



Meezan Bank
The Premier Islamic Bank

Request For Proposal (RFP)

Enterprise Generative AI Implementation

By Digital Banking Group

Date of Issue: March 28th , 2024

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Executive Summary

Introduction:

This Request for Proposal ("RFP") is crafted to facilitate the implementation of enterprise GenAI use cases for Meezan Bank (referred to hereafter as MBL). The objective is to integrate cutting-edge technologies, including Language Model capabilities, with the bank's infrastructure.

Information Provided:

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

Confidentiality:

The RFP document is confidential and is not to be reproduced, transmitted, or made available by the Recipient to any other party.

MBL may update or revise the RFP document or any part of it. The Recipient acknowledges that any such revised or amended document received, is subject to the these terms and conditions and confidentiality undertaking.

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

The Recipient undertakes and agrees that it shall not, without prior written approval of MBL, use for Recipient's own benefit, publish, copy, or otherwise disclose to others, or permit the use by others for their benefit or to the detriment of MBL, any Confidential Information. and not to use the Confidential Information for purposes of unfair or improper competition. The Recipient shall not copy, alter, modify, reverse engineer, disassemble, or decompile any of the materials, software code or other tangible items that embody Confidential Information of MBL. The Recipient shall not copy or permit copying of Confidential Information of the other except as permitted in writing by MBL.

Any documentation, data or records relating to or arising from the Confidential Information which comes into the possession of the Recipient, as a result of the discussions, investigations and/or negotiations contemplated in this RFP, shall be deemed to form an integral part of the Confidential Information.

Disclaimer:

Subject to any law to the contrary, and to the maximum extent permitted by law, MBL and its employees, disclaim all liability from any loss or damage (whether foreseeable or not) suffered by any person acting on or refraining from acting because of any information contained in this RFP document or conduct ancillary to it whether or not the loss or damage arises in connection with any negligence, omission, default, lack of care or misrepresentation on the part of MBL or any of its employees.

No Legal Relationship:

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

Evaluation of Offers:

Each Recipient acknowledges and accepts that MBL may, in its absolute discretion, apply whatever criteria it deems appropriate in the selection of organizations, not limited to those selection criteria set out in this RFP document.

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

Errors and Omissions:

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

Submission of Bids

One (1) Hard copy duly signed by authorized person and one (1) electronic copy (excluding commercial bid) in MSWord format via email should to be sent to the following email addresses:

- To: Maryam.maqbool@meezanbank.com, syed.mohiuddin@meezanbank.com

Submission will be valid if:

1. Copies of the RFP are submitted before the schedule closing time.
2. Bids are submitted in two separate sealed envelopes, one containing **“Technical Proposal” & other containing “Commercial Proposal”**.
3. All separate copies of RFP and attachments must be provided in a sealed envelope.

Right of Rejection:

All response should be in compliance with the terms of the RFP, the governing laws of Pakistan and the regulatory requirements of SBP or any applicable statutory authority.

Registration will be affected upon MBL receiving the RFP response in the above manner, if the submission to this RFP does not include all the information required or is incomplete or submission is through Fax mode, the RFP is liable to be rejected.

Rights reserved by Bank:

Bank reserves the right to accept or reject any or all Bids without assigning any reasons. Bid may be accepted or rejected in total or in any part thereof. Further, Bank shall have the right to cancel the Tender process at any time without any assigning any reason, prior to finalization of the bidding process; without thereby incurring any liability to the affected bidder or bidders. Reason for cancellation will be determined by bank as its sole discretion.

The decision of Bank in all matter will be final and bidding on all bidders participating in this bid.

Registration of RFP

All submissions, including any Banking documents, will become the property of MBL. Recipients shall be deemed to license, and grant all rights to MBL to reproduce the whole or any portion of their submission for the purpose of evaluation, to disclose the contents of the submission to other Recipients who have registered a submission and to disclose and/or use

the contents of the submission as the basis for any resulting RFP process, notwithstanding any copyright or other intellectual property right that may subsist in the submission or Banking documents.

Notification

MBL will notify the Respondents in writing as soon as practicable about the outcome of the RFP evaluation process, including whether the Respondent's RFP response has been accepted or rejected. MBL is not obliged to provide any reasons for any such acceptance or rejection.

Schedule of Events

The following is an indicative timeframe for the overall selection process. MBL reserves the right to vary this timeframe at its absolute and sole discretion should the need arise. Changes to the timeframe will be relayed to the affected Respondents during the process.

Event	Date
1. Issue RFP	28 th March 2024
Event	Date
2. Deadline for Responses	18 th April 2024
3. POC & Demo	22 nd – 26 th April 2024
4. Evaluate Proposals & References	6 th May 2024
5. Price Negotiation	-
6. Purchase Order Issuance	31 st May 2024
NOTE: All dates mentioned above are tentative dates.	

Due Dates

A written confirmation of the Vendor's intent to respond to this RFP is required by 4th April 2024. All proposals are due by time of 17:00:00 hrs. Any proposal received at the designated location after the required time and date specified for receipt shall be considered late and non-responsive. Any late proposals will not be evaluated for award.

Validity Period

The bids will remain valid for a period of at least SIX months from the date of opening the technical bids.

Contact Details

Any questions concerning technical specifications or Statement of Work (SOW) requirements must be directed to:

Name	Maryam Maqbool, Syed Mohiuddin
Address	Digital Banking Group, 4 th Floor, Meezan House, C – 25 Estate Avenue, S.I.T.E., Karachi
Phone	+92 21-38103500 Ext: 2803 and 3379
Email	maryam.maqbool@meezanbank.com, syed.mohiuddin@meezanbank.com

Background

About Meezan Bank

Meezan Bank Limited, a publicly listed company, is the first and largest Islamic Bank in Pakistan and one of the fastest growing Banks in the history of the Banking sector of the Country. Having the largest branch network and product range, Meezan Bank bears the critical responsibility of leading the way forward in establishing a stable and dynamic Islamic Banking system replete with dynamic and cutting-edge products and services. Meezan Bank aims to fulfill its prime objective of providing customers accessibility and convenience, within an atmosphere and culture of dedicated service and recognition of their needs.

