


# TECHNICAL REQUEST FOR PROPOSAL

## For Banking Application Testing Services

**Technical Request for Proposal for Banking Application Testing Services**

**Date: - 12th November '26**

## 1. Introduction

Bandhan Bank Limited (the "Bank") invites technical proposals from experienced testing service vendors for end-to-end quality assurance of critical banking applications. The purpose of this RFP is to select a vendor based on its organizational experience, product knowledge, testing capability, delivery model, governance, scalability and past performance.

This is primarily a vendor-selection RFP. Evaluation will focus on the bidder's proven capability to take ownership of testing services and deliver agreed outcomes. Detailed selection of individual resources will be undertaken separately, as and when deployment requirements are finalized.

## 2. Objectives

- Select a capable and dependable testing service vendor for the Bank's application landscape.
- Ensure that the selected vendor has proven testing experience in the specified banking products and versions.
- Establish a scalable delivery model covering functional, integration, regression, automation, performance and UAT support.
- Put in place clear governance, service levels, reporting, quality controls and accountability.
- Reduce operational and delivery risk through verifiable project credentials and banking client references.

## 3. Scope of Services

1. Prepare test strategy, plans, estimates, schedules, traceability and test completion reports.
2. Perform functional, system integration, end-to-end, regression, API, database, batch, interface, reconciliation and negative testing.
3. Support user acceptance testing, defect triage, evidence management and business sign-off.
4. Provide automation testing for suitable UI, API and database scenarios.
5. Conduct load, stress, endurance, volume and performance testing where required.
6. Validate accounting entries, messages, reports, alerts, regulatory outputs and downstream reconciliations.
7. Provide test governance, dashboards, quality metrics, release-readiness assessment and continuous improvement.
8. Deploy qualified testing professionals after Bank approval and maintain continuity throughout the engagement.

## 5. Vendor Eligibility Criteria

The following requirements are mandatory. A bid that does not meet any one of these requirements may be rejected before detailed technical scoring.

| Sl. | Consolidated Mandatory Criterion | Minimum Requirement | Evidence to Submit |
|---|---|---|---|
| 1 | Core Product Knowledge and Banking Experience | At least 7 years in operation and 4(Four) years in BFSI testing; testing services delivered to at least 3 banks, including 2 scheduled commercial banks; mandatory testing credentials in FLEXCUBE , OBPM and OBDX , EBIX, Salesforce, Lentra, Signzy, OFSS, d2k testing experience in at least 4 additional listed products. | Registration documents, company profile, client work orders/SOWs/completion certificates clearly mentioning product, version and testing scope. |
| 2 | End-to-End Testing Capabilities | Ability to provide functional, system integration, end-to-end, regression, API, database, reconciliation, automation, performance and UAT support, supported by at least 2 comparable banking projects. | Testing methodology, service catalogue, tool/framework details and two relevant project case studies. |
| 3 | Relevant Engagement Experience and Past Performance | At least 2 banking testing engagements with 15 or more testing professionals, of which at least 1 continued for 12 months or more; at least 3 contactable BFSI client references | Client certificates, contracts, deployment statements, completion certificates and completed client-reference format. |
| 4 | Delivery Model, Scalability and Service Management | Ability to mobilize within [15] calendar days, scale the team, maintain continuity, replace personnel within agreed timelines, provide local support, manage knowledge transfer and retain full accountability for delivery. | Proposed delivery model, organization structure, mobilization plan, capacity plan, attrition/replacement plan, governance calendar and SLA approach. |

| Sl. | Consolidated Mandatory Criterion | Minimum Requirement | Evidence to Submit |
|---|---|---|---|
| 5 | Organizational Strength, Governance and Compliance | Financially stable organization with a positive net worth.<br>Mandatory: Valid ISO/IEC 27001 certification issued by an accredited certification body.<br>Desirable: ISO 9001 certification.<br>No history of debarment, blacklisting, or regulatory sanctions.<br>Established governance framework covering quality management, information security, risk management, and escalation management processes. | Audited financial statements, CA/statutory auditor certificate, ISO certificates, signed declarations, information-security summary |

## 6. Vendor Technical Evaluation

**Technical Evaluation: Weightage 70%**

Only bidders meeting all mandatory eligibility criteria will be technically scored. Scores will be based on submitted evidence, presentations, reference checks and clarifications.

| Sl. | Evaluation Area | Marks | What the Bank Will Assess |
|---|---|---|---|
| 1 | Core Product Knowledge and Banking Experience | 25 | Demonstrated depth and recency of BFSI testing experience, validated credentials in FLEXCUBE, OBPM, OBDX, proven testing expertise in EBIX, Salesforce, Lentra, OFSS, D2K and EGL, and breadth of experience across additional listed banking applications and platforms. |
| 2 | End-to-End Testing Capabilities | 20 | Ability to deliver functional, integration, regression, API, database, reconciliation, automation, performance and UAT services using defined methods and tools. |
| 3 | Relevant Engagement Experience and Past Performance | 20 | Comparable engagement size and duration, successful outcomes, client references, delivery quality, SLA compliance and repeat engagements. |
| 4 | Delivery Model, Scalability and Service Management | 20 | Mobilization, capacity, team structure, continuity, replacement, knowledge transfer, governance rhythm, reporting and service-level management. |

| Sl. | Evaluation Area | Marks | What the Bank Will Assess |
|---|---|---|---|
| 5 | Organizational Strength, Governance and Compliance | 15 | Financial stability, quality and security certifications, risk controls, escalation, information security, statutory compliance and direct vendor accountability. |

**Commercial Evaluation: Weightage (30%)** – Commercial bids will be evaluated only for technically qualified vendors.

**Proposal Submission Guidelines**

**Submission deadline:**

Technical Proposals should be submitted **over email** addressing to:

- **Name: Arghyadeep Sen**
- **Contact No:** 9088108206
- **Email Address: arghyadeep.sen@bandhanbank.com**
- The last date for submission of Technical RFP will be 20th Nov '26

Only techno-functional bid to be submitted at this stage. Commercial bids **should not** be shared at this stage as same would be invited subsequently by the Bank.

## 7. Vendor Presentation and Due Diligence

- Shortlisted bidders may be required to present their testing methodology, delivery model, governance framework and relevant case studies.
- The Bank may conduct reference checks directly with named clients.
- The Bank may ask for proof of product version, project duration, team size and testing scope.
- The Bank may request a demonstration of automation, reporting or performance-testing capabilities.
- Any unsupported or materially incorrect claim may be excluded from scoring and may result in rejection of the bid.

# 8. Bidder Response Format

## 8.1 Mandatory Compliance Summary

| Sl. | Consolidated Mandatory Criterion | Weightage | Compliance | Evidence Reference |
|---|---|---|---|---|
| 1 | Core Product Knowledge and Banking Experience (Modules – Liabilities – 8%, Assets – 8 % & Payments – 9%) | 25% | Yes / No | |
| 2 | End-to-End Testing Capabilities | 20% | Yes / No | |
| 3 | Relevant Engagement Experience and Past Performance | 20% | Yes / No | |
| 4 | Delivery Model, Scalability and Service Management | 20% | Yes / No | |
| 5 | Organizational Strength, Governance and Compliance | 15% | Yes / No | |

## 8.2 Project Credential Format

| Field | Bidder Response |
|---|---|
| Client name | |
| Bank type | |
| Product and exact version | |
| Testing scope | |
| Project period | |
| Peak team size | |
| Services delivered | |
| Contract / work-order reference | |
| Client reference contact | |

## Annexure A: Bidder Declaration

We certify that the information and documents submitted in response to this RFP are true, complete and verifiable. We authorize the Bank to verify our project credentials and client references. We understand that any material misrepresentation may lead to rejection of our proposal or other action under applicable Bank policy and contract terms.

| Authorized Signatory Detail | Bidder Response |
|---|---|
| Name | |
| Designation | |
| Bidder legal name | |
| Registered address | |
| Date and place | |
| Signature and company seal | |

**Terms & Conditions**

- The bank reserves the right to reject any or all proposals without assigning any reason.
- The bank may request additional information or clarifications during the evaluation process.
- The selected firm will be required to sign an NDA before commencing work.
- The final partner for this activity may be different than the participating vendors for this RFP.

**Disclaimer**

The information contained in this RFP document or information provided subsequently to Bidder(s) or applicants whether verbally or in documentary form/email by or on behalf of Bandhan Bank Limited, ("Bandhan Bank"/ "the Bank") is provided to the Bidder subject to 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 is neither an agreement nor an offer and it is only an invitation by the Bank to the interested parties for submission of bids. The purpose of this RFP is to provide the Bidder(s) with information to assist the formulation of their proposals. This RFP 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 and where necessary obtain independent advices/clarifications. The Bank may in its absolute discretion, but without being under any obligation to do so, update, amend or supplement the information in this RFP. Such change will be intimated or made accessible to all Bidders on the official website of Bandhan Bank. Any information contained in this document will be superseded by any later written information on the same subject made available / accessible to all recipients by Bandhan Bank. No contractual obligation whatsoever shall arise from the RFP process until a formal contract is signed and executed by duly authorized officers of the Bank with the selected Bidder. The Bank, its employees and advisors make no representation or warranty and shall have no liability to any person, including any Applicant or Bidder under any law, statute, rules or regulations or tort, principles of restitution or unjust enrichment or otherwise for any loss, damages, cost or expense which may arise from or be incurred or suffered on account of anything contained in this RFP or otherwise, including the accuracy, adequacy, correctness, completeness or reliability of the RFP and any assessment, assumption, statement or information contained therein or deemed to form part of this RFP or arising in any way for participation in this bid stage. The Bank also accepts no liability of any nature whether resulting from negligence or otherwise, howsoever caused arising from reliance of any Bidder upon the statements contained in this RFP. The issue of this RFP does not imply that the Bank is bound to select a Bidder or to appoint the selected Bidder or concessionaire, as the case may be, for the project and the Bank reserves the right to reject all or any of the Bidders or Bids without assigning any reason whatsoever. The Bidder shall bear all its costs associated with or relating to the preparation and submission of its Bid including but not limited to preparation, copying, postage, delivery fees, expenses associated with any demonstrations or presentations which may be required by the Bank or any other costs incurred in connection with or relating to its Bid. All such costs and expenses will remain with the Bidder and the Bank shall not be liable in any manner whatsoever for the same or for any other costs or other expenses incurred by a Bidder in preparation for submission of the Bid, regardless of the conduct or outcome of the Bidding Process. Bandhan Bank reserves the right to reject any or all the responses to RFPs / Bids received in response to this RFP at any stage without assigning any reason whatsoever and without being liable for any loss/injury that Bidder might suffer due to such reason. The decision of Bandhan Bank shall be final, conclusive and binding an all the parties directly or indirectly connected with the bidding process. Bids not satisfying the procedure prescribed in the RFP document will be treated as invalid and rejected summarily. It may be noted that notice regarding corrigenda, addendums, amendments, time-extensions, clarifications, response to bidders' queries etc., if any to RFP, will not be published through any advertisement in newspapers or any other media.

----------End of document----------