

MALANKARA MULTI STATE CO-OPERATIVE CREDIT SOCIETY LT 01-04-2024

Sub: Request for Quotation (RFQ) for Digital Transformation

Introduction:

MALANKARA MULTISTATE CO-OPERATIVE CREDIT SOCIETY LTD invites quotations from qualified and experienced vendors for the implementation of a comprehensive Fintech Enterprise Resource Planning (ERP) system tailored to the needs of a multistate credit cooperative society. The selected system should integrate seamlessly with existing operations and enable efficient management of core banking, operations, human resource management (HRM), customer relationship management (CRM), artificial general intelligence (AGI), and other relevant functionalities as outlined below.

Objective: The primary objective of this RFQ is to solicit proposals for the procurement and implementation of an advanced Fintech ERP system that streamlines operations, enhances productivity, ensures regulatory compliance, and improves member satisfaction.

Scope of Work: The Fintech ERP system (**Digital Transformation**) should include, but not be limited to, the following modules and functionalities:

CORE BANKING SOLUTION WITH INTEGRATED AUTOMATION OF BUSINESS OPERATIONS (CBS -ERP)

1. Core Banking Automation:
<ul style="list-style-type: none">• Digitally Enabled Asset & Liability Products Management• 100% Paperless Operations• Intelligent Credit Appraisals• Sales Through Digital Platforms• OCR LOS• Share Management• Scoring and rating (RULE BASED)
2. Operations Automation:
<ul style="list-style-type: none">• Efficient Workflow Management• Resource Optimization• Automated Reporting & Documentation• Rbac based Dash Board and Drill down Protocol
3. HRM Automation (TAT Based):
<ul style="list-style-type: none">• Automated Onboarding and Management• Employee Engagement & Strategic Decision Making through Data Analytics• 360-Degree Resource Tracking & Performance Monitoring Digitally with Geo Fencing

- RBAC
- Internal Circular Management
- Internal Exams and Performance appraisal Matrix
- Escalation Matrix (FUNCTION VERTICLE & CROSS FUNCTIONAL)
- Internal Communication Protocol
- Automated payroll & leave Management
- Compliances

4. CRM Automation (TAT Based):

- Centralized Intelligent Communication Protocol
- Integrated Digital Marketing, Customer Communication, Collection Management & Grievance Resolution

5. Digitally Enabled Cross-Functional Escalation Matrix:

- Automated TAT-Based Protocol
- Task Allocation & Management Protocol
- Digitally Enabled Cross-Functional Departmental Coordination

6. Artificial General Intelligence (AGI):

- Enhanced Predictive Business Modelling
- Data Augmentation for Robust Reporting
- Data Analytics Capabilities
- Alexa Integration
- ENTERPRISE RISK MGMT (Credit Risk, Market Risk, Ops Risk, ICAAP, Early Warning system (EWS), Fraud Risk Mgt, ALM, FTP, FRA)

7. Digitally Enabled Internal Communications:

- Internal Email Protocols
- Internal Cross-Functional Approval Management Protocol
- Data Management Service (DMS)
- Internal Circular Management

8. Intelligent Incentive & Performance Appraisal (AI Based):

- Optimized Performance Recognition Modules
- Incentive Management Protocol
- Multilevel Incentive Engine

9. Seamless API Integration:

- Payment Gateways, RTGS/NEFT & BHIM Integration
- Account Aggregator, E-KYC, C-KYC, etc.
- External Valuators Integration, Internal and External FV, etc.

10. Intelligent Finance & Accounts Functions:

- Automated Cost Analysis
- Automated Projections
- Intelligent Expense Management and Tracking
- Automated Expense Management work flow
- Vendor management workflow
- Intelligent Asset Tracking and workflow & Follow-Up
- Payment Integration

- Payment Scheduling & Automation
- Automated rule-based approval protocol
- Data analysis and reporting

11. Block-Chain (TRANSACTIONS, AGREEMENT & EMPLOYEE MAPPING)

PRODUCTS

- SHARES
- FD & RD (ALL TYPES)
- PERSONAL LOANS
- PERSONAL LOAN TO SHOP
- BUSINESS LOANS
- MICRO FINANCE (DAILY LOAN, WEEKLY LOANS, GROUP LOANS)
- PIGGY BANK
- MOBIL WALET
- VEHICLE LOANS
- LOAN AGAINST PROPERTY
- GOLD LOAN
- LOAN TO BY GOLD
- DIAMOND LOAN
- LAD
- OGL
- CONSUMER LOANS
- LOAN TAKE OVER (LAP & VEHICLE)
- BUNDLED PRODUCTS AND MANAGEMENT

Requirements:

- The proposed system should be scalable, customizable, and compliant with regulatory standards. **Microservices Integration:** Implement a microservices architecture to modularize and modernize the software, enabling rapid development and deployment of new features. **Automation & Paperless:** Automate manual and repetitive banking processes and supporting process. **GAI/ML:** Embedded frame work of AI/ML
Block-chain: Embedded frame work of block-chain and use cases
Build scalable APIs to facilitate seamless communication between modules and enable the software to scale effortlessly.
Security and Compliance: Enhance security measures and ensure strict compliance with regulatory requirements to mitigate risks. ALM, Prudential norms and liquidity management must be covered
- Vendors must provide detailed information on system architecture, scalability, security features, and support services.

- The system should offer user-friendly interfaces and comprehensive training and support documentation.
- Vendors are encouraged to propose innovative solutions that align with industry best practices

TECHNOLOGY STACK

We require a future-proof solution that leverages cutting-edge technologies and offers a highly scalable, user-friendly interface with an intuitive design and modern color palette to accommodate our evolving needs.

User Interface

WEB, CUSTOMER APP, HRM MOB APP, COLLECTION APP & AGENT BANKING APP

Submission Guidelines: Interested vendors are requested to submit their detailed proposals addressing all the modules and functionalities mentioned above. Proposals should include:

- Technical specifications and architecture diagrams.
- Implementation methodology and timeline.
- Cost breakdown, including licensing, implementation, customization, and support fees.
- References from previous clients in the financial services sector.

Deadline for Submission: All proposals must be submitted no later than [15th April 2024].

Evaluation Criteria: Proposals will be evaluated based on:

- Compliance with the requirements outlined in this RFQ.
- Technical capabilities and scalability of the proposed solution.
- Cost-effectiveness and value proposition.
- Vendor's track record and references.

Contact Information: For inquiries and submission of proposals, please contact:

[General Manager -IT, Research & Development - 9072591015]

BID MUST BE SUBMITTED ELECTRONICALLY IN PASSWORD PROTECTED PDF AND SEND TO EOI@MMSCCS.COM