Vision

Establish Islamic Banking as Banking of first choice to facilitate the implementation of an equitable economic system, providing a strong foundation for establishing a fair and just society for mankind.

Mission

To be a premier Islamic Bank, offering a one-stop shop for innovative value-added products and services to our customers within the bounds of Shariah, while optimizing the stakeholders' value through an organizational culture based on learning, fairness, respect for individual enterprise and performance.

Introduction

1.1 Background Information

In our pursuit of technological excellence, we are seeking an enterprise level Generative AI tool stack that will empower Meezan Bank to implement diverse use cases tailored for the banking industry. This RFP invites qualified vendors to present innovative solutions to equip our bank with cutting-edge Generative AI capabilities, reinforcing our commitment to progress and innovation in the financial sector.

1.2 Scope and Objectives

We aim to acquire an enterprise Generative AI platform enabling diverse use cases tailored to Meezan Bank's dynamic needs. This entails selecting from various models for developing a range of applications. The platform should offer flexibility in choosing LLM models, embedding models, and pre/post processing steps, while ensuring security measures like encrypted communication channels. The project scope involves crafting a versatile Generative AI platform

using the Gen AI stack, initially focusing on Helpdesk functions for Phase 1 delivery. Key objectives for Phase 1 include creating a Helpdesk capable of handling employee inquiries and integrating with different source systems in later phases.

We seek a vendor proficient in providing a prototype and detailed proposal encompassing strategy, methodology, timeline, and cost estimates. Additionally, we intend to expand the platform to include other use cases for both employees and customers. The selected vendor should demonstrate the capability and willingness to develop various bots.

Requirements and Specifications

Phase 1 Use Cases – Gen AI chatbots for Meezan Employees Assistance

Employee Helpdesk

- Serve as a human-like conversational helpdesk for various departments, including but not limited to HR, IT, Compliance and Call Center.
- Must be trained with relevant policies, procedures, regulations and product details for handling user queries in respective domains.
- Capable of pre-processing data in various formats (PDFs, Docs, CSV, Excel, txt) for training.
- Ensure that the chatbot comprehensively evaluates and offer alternative advisories to complex compliance queries using organizational policies, procedures and manuals, and local & global regulations and standards.
- The chatbot should act as a reliable advisor, providing disclaimers where there are ambiguities and conflicts in the different standards and regulations for compliance.
- Enable Call Center Agents to quickly find relevant information by consulting the chatbot to respond to customer inquiries. This will speed up the identification of customer query, finding of the best possible responses hence enhancing customer service.

In cases where pre-existing documents are not available, the vendor is required to develop training materials in collaboration with the respective departments.

Documentation & Code Assistor

Tailored assistance for employees in various writing tasks, including email composition, proposal drafting, BRD development, project plans, annual reports, memos, corporate communications, and proposals etc. The bot will also help with writing code in different programming languages.

Virtual RM (Relationship Manager) – Contd in Phase 2.

- Offer personalized assistance to customers based on individual needs.
- Utilizes customer portfolios and segmentation for tailored recommendations.
- Proactively suggests relevant banking products, enhancing customer engagement.

Acts as a virtual Relationship Manager, delivering timely and pertinent information like account plans according to each customer. Answer all the questions regarding different products and payment schedules etc just like a physical RM does.

Phase 2 Use Cases:

Integration with Workflows

- Integration, including but not limited to HRMS systems, ticket management systems and email server.
- In case of HR, the employee can ask their leave balance or mark their absence in the system by asking the chat bot, download salary slip etc.
- For IT helpdesk: the chatbot will require to issue the ticket, incident and can provide the current status of the ticket to the employee.

DocBot

- DocBot, a state-of-the-art document comprehension Chatbot, employs OCR technology to extract information from scanned documents.
- DocBot responds to user queries regarding uploaded documents, providing accurate and context-aware answers.

Learning Buddy

- Assist employees in their learning journey like mandatory Shariah and SBP trainings.
- Allow employees to ask questions, offers a conversational interface, summarize training material (PDFs, Docs, CSV, Excel, txt), and take quizzes and provide feedback to the employees.
- Revamp the existing learning process for enhanced engagement.

Phase 3 Use Cases – Customer Assistance & Relationship Management

Meezan Bank's Website, Mobile App & Internet Banking, RDA website and Social Media Handles

- Available on the Meezan bank's website, Mobile App and Internet Banking for customer inquiries and assistance (live Chat feature) as a bubble chat feature.
- The Chatbot should be able to integrate on the required websites and mobile app and social media platforms.
- Integrate with Complaint management system to raise the ticket on customer behalf and provide details to customer of their complain ticket.

WhatsApp for Business

- Provide customer support and information through WhatsApp.
- Integration with WhatsApp is essential for enabling conversational interactions between the chatbot and customers. The chatbot should be capable of engaging in conversation, offering pertinent responses, and facilitating non-financial transactions, such as checking balances or downloading tax certificates. Future enhancements may include the ability to conduct financial transactions.

The Chatbot should be able to do human like sales pitch to the customer for different products using our in-house predictions of Next best Action.

Virtual RM (Relationship Manager)

- Aims to foster lasting relationships by providing a highly personalized banking experience and should be able to onboard the customer digitally or sent sms or email.
- Virtual RM should be available on every digital channel of the Bank.
- Integrate with Lead Management system.

Note:

1. All the required Chatbot should have a human like conversational experience, feedback mechanism (thumbs up/down) and a functionality in the control for reinforcement learning(if needed). Also, the bots should be grounded with the knowledge base provided to it(pdf's etc).
2. Also, the chatbots should be able to maintain the context of conversations.
3. Integration with various source systems such as workflows TSRM, Oracle Procurement, Admin Service Portal, Core banking systems, and DB2 will be necessary, depending on the specific use case.
4. Additionally, we envision a dedicated Meezan Generative AI bot portal, offering employees seamless access to any specific bot based on their requirements. Also we should also have the capability to give a bubble chat option on different platforms wherever needed so it can be easily embedded on our various websites, Urls.
5. The bots/platform should also possess the capability to handle API requests effectively.

Vendor is expected to detail the design, architecture, functionality, and capabilities of all the use cases mentioned. The overview should include how the Chatbots leverage Language Model (LLM) capabilities, its intended user interface, and the key functionalities.

2.1 Other Functionalities and Features

Administrative Portal Features

- Analytics Dashboard for monitoring Chatbot usage.
- Chat history download capability.
- Document uploading for training purposes.
- Prompt engineering template management.
- Parameters control, including Temperature control for LLMs.

Access Management

- Admin portal should provide access rights to different users for various Chatbots.
- User management functionality to assign different roles/profiles to users.
- Integration to LDAP for user authentication.

Developer Portal

- Platform for designing and developing new use cases using LLM.
- Ability to tweak and fine-tune existing models.
- Deployment of developments onto the production environment.

- Implement version control mechanisms to manage updates, releases, and rollback options.
- Provide documentation outlining post-deployment support, monitoring, and maintenance procedures.
- The Chatbot should be able to handle spelling mistakes, disambiguation and digression (change of context in the middle of conversation).

Integration and Future Capabilities

- Chatbot from these use cases should integrate with different platforms and websites.
- Capability to work with API calls for enhanced functionality.

Generative AI Stack Capability

The provided Generative AI stack should demonstrate the ability to accommodate a minimum of 20 different use cases.

Open Source LLM Models

- Clearly outline the process for updating open-source LLM models to new versions and managing upgrades.
- Detail the strategy for handling scenarios such as model discontinuation or disruptions in open-source model API calls due to traffic issues.

Response Time Optimization

- Prioritize optimizing response times to ensure minimal delays in addressing user queries.

Proprietary Algorithms and Models

- If proprietary algorithms and models are utilized, provide a plan for regular releases and upgrades to maintain relevance.

Business Continuity Plan

- Clearly articulate the backup plan in case any open-source model encounters issues, ensuring a robust business continuity strategy.

UI/UX Design

- Design an intuitive interface/portal/application for the frontend that aligns with the organization's brand and values.
- Incorporate responsive design principles to ensure accessibility across various devices and platforms.
- Prioritize a user-friendly interface for both internal users (employees) and external users (customers).

2.2 Future-Forward Requirements and other use cases

The inclusion of Speech-to-Text capability within the proposed Generative AI solution would offer an additional advantage, enhancing accessibility and facilitating user-friendly interactions especially for Call Center Agent where customers can verbally ask questions when they are waiting in the queue, which are then converted to text and directed to the appropriate chatbot

for immediate assistance. Additionally, we can also have the future capability to process various educational videos, allowing employees to inquire about the video content, that will help in Learning buddy. Also, to have the capability of the bot to converse in multilingual.

Vendors are encouraged to propose additional use cases for Generative AI in the banking sector and highlight other capabilities within this domain that could enhance the solution's functionality while mentioning your readiness for future requirements.

2.3 Data Privacy and Security Measures

Vendors should detail encryption methods, access controls, and any other security protocols implemented to safeguard all kinds of data including conversations between the employee/customer and bot. Compliance with relevant data protection regulations and adherence to the organization's data security policies should be clearly articulated to address any potential concerns. For more details, please refer to **Annexure X**.

2.4 Deployment Strategy

Vendors are required to provide details on whether the solution will be deployed on-premise or if a cloud-based deployment is preferred. Any considerations regarding the scalability, maintenance, and accessibility of the deployed solution should be clearly communicated. This information assists in understanding the technical architecture and aligning deployment preferences with organizational requirements.

2.5 Language Model (LLM) Selection

Vendors are expected to specify the Language Model (LLM) or models that will be utilized in this project. Whether leveraging pre-trained models or a combination of proprietary and open-source models, a clear delineation of the chosen LLMs and their respective strengths in handling the mentioned use cases should be provided. This section offers insights into the sophistication of natural language processing capabilities embedded within the solution.

2.6 Vector Database Implementation

Vendors should elaborate on the purpose and utilization of a Vector Database on premise or on cloud, emphasizing its role in enhancing query understanding, similarity matching, and overall Chatbot performance. The description should include considerations for the scalability and maintenance of the Vector Database within the solution.

2.7 Hosting and Storage

Details regarding where the information processed by the Chatbot will be hosted and stored are crucial for data governance and compliance. Vendors must specify whether the solution employs on-premise servers or cloud-based infrastructure. Additionally, information on the security measures implemented for data storage, backup protocols, and data retention policies should be clearly articulated.

Evaluation Criteria

3.1 Technical Competence

This criterion assesses the technical proficiency of vendor proposals in meeting the project's requirements. It includes an evaluation of the proposed technology stack, programming languages, and frameworks. The vendor's expertise in implementing AI solutions will be scrutinized. A strong emphasis is placed on the alignment of technical capabilities with the

specified technical requirements, ensuring that the proposed solution is robust, scalable, and aligns with the organization's IT landscape.

3.2 Proof of Concept and Demo

Vendor is expected to conduct a Proof of Concept (POC) and demonstrate its platform's capabilities which can entail a Helpdesk Chatbot to showcase its user interface, key functionalities, and overall user experience. Additionally, vendors are encouraged to offer live demonstrations during the evaluation process. The inclusion of this requirement ensures that the bank gains a tangible understanding of the proposed solution's capabilities and its alignment with the specified project objectives.

3.3 Security Measures

Security is paramount in the evaluation process. This criterion examines the robustness of the security measures embedded within the proposed AI-powered chat platform. Vendors must provide detailed insights into encryption methods, access controls, authentication mechanisms, and compliance with data protection regulations. The evaluation ensures that the solution prioritizes the confidentiality and integrity of sensitive information, aligning with the organization's stringent security standards.

3.4 Cost and Value Proposition

The cost and value proposition criterion evaluates the financial aspects of vendor proposals. It includes a thorough analysis of the proposed budget, cost breakdown, and a comparison of costs against the anticipated value and benefits of the solution. Vendors are encouraged to provide transparent pricing structures, highlighting any potential additional costs or considerations. The evaluation aims to identify a cost-effective solution that maximizes value and aligns with the bank's financial objectives.

3.5 Vendor Experience and References

This criterion delves into the vendor's experience and track record in delivering similar AI solutions. Vendors must showcase their expertise through relevant case studies, highlighting successful implementations in comparable organizations. Additionally, providing references from previous clients enables the evaluation committee to gain insights into the vendor's reliability, professionalism, and ability to meet project expectations. The emphasis is on selecting a vendor with a proven track record in delivering high-quality AI solutions within the specified domain.

