authorized Account Representative for IDBI Capital

Address and phone number

Please confirm if you have all regulatory registrations in place to undertake this line of business activity.

FINANCIAL BACKGROUND

Annual Turnover for the last 3 financial years

Annual Net Profit for the last 3 financial years

Audited Financial Statements (Balance Sheet, Profit & Loss, Cash Flow Statement, Segment Report (if any), complete with relevant Schedules and notes to accounts) for the past three years.

Tabulated summary of the Audited Financial Statements

CERTIFICATIONS

Please provide details of any quality process certifications (e.g. ISO etc.) if any, that the organization holds.

Any other certifications, please specify.

STAFF

Total number of employees :

Please provide a function-wise break-up of the number of employees,

- Sales/marketing
- Administrative staff
- Research & Development
- Implementation staff
- Technical Support staff
- Post sales and maintenance support
- Others

The details of the sales, R & D, implementation and technical support staff should indicate the location-wise break up especially specific to Mumbai.

Is any litigation pending for more than 3 years? If so, please provide details with explanation.

Please also provide details of any claims/complaints/legal cases pending/received over the last three years.

TECHNICAL SET UP

Provide a detailed architecture of the proposed solution. This should include but may not be limited to:

- The generic purpose of the Product / application, possible points of necessary integrations, Disaster Recovery site solution.
- Application architecture showing the interaction of different modules being offered.
- Backup & disaster recovery plan / possibilities.

- Possible fail over options.
- Proposed hardware sizing along with performance parameters expected to be achieved.
- Network infrastructure details including ideal designs / layouts for optimum performance.
- Solution design and structure.
- Possibility of integration with Backoffice, trading portals and other agencies requisite. Please indicate the possibility of integration with various types of databases.
- Architecture schematic on the major components required to implement the product(s) / solution should be provided. The details should include suggested hardware platforms, OS, RAM requirements and all prerequisites for each component / configuration.
- Name & nature of interface.
- Is the interface available “off the shelf” or needs to be customized?
- Suggested integrations that IDBI Capital needs to / may take up with various data agencies.
- Details of client sites where these interfaces are currently operational / are at an advanced stage of implementation.

List any third party utility packages installed / deployed in the proposed solution and the manner of intended use. Please mention the third party applications required to be used at the client end, please specify if the cost of such tools, integrations and their licensing is included in the commercial bids.

Describe the control, data integrity, failover and information security features offered in the solution, eg. access controls, audit trails, input and update mechanisms; system, error and user access logs etc.

Describe the interdependence of the modules of the solution along with the nature of interdependence and the possible constraints that may be faced during implementation and operations.

A copy of any information security testing report of the application(s) undertaken should be provided.

How does the solution handle multiple sessions for same user ID and session passing or session integration with other application like a trading engine single sign on?

Please detail the failover infrastructure suggested along with the nature of failover handling and timelines. Please also indicate the possible DR features along with the infrastructure suggested..

SUPPORT PROVISION

The vendor is expected to guarantee support including AMC and technical support for a minimum of five years from the go live date.

Please describe the mechanism for reporting and resolution of errors, incidences, under performance of the solution / application.

Please specify the nature of support offered, the availability of the support mechanism in terms of timings through various days of the week, bank holidays, trading days etc. The contact details and methodology adopted for monitoring the support requests logged.

- What is the average & maximum response time?
- Where would the support engineers offer their solutions from for our infrastructure set-up based out of Mumbai?
- How many releases / versions of the product are currently deployed at various locations? Which of these are the most used? What are the differentiating factors of these versions?

Please indicate the methodology / process and commercials, if any involved in upgrading the Solution.

In case of customizations provided, how is it ensured that the future releases / upgrades take care of the continuity of the customizations?

Please indicate the nature, duration and data size that can be used for initial pre-deployment or UAT testing.

TRAINING & USER SUPPORT DOCUMENTATION

Please list which documentations are provided with the product(s)/ solution. Will these documents be available for online downloads in case of modifications or new releases? Will an implementation manual be provided to indicate the ideal hardware sizing, architecture, and deployment diagrams?

Will operations related training to our ops team be provided? What would be the duration and exact nature of such training? Will this be on site or offsite?

Will this training be repeated in case of change of operating manpower at our end? Where and for what duration can this kind of training/retraining be provided?

IMPLEMENTATION METHODOLOGY

Please indicate the various stages of implementation.

