



Statement of Work (SOW)
For
RAK Bank
Verification Details tab on IBPS
(NEWGEN CONFIDENTIAL)

Submitted To



Newgen Software Technologies Ltd.

**9th Floor, Building No.7, IT/ITES SEZ, Candor TechSpace, Plot No.20 & 21, Sector-135, Noida,
Uttar Pradesh – 201304**

The document is provided as SOW for RAK Bank

This is a Newgen confidential document and should not be shared without the written consent of Newgen

STATEMENT OF WORK ("SOW")

1. **THE NATIONAL BANK OF RAS AL KHAIMAH (P.S.C)**, a Public Joint Stock Company established and registered under the laws of the United Arab Emirates having its office at RAKBANK HQ, Sheikh Mohamed Bin Zayed Road, Exit 129, P.O. Box 5300, Ras Al Khaimah, United Arab Emirates hereinafter referred to as "**RAKBANK**" which expression, unless repugnant to the context means and includes its successors, assigns, legal representatives and subsidiaries;

AND

2. **Newgen Software Technologies Limited** having its registered office at E-44\13, Okhla Phase-II, New Delhi-110020 and billing office at 9th Floor, Building No.7, IT/ITES SEZ, Candor TechSpace, Plot No.20 & 21, Sector-135, Noida, Uttar Pradesh – 201304 represented by **Mr. Tarun Nandwani** in his capacity as **Chief Operating Officer (COO)** (Hereinafter referred to as "**Company**"), each a "Party" and together the "Parties" unless otherwise noted.

Pursuant to a change request raised by **THE NATIONAL BANK OF RAS AL KHAIMAH (P.S.C)**, for the provision of specific IT services by suitable service providers, the Parties have agreed that the **Newgen Software Technologies Limited** shall perform the Services specified in this Statement of Work in accordance with the terms and conditions set out in this Statement of Work and in the MASTER SERVICE AND AMC AGREEMENT dated 16th September 2022 ("Agreement") with regard to the subject matter of this Statement of Work. The terms and conditions of Agreement shall apply to this SOW as if set out in full.

IN WITNESS WHERE OF each Party has caused this Agreement to be executed by its duly authorized representative.

Signed by:

Signature.....

Name

Position.....

For and behalf of

RAK Bank

Signed by:

Signature 

Name Tarun Nandwani...

Position COO.....

For and behalf of

Newgen Software Technologies Limited

SCOPE OF WORK

This would be applicable for 9 processes which is **CSR_CCC , CSR_BT , CSR_RR , CSR_OCC , CSR_CCB ,CSR_MR , DSR_ODC , DSR_DCB , DSR_MR**.

- 1. Changes in Initiation Form.** Fields under Verification section "Any 4 of the following RANDOM Questions" to be replaced by Manual Tick box.

Verification Details	
<input type="checkbox"/> TIN/PIN	
<input type="checkbox"/> Any 4 of the following RANDOM Questions	
<input type="checkbox"/> P.O. Box	<input type="checkbox"/> Mother's Maiden name
<input type="checkbox"/> Most Recent Transaction (Date, Amount in Transaction Currency)	<input type="checkbox"/> Staff ID No./Military ID No.
<input type="checkbox"/> Expiry date Of Your Card	<input type="checkbox"/> Last Payment Amt
<input type="checkbox"/> Name of Supplementary Card Holder."If Any"	<input type="checkbox"/> Statement Date
<input type="checkbox"/> Residence, Mobile, Work Tel No. registered with us	<input type="checkbox"/> Date Of Birth

- 2. Changes in Backend processing form.** Same will follow in backend processing form as well. Fields with "Any 4 of the following RANDOM Questions" to be replaced by Manual Tick box.

Verification Details		
<input checked="" type="checkbox"/> TIN Check		
<input type="checkbox"/> Any four of the following RANDOM questions		
<input type="checkbox"/> P.O. Box	<input type="checkbox"/> Mother's Maiden Name	<input type="checkbox"/> Residence. Mobile. Work Tel No Registered with us
<input type="checkbox"/> Most Recent transaction(Date, Amount In Trans Currency)	<input type="checkbox"/> Staff Id No/Military Id No	<input type="checkbox"/> Statement Date
<input type="checkbox"/> Expiry Date Of Your Card	<input type="checkbox"/> Last Payment Amount	<input type="checkbox"/> Date Of Birth
<input type="checkbox"/> Name of Supplementary Card Holder.If any.		

- 3. Print Template Change:** same will follow in the print template as well. Fields with "Any 4 of the following RANDOM Questions" to be replaced by Manual Tick box.

2/26/24, 11:30 AM 10.15.12.163:9443/CSR_BT/CSR_BT/CustomJSP/PrintBT.jsp?CCI_CrdtCN=unX7bKmDbgqWyDdgxUpYoAgvHf0G6pGbvL...

RAKBANK
Simplify Banking

Introduction Date & Time : 2023-10-10 15:28:26.833
Introduced By: casuser

Request Type: Balance Transfer Request

Credit Card Information		Registration No: CSR-00000000500264-BT	
Credit Card No:	5239266493506017	Customer Name:	SYED null ABDUL SALAR
Expiry Date:		Card Type:	T
Mobile No:	00971504562835	General Status:	NORM
Elite Customer No:	024174700	Accessed Income:	9
Ext No.:	0000	Card CRN No:	024174700
Source Code:	0000000		

Verification Details

☒ TIN Check

☐ Any 4 of the following RANDOM Questions

☐ P.O Box

☐ Most Recent Transaction (Date, Amount in Transaction Currency)

☐ Expiry date Of Your Card

☐ Name of Supplementary Card Holder."If Any"

☐ Residence, Mobile, Work Tel No. registered with us

☐ Mother's Maiden name

☐ Staff ID No./Military ID No.

☐ Last Payment Amt

☐ Statement Date

☐ Date Of Birth

BT (Balance Transfer) Details

Card Type: Visa Other Bank Name: ADCB
Others (Pls. Specify): Other Bank Card No.: 0000000000000000
Name on Other Card: HHHH Deliver To: Bank
Branch Name: 0002

RAKBANK Card Details

RAKBANK card no.: 5239266493506017
Card Type: T
Expiry Date: 08/24
BT Amount(AED): 66666.00
Approval Code: 666666
Work Introduction Remarks/ Reason: NM

COMMERCIALS

USD 3,750.00 (US Dollars Three Thousand Seven Hundred and Fifty Only)

Sr. No.	Items	Efforts / Man-Week	Cost (USD)
1	Development	2 MW	2500
2	QA/ UAT / GO-Live support	1 MW	1250
	Total		3750

Note:

- The mode of delivery would be agile for this SOW.
- In case the project extends due to reasons solely attributable to RAKBANK, or if there are new requirements/deviations from the below scope, then the costing for the additional support/ effort can be mutually agreed upon.
- Additional Support onsite or offshore will be billed on T&M basis. Rate card for same will be as per Agreement.

PAYMENT TERMS

- Monthly Billing to be raised to the RAKBANK Project Manager and will be approved within Seven (7) working days of receipt provided there are no issues.
- Company will invoice RAKBANK (100%) of the utilized efforts.
- Timesheets will be submitted at the end of the month to the RAKBANK Project Manager and will be approved within Seven (7) working days of receipt provided there are no issues. Until such time as the dispute is resolved between the Parties, RAKBANK shall be entitled to withhold payment of the disputed amounts.
- RAKBANK will be liable to pay only for the undisputed time .
- SOW can be extended, based on mutual agreement.
- In case of any deviations because of delays or Change in Scope of Work leading to increase in Man days' effort, the Offshore/Onsite team would be billed on actual at T&M.

COMMERCIAL TERMS AND CONDITIONS

1. All payments by the RAKBANK will be made in US Dollars (USD) only.
2. The price mentioned is net transfer to Company .
3. All invoices will be raised immediately on completion of project milestones. These milestones are stated above.
4. All invoices raised will be paid within Thirty (30) days of the receipt of the invoice.
5. Any banking charges would be borne by the RAKBANK.
6. ATS & AMC calculation will be applicable as per existing agreement.
7. Involvement of the RAKBANK's personnel: The RAKBANK's personnel will be involved in various activities connected to the project review, inspections, approach, testing, test data and plan preparation etc.
8. RAKBANK will issue invite letters for resource on-boarding to UAE.
9. RAKBANK will not divulge the contents of the proposal to any third party.
10. If the RAKBANK requires on-site support during the warranty period, Company would charge resources cost as per Master Service Agreement and AMC Rate Card plus prior approved

expenses in writing related to travel, local transportation, boarding and lodging costs in case of visits and/or local support to be borne by RAKBANK if previously approved in writing.

11. Change Request: The technical feasibility of any change request raised by RAKBANK will be evaluated and accordingly the customization and delivery time frame will be estimated. In the event where customization charges are applicable, they shall be quoted to the RAKBANK and shall be charged as per the Professional Services Fee. Any customization work will begin after approval from RAKBANK.