The evaluation criteria ensure a comprehensive and objective assessment of vendor proposals, considering technical proficiency, security measures, cost-effectiveness, and vendor experience as pivotal factors in the decision-making process.

Proposal Content Requirements

4.1 Detailed Project Approach

Vendors are required to provide a thorough breakdown of their approach for all the three phases. This includes detailed insights into the methodology, project timelines, milestones, time to market and key deliverables. By emphasizing a detailed project approach, the bank aims to ensure that vendors have a clear roadmap for successful solution development and implementation.

4.2 Data Training and Integration Strategy

The proposal content should include a comprehensive strategy for data training and integration. Vendors must detail their approach to training the AI model, including the utilization of diverse datasets. Furthermore, the integration strategy with the MBL systems should be clearly outlined. This section ensures that vendors provide a robust plan for seamless data flow and integration, a critical aspect of the proposed AI solution.

4.3 Ongoing Support and Maintenance Plan

The bank places a strong emphasis on the long-term sustainability of the solution. Therefore, vendors are required to include a detailed section on ongoing support and maintenance plans in their proposals. This should cover aspects such as system updates, bug fixes, performance monitoring, and user support. The proposal content should demonstrate the vendor's commitment to providing continuous support, ensuring the reliability and effectiveness of the AI-powered Helpdesk Chatbot beyond its initial implementation.

4.4 Performance Guarantees and Service Level Agreements (SLAs)

This section outlines the contractual expectations regarding performance guarantees and service level agreements. Vendors must define clear metrics for system performance, response times, and overall reliability. Service level agreements should specify the expected levels of support, maintenance, and responsiveness. The inclusion of performance guarantees and SLAs ensures that the contractual agreement establishes measurable standards for the ongoing performance and reliability of the AI-powered HR Helpdesk Chatbot.

4.5 Trainings, Workshops and Knowledge Transfer

Chosen vendors must facilitate comprehensive training sessions and conduct workshops in a phased manner, imparting operational and technical skills for efficient use, issue resolution, and continual development of the Generative AI solution. This phased approach to knowledge transfer ensures self-sufficiency and promotes ongoing improvement. Vendors are anticipated to deliver organized training, documentation, and continuous support to optimize the solution's capabilities. There should be hand-on workshops as well about the tool/platform to enable our teams to build future use cases on their own.

Guidelines for Proposal Preparation

Executive Summary

This section will present a high-level synopsis of the service provider's responses to the RFP. The Executive Summary should be a brief overview of the engagement, and should identify the main features and benefits of the proposed work.

Introduction

Proposals must include the complete name and address of service providers firm and the name, mailing address, and telephone number of the person the APFC should contact regarding the proposal. Proposals must confirm that the service providers will comply with all provisions in this RFP. Proposals must be signed by a company officer empowered to bind the company. The service provider's failure to include these items in the proposals may cause the proposal to be determined to be non-responsive and the proposal may be rejected.

Understanding of the Project

The service provider must provide comprehensive narrative statements that illustrate their understanding of the requirements of the project and their understanding of Call Center. Good understanding of this project is one of the key evaluation criteria for selection of the winning bidder.

Scope, Approach and Methodology

This section should include a description of each major type of work being requested of the vendor.

Deliverables

Include all solution components along with their area of impact like customer onboarding, customer experience, workflow automation, trainings etc.

Project Management Approach

Include the method and approach used to manage the overall project and client correspondence.

Implementation Plan

Describe how the engagement proceeds from beginning to end in form of project plan.

Detailed and Itemized Pricing

Include comprehensive hardware and software costing with fee breakdown by project phase.

Project Team Staffing

Include biographies and relevant experience of key staff and management personnel. Describe the qualifications and relevant experience of the types of staff that would be assigned to this project by providing biographies for those staff members. Describe bonding process and coverage levels of employees.

Format for Technical Bid

Technical Bids must be made in an organized and structured manner in the following form. All claims made by the bidder in response will have to be backed by documentary evidence.

- Table of Contents
- Technical Bid / Bid Particular for Tenders (Annexure I)
- Technical Bid Cover Letter (Annexure II)
- Bidder / Consortium Member's Profile (Annexure III)
- Bidders Financial Details (Audited financial statements for the year 2021, 2022 and 2023) and other supporting documents (including proof of previous experience) as inquired in RFP.
- Methodology and detailed project plan (Annexure IV)
- Technical Bid / Technical and Functional Requirement (Annexure V)
- Specification of Hardware & other licensing requirements (Annexure VI)
- Technical Bid – Details of Prior Experience (Annexure VII)

Format for Financial Bid

The financial bid should be quoted as per the format given in Annexure IX. The financial bid should be accompanied by Financial bid cover letter (Annexure VIII). The Bidder shall bear all costs associated with the preparation and submission of its bid, including cost of presentation for the purposes of clarification of the bid, if so desired by the Bank. The Bank will in no case be responsible or liable for those costs, regardless of the conduct or outcome of the Tendering process.

Support & Maintenance

After the completion of implementation of the solution, the contractor should arrange for onsite and offsite support for the LIVE solutions as per Bank's requirements. The contractor should enter into an SLA (Service Level Agreement) for the same with the Bank at the time of contracting. AMC (Annual Maintenance Contract) contracts will be paid annually after warranty period.

Payment Terms

FOR SOFTWARE APPLICATIONS

SNO	MILESTONES	PAYMENT RELEASE
1	Purchase Order Issuance:	NO ADVANCE PAYMENT
2	FSD (Functional Specifications Document) Signoff	20%
3	SIT (Site Integration Testing) Completion Signoff	25%
4	UAT (User Acceptance Testing) Signoff	25%
5	GO LIVE	30%

FOR HARDWARE EQUIPMENT (If required)

SNO	MILESTONES	PAYMENT RELEASE
1	Purchase Order Issuance:	NO ADVANCE PAYMENT
2	After Delivery & Installation of Hardware Equipment	100%

Liquidation

1. If the Contractor or his agents shall become bankrupt or insolvent or have a receiving order made against him or compound with his creditors or being a Corporation commence to be wound up, not being a member's voluntary winding up for the purpose of amalgamation or reconstruction or carry on its business under receiver for the benefit of his creditors, or any of them, the Bank shall be at liberty

2. To terminate the contract forthwith by notice in writing to the Contractor or to the Receiver, or Liquidator or any person, in whom the Contract may become vested, or to give such Receiver or Liquidator or other person the option of carrying out the contract subject to his providing a guarantee for the due and faithful performance of the contract at the contract value.

