

**CORPORATE OFFICE, THRISSUR  
DEPARTMENT: INFORMATION TECHNOLOGY**

Tender No: Tender/003/2026-27

Dated: 29<sup>th</sup> May 2026

**TENDER FOR ON-PREMISES STATEMENT GENERATION AND DELIVERY  
SOLUTION**

**Scope**

The Bank intends to invite tenders from eligible vendors for providing and implementing an on-premises Statement Generation and Delivery Solution. The proposed solution should be capable of generating and sending customer/account statements on a daily, weekly, monthly, or configurable periodic basis.

The solution shall be deployed within the Bank's premises/environment and should support automated statement generation, scheduling, secure delivery, monitoring and audit trail functionalities. The system should also support integration with the Bank's Core Banking Solution (CBS) and other related applications, wherever required.

The selected vendor shall be responsible for supply, installation, configuration, implementation, testing and support of the solution, including necessary training and post-implementation support during the contract period.

The detailed Scope of Work is mentioned in Annexure I.

**Terms & Condition:**

- The bidder should have a minimum of 3 years of experience in providing statement generation/document management solutions.
- The bidder should have successfully implemented similar solutions in at least two Banks/Financial Institutions during the last three years.
- The bidder should be financially sound and submit audited financial statements for the last three financial year
- The Bank reserves the right to conduct Information Security Audit, Vulnerability Assessment and Penetration Testing (VAPT), Source Code Review (where applicable), Third-Party Risk Assessment and any other security or compliance audit deemed necessary before and after implementation. The successful bidder shall extend full cooperation during such assessments and shall, at no additional cost to the Bank, address and close all observations, vulnerabilities and non-compliances identified within the timelines prescribed by the Bank. The bidder shall furnish a Software Bill of Materials (SBOM), wherever applicable and comply with all Third-Party Risk Management (TPRM) requirements of the Bank, including periodic assessments and submission of relevant security and compliance documentation.

- The Bank reserves the right to accept or reject any or all bids without assigning any reason.

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<b>Date of Issue</b>	30 <sup>th</sup> May 2026	
<b>Last Date of submission of TENDER response as soft copy</b>	7 <sup>th</sup> June 2026	
<b>Document Class</b>	Public	

## **Annexure I**

### **Detailed Scope of Work**

#### **Tender for Procurement, Implementation and Maintenance of On-Premises Automated Statement Generation and Delivery Solution**

The selected vendor shall be responsible for the supply, installation, configuration, implementation, integration, testing, commissioning, support and maintenance of the proposed solution.

The scope of work includes, but is not limited to, the following:

### **1. Solution Requirements**

#### **1.1 Statement Generation**

The solution should support automated generation of various types of statements, including but not limited to:

- Account Statements
- Loan Statements
- Deposit Statements
- Interest Certificates
- Transaction Statements
- Any other customer communication/report as required by the Bank

The system should support:

- Daily statements
- Weekly statements
- Monthly statements
- Quarterly/Half-yearly/Yearly statements
- Event-based/ad-hoc statements
- User-configurable scheduling

#### **1.2 Delivery Channels**

The solution should support secure delivery of statements through multiple channels, including:

- Email
- SMS with download link (if applicable)
- Secure file transfer
- Download through customer portal/intranet (if required)

The system should support bulk statement delivery without performance degradation.

#### **1.3 Integration Requirements**

**Classification: Public**

The proposed solution should integrate with the Bank's existing applications/systems, including:

- Core Banking Solution (CBS)
- Customer Information Systems
- Email Gateway/SMTP Servers
- SMS Gateway ((if required))
- Authentication systems (SSO/AD/MFA)

Integration should be through:

- API
- Database connectivity
- Secure file exchange mechanisms

All integration activities shall be in the vendor's scope.

## **1.4 Security Requirements**

The solution should comply with the Bank's Information Security policies and regulatory guidelines.

The solution should support:

- Role-based access control
- User authentication and authorization
- Audit trails and activity logs
- Password-protected PDF statements
- Data encryption during transmission and storage
- Secure communication protocols
- Log retention and retrieval facility

The vendor shall ensure that no customer data is stored outside the Bank's environment without prior approval.

## **1.5 Template & Customization**

The solution should provide:

- Customizable statement templates
- Bank branding/logo support
- Dynamic fields and configurable formats
- Facility to modify templates without major development effort

## **1.6 Monitoring & Reporting**

The solution should provide dashboards and MIS reports for:

- Statements generated
- Statements delivered
- Failed deliveries

**Classification: Public**

- Delivery status tracking
- Retry attempts
- System performance
- User activity logs

The system should support export of reports in PDF/Excel/CSV formats.

## **1.7 Retry & Exception Handling**

The solution should support:

- Automatic retry mechanism for failed deliveries
- Exception/error reporting
- Alerts/notifications for failures
- Queue management and reprocessing facility

## **1.8 Performance Requirements**

The solution should:

- Support bulk statement generation and delivery
- Handle the Bank's expected transaction/customer volume
- Ensure minimal processing delay
- Support scalability for future requirements

The vendor shall provide sizing recommendations for infrastructure requirements.

## **2. Deployment & Implementation**

The vendor shall:

- Install and configure the solution in the Bank's on-premises environment
- Perform integration with existing systems
- Conduct testing and UAT support
- Provide deployment documentation
- Ensure successful commissioning of the solution

## **3. Training**

The vendor shall provide training to Bank officials covering:

- System administration
- Template management
- Scheduling and monitoring
- Report generation
- Troubleshooting and operational handling

Necessary user manuals and technical documentation shall be provided.

## **4. Support & Maintenance**

The vendor shall provide:

- Post-implementation support
- Bug fixes and patches
- Version upgrades/updates
- Technical support during the contract period
- SLA-based support services

Support should include remote and onsite assistance, wherever required.

## **5. Documentation**

The vendor shall provide:

- Architecture documents
- Installation documents
- Configuration documents
- Integration documents
- User manuals
- SOPs and operational guides

## **6. Compliance Requirements**

The proposed solution should comply with:

- RBI guidelines
- Bank's Information Security Policy
- Regulatory and audit requirements
- Data privacy and retention requirements

## **7. Acceptance Criteria**

The project shall be treated as successfully completed only after:

- Successful implementation and integration
- Completion of UAT
- Successful statement generation and delivery testing
- Submission of all required documents
- Stabilization support completion
- Formal sign-off by the Bank

## **8. Warranty / AMC / Support Period**

The vendor shall provide warranty/support for the period specified by the Bank from the date of successful commissioning of the solution.