

Request for Proposal: checking title

REQUEST FOR PROPOSAL

PROJECT TITLE: Checking Title

PROJECT ID: PSB-PROC-2026-1-14-35

DEPARTMENT: Information Technology

CATEGORY: Test

PRIORITY: High

For Official Use Only

1. EXECUTIVE SUMMARY

The Information Technology Department is issuing this Request for Proposal (RFP) for Project ID PSB-PROC-2026-1-14-35, titled "Checking Title." This high-priority procurement initiative has an estimated value of 3.8 million and is categorized under test operations with an expected completion timeline by the end of November 2026.

Based on comprehensive functional and technical assessments, this project has been evaluated as fully meeting requirements with high technical feasibility and low risk profile. The Technical Committee has conducted thorough reviews including architecture assessment, security evaluation, integration complexity analysis, and RBI compliance verification, resulting in a recommendation to proceed with the procurement process.

The project requires minor architectural modifications and has been assessed as having simple integration complexity while fully meeting security and compliance standards. Vendors are encouraged to propose solutions that address the identified need for architectural improvements to enhance overall system performance and scalability.

2. INTRODUCTION AND BACKGROUND

The Information Technology Department has identified a critical need for technology solutions that align with our organizational objectives and operational requirements. This procurement initiative emerges from extensive business justification analysis and represents a strategic investment in our technological infrastructure.

The project has undergone rigorous evaluation processes, including functional fit assessment, technical feasibility studies, and comprehensive risk analysis. Our Technical Committee has reviewed architectural requirements, security considerations, integration complexities, and regulatory compliance aspects, concluding that this procurement is essential and feasible for implementation.

The organization seeks qualified vendors who can deliver innovative solutions while adhering to established security protocols, compliance requirements, and integration standards. This RFP represents our commitment to transparent procurement practices and competitive bidding processes.

3. SCOPE OF WORK

The successful vendor shall provide comprehensive solutions encompassing the following scope elements:

Primary deliverables include system implementation, configuration, and deployment services aligned with organizational requirements. The vendor must ensure seamless integration with existing infrastructure while maintaining operational continuity throughout the implementation process.

Implementation responsibilities include project planning, system design, development, testing, deployment, and post-implementation support. The vendor shall provide comprehensive documentation including technical specifications, user manuals, administrative guides, and maintenance procedures.

Training and knowledge transfer components are essential, requiring the vendor to deliver comprehensive training programs for technical staff, end-users, and administrative personnel. The training must cover system operation, maintenance, troubleshooting, and security protocols.

Quality assurance and testing protocols must be established throughout the implementation lifecycle, including unit testing, integration testing, system testing, user acceptance testing, and performance validation procedures.

4. TECHNICAL REQUIREMENTS

The technical architecture must accommodate minor modifications as identified by our Technical Committee while maintaining compatibility with existing systems and infrastructure. Solutions must demonstrate high technical feasibility and align with current technology standards and best practices.

System architecture improvements are specifically required to enhance overall performance, scalability, and maintainability. Vendors must propose architectural enhancements that address current limitations while providing foundation for future growth and expansion.

Integration capabilities must demonstrate simple implementation complexity with existing systems, databases, and third-party applications. The solution must support standard integration protocols, APIs, and data exchange mechanisms without disrupting current operations.

Performance requirements include optimal response times, high availability, scalability to accommodate growing user bases, and robust error handling capabilities. The system must maintain consistent performance under varying load conditions.

Security architecture must implement comprehensive security measures including authentication, authorization, encryption, audit logging, and intrusion detection capabilities. All security implementations must align with organizational security policies and industry best practices.

5. FUNCTIONAL REQUIREMENTS

The proposed solution must fully meet all identified functional requirements as validated through our comprehensive functional fit assessment. Core functionality must address current operational needs while providing flexibility for future enhancements and modifications.

User interface requirements include intuitive design, accessibility compliance, cross-platform compatibility, and responsive design principles. The interface must accommodate users with varying technical proficiency levels while maintaining security and functionality standards.

Data management capabilities must include secure data storage, backup and recovery procedures, data integrity validation, and compliance with data retention policies. The system must support various data formats and provide robust data import/export functionality.