Performance Bond

On a tender or any part thereof being accepted, the bank shall notify such acceptance to the Bidder whose tender or part thereof has been accepted and by such notification will require the successful Bidder as security for the due fulfillment of his contract, to furnish at his own cost and expense, a Performance Bond from a recognized bank, other than Bank of MBL, acceptable to the bank on or before the time and date specified in such notification (not being later than the 10th day after dispatch of such notification) in a sum of 2% of the contract value valid for one year

Warranty against Benefits

The Contractor shall warrant that he has not given or promised to give any money or gift to any official or employee of the Bank or any Government institution or employee thereof with the intent or objective of securing the contract or undue favor. Any violation of this warranty shall be sufficient grounds for cancellation or revocation of the contract without any claims against the Bank.

Default and Contractual Penalty

In the event of failure or default on the part of the Contractor to execute the Contract at the time and place required by the authorized representative of the Bank, or in the event of his failure or default to execute the contract or part of it in any other respect, the Bank reserves to itself the right (without prejudice to any other right) to engage at the risk and expense of the Contractor, the services of any other person to execute the contract, or any part thereof, and the Bank shall be entitled to recover from the Contractor all losses, costs and damages, which it may sustain in consequence of such failure or default.

- The Contractor and/or his duly appointed agent shall be responsible for the prompt design, supply, delivery, and installation and commissioning of Enterprise Generative AI Implementation solution. In the event of a delay in delivery and commissioning, the Contractor will be liable to pay to the Bank by way of penalty a sum calculated at 0.10% of the total cost of contract value for each day of delay in deliveries. The penalty would be capped at a maximum of 10% of the contract value. The bank reserves the right to terminate the contract if the delivery and commissioning is delayed by more than 100 days.
- If the delivery is delayed due to an explicit instruction from the Bank to the same effect or after a mutual agreement has been arrived at between the Contractor and the Bank to revise implementation timelines, no penalties shall be levied until the newly agreed delivery date. Final decision on penalties for delayed delivery shall rest with the bank.

Settlement of Disputes

If any dispute or difference shall arise between the parties as to the construction of this Agreement or as to any matter or thing of whatsoever nature arising there under or in

connection therewith, then either party shall forthwith give to the other notice in writing of such dispute or difference which notice shall specify the matters which are in dispute and such dispute or difference of which such notice has been given and no other shall be and is hereby referred to a single Arbitrator in case the parties agreed upon one, otherwise to two (2) Arbitrators, one to be appointed by each party or in the event of disagreement between the Arbitrators, then to an Umpire to be appointed by the Arbitrators in writing before commencing the business of the reference and if either party shall refuse or neglect to appoint an Arbitrator within twenty days (20) after the other party shall have appointed an Arbitrator on its part and shall have given notice to the party in default requiring it to make such appointment, then the Arbitrator appointed as aforesaid shall at the request of the party appointing him proceed to hear and determine the matter in difference as if he were an Arbitrator appointed by both the parties in dispute. The decision or award of the Arbitrator, Arbitrators or Umpire (as the case may be) shall be binding upon the parties in dispute and each of them and the cost of the reference and award shall be in the discretion of the Arbitrator, Arbitrators or Umpire who may direct to any, by whom and in what manner same or any part thereof shall be borne and paid and the submission of the parties in dispute to the award of the Arbitrator.

Governing Law

If any dispute or difference shall arise between the parties as to the construction of this Agreement will be governed by and construed in accordance with the laws of Islamic Republic of Pakistan, provided that such laws do not contradict the Islamic Shariah. In case of any contradiction, the rules of Islamic Shariah as per the directives of the Resident Shariah Board Member/Shariah Supervisory board of Meezan Bank will prevail. The parties agree that all legal proceedings arising from or relating to this Agreement at Karachi. The Parties further agree that all disputes arising out of or in connection with this Agreement shall be finally settled and finally resolved in accordance with the Arbitration Act 1940 by appointment of one Arbitrator from each party and an umpire by both Arbitrators and both Parties shall bear their Arbitration expenses. All arbitration proceedings shall be in the English Language and the place of Arbitration shall be Karachi (Pakistan).

Annexure I Technical Bid / Bid Particular for Tenders

1	Name of the Bidder	
2	Is the Bidder the Principal Owner of the solution or an Authorized Partner / Reseller	
3	Address of the Bidder	
4	Name of the person to whom all references shall be made regarding this tender	
5	Designation of the person to whom all references shall be made regarding this tender	
6	Address of the person to whom all references shall be made regarding this tender	
7	Telephone No. (with country and area code)	
8	E-Mail of the contact person:	

Name: _____

Location: _____

Date: _____

Company Seal & Bidder's
Signature

Annexure II: Technical Bid Cover Letter

Tender Reference No:

Date:

The Procurement Manager,
Meezan Bank Limited
Meezan House
C-25, Estate Avenue
Site, Karachi
Pakistan

Dear Sir,

Sub: RFP for “Enterprise Generative AI Implementation” dated DD-MM-YYYY.

With reference to your subject RFP, we have examined and understood the instructions including all annexure, terms and conditions, project scope forming part of the RFP, we hereby enclose our Technical Bid for Design and Implementation of Enterprise Generative AI Implementation as mentioned in the RFP documents.

In the event of acceptance of our bid by The Bank we undertake to design and implement Enterprise Generative AI Implementation.

We agree to abide by the terms and conditions of this bid offer till 180 days from the date of opening of bids and our offer shall remain binding upon us which may be accepted by the Bank any time before expiry of 180 days.

Until a formal contract is executed, this tender offer, together with The Bank’s written acceptance thereof and Bank’s notification of award, shall constitute a binding contract between us.

Dated this day of _____ 2024

Signature: (In the Capacity of) _____

Duly authorized to sign the tender offer for and on behalf of

Seal: _____

Location: _____

Address: _____

Annexure III: Bidder / Principal Owner / Authorized Partner / Other Consortium Member Profile

1	Name of the Company	
2	Indicate whether the Company is the lead Bidder and whether the Company is the Principal Owner, Authorized Partner or Other consortium member	
3	Year Established	
4	Turnover (in PKR)	FY 2021: FY 2022: FY 2023:
5	Profit After Tax (in PKR)	FY 2021: FY 2022: FY 2023:
6	Proposed role of the member in the project	
7	Head Office Address	
8	Telephone No. (with country and area code)	
9	Fax No. (with country and area code)	
10	E-mail Address	
11	Name of the Key representative for this project	
12	Any accreditations / Certifications (e.g. CMM, ISO, ITIL etc.)	
13	Previous experience in implementation of	<i>Implementations in the last 4 years: (Jan 2020</i>

	Enterprise Generative AI Implementation at commercial banks		NO. OF IMPLEMENTATION	TOTAL NUMBER OF USERS
		GEN AI		

– Dec 2024)

The Bidder should fill this Annexure for the Bidder and any other member of the consortium separately (including the Principal Owner, Authorized Reseller / Partner and any other member of the consortium)

As of this Date, the information furnished in all parts of this form is accurate and true to the best of my knowledge.

Name: _____

Location: _____

Date: _____

Company Seal & Bidder's Signature

Annexure IV: Methodology & Detailed Project Plan

1. Bidder should cover details of the methodology to be adopted for providing services relating to Enterprise Generative AI Implementation. The methodology should include aspects such as
 - a. Approach and methodology for Design phase
 - b. Software/system implementation
 - c. System rollout
 - d. Training/ Certifications
 - e. Project management
2. System maintenance and support including;
 - Bidder's presence in Pakistan
 - Bidder's support mechanism including dedicated support staff iii. Support centers (No. of support centers, locations, staffing etc.)
 - Call centers / Help desk
 - Give details of business associates/affiliates/franchisees (if any) of the bidder who will perform support function.
3. Bidder may give suggestions on improvement of the scope of work given in the RFP and may mention the details of any add on services related to services over and above what is laid down in the tender document.
4. Bidder is expected to provide details of the team structure proposed for the execution of this contract. This should cover the composition of the complete team including Lead Bidder and Consortium members including their escalation matrix.
5. A **Detailed Project Plan** covering break-up of each phase into the key activities, along with the start and end dates must be provided.

Name: _____

Location: _____

Date: _____

Company Seal & Bidder's Signature

Annexure V: Technical & Functional Requirements

Response should be filled as indicated below

- F – Fully Compliant
- P – Partially Compliant
- N – Non Compliant

For items marked P, cost of customization should be clearly documented/mentioned in Commercial Proposal (Annexure IX).

The remarks column should be used to provide clarifications that the Bidder wants to provide the Bank regarding the functionality offered by the Bidder's proposed solution. The comments field must be filled in any case. No score will be calculated against empty comment field.

Bidders who offer additional functionalities over and the above the lists mentioned below can append additional rows at the bottom of the table and provide details regarding these in same format.

Provide your responses the above technical and functional list here:

Name: _____

Location: _____

Date: _____

Company Seal & Bidder’s Signature

Annexure VI: Specifications for Hardware & Other Licensing Requirements

Please provide detailed specifications of the hardware and other licensing requirements for implementation of the proposed Enterprise Generative AI Implementation solution.

For Bidders submitting bids for Enterprise Generative AI Implementation please also separately indicate the additional hardware and other licensing requirements for implementing 2000 users and to support unlimited number of users.

Name: _____

Location: _____

Date: _____

Company Seal & Bidder's Signature

Annexure VII: Details of Prior Experience

Please provide details of prior experience of the Bidder / Principal Owner / Authorized Partner / other Consortium members in Enterprise Generative AI Implementation solutions.

For each prior experience reference that the Bidder wants to highlight, one sheet in the below template should be submitted in the proposal and should be supported by a copy of the purchase order as documentary evidence.

Name of the Bidder / Principal Owner / Consortium Member for which client reference is being provided	
Name of the client bank:	
Country:	
Client address:	
Assignment Type (Enterprise Generative AI Implementation)	
Description of the assignment and the scope of services delivered by the Bidder to the clients	
Description of the solution implemented. Also indicate whether it is the same as the solution proposed to the bank	
Assignment Duration (in months)	
Assignment Start Date (Month & Year)	
Assignment End Date (Month & Year)	
Total No. of staff months in the assignment	
Approximate value of contract (PKR or USD)	PKR / USD
Client Reference 1	Name: Designation: Address: Phone No. Mobile No. Email Address:
Client Reference 2	Name: Designation: Address: Phone No. Mobile No.

	Email Address:
Client Reference 3	Name: Designation: Address: Phone No. Mobile No. Email Address:

Name: _____

Location: _____

Date: _____

Company Seal & Bidder's Signature

Annexure VIII: Commercial Bid Cover Letter

Tender Reference No:

Date:

The Procurement Manager,
Meezan Bank Limited
Meezan House
C-25, Estate Avenue
Site, Karachi
Pakistan

Dear Sir,

Sub: RFP for “**Enterprise Generative AI Implementation**” dated DD-MM-YYYY.

Having examined the RFP including all annexure, we, the undersigned, offer to deliver services in conformity with the said RFP and in accordance with our proposal and total cost indicated in the enclosed Commercial Bid for Enterprise Generative AI Implementation as mentioned in the in the RFP document.

All the prices mentioned in our bid are in accordance with the terms as specified in the bidding documents. We agree to abide by this bid for the period of 180 days from the date of bid opening and it shall remain binding upon us and may be accepted at any time before the expiration of that period.

We hereby declare that our bid is made in good faith, without collusion or fraud and the information contained in the bid is true and correct to the best of our knowledge and belief.

We further confirm that the prices stated in our bid are in accordance with your Instruction to Bidders included in bidding documents.

If our bid is accepted, we will submit a Performance Bond (in the format prescribed by the Bank) for a sum equivalent to 2% of the value of the contract to the Bank valid for a period of one year in favor of Meezan Bank Limited for the due performance of the Contract.

Until a formal contract is prepared and executed, this bid, together with the bank’s written acceptance thereof and bank’s notification of award, shall constitute a binding Contract between us.

Dated this day of _____ 2024

Signature: (In the Capacity of) _____

Duly authorized to sign the tender offer for and on behalf of

Seal: _____

Location: _____

Address: _____

Annexure IX: Commercial Bid for Implementation of Enterprise Generative AI Implementation

The commercial bid indicated below should cover all costs to support unlimited number of users, for the solution with functionalities as indicated by the Bidder in Annexure V.

Components	Type	Description	Year 1	Year 2	Year 3
Software & Implementation	Software License Fee	One time license fee cost to be incurred in the first year only for complete ownership of the product			
	Software License Support	Standard Software Support for 3 years			
	Release upgrades	Release upgrade and its installation to be provided FOC for next 3 years	FOC	FOC	FOC
	Development/Testing/Integration/Installation & Commissioning	Complete installation, testing, development, integration and related commissioning activity to be completed within first year of implementation only			
	Freight, Duties & taxes	All pricing above shall include taxation, duties which will be incurred in the first year only			
Training & Capacity Building	Training - Training details to be provided separately, if required	Complete training shall be provided with plan and content during the first year	FOC		

Change Request (CR)	*Change requests	CRs during the 1st year shall be covered under FOC implementation. Man-day cost shall also be provided separately for the next 2 years.	FOC		
	*Skill set details shall be provided separately with cost breakdown with number of mandays each year	Cost of each skill level shall be provided separately	FOC		
	Other Items (Miscellaneous Items, Documentations, Travel & Accommodations ...etc)	Out of pocket expenses for the above services shall be FOC.	FOC	FOC	FOC
Annual Maintenance	Maintenance should be as per technical requirements	Applicable from the second year after completion of implementation	N/A		

Applicable local taxes shall be paid over and above on actual basis on production of documentary evidence. Bank will not be making any other payment except those mentioned in the commercial bid.

Please also indicate the number of Free Man-days for Enterprise Generative AI Implementation solution in case any ad hoc upgrade/enhancement/modification is required after closure of scope. _____

Name: _____

Location: _____

Date: _____

Company Seal & Bidder's Signature

Annexure X: Data Governance Considerations

All Meezan Bank implementations are subject to the Data Governance Policy and related best practices around data. The following considerations are to be considered in this Enterprise Generative AI Implementation:

1. Core Data Governance
2. Cloud Computing Regulations Compliance

1. Core Data Governance

Data Protection Features

Every use case must have a defined data protection applied, where-in, data displayed should only be accessible to certain users only on the basis of need to know. This is established by personnel's job description and purpose of access, both of which must be documented and defined in the process flow of the underlying activity performed by the personnel. This is applicable in any use case where restricted and/or confidential information is likely to be displayed.

The implementation must support dynamic data masking to achieve this capability. Sufficient disclaimers, and confidentiality labels must be part of the implementation user experience. The implementation must have the capability of prevent screen-shots, screen-recordings, printing and apply water-mark to displayed and printed information.

Data Processing Transparency

All data processing may be documented and explained clearly. Further details are described in the Artificial Intelligence Principles below. The implementation must not contain any feature that inhibits documenting data processing.

Data processing information such as ETL jobs status, process flow charts and data lineage must be portable to any data management suite through connectors and APIs.

Defined Sources of Data

Subsequent documentation of the implementation must define the sources of data, both internal and external. While description of data is necessary, external data must be obtained through permissible means, through an agreement where required by the provider. Publicly available information, obtained by provider through permissible means and not restrained by owner of the information, may be obtained without any permission.

The implementation must have sufficient metadata tags available to describe the data being used, and that metadata must be portable to any data management suite through connectors and APIs.

Defined Recipients of Data

Subsequent documentation of the implementation must define the recipient of data, both internal and external.

The implementation must have sufficient metadata tags available to describe the data being used, and that metadata must be portable to any data management suite through connectors and APIs.

Security Features

The implementation should be able to support encryption for both data in motion and data at rest. The method of encryption shall vary from case to case, depending on whether the AI use case is categorized as a banned practice, a high-risk system or any use case other than the former two mentioned. This categorization is as per EU AI Act 2023, which is being considered as a best practice.

Encryption is expected to be of a reasonable strong and updated level such as AES-256 or equivalent, to achieve the pseudonymization as per EU GDPR. Encoding is not considered as equivalent to encryption. Therefore, where encryption is a hinderance to the extent where processing is prohibitive in terms of time or processing power consumed, a substitution may be made to the use of dynamic data masking. However, the underlying systems are expected to have sufficient processing power to support encryption without significant impact on performance.

Encryption keys must be kept in secure vault and may only be accessible for use by user defined functions. Similar treatment, where possible, escrow services/tools may be utilized for source codes.

User Access Management

User access management must be able to maintain history of current and past users. Any change in privileges, permissions and access rights must be recorded, including activity performed.

Ideally, user access management information may be centrally controlled and systematically enable data protection considerations on a granular level.

Data Access Logs

Logs must be maintained of data being accessed by both human and system users. Through the logs, it must be reasonably be ascertained the exact fields and records accessed by users.

In case an inquiry is made of a certain customer's being accessed by any user, every instance of such access, download, print and screenshot must be readily available.

Application Interface

Interface of the implementation must be documented, linking the displayed information to underlying database/source of data. This is applicable to both the implementation and the use cases developed on the implementation. By design, the implementation must be able to facilitate documenting the link of content displayed on interface to the underlying database/source of data. This information must be updated in real-time whenever a use case is being designed or modified, and must be portable to any data management suite through connectors and APIs.

Information Security Review

Information security review and its findings, observations, exceptions and approvals thereof are to be provided to Data Governance office as an assurance measure. These submissions, under no circumstances, will be considered as a substitute to other data governance considerations.

Legal Measures

Non-Disclosure Agreements must mention the exact data elements and datasets that risk exposure to personnel deployed by the vendor. A data processing agreement must be part of the master agreement, where cloud is expected to be used.

