



Request for Proposal

Testing of Flexcube CBS for BCCB and Related Components

RFP Reference No.	BCCB/CBS-TP/RFP/2019-1
RFP Date	27 th Aug 2019
Commercial and Technical Bid submission last day and time	31 st Aug 2019 6:00 PM
Technical bid opening date and time	10:30 am of 3 rd Sept 2019
Bid Submission Address	Bassein Catholic Co-Operative Bank Ltd. Head Office - Catholic Bank Building, First Floor, Papdy Naka, Papdy, Vasai. Dist Palghar, Maharashtra. Pin 401207

Brijdina Coutinho
Chief Executive Officer
Catholic Bank Building,
First Floor, Papdy Naka, Vasai – 401207
Web site : www.bccb.co.in

Introduction.

Bassein Catholic Co-operative Bank Ltd (BCCB) is looking for a Testing Partner for Testing **CBS Flexcube to be deployed at BCCB, Data Migration Audit, SIT, UAT Testing, Performance Load and Stress Testing** and use of RPA wherever necessary for its CBS Transformation Project.

BCCB invites applications from experienced IT Firms for performing the below mentioned Scope of Work.

Scope of Work.

The total testing plan for the scope mentioned below is scheduled for 7 calendar months. Vendor needs to provide the detailed plan to accommodate the in scope testing.

The Scope of Work shall include:

Data Migration Audit for Flexcube UBS V11.8 and OBDX V18 (IB & MB)

Data will be migrated from legacy Infracsoft OMNI 2.0 CBS to Flexcube 11.8. The Migrated data to be audited and tested for data integrity by creating a strategy for Data Migration Audit and Perform **Two (2)** rounds of Data Migration testing to verify the correctness, completeness and integrity of the migrated data. Migration will be for around 4L unique customers and Multiple Product offerings (CASA/TD/LOAN/TRADE FINANCE etc).

System Integration Testing

Conduct **Two (2)** round of **System Integration Testing (Manual)** for the Various integration touch points of FLEXCUBE Core and OBDX and other surround systems.

User Acceptance Testing, Regression of Flexcube CBS

Conduct **Two (2)** rounds of User Acceptance testing (Automated + Manual) using industry standard Test Automation tool and validate the End to End Functionalities. 1st round with Manufactured data and 2nd with Migrated data. BCCB will conduct Operational Acceptance Test in assistance with testing partner. Defect retesting until fixed. Testing partner to specify the type of test and methodology / strategy that will be used for testing.

User Acceptance Testing, Regression of OBDX – IB & MB

Execute **one (1)** round of Regression test on Migrated data (Automated) for the critical functionalities in scope using Risk based testing approach. BCCB will conduct Operational Acceptance Test in assistance with testing partner. Defect retesting until fixed. Testing partner to specify the type of test and methodology / strategy that will be used for testing.

Performance Testing for Flexcube CBS V11.8 and OBDX V18 (IB & MB)

Perform **one** round of Load test, Soak test and Stress test for Flexcube and OBDX.

Automation Tool for Flexcube CBS V11.8 and OBDX (IB & MB) V18

INSCOPE CBS AND OBDX MODULES INFORMATION:

CASA, TD, Liabilities, Branch Operations, Payments, Clearing, Retail Loan, Corporate Loan, NPA, Trade Finance, Treasury & Forex, MIS –Reports & ADF, Inventory, Safe Deposit Box, EOD-BOD, GST & other related charges, GL & Accounting Entries and Email & SMS notifications

INSCOPE INTERFACES INCLUDES:

Utility Bill Payment, RTGS / NEFT / SFMS / CCIL, CTS, NACH / ACH / ECS, AML, Pull SMS / Missed call Interface, Switch (ATM, POS, e-com, Recycler), Kiosk, SWIFT and Membership Module.

Of the above 6 are real-time interfaces and rest are offline

Only qualified vendors as per acceptance criteria (mentioned in Annexure A) will be invited to sign a BCCB's NDA (Non-disclosure Agreement). Once signed further information will be provided. Vendors will be required to submit commercial quote accordingly.

INSCOPE BROWSER FOR TESTING CBS APPLICATION

Browser for Flexcube CBS
Chrome – Version 76.0.3809.100 (64-bit)
MS EDGE (version 41+)
Mozilla Firefox (version 52+)

IN SCOPE BROWSER FOR INTERNET BANKING

Browsers for Internet Banking
Chrome – *N Minus 2 versions
Firefox – *N Minus 1 version
Safari – *N Minus 1 version
MS Edge – *N Minus 1 version

* N = Current version available in the market

IN SCOPE OPERATING SYSTEM FOR MOBILE BANKING

Operating System
Android *N Minus 2
iOS *N Minus 2

* N = Current version available in the market

PERFORMANCE TESTING:

For Performance testing, volume to be considered as below:

Application	Max. no. of logged in users	Max. no. of concurrent users
Flexcube CBS	1000	250
OBDX – IB	50,000	1000
OBDX – MB	1,00,000	2000

1. Load testing of the web portals/applications etc. includes Planning, Requirement Gathering, Scripting, Debugging of Scripts, Trial Runs, Execution & Monitoring of the same.
2. All issues identified during load testing will be documented and shared as a detailed report to BCCB.
3. Load test runs in each phase should be carried out as per the maximum number of concurrent users mentioned above.
4. Test Scenarios should be identified, produced and to be signed-off by the BCCB.

LOAD TESTING:

Load testing should include

- Scenario Identification
- Script Creation
- Production Data Analysis
- Script verification
- Load Test Data
- Test infrastructure
- Script Updates
- Test Execution
- Load Test Monitoring & Analysis
- Base-lining
- Reporting

Indicative high level scope of work:

1. Determining System's performance related requirements, identifying user activities (Individually & Collectively).
2. Developing the "artifacts" which will remain at the completion of Performance Engineering project.
3. Execution, Validation & Debugging of all scripts to conduct Baseline & Benchmarking tests for providing a basis of comparison for all future testing.
4. Performance benchmark to identify the maximum number of concurrent users and sessions application supports under load.
5. Identifying maximum number of business transactions application can sustain in an hour.
6. Response time analysis.
7. Reporting performance improvement areas, performance issues, and performance concern areas.
8. Recommending solutions for the issues.
9. Verifying the performance fixes
10. Load Tests will continue to be executed until the Application's response times and other metrics are good enough for Acceptance by BCCB and approved for Signoff.
11. Test report & Analysis for the load tests will be shared with BCCB.

Other Terms and Conditions.

1. The Service Provider should have technically qualified and well experienced strong in-house resource base.
2. The cost of all load testing tools shall be borne by the vendor.
3. The Service Provider must be a legal entity registered anywhere in India.

4. The Service Provider must have a valid GSTN.
5. Mobile devices / Laptop / Desktops etc and related licenses for this test engagement should be arranged by the vendor. This includes Mac / i-Phone as well.

Time Period.

The contract shall be valid for a period till all the assigned in-scopes tasks are successfully completed as per success criteria defined. BCCB reserves the right to extend the contract further or terminate early without assigning any reason what so ever.

Presentation.

As a part of Evaluation of proposals submitted by the applicants, BCCB may seek further information or a presentation from the Organizations at a short notice.

Rejection of Proposal.

The application is liable to be rejected if:

- a) Not satisfying pre-qualification criteria as mentioned in Annexure/s below
- b) Not in prescribed forms and not containing all required details.
- c) Not properly sealed and signed as per requirements.
- d) Received after the deadline.
- e) Missing of any supporting document(s) with the Proposal

BCCB reserves the right to accept or reject any proposal at its sole discretion without assigning any reason whatsoever.

Technical Proposal.

The Technical proposal should contain the following information:

- a) Detailed plan of methodologies and processes planned for actioning the above-mentioned scope of work.
- b) Details of past experience in similar work.
- c) Any other details that the bidder may like to provide.

Financial Proposal.

The financial proposal should contain the quotation for a fixed cost for performing the afore mentioned in-scope activities.

Submission Details.

