REQUEST FOR PROPOSAL (RFP)

For Supply, Installation, Configuration, and Maintenance of

Audit & Inspection Management Software Module

Issued by:

The Prakasam District Cooperative Central Bank Ltd., Ongole

Bid Starting Date : 22/10/2026.

Bid submission last date : 30/10/2026

Bid Opening Date : 31/10/2026

Mode of Submission: To be dropped in Tender box at Central Office, Ongole.

Contact Officer/Mail: audit@prakasamdccb.com

yprakash@prakasamdccb.com

Part I – General Information

1. Invitation to Bid

The Bank invites sealed bids from eligible vendors for the supply, installation, configuration, training, and maintenance of an Audit & Inspection Management Software Module. The solution must support concurrent audits, statutory audits, internal inspections, Revenue Audit, Inspection of PACS affiliated to banks and compliance monitoring. later on, bank may consider implementation of other modules as and when required.

2. Disclaimer

This RFP is an invitation to bid, not an offer. Vendors are responsible for verifying all information and submitting complete proposals.

3. Definitions

- Bank : The Prakasam District Cooperative Central Bank Ltd., Ongole
- Bidder : Any eligible entity submitting a proposal.
- Solution : Audit & Inspection Management Software Module.
- Contract: Agreement between Bank and selected vendor.

Part II – Scope of Work

4. Scope

- Licensing of Audit & Inspection Management Software (unlimited users).
- Should Support Integration with bank CBS systems.
- Configuration, branding (logo, color, font), and master data setup.
- Training for bank staff/users of the module.
- Deployment onsite or on cloud infrastructure.
- The bidder shall provide annual maintenance and support services, including bug fixes, patches, minor

enhancements, regulatory/compliance updates, and user support during Bank working hours, with remote and onsite support as required.

5. Functional Requirements

- Auditor/Inspector attendance monitoring.
- Dashboard Data of the audit/inspection report to be included in Reports, it should be customized as per bank's requirement. The software should have provisions of exporting various reports in MS-Excel/ PDF/ MS-Word output towards which Bank will advise on requirement of various column heads for various report / data outputs in Excel/ PDF/ Word.
- Risk-based supervision.
- Real time monitoring of Loans and advances portfolio of the banks.
- The solution shall be configurable, scalable, and capable of accommodating changes in audit / inspection workflows, checklists, user roles, reporting formats, and regulatory requirements without major redevelopment.
- Deferred compliance for loan accounts where immediate resolution is not possible.
- The solution should support digital authentication mechanisms such as digital signature/e-sign and, where legally permissible and separately approved by the Bank, Aadhaar-based OTP/biometric authentication through authorized integrations.
- Two-factor authentication and role-based access control.
- Real-time audit / inspection and compliance dashboards.
- Monitoring of the compliance by regional office/ Head Office/ Department of the progress in rectification of the irregularities, observations/ findings and Review and closure of the Audit/ Inspection Reports
- SMS/email alerts for submissions, approvals, rejections.

- The Activities/Processes to be covered under Software: The proposed solution should have all the modules/ applications required in an audit / inspection process such as;
  a) Preparation & Maintenance audit / inspection related database, identification of audit unit, preparation & monitoring of audit / inspection plan, Scheduling and allotment of units to the auditor(s)/ inspector(s).
  b) Generation of audit/ inspection report as per check list provided by the bank.
  c) Making audit / inspection reports format (check list) available to auditors / inspectors, facilitating auditors / inspectors by providing data collated from various system/ solutions of the Bank including CBS, Verification by auditors / inspectors and making observations of irregularities/ deviations, Risk Assessment, escalation to the other users for submission of compliance, Verification of compliance and acceptance/ rejection, Provision for multiple rejection & resubmission, collation of various audit / inspection reports.
  d) Software should have provision of maker & checker. Solution must conform to the latest guidelines issued by Ministry of Finance (Department of Financial Services)/RBI for conducting Audit.

Part III – Implementation & Support

6. Operationalization of Audit Software.

- Customization, Implementation and Operationalization of Audit / Inspection automation software for Regions in CBS environment. Bank's team will do the USER ACCEPTANCE TEST (UAT); module-by-module and will give the sign off for each module individually. Software shall be deemed to have been accepted only after Bank's acceptance.

7. Implementation Timeline

- Development– 10 days
- Deployment and installation – 7days
- Configuration & Master Data Setup – 7–10 days
- Training – 3 days
- Go-Live – post UAT approval
- For delay attributable to the bidder, liquidated damages at 0.5% of contract value per week or part thereof, subject to a maximum of 10%, may be levied.

8. Warranty & Maintenance

Warranty:

2 months post go-live (legislative updates + operational fixes).

Annual Maintenance:

Bug fixes, compliance updates, support (8 AM–6PM, Bank working days)

Part IV – Commercials & Legal Terms

9. Payment Schedule

a. Payment to the successful bidder shall be made in accordance with the Bank's IT Procurement Policy and the terms of the contract/work order. Payment may be released either:

- as **advance payment**, as a percentage of the total contract value, if specifically requested by the vendor and approved by the competent authority; or
- as **full or stage-wise payment after delivery, installation, configuration, commissioning, and acceptance** of the solution by the Bank, as certified by the user department.

b. AMC shall commence only after expiry of the warranty period. AMC charges shall be payable **quarterly** or **annually**, as decided by the Bank and specified in the work order, subject to satisfactory performance of support services and adherence to SLA parameters.

c. Any API, SMS, email gateway, Aadhaar, e-sign, or other third-usage charges, if applicable and specifically approved by the Bank, shall be payable only on actual basis against supporting invoices/documents, without any markup, and subject to prior written approval of the Bank.

10. Legal & Compliance

- ✓ Non-exclusive, non-transferable license.
- ✓ Data ownership remains with the Bank.
- ✓ SLA: 99.5% uptime, critical issues response within 4 hours.
- ✓ Liability limited to fees paid in last 12 months.
- ✓ Quotation validity: 60 days.

Part V – Bid Process

11. Eligibility Criteria

- ✓ The bidder shall be a company duly incorporated under the Companies Act, 2013 or other applicable law and shall have been in existence for at least one (1) year as on the bid submission deadline. The bidder shall submit its certificate of incorporation and current corporate identification details as proof.
- ✓ The bidder shall hold valid ISO 27001 and ISO 9001 certifications, or equivalent valid certifications acceptable to the Bank, and shall submit documentary proof.
- ✓ The bidder shall be the original solution developer and shall have the authority to license, implement, maintain, and support the proposed solution.
- ✓ The bidder shall submit valid GST registration, PAN, and CIN or equivalent registration details applicable to its legal form.
- ✓ The bidder shall have successfully launched and operationalized at least one (1) similar Audit and Inspection Management Software project in a DCCB/STCB. The project must have gone live for a client on or before the bid submission deadline. The bidder shall provide documentary evidence, such as a work order or contract and a go-live/acceptance certificate

or client reference confirming the scope and operational launch. The Bank may verify the evidence with the client.

- ✓ The bidder shall not be blacklisted or debarred by any Government department, regulator, public sector undertaking, bank, financial institution, or statutory authority as on the bid submission deadline.
- ✓ The bidder may be based anywhere in India and shall demonstrate its ability to provide timely onsite support at the Bank's locations in Andhra Pradesh when required. Eligibility documents shall be checked before technical evaluation. Bids not meeting every mandatory criterion above shall be treated as non-responsive.

12. Submission Guidelines

- ➢ Bidders shall submit separate sealed technical and commercial bids, in the manner and by the deadline stated in the tender notice. The commercial bid shall separately state the one-time license/implementation fee and recurring AMC charges. Supporting eligibility documents and a detailed technical proposal aligned with the scope shall accompany the technical bid.
- ➢ The successful bidder may be required to execute a non-disclosure agreement (NDA) with the Bank within 30 days from receipt of the notice of acceptance. Failure to execute the agreement within the stipulated period may result in cancellation of the award.

13. Evaluation Methodology

The Bank shall evaluate the bids submitted by the bidders in a fair, transparent, and objective manner, in accordance with the terms and conditions of this RFP. The decision of the Bank in the evaluation of bids shall be final and binding on all bidders.

14. Instructions to Bidders

1. Location: The Prakasam District cooperative central bank Limited, Ongole
2. Tenderers must get acquainted with the proposed work, specifications, conditions of contract and other conditions carefully before tendering. The Tenderer shall email clarifications up to 28/10/2026, 02: 00 PM Hrs.
3. Single bid cases will be handled as per Procurement Policy.
4. Whenever any new threats / vulnerabilities become public, the bidder/ successful bidder shall bring this to the notice of the Bank immediately and help/ guide the Bank in plugging the same. Once the call has been attended, successful bidder engineers shall put their maximum efforts and deploy their best resources to resolve all calls at the earliest possible time frame at all locations and ensure appropriate uptime.
5. <u>Rejection of Bids and Disqualification of Bidders</u>
    1. The Bank reserves the absolute right to accept or reject any bid, cancel the bidding process, annul the RFP, or reject all bids at any time, without assigning any reason and without thereby incurring any liability to the bidders.
    2. Without prejudice to the generality of the above, a bid shall be liable to be rejected and/or a bidder may be disqualified at any stage of the tender process, if:

I. Rejection of Bid

a. the bid is submitted after the prescribed due date and time;
b. the bid is incomplete, unsigned, improperly sealed, or not submitted in the prescribed format;
c. the bid does not contain the required documents, declarations, annexures, authorizations, or supporting evidence;
d. the bid is conditional, vague, ambiguous, or contains material deviations from the terms of the RFP;
e. the bid is not substantially responsive to the requirements of the RFP;
f. the bidder fails to furnish clarifications or additional documents sought by the Bank within the stipulated time;
g. the commercial bid is not submitted in the prescribed format or contains arithmetical inconsistencies not acceptable to the Bank;
h. the bidder does not meet the eligibility criteria, technical requirements, or commercial conditions specified in the RFP; or
i. the bidder imposes conditions contrary to the RFP or seeks to alter the essential terms of the bidding process.

II. Disqualification of Bidder

A bidder may be disqualified if:

a. the bidder furnishes false, incorrect, misleading, forged, or fabricated information or documents;
b. the bidder suppresses material facts or makes misrepresentations in its bid;

c. the bidder has been blacklisted / debarred by any Government department, regulator, public sector undertaking, bank, financial institution, or statutory authority, and such fact is not disclosed;
d. the bidder is found to have indulged in fraudulent practices, corrupt practices, collusive bidding, coercive practices, or anti-competitive conduct;
e. the bidder attempts to influence the evaluation process, decision-making, or recommendation of the Bank by unlawful or improper means;
f. the bidder engages in canvassing, lobbying, or direct/indirect communication intended to secure unfair advantage in the tender process;
g. a conflict of interest exists which, in the opinion of the Bank, materially affects fair competition or impartial evaluation;
h. the bidder refuses to accept corrections of arithmetical errors as determined by the Bank;
i. the bidder withdraws, modifies, or impairs its bid during the period of bid validity without consent of the Bank; or
j. the bidder fails to comply with any material requirement of the RFP.

III. Bank's Rights

The Bank shall have the right, at its sole discretion, to:

- seek clarifications from any bidder;
- verify any information, claim, experience, or document submitted by the bidder from any source;
- reject any unsupported claim not backed by documentary proof;

- waive minor infirmities or non-material deviations which do not affect the substance of the bid;
- negotiate, where permissible, with the successful bidder;
- cancel the tender process and re-invite bids, if necessary.

IV. No Right to Claim

No bidder shall have any right to claim that its bid should be accepted merely because it is the lowest bid or because it has qualified in any stage of evaluation. The decision of the Bank in regard to rejection, disqualification, shortlisting, evaluation, and final selection shall be final and binding on all bidders.

7. Termination

The Bank shall have the right to terminate the contract / work order issued pursuant to this RFP, in whole or in part, by giving written notice to the successful bidder, without prejudice to any other rights and remedies available to the Bank under law or contract, in any of the following events:

1. Termination for Default

The Bank may terminate the contract forthwith or by giving such cure period as it may deem fit, if the bidder / successful bidder:

a. fails to commence the work within the time stipulated by the Bank;
b. fails to achieve any milestone, deliverable, implementation target, or go-live requirement within the prescribed time;

c. fails to perform the services in accordance with the terms of the RFP, contract, SLA, or directions issued by the Bank;
d. commits repeated breach of service levels, support obligations, security requirements, or reporting obligations;
e. fails to rectify defects, deficiencies, errors, bugs, or non-conformities within the timelines prescribed by the Bank;
f. provides defective, incomplete, non-compliant, or substandard solution / services;
g. abandons the work or otherwise demonstrates inability or unwillingness to complete the project;
h. assigns, transfers, sublicenses, or otherwise parts with the contract or any part thereof without prior written approval of the Bank;
i. furnishes false, misleading, or incorrect information or suppresses material facts at any stage of bidding or execution;
j. breaches confidentiality, data protection, intellectual property, cyber security, or regulatory compliance obligations; or
k. commits fraud, negligence, wilful misconduct, or any act prejudicial to the interest of the Bank.

2. Termination for Insolvency / Legal Disability

The Bank may terminate the contract immediately by written notice if the bidder / successful bidder:

- becomes insolvent, bankrupt, or financially incapable of performing its obligations;

- goes into liquidation, winding up, dissolution, or receivership;
- has a resolution passed for its closure or is otherwise unable to continue business; or
- suffers any legal disability materially affecting performance of the contract.

3. Termination for Convenience

The Bank reserves the right to terminate the contract, in whole or in part, at any time for its convenience, by giving **30 days' prior written notice** to the bidder / successful bidder, without assigning any reason. In such case, the bidder shall be entitled only to payment for the portion of services satisfactorily performed and accepted by the Bank up to the effective date of termination, and shall not be entitled to any claim for anticipated profits, loss of business, or consequential damages.

4. Cure Period

Without prejudice to the Bank's right to terminate immediately in appropriate cases, the Bank may, at its sole discretion, grant the bidder a period of **7 to 15 days** to cure the default. If the bidder fails to cure the default within the stipulated time, the Bank may terminate the contract without any further notice.

5. Consequences of Termination

Upon termination of the contract for any reason whatsoever:

a. the bidder shall immediately stop further work, except to the extent directed by the Bank;
b. the bidder shall hand over to the Bank all deliverables, documents, records, reports, configurations, source

materials, manuals, credentials, audit logs, and data relating to the project;

c. all Bank data, records, and information in the custody or control of the bidder shall be returned to the Bank in usable form, and any copies retained by the bidder shall be permanently deleted, subject to applicable law;
d. the bidder shall provide all reasonable transition assistance, handholding, and exit support for smooth migration to the Bank or to another vendor, if so, required by the Bank;
e. the Bank shall be entitled to invoke and/or forfeit the performance security / bank guarantee, recover liquidated damages, and adjust any dues payable to the bidder against losses suffered by the Bank;
f. termination shall not affect any accrued rights, remedies, obligations, or liabilities of either party up to the date of termination; and
g. clauses relating to confidentiality, intellectual property, indemnity, limitation of liability, dispute resolution, audit, data protection, and such other provisions which by their nature survive termination shall continue to remain in force.

6. Risk and Cost

In the event of termination due to default of the bidder, the Bank shall be at liberty to get the balance work executed through any other agency / vendor at the **risk and cost of the defaulting bidder**, and any excess cost incurred by the Bank shall be recoverable from the bidder.

Sd/-

Chief Executive Officer