Sourcing of data from external sources must be done after completing an agreement with the data provider. Ownership of data must be documented within the agreement, and obligation to data subject by the data provider shall be part of MBL's obligation in the agreement.

Specific Data Elements

Where implementation uses or is likely to use sensitive personal information and restricted information intently or inadvertently, these data elements are to be mentioned in the documentation.

Sensitive personal information is a personal information which can potentially be used to discriminate against or harm an individual. It includes age, gender, racial & ethnic origin, religion, medical services activity, activity at culturally inappropriate locations, socio-economic class, political opinion/marker, genetic & biometric information. This list is not exhaustive and further identifications are likely from case to case.

Restricted information includes information categorized under PCI-DSS 4.0, login credentials and data used in authentication. These categories include PAN numbers, CVV, PIN, OTPs, Expiry dates, User IDs, passwords, mother's maiden name, secret questions & answers, password recovery email & SMS numbers, recent financial or non-financial activity, password activity information and password patterns. This list is not exhaustive and further identifications are likely from case to case.

Artificial Intelligence Principles

As the implementation involves use of artificial intelligence, the following principles are applicable:

Principles	Meaning
Transparency	Besides documentation of how the model work, potential adverse risks, impacts, risk management strategy and residual risks are fully disclosed.
Explainability	Workings behind the results are explained with reference to source codes and libraries used.
Fairness & Non-discrimination	Model is not biased against a specific group and prevents an unfair, inequitable decision.
Human Oversight	Comprehensive manuals are available and distribution of roles and responsibilities of users and developers are defined for reporting, diagnosing and resolving issues. Continuous testing modules are available for programmed and updated for routine testing, with an alert mechanism.
Data Privacy & Protection	Personal information used as input is justified in relation to the purpose of a use case. The output contains personal information only to the extent needed for display.
Non-usage of organizational data for training	Organization data is not used for training if a use case uses a cloud service which is accessible outside the organization, and which uses organization's input to support use cases outside the organization.

Due diligence on results	AI results are not used as sole basis of critical decisions. User discretion, confirmation and/or expert opinion are used as support.
Disclaimers	Where decisions are made by AI, a disclaimer is provided as a transparency measure.
Model inherent compliance (i.e. Generative AI B2B vs B2C models)	A model which is more conducive of complying with data privacy and protection is chosen. If a less compliant model is used, additional data security, privacy and protection measures are applied to make the model compliant.
Prompts Monitoring	Prompts are to be screened to prevent answering a prompt which violates organization's code of conduct and/or is detrimental to local laws and regulations, while warning and educating the user in the process.

2. Cloud Computing Regulations Compliance

The following is sourced from SBP Framework on Outsourcing to Cloud Service Providers, released Jan 16, 2023.

Vendor is expected to extend its support towards complying with the regulations regardless of whether an approval from SBP was required. The following is to be incorporated in the master agreement with the vendor:

1. Clear description of the outsourced activity including type of support services to be provided (containing activities / processes, service and deployment models, services offered, etc.).
2. Roles and responsibilities of contracting parties including responsibilities at the time of recovery and resolution.
3. Ownership and access of assets.
4. Term of contract along with renewal and notice periods.
5. Governing law of the agreement
6. Financial obligations of the parties.
7. Permitted and restricted activities for sub-contracting.
8. Requirement that CSPs shall be solely responsible for the sub-contracting including oversight of their sub-contractors.
9. Requirement of obtaining prior written authorization from the RE before transferring information assets and services/ servers.
10. Mechanism for data portability and purging in case of exit.
11. Prohibition of access of REs' systems, software and data to CSP and its sub-contractors.
12. Prohibition on sharing data of RE with any other entity including any host country regulatory or law enforcement authorities without taking REs' prior written approval.
13. Advance notification of change in material sub-contractors of CSPs.
14. Right of the REs to approve or deny material sub-contracting by CSPs or related significant changes. Further, REs shall have right to terminate the contract if these changes give rise to unacceptable risks.
15. Location(s), where the service will be provided, data kept-processed-stored.
Requirement for the CSP to provide reasonable notice to the RE if it proposes to change the said location(s). Contractual right to reject any proposed change to the location of data, or terminate the cloud outsourcing arrangement on such grounds.

16. Data accessibility, availability, integrity, confidentiality and security related provisions.
17. Service levels including qualitative and quantitative performance criteria, and right of RE to monitor CSPs' performance on an ongoing basis (reference to KPIs and KRIs shall be made in the SLA).
18. Reporting obligations of the CSP to the RE, including to notify of any development that can have material impact on the CSPs' ability to deliver the agreed service levels.
19. Mandatory insurance coverage (if any) against certain risks.
20. Development and testing of contingency plans for both parties including BCPs.
21. "Provisions to ensure that the data owned by the RE can be accessed promptly in the case
22. of insolvency, resolution or discontinuation of business operations of the CSP."
23. Access, audit and information rights of the REs and SBP including right to inspect and audit, access or seek information, from the CSP and its sub-contractors with regard to the outsourced services for assurance, oversight, incident investigation, inspection or any other purpose. In case of offshore CSP, REs may rely on internationally recognized third party certification and reports made available by the CSP; however, the RE shall include contractual right in their SLAs to request for scope expansion of the certifications / assessments / audits to cover relevant controls and systems.
24. Assessment, certification and audit reports to be provided by the CSP to REs, generally on periodic basis and specifically on demand e.g. System and Organization Controls (SOC) level 2 and level 3 reports, on annual basis.
25. Cybersecurity related expectations including data security, network security, security testing and monitoring, etc.
26. CM procedures including terms, notification and testing requirements, etc.
27. Threat and Vulnerability Management related requirements including vulnerability rectification timeframe based on the risk category, post validation, notification & communication, related procedures, etc.
28. Operational and security incident handling procedures including escalation and reporting.
29. Termination rights and exit strategies covering both stressed and non-stressed scenarios.
30. The agreement must not contain any lock-in clause.
31. In case of exit, REs shall have contractual rights to continue with the arrangement until such time, it is able to switch to a substitute arrangement.
32. Payment and pricing.
33. Contractual remedies including enforceable liquidity damage clauses, etc.
34. Dispute Resolution provisions.