Describe how the solution will be deployed at our site? Please give a detailed installation schedule / expected timelines along with requirements / resources that need to be fulfilled / provided from our end; dependencies if any on other integration points – specify details.

What kind of support will be provided during implementation?

How many employees will typically be required at our site to implement the software? What kind of skill sets will be required by these employees?

What kind of network access to our internal networks will be required for / during the implementation?

EXISTING DEPLOYMENT SITES FOR REFERENCE

Please provide references of deployment of the solutions being offered, indicate the client details that you can share.

Name of the Organization:

Solution(s) deployed:

Total Client transactions handled on the application:

The approximate number of users with a break up of web users logins, thin client logins and android / IOS mobile phone based logins etc.

Indicate the hardware sizing at the reference site and the nature of OS, database and client end applications used.

DESIRED FUNCTIONAL REQUIREMENTS –CHAT BOT SOLUTION

Please note the functional support / requirements listed below are indicative / desired and not complete list.

The Solution offered should be a complete chatbot solution with capabilities to provide various text responses, reports in various formats, Graphical views and ability to allow download of reports / documents etc.

A list of desired features is shared on the next page. This list however is only indicative.

Desired Functional REQUIREMENTS – Chatbot solution

FEATURES

Chat Bot Technical requirements / features

1	Should work on Chrome, IE and Firefox with responsive integration with Android and IOS interface (I Phone handsets, I Pads and Mac)
2	Should be able to integrate with the or communicate with a Oracle db (for internal understanding TCS BO)
3	Should be capable of verifying the interactive user's credentials at various (certain) levels of interaction - possible verification methods - OTP on registered mobile or registered Email, other registered parameters like DoB, PAN etc.
4	Should be able to call for specific details from an Oracle db and display on the screen or allow the details to be emailed or sent back through a chat platform (Whatsapp).
5	Should be able to extract statements, summaries etc. and email or whatsapp these.
6	Should be able to schedule a delivery of a statement at a later point in time in case the data needs to be retrieved over a particular timeline.
7	Choice of voice bot as well as text bot – various text channels?
8	Should be able to segregate data based on different verticals, segments, exchange etc - in conjunction with the db inputs.
9	Concurrent sessions to be handled by the application - 500 – 1000; please indicate the hardware and other system requirements for 500 and 1000 logins separately.
10	The solution should be vertically scalable.
11	Solutions should provide for verification of the user being a human being (prevention of Prevention of service attacks)
12	Vendors may be required to undertake a PoC.

COMMERCIAL BIDS

The commercial bids should clearly state the offer prices of various modules / sub modules / features etc. Can these can be offered as separate modules / sub modules or not.. Any add-ons being offered at an additional cost should be clearly indicated as at extra cost with specific cost details. The prices should separately indicate all the levies. The AMCs, wherever payable should be indicated with a clear mention of as to starting when the AMCs will be payable and the basis of calculation of AMCs.

In case a vendor offers more than one pricing / payment structure e.g. say pay per use or all inclusive licence, the terms and structure of each pricing model should be clearly indicated. It should also be clearly mentioned if a combination of various pricing modules is acceptable for different modules of the solution.

A typical pricing detail should include,

1. Base pricing
2. Other One time costs
3. Recurring costs if any.
4. Annual Maintenance & technical Support Costs.
5. Any other costs.
6. Applicable taxes.

The priced add-on(s) if any should also be priced individually based on various parameters involved.

In addition to the pricing of the Solution please also provide the following information on costs,

Please provide the details of all the third party applications that will be required for the Solution -

		Description / Nature	Name of the OEM	Approximate initial Costs	Indicative AMC	Number of instances	Approximate Total cost
1	Server OS that may be used						
2	Database Solutions						
3	Please add any other needed						
4	Please add any other needed						
5	Please add any other needed						

Please provide the details of all the Hardware required for hosting the Solution -

		Description / Nature	Suggested configuration	Approximate initial Costs	Indicative AMC	Number of units	Approximate Total cost
1	Servers						
2	Please add any other needed						
3	Please add any other needed						
4	Please add any other needed						

	OS	Software required – OS / Db / any other ?			
	IT Support	Software required			
		Hardware required(if any)			
		Onsite training and UAT support			
		Post production support			

Commercial Bid Details

Sr No	Function	Description	Ready Availability	Remarks(If any)	Additional cost(If any)
	Summary description of features	Chat Bot Technical requirements / features			
1	Platform agnostic ?	Should work on Chrome, IE and Firefox with responsive integration with Android and IOS interface (I Phone handsets, I Pads and I Mac)			
2	Integration possibility with Oracle or other Dbs	Should be able to integrate with or communicate with a Oracle db			
3	User login controls	Should be capable of verifying the interactive user's credential at various (certain) levels of interaction - possible verification methods - OTP on registered mobile or registered Email, other registered parameters.			
4	Effective interfacing with	Should be able to call for specific details from a Oracle db and display on the screen or allow the details to be emailed or sent back through a chat platform (Whatsapp).			
5	Ability to dispatch documents, statements etc through email, whatsapp or through client login.	Should be able to extract statements, summaries etc. and email or whatsapp these.			
6	Ability to pre schedule delivery of documents, updates, automated responses	Should be able to schedule a delivery of a statement at a later point in time in case the data needs to be retrieved over a particular timeline			
7	Media compatibility - Voice, Text, other	Should be able to extract statements, summaries etc. and email or whatsapp these.			
8	Ability to integrate with multiple data sources or interfaces.	Should be able to segregate data based on segment, exchange etc - in conjunction with the BO db			

9	Concurrent login sessions	Should be capable of handling 500 – 1000 concurrent sessions – hardware / software requirements may be specified separately for both.			
10	Vertical scalability	The solution should be vertically scalable.			
11	Ability to prevent Prevention of service attacks.	Solutions should provide for verification of the user being a human being (prevention of Prevention of service attacks)			
12	Artificial Intelligence	Possibility of using artificial intelligence (AI) to improve the solution.			

EVALUATION CRITERIA

TECHNICAL EVALUATION CRITERIA

The Technical Bids shall be evaluated based on the following parameters,

<u>S.No</u>	<u>Evaluation Parameters</u>
1	Ability to operate on various platforms. (internet and mobile)
2	Database used
3	Whatsapp compatibility and integration
4	Access control
5	Data compression for file responses
6	Support and implementation
7	Configurable Hierarchy
8	Monitoring / Health alerts
9	Voice Based & NLP Engine

FINANCIAL EVALUATION CRITERIA:

Costs for 3 consecutive years of operations in addition to all initial costs will be used for evaluation.

The technical parameters will carry a 70% weightage while the commercials will carry a 30% weightage.

USE OF CONTRACT DOCUMENTS AND INFORMATION

The Supplier shall not, without IDBI Capital's prior written consent, disclose the Contract, or any provision thereof, or any specification, plan, drawing, pattern, sample or information furnished by or on behalf of IDBI Capital in connection therewith, to any person other than a person employed by the Supplier in the performance of the Contract. Disclosure to any such employed person shall be made in confidence and shall extend only as far as may be necessary for purposes of such performance.

The Supplier will treat as confidential all the data and information about IDBI Capital, obtained in the execution of his responsibilities, in strict confidence and will not reveal such information to any other party without the prior written approval of IDBI Capital.

SUB CONTRACTS

The Supplier shall not assign to others, in whole or in part, its obligations to perform under the contract except with the IDBI Capital's prior written consent.

The Supplier shall notify and obtain concurrence from IDBI Capital in writing of all subcontracts/ Franchisees awarded under the Contract, if not already specified in the quotation. Such notification, in the original quotation or later, shall not relieve the Supplier from any liability or obligation under the Contract.

Subcontracts / Franchisees must comply with the provisions of Terms & Conditions of the contract.

APPLICABLE LAWS

The Contract shall be interpreted in accordance with the laws prevalent in India.

COMPLIANCE WITH ALL APPLICABLE LAWS: The Bidder shall undertake to observe adhere to, abide by, comply with and notify IDBI Capital about all laws in force or as are or as made applicable in future, pertaining to or applicable to them, their business, their employees or their obligations towards them and all purposes of this RFP and shall indemnify, keep indemnified, hold harmless, defend and protect IDBI Capital and its employees/ officers/ staff/personnel/ representatives/ agents from any failure or omission on its part to do so and against all claims or demands of liability and all consequences that may occur or arise for any default or failure on its part to conform or comply with the above and all other statutory obligations arising there from.

COMPLIANCE IN OBTAINING APPROVALS/PERMISSIONS/LICENSES: The Bidder shall promptly and timely obtain all such consents, permissions, approvals, licenses, etc., as may be necessary or required for any of the purposes of this project or for the conduct of their own business under any applicable Law, Government Regulation/Guidelines and shall keep the same valid and in force during the term of the project, and in the event of any failure or omission to do so, shall indemnify, keep indemnified, hold harmless, defend, protect and fully compensate IDBI Capital and its employees/ officers/ staff/ personnel/ representatives/agents from and against all claims or demands of liability and all consequences that may occur or arise for any default or failure on its part to conform or comply with the above and all other statutory obligations arising there from and IDBI Capital will give notice of any such claim or demand of liability within reasonable time to the bidder.

PATENT RIGHTS:

The bidder has to ensure that there is no infringement of copyright, patent, trademark, industrial design rights, etc. arising from the use of the software/ hardware or any part thereof in India. In the event of any claim by a third party, the Bidder shall act expeditiously to extinguish such claim. If the Supplier fails to comply and IDBI Capital is required to pay compensation to a third party resulting from such infringement, the Bidder shall be responsible for the compensation including all expenses, court costs and lawyer fees. IDBI Capital will give notice to the Bidder of such claim, if it is made, without delay.

Acceptance Certificate

Format for Unconditional Acceptance of Terms & Conditions of the RFP:

Place :

Date :

To
SVP,
IDBI Capital Market Services Ltd.,
5thrd Floor, IDBI Tower, Cuffe
Parade , Mumbai-400005.

Dear Sir,

Chatbot Solution

In respect of the Chatbot Solution, please find enclosed our proposal/offer in response to your RFP document dated _____ .

1. Having examined carefully and understood the terms of the Bid, document, the Scope, and other terms and conditions as stipulated in the Bid document dated , thereto, we, the undersigned, in conformity with the Bid document, offer to provide the Services as defined and described in the Bid document, on the terms and conditions mentioned in the Bid document and for the sum / price indicated as per Financial Bid.
2. This is to confirm that we unconditionally accept all the terms and conditions as mentioned in the said RFP floated by IDBI Capital Market Services Ltd. for Chatbot solutions.
3. We acknowledge and accept the terms and conditions for Support as stipulated below

Support Terms and Conditions

Dated this ____ day of _____ 2019

Signature _____

Company Seal

In the Capacity of _____ duly authorized to
sign bids for and on behalf of _____

Self – Declarations

To,

SVP,
IDBI Capital Market Services Ltd.,
5th Floor, IDBI Tower, Cuffe
Parade, Nariman Point,
Mumbai - 400 005.

Sir,

We, _____ (name and designation) on behalf of _____ having its registered office at _____ have submitted a bid proposal document to IDBI Capital Markets & Securities Ltd. (hereinafter referred to as IDBI Capital) for “RFP – For Chatbot Solution” in response to the Request for Proposal (RFP) issued by IDBI Capital.

We hereby undertake and declare that

- a) We are duly authorized persons to submit this undertaking.
- b) We have quoted for the _____ from the same only, We have read and understood the Request for Proposal (RFP) document – “RFP – For Chatbot Solutions” as obtained from IDBI Intech.
- c) We do not have any other business relationship with IDBI Capital Markets & Securities Ltd. including its Directors and officers and nor have any conflict of interest. We shall on occurrence of any such event immediately inform the concerned authorities of the same.
- d) We have submitted our bid proposals in compliance with the specific requirements as mentioned in the RFP document.
- e) We have provided with all necessary information and details as required by IDBI Capital and shall provide with such additional information’s may be required by IDBI Capital from time to time.
- f) All the documents and information therein are true and accurate and nothing has been concealed or tampered with in the said documents.
- g) We possess the relevant experience in the activity as proposed to be awarded by way of the RFP document.
- h) We are aware of the fact that furnishing of any false or misleading information or document shall make us liable for punitive action.
- i) No inquiries or investigations have been threatened, commenced or pending against us by any statutory or regulatory or investigative agencies or lending institutions.
- j) Neither the company nor any of its employees/directors have been barred from providing such services by the issuing authority or any other competent institution nor are we blacklisted /restrained at any time by the Central/ any of the State Governments in India /any Public sector organization in the last 3 years
- k) No vigilance and / or court cases pending against us.
- l) We were never involved in any legal case that may affect the solvency / existence of our organization or in any other way that may affect capability to provide / continue the services to IDBI Capital.

Yours faithfully,

Signature

Name and designation _____

(Company Seal)

Date:

Place: