



CORPORATE OFFICE, THRISSUR
DEPARTMENT: INFORMATION TECHNOLOGY

Tender No: Tender/010/2026-27

Dated: 31.07.2026

Tender for a Comprehensive, End-To-End Automation Solution for Mutual Fund Business at Dhanlaxmi Bank

Classification: Internal

1. Introduction

Dhanlaxmi Bank Ltd invite proposals for implementation of a robust and scalable solution tailored to the Bank's End-To-End Automation Solution for Mutual Fund Business, seamlessly integrating it into various internal/external applications. This proposal outlines the scope, functionalities, and deliverables of the project are detailed below.

2. Scope of Work

3. Business Requirements: Digitalization of Mutual Fund Business

Bank is seeking a comprehensive, end-to-end automation solution tailored to its Mutual Fund business. The solution should provide seamless integration across various functions, including sales management, after-sales support, performance monitoring of sales teams, back-office operations, and regulatory compliance processes. Additionally, the application must support multi-channel access, allowing users to engage through platforms such as Internet Banking, Mobile Banking, the Corporate Website, and other channels/digital touchpoints as required.

The outlined business scope for this solution is detailed below.

3.1. Paperless Customer Onboarding

All branches and via customer self-service through RIB/MB, which includes but is not limited to the following

- Online KYC validation / CKYC registration
- Customer Risk Profiling
- Customer Goal setting and Tracking
- Seamless Bank a/c validation / Penny drop.
- Online FATCA Declaration
- E-NACH / Mandate Registration

- Transactions include Invest / Redeem / switch/ SIP / STP / Top up SIP etc.
- Portfolio view Summary and Details, Realized and Unrealized Gain/Loss, Capital gains, Segment and Category wise Portfolio, Portfolio Trends, CAS etc.
- Content and Market Feed, Current and Historical NAV, LTP and Current Prices, Fact Sheet, Market Performer, Scheme Performance and returns.
- Real time transaction processing with integration of Banks Core Banking System (CBS) and BSE Star /NSE / RTA Platforms.

3.2. Customer Risk Profiling and Product Suitability Check

The proposed Mutual Fund software should have an integrated Customer Risk Profiling module to capture and maintain the risk profile of each customer as per regulatory requirements.

After completion of the customer risk profiling, the system should ensure product suitability checks for all Mutual Fund transactions initiated through:

- DIY (Direct customer selection) mode, where the customer selects the Mutual Fund scheme on his/her own.
- Branch-assisted mode, where branch officials select/recommend Mutual Fund schemes on behalf of the customer.

The system should validate whether the selected Mutual Fund scheme is in line with the customer's risk profile. If the customer selects a scheme that is not suitable or carries a higher risk than the customer's assessed risk profile, the system should generate a mandatory warning pop-up window before proceeding with the transaction.

The customer should be required to accept a declaration through a checkbox before continuing with the investment.

Sample Customer Declaration:

"I hereby confirm that I have understood my risk profile and the risk associated with the Mutual Fund scheme selected by me. I acknowledge that the selected scheme is not aligned with my assessed risk profile / involves higher risk than my risk category. I have been informed about the associated risks, and I voluntarily choose to proceed with this investment after understanding the same. I agree to bear the risks arising from this investment decision."

The system should capture and store the customer's acceptance of this declaration along with relevant transaction details such as:

- Customer ID
- Risk profile category
- Selected Mutual Fund scheme
- Date and time of acceptance
- Mode of transaction (DIY / Branch-assisted)
- User ID of branch official (where applicable)

The digitally captured declaration should be stored securely and should be retrievable whenever required for audit, compliance review, regulatory inspection, or internal verification purposes. The electronic declaration should be treated as equivalent to a physical customer declaration.

3.3. Integration with MF Central Platform

The proposed Mutual Fund software should have integration capability with MF Central platform to provide a consolidated Mutual Fund servicing experience to customers.