Reporting and analytics features must provide comprehensive reporting capabilities, customizable dashboards, real-time monitoring, and analytical tools for performance measurement and decision support. Reports must be exportable in multiple formats and support automated distribution.

Workflow management functionality must support configurable business processes, approval workflows, notification systems, and task management capabilities. The system must accommodate complex workflow scenarios while maintaining user-friendly operation.

6. COMPLIANCE AND REGULATORY REQUIREMENTS

The solution must fully comply with RBI regulations and guidelines as verified through our compliance assessment process. Vendors must demonstrate comprehensive understanding of regulatory requirements and provide documentation evidencing compliance capabilities.

Data protection and privacy regulations must be strictly adhered to, including data encryption, access controls, audit trails, and privacy protection measures. The solution must support regulatory reporting requirements and maintain compliance documentation.

Industry standards compliance includes adherence to relevant ISO standards, security frameworks, and technology standards applicable to the solution domain. Vendors must provide certification documentation and compliance attestations as appropriate.

Audit and monitoring capabilities must support regulatory audit requirements, including comprehensive logging, audit trail maintenance, and reporting functionality for regulatory compliance verification.

7. VENDOR QUALIFICATIONS

Qualified vendors must demonstrate extensive experience in similar project implementations with proven track records of successful delivery. Minimum five years of experience in relevant technology domains is required along with demonstrated expertise in enterprise-level implementations.

Technical expertise requirements include certified professionals with relevant technology certifications, proven experience with similar architectural implementations, and demonstrated capability in system integration projects. Vendor teams must include qualified project managers, technical architects, developers, and support personnel.

Financial stability documentation must be provided including audited financial statements, insurance coverage verification, and bonding capability confirmation. Vendors must demonstrate financial capacity to complete the project successfully.

Reference requirements include minimum three recent client references for similar projects with contact information for verification purposes. References must demonstrate successful project completion, client satisfaction, and ongoing support capabilities.

Vendor support capabilities must include local support presence, 24/7 technical support availability, escalation procedures, and maintenance service capabilities. Support documentation and service level agreements must be provided as part of the proposal.

8. EVALUATION CRITERIA

Proposal evaluation will be conducted using comprehensive scoring criteria addressing technical, functional, and commercial aspects of submitted proposals. The evaluation process will ensure fair and transparent assessment of all qualified submissions.

Technical evaluation criteria include solution architecture assessment, technology standards compliance, security implementation, integration capabilities, and scalability considerations. Technical proposals will be scored based on alignment with requirements and innovation in proposed solutions.

Functional evaluation encompasses requirement fulfillment assessment, user experience design, workflow efficiency, reporting capabilities, and system usability. Functional scoring will consider completeness, accuracy, and effectiveness of proposed functionality.

Commercial evaluation includes cost competitiveness, value proposition assessment, pricing structure analysis, and total cost of ownership considerations. Commercial scoring will balance cost effectiveness with value delivery and long-term sustainability.

Vendor capability assessment includes experience evaluation, reference verification, financial stability confirmation, and support capability analysis. Vendor scoring will consider proven track record, client satisfaction, and support service quality.

Implementation approach evaluation encompasses project methodology, timeline feasibility, risk mitigation strategies, quality assurance processes, and change management approaches. Implementation scoring will assess delivery probability and project success factors.

9. TIMELINE AND MILESTONES

The project timeline is established with completion expected by the end of November 2026. This timeline reflects the high priority status of this initiative and organizational requirements for timely implementation.

Key milestones include proposal submission deadline, vendor evaluation and selection, contract negotiation and execution, project initiation, design and development phases, testing and validation, system deployment, user training, and project closure activities.

Proposal submission deadline is established at 30 days from RFP issuance date, allowing sufficient time for vendors to prepare comprehensive responses. Late submissions will not be accepted unless specifically authorized due to extraordinary circumstances.

Vendor evaluation period will require approximately 15 days following proposal submission deadline, including technical evaluation, reference verification, and final scoring compilation. Vendors may be requested to participate in clarification sessions or presentations during this period.

Contract negotiation and execution phase is allocated 10 days following vendor selection, during which final terms, conditions, and implementation details will be established. Contract execution must be completed before project implementation can commence.

Implementation timeline must accommodate organizational operational requirements and minimize disruption to current systems and processes. Detailed project schedules must be

provided as part of vendor proposals with clearly defined milestones and deliverables.