Eligible parties may send their Technical and Financial Proposals along with the profile and other details in

two separate envelopes inside a sealed envelope super-scribing **‘Tech Partner for Testing’** to Chief Executive Officer, Bassein Catholic Co-Operative Bank Ltd. Head Office - Catholic Bank Building, First Floor, Papdy Naka, Papdy, Vasai. Dist Palghar, Maharashtra. Pin 401207.

For any queries related to this RFP, Vendor can get in touch with the following officials of the bank.

- a. Mr. Richard Gonsalves - richard.gonsalves@bccb.co.in (Mobile No: +91- 8888812991)
- b. Mr. Placid Pimenta - placid.pimenta@bccb.co.in (Mobile No: +91- 7887827788)

Indemnity.

The bidder shall indemnify, protect and save BCCB and hold BCCB harmless from and against all claims, losses, costs, damages, expenses, action suits and other proceedings, (including reasonable attorney fees), relating to or resulting from any act or omission or negligence or misconduct of the bidder and third party claims arising due to infringement of intellectual property rights, death or personal injury attributable to acts or omission of bidder, violation of statutory and regulatory provisions including labour laws, laws related to information technology and intellectual property rights, breach of confidentiality obligations, breach of warranty. Indemnity would be limited to court or arbitration awarded damages and shall exclude indirect, consequential and incidental damages and compensation. Bidder shall indemnify BCCB, provided BCCB promptly notifies the Bidder in writing of such claims and the Bidder shall have the right to undertake the sole defense and control of any such claim.

Dispute Resolution.

All disputes or differences between BCCB and the bidder shall be settled amicably. If, however, the parties are not able to resolve them, the same shall be settled by arbitration in accordance with the applicable Indian Laws, and the award made in pursuance thereof shall be binding on the parties. Any appeal will be subject to the exclusive jurisdiction of courts at Mumbai.

Disclaimer.

The information contained in this Request for Proposal (RFP) document or information provided subsequently to Bidder or applicants whether verbally or in documentary form by or on behalf of Bassein Catholic Cooperative Bank Limited (BCCB), is provided to the Bidder on the terms and conditions set out in this RFP document and all other terms and conditions subject to which such information is provided. This RFP document is not an agreement and is not an offer or invitation by BCCB to any parties other than the applicants who are qualified to submit the Bids (“Bidders”). The purpose of this RFP document is to provide Bidder with information to assist the formulation of their Proposals. This RFP document does not claim to contain all the information each Bidder may require. Each Bidder should conduct its own investigations and analysis and should check the accuracy, reliability and completeness of the information in this RFP document and where necessary obtain independent advice. BCCB makes no representation or warranty and shall incur no liability under any law, statute, rules or regulations as to the accuracy, reliability or completeness of this RFP document. BCCB may in its absolute discretion, but without being under any obligation to do so, interpret, update, amend or supplement the information in this RFP document.

ANNEXURE- A

Pre-qualification Criteria:

Sr. No.	Pre-Qualification Criteria	Vendor's Remark	Documents Needed (If applicable)
1	The Bidder should have successfully completed minimum One (1) Flexcube CBS and OBDX testing for version 11.5 and above		
2	The bidder must have achieved profits in at least one of the last three years		
3	The bidder and OEM should not have been black-listed by any Bank, IRDAI, RBI or any other Government agencies. Bidder must certify to that effect.		
4	The bidder should have an established set up in India & must have support office in Mumbai \ Navi Mumbai \ Pune		
5	The bidder should have experience in deployment of onsite resources		
6	The bidder should be able to support both on site as well as off shore testing.		
7	The bidder company's policy should include maintaining resources on bench or backup resources should be available in case of planned or unplanned long leaves (marriage, medical, etc.)		
8	Bidder should have experience in robotic process automated testing using automated scripts / BOTs		

Technical Criteria:

The purpose of this section is for Bidders to provide information to demonstrate to BCCB that their service offering is at par with Bank's requirements. The bidder should also be able to demonstrate financial and organizational capabilities to fulfil requirements set out in this RFP.

A complete listing of the specific bid evaluation criteria is mentioned below:

Parameters		Vendor's Response	Documents Needed (If applicable)
Company Details	Employee Strength of the Company?		
	Total number of office locations?		
	Does the Company have resource pool on bench for testing services?		