The system should enable customers to:

- View their complete Mutual Fund holdings, including investments made through external platforms/other distributors.
- Access consolidated portfolio details through the Bank's digital channels.
- Provide an option for customers to initiate change of ARN (Association of Mutual Fund Distributor Registration Number) to Bank ARN, wherever permitted, for servicing and tracking of investments through the Bank.

The integration should comply with applicable SEBI, AMFI, and regulatory guidelines and ensure secure authentication, data privacy, and audit trail maintenance.

3.4. Back Office Features and not limited to the following

- AUM Reconcile
- Brokerage Reconcile
- Transaction Reconcile
- Payment Reconcile

3.5. Reports Required

- NAV related Reports
- AUM Reporting
- Transaction Reporting
- Profits and Net Retention Snapshot
- Custom and Need Specific Reporting
- Income Report (Branch/RM/Investor/Customer wise)
- Revenue Calculation reports
- Payout Calculation reports
- Profitability reports
- GST related reports
- Order book Report
- Order Drill Down Report
- Order Status Report
- Allotment Report
- Client Position Report
- Redemption Report
- SIP-XSIP Registration Report
- Mandate Registration
- Mandate Calendar
- Provisional Order
- SIP Due Report
- SIP Cancellation Report
- SIP Aging Report

3.6. Sales Monitoring and Support modules

- Facility for capturing Branch and Staff codes for all cases / transactions in addition to EUIN
- All the revenue / sales / transaction reports to be generated Branch / Staff / Region wise
- Sales Forecasting and Planning modules
- Customer Support and After-Sales modules

- Advertising and Promotion support modules
- Customer Relationship Management (CRM) modules
- Facility to send Bulk SMS / Mail etc.

4. System & Compliance Requirements

- Log management with tamper-proof logging mechanisms
- Compliance with RBI, FIU-IND, Mutual Fund requirements
- Encrypted data transmission using industry-standard protocols (TLS 1.2 or higher) & secure storage with encryption at rest
- Role-based access control with granular permissions and segregation of duties
- High availability architecture with minimum 99.9% uptime SLA
- Disaster recovery capability with RPO (Recovery Point Objective) not exceeding 1 hour and RTO (Recovery Time Objective) not exceeding 4 hours
- Regular backup mechanisms with automated backup verification

5. Record Keeping

The system must maintain comprehensive records in compliance with regulatory requirements:

- Retain all transaction data, scheme wise investment records and asset valuation logs and decisions for a minimum of 10 years in easily retrievable format
- Maintain complete version history of all investor records, folio numbers, identification documents etc
- Provide secure archival mechanisms with data integrity verification
- Support legal hold and e-discovery capabilities for regulatory inquiries
- Enable data purging after retention period in compliance with data privacy regulations

6. Regulatory Requirements

To align with the latest regulatory guidelines, the vendor must ensure the following requirements are addressed during the initial phase of the project:

- Implementation of secure configuration design controls
- Integration of Single Sign-On (SSO)
- Robust API security measures
- Compatibility with Security Information and Event Management (SIEM) tools
- Regular source code reviews
- Issuance of a bug certificate

- Establishment of an ESCROW agreement

The vendor shall upgrade any outdated or vulnerable components at no additional cost to the Bank, ensuring completion within the timeline specified by the Bank.

The vendor must also allow Bank officials or designated personnel to conduct onsite audits to verify compliance with guidelines established by the Bank and regulatory authorities.

The recommendations issued by regulators, including RBI, SEBI, IRDA, or any government entities and their subsidiaries must be implemented within the stipulated timeframe.

7. Environment Requirements

7.1 Platform Requirements

- Preferred Database: Oracle
- Application Operating System: Windows / Red Hat Linux
- The vendor must prepare the Functional Specification Document (FSD) based on final product demonstration. Any gaps in base product must be addressed without any additional commercials to the Bank.
- Bank will impose penalties if the vendor fails to meet the agreed delivery timelines due to reasons solely attributable to the vendor.
- Bank reserves the right to accept or reject any proposal without providing any explanation.
- Any attempt by the vendor to influence Bank Officials in any manner will result in disqualification.