10. BUDGET AND PRICING STRUCTURE

The estimated project budget is 3.8 million, establishing the financial framework for this procurement initiative. Vendors must provide detailed pricing structures that align with budgetary constraints while delivering comprehensive value.

Pricing proposals must include detailed cost breakdowns covering software licensing, implementation services, training, support, maintenance, and any additional components required for complete solution delivery. All costs must be clearly itemized and justified.

Payment structure should accommodate organizational financial processes with appropriate milestone-based payments tied to deliverable completion and acceptance. Payment terms must balance vendor cash flow requirements with organizational financial controls.

Cost optimization opportunities should be identified and proposed where possible, including potential cost savings through efficient implementation approaches, technology selections, or service delivery methods. Value engineering proposals are encouraged.

Total cost of ownership analysis must be provided covering initial implementation costs, ongoing operational expenses, maintenance fees, support costs, and upgrade requirements over a five-year period. This analysis should support long-term budgetary planning.

11. TERMS AND CONDITIONS

Standard organizational procurement terms and conditions apply to this RFP and resulting contract agreements. Vendors must acknowledge acceptance of these terms as part of their proposal submission.

Intellectual property rights must be clearly defined with appropriate protections for both organizational and vendor intellectual property. Licensing terms must provide necessary usage rights while respecting proprietary technologies.

Liability and indemnification clauses must provide appropriate protection for both parties while ensuring vendor accountability for deliverable quality and performance. Insurance requirements must be met and verified prior to contract execution.

Confidentiality and data protection obligations are mandatory for all vendor personnel with access to organizational data, systems, or proprietary information. Comprehensive confidentiality agreements must be executed prior to project commencement.

Warranty and support terms must provide minimum one-year warranty coverage for all deliverables with clearly defined support service levels, response times, and escalation procedures. Extended warranty options should be proposed as alternatives.

Termination clauses must provide appropriate flexibility for contract termination by either party under specified conditions while protecting both party interests and ensuring orderly project transition if required.

12. SUBMISSION REQUIREMENTS

Proposal submissions must be complete, comprehensive, and compliant with all specified requirements to be considered for evaluation. Incomplete or non-compliant submissions will be rejected without further consideration.

Proposal format requirements include executive summary, technical approach, functional response, implementation methodology, project timeline, vendor qualifications, references, and pricing structure. All sections must be clearly organized and professionally presented.

Required documentation includes vendor registration certificates, tax compliance certificates, insurance documentation, financial statements, professional certifications, and any other documents specified in qualification requirements.

Proposal submission must include original signed proposal document plus specified number of copies in sealed envelopes clearly marked with RFP identification and vendor information. Electronic submissions are not acceptable unless specifically authorized.

Proposal validity period must be minimum 90 days from submission deadline to allow adequate time for evaluation, selection, and contract negotiation processes. Extensions may be requested if evaluation timeline requires additional time.

Modification and withdrawal procedures allow vendors to modify or withdraw proposals prior to submission deadline following specified procedures. Post-deadline modifications are not permitted except under extraordinary circumstances.

13. CONTACT INFORMATION

Primary contact for all RFP-related communications is the designated procurement officer responsible for managing this procurement process. All vendor communications must be directed through official channels to ensure proper documentation and response.

Procurement Officer Contact Details:

Department: Information Technology

Project ID: PSB-PROC-2026-1-14-35

Submitted By: Sum

Communication Protocol: All inquiries must reference project identification and include vendor contact information

Pre-bid conference information will be provided separately to qualified vendors with details regarding date, time, location, and participation procedures. Attendance is strongly recommended to ensure complete understanding of requirements.

Clarification requests must be submitted in writing within specified timeframes prior to proposal submission deadline. Responses will be provided to all vendors to ensure equal access to clarifying information.

Official correspondence will be conducted through formal written communications with acknowledgment requirements. Verbal communications are not binding and must be confirmed through written documentation.

Emergency contact procedures are established for urgent communications outside normal business hours. Emergency contacts should only be used for critical issues affecting proposal submission or evaluation processes.

This Request for Proposal represents our commitment to transparent, competitive procurement practices and we look forward to receiving innovative, comprehensive proposals from qualified vendors capable of delivering exceptional solutions aligned with

our organizational objectives and requirements.