	Can the Company deploy additional resources as and when demanded? Prior intimation (in no of days) if required.		
Client Base & Referrals	Total number of Outsourcing Contracts?		
	Average number of Resources per Client?		
	Number of clients in the BSFI sector?		
Project Methodology	Do you have Manual Testers? Please specify the number of Manual testers.		
	Do you have Automation Testers? Please specify the number of Automation testers.		
	What automation tools are used?		
	Do you have resources for Oracle database testing? Please specify the number of Oracle testers.		
	Do you have resources for Web Testing? Please specify the number of Web testers.		
	Do you have resources for Mobile App and Internet banking Testing? Please specify the number for both.		
	Will offshore support be available, if required?		

I understand and agree to the fact that above information constitutes a legal, binding quotation. My quote is considered firm and reflects BCCB's requirements stipulated in request for quotation (RFP).

Dated this day of 20.....

(Signature) *(In the capacity of)*

Duly authorized to sign Proposal for and on behalf of

ANNEXURE – B

PROCESS COMPLIANCE STATEMENT

The following terms and conditions are deemed as accepted by you on participation.

1. You cannot change price or quantity or delivery terms (or any other terms that impact the price).
2. You cannot divulge either your Quotes or those of other suppliers to any other external party.
3. You agree to non-disclosure of trade information regarding the purchase, identity of buyer, process, documentation and other details.
4. In the event of your quote being selected by BCCB and you subsequently default on your quote, you will be required to pay BCCB an amount equal to the difference in your quote and the next selected by the buyer quote (indemnity clause).
5. BCCB's decision will be final and binding on you and will not necessarily be based on price. Though price is a very important factor of the decision-making.
6. Splitting of the award decision over a number of suppliers or over time (as in the case of staggered deliveries) will be at BCCB's discretion.
7. This will be fixed cost project. Therefore, no additions to any cost will be considered in case the aforementioned project timelines is overrun due to unavoidable circumstances.
8. Bidder should consider and include cost for all the required software, devices etc in the commercials. The cost should be properly bifurcated and articulated. No additions to the costs will be considered once the offer is awarded.
9. Assumptions, if any, should be clearly mentioned in the technical offer.

I agree to have read, to understand and agree to abide by this statement. I agree to the fact that the information provided by my organization constitutes a legal, binding quotation. My quote is considered firm and reflects BCCB's requirements stipulated in request for proposal (RFP).

Dated this day of 20....

(signature)

(In the capacity of)

Duly authorized to sign Proposal for and on behalf of

ANNEXURE – C

PROPOSAL FORM (PRICE PROPOSAL)

Date:

To:

The Chief Executive Officer,
Bassein Catholic Co-Operative Bank Ltd.
Head Office - Catholic Bank Building,
First Floor, Papdy Naka, Papdy,
Vasai. Dist Palghar,
Maharashtra. Pin 401207.

Dear Sir / Madam,

Re: Request for Proposal for Testing of Flexcube CBS for BCCB and Related Components – RFP reference # BCCB/CBS-TP/RFP/2019-1 dtd 26th Aug 2019

Having examined the Proposal Documents, the receipt of which is hereby duly acknowledged, we, the undersigned, offer to render services in conformity with the said Proposal documents for the sum of.....(*Total Proposal amount in words and figures*) or such other sums as may be ascertained in accordance with the Schedule of Prices attached herewith and made part of this Proposal.

We agree to abide by the Proposal and the rates quoted therein for the orders awarded by BCCB.

Until a formal contract is prepared and executed, this Proposal, together with your written acceptance thereof and your notification of award, shall constitute a binding Contract between us.

We undertake that, in competing for (and, if the award is made to us, in executing) the above contract, we will strictly observe the laws against fraud and corruption in force in India namely "Prevention of Corruption Act 1988".

We understand that you are not bound to accept the lowest or any Proposal you may receive.

Dated this day of 20....

(Signature) (In the capacity of)

Duly authorized to sign Proposal for and on behalf of