7.2. Architecture & Infrastructure

- Support for on-premise deployment with option for future cloud migration
- Scalable architecture capable of handling current transaction volumes with 100% growth capacity
- Modular design allowing independent upgrades of components
- Support for clustering and load balancing for high availability
- Database agnostic design or support for industry-standard databases

- Compatibility with standard server operating systems (Linux/Windows Server)
- Minimal hardware footprint with efficient resource utilization

7. Integration Capabilities

- RESTful API and/or SOAP web services for integration with CBS, CRM and other banking systems
- Support for both real-time and batch data processing
- ETL (Extract, Transform, Load) capabilities for data extraction from multiple sources
- Standard file format support (CSV, XML, JSON, fixed-width) for data exchange
- Integration with Active Directory/LDAP for user authentication and single sign-on (SSO)
- Database connectivity options (JDBC, ODBC) for direct data access where required
- Message queue support (MQ, Kafka) for asynchronous processing
- Comprehensive API documentation with code samples

8. Security Requirements

- Data encryption at rest and in transit using industry-standard algorithms
- Secure user authentication with password complexity requirements
- Support for multi-factor authentication (MFA)
- Session management with automatic timeout and secure token handling
- Protection against common web vulnerabilities (OWASP Top 10)
- Regular security patching and vulnerability management process
- Penetration testing reports and security certifications
- Data masking capabilities for sensitive information in non-production environments

9. Performance Requirements

- Process daily batch transaction files (up to 5 million transactions) within 4-hour window
- Real-time alert generation with maximum 5-minute latency from transaction occurrence
- User interface response time not exceeding 3 seconds for standard operations
- Support minimum 100 concurrent users without performance degradation
- Report generation within 2 minutes for standard reports
- Dashboard refresh rates not exceeding 30 seconds for real-time views

10. Implementation Requirements

- Detailed project plan with timelines, milestones and deliverables
- Complete installation and configuration of the software in Bank's infrastructure
- Data migration from existing systems with data validation and reconciliation

- User Acceptance Testing (UAT) support with test scenarios and test data
- Go-live support with dedicated team for minimum 4 weeks post-implementation
- Handover of complete documentation including technical, functional and operational manuals

11. Training Requirements

- End-user training for compliance officers, investigators and branch staff (minimum 3 days)
- Administrator training for IT and system administrators (minimum 2 days)
- Train-the-trainer sessions for internal capacity building
- Training materials including user manuals, quick reference guides and video tutorials
- Online training portal or e-learning modules for ongoing learning
- Refresher training sessions post-implementation

12. Support & Maintenance Requirements

- Warranty period of minimum 12 months from go-live date
- Annual Maintenance Contract (AMC) covering software updates, bug fixes and regulatory changes
- 24x7 helpdesk support with ticketing system
- Service Level Agreements (SLA): Critical issues (P1) - 4 hours response, Major issues (P2) - 8 hours response, Minor issues (P3) - 24 hours response
- On-site support availability within 48 hours for critical issues
- Regular system health checks and performance monitoring
- Quarterly business reviews with detailed system performance metrics
- Access to vendor's knowledge base and support portal

13. Eligibility Criteria

Vendors must meet the following eligibility criteria to participate in this tender

- Minimum 3 years of experience in providing Mutual Fund software solutions
- Successful implementation of Mutual Fund software in at least 1 banks or financial institutions
- Audited financial statements for the last three financial years, reflecting the individual institution's turnover (not group turnover), with a minimum turnover of ₹5 crores in any one year.
- ISO 27001 certification for Information Security Management
- ISO 9001 certification for Quality Management
- Vendor must be a legal entity registered in India or have a registered office in India
- No bankruptcy or insolvency proceedings against the vendor
- No blacklisting by any bank, financial institution, or government organization
- Valid GST registration certificate

14. Submission Requirements

14.1 Technical Proposal

The technical proposal must include:

1. Company profile and organizