

**Date: 13-09-2019**

**Inviting Bids for Compliance Management Software from eligible organisations.**

**Location :- 3rd Floor, Hallmark Business Plaza, Gurunanak, BARC Hospital Rd, Bandra East, Mumbai, Maharashtra 400051.**

**Scope of Activities/Services:**

There is a requirement to have cloud based compliance automation software in place so as to keep a track of all applicable Acts, rules and regulations etc. (elaborated herein below).

The scope shall include the below:

1. Designing of statutory and regulatory compliance management system for BOB Financial Solutions Limited (BFSL).
2. Preparation/identification and finalising the preliminary list of applicable laws (including Central and State government Acts, Rules, Regulations, notifications, directions, Circulars, card network rules, board approved policies etc.) (“Applicable legislation”) to BFSL.
3. Preparation of compliance tasks/checklists for compliances under each Applicable Legislation including approved policies.
4. Mapping and configuration of compliance requirements/tasks/checklists under various applicable legislations by allocating the same to the users of different departments/functions of BFSL.
5. Conducting training(s) for users (including providing user manual) of the software/module at BFSL.
6. Tracking of all the Applicable Legislations including updating the data base so that the changes/amendments are reflected and appropriately communicated to BFSL.
7. The system/software shall be capable of capturing responses from all the relevant users/stakeholders on regular basis (as and when the tasks/compliances are due), generate compliance certificates post approval from the functional heads as and when required (periodicity may be monthly, quarterly, half yearly or annually etc.) The system shall also have the capability to save all the comments from stakeholders so that the admin user may have the accessibility to look into the past comments/compliances.
8. The service provider shall provide online support for all technical (including usage issues to users, software support, and software updates/patches and upgradation etc.) as well as compliance/legal queries within the specified TAT defined in discussion with BFSL representative.

9. At present BFSL is a Non systemically important – Non deposit taking NBFC (having asset size of below 500 cr), however it may so happen that BFSL may become a systemically important NBFC in future. The service provider shall cover the regulations/notifications/applicable legislations to such NBFC (SI and Non SI) and accordingly identify the compliances and map those accordingly as and when required.
10. Currently software will be required for 50 users. BFSL has 2 offices namely registered office Jogeshwari, Mumbai and Corporate office Bandra, Mumbai.
11. Bidder must provide minimum 3 onsite training.
12. The following categories of laws to be identified for its applicability to BFSL:
  - Corporate Laws
  - Human Resource Laws
  - Contract Labour (Regulation & Abolition) Act, 1970 and Rules made thereunder
  - Health and Safety Laws
  - FEMA
  - Commercial laws
  - Insurance laws
  - RBI/FIU circulars including master directions, notifications etc.
  - Local laws
  - Shops and establishment laws
  - IT laws
  - Regulatory laws
  - Taxation laws (Direct and Indirect)
  - Environmental laws
  - SEBI/listing agreement/laws related to listed entity
  - All laws applicable to a NBFC which is in a business of Credit card issuance, personal loans etc. including but not limited to Payment and Settlement Systems Act, PMLA, UIDAI related laws, Credit Information Companies Regulation Act and rules/regulations thereunder.

Bidder Technical criteria for 100 marks:-

- ❖ Contract Duration – 3 years
- ❖ Bidder must provide a cloud based platform.
- Should have been in existence in India for at least three years as on 13/09/2019 - Document proof - Copy of Certificate of Incorporation self-attested. – 10 Marks
  - 3-5 years = 5 marks
  - Above 5 years = 10 marks
- Should have a minimum annual turnover of Rs. 50 Lac (Rupees Fifty Lakhs) during last two financial years viz. 2017-18 and 2018-19 Document proof -Copies of Annual Reports in case of listed companies and copies of audited balance sheets /unaudited BL and P&L statements in case of others. – 10 Marks

- Client base – Minimum 3 clients in banking & NBFC domain. Document Proof Required – Self Declared on bidder’s letterhead along with credentials of company and Purchase Order / Engagement letter /references – 15 Marks
  - 3 – 5 clients = 5 marks
  - 5 – 8 clients = 10 marks
  - Above 8 clients = 15 marks
- Demo & Presentation. – 65 Marks ( 25 marks Presentation & 40 marks Demo )

**Important points:**

- 1) Based on the submission of documents, Demo & presentation **Bidder must get a minimum score of 70 Marks to qualify for commercial bid opening.**
- 2) Qualified Bidder will be called for a discussion about the assignment.
- 3) Final decision will be based on the Techno-Commercial score for the bidder.
- 4) The discussion date and time would be communicated to the shortlisted bidders only.
- 5) Commercial score will be for 30 marks.
- 6) Bidder will be finalized on Tehno-commercial basis, which is H1 L1.
- 7) Bidder shall ensure that they follow all the relevant applicable rules/regulations applicable to them in providing such services to BFSL.
- 8) Bidder should comply with all relevant industry best practices / data compliance.
- 9) Bidder has to submit separate envelope of Technical Documents and Commercial bid
- 10) Agreement will be signed with the awarded bidder.

Kindly provide commercial in the below format .

Particulars	On cloud	
	Amount (Rs.)	Total Amount (Rs.)
One Time License implementation Fees (including First year AMC / subscription cost per annum, initial Mapping, Training charges, Law applicability analysis as per SOW ), if any		
AMC / Subscription cost per Year effective second year as per SOW provided		
Tax extra		

# Important Dates

Date of issue	13-09-2019
Queries to be mailed by	17-09-2019
Queries to be mailed to	<a href="mailto:rfp@bobfinancial.com">rfp@bobfinancial.com</a>
Last Date and Time for submission of proposal	24-09-2019 by 03:00pm IST
Response to Queries by	19-09-2019
Technical Bid opening	24-09-2019 by 3.30pm IST

**Proposal submission : - All proposal must be submitted in sealed envelope within the stipulated time at :- AVP Procurement, 3rd Floor, Hallmark Business Plaza, Gurunanak, BARC Hospital Rd, Bandra East, Mumbai, Maharashtra 400051**

## Terms & Conditions:

BFSL reserves the right to at any point:

- Reject any and all proposal received in response to the Terms of Reference.
- Rejection for incomplete documents, bids not submitted in correct commercial format and as per the requirement of SOW
- Waive or Change any responsibility in the proposal.
- Negotiate any aspect of proposal with final shortlisted proposer.
- Extend the time for submission of all proposals.
- Select the most responsive proposer as deemed suitable.
- Share the information/ clarifications provided in response to the Terms of Reference by any proposer, with any other proposer(s) /others, in any form.
- Cancel the Terms of Reference at any stage, without assigning any reason whatsoever.
- Bidders will be selected basis techno-commercial (documents submitted) proposed.

S/d

**Authorized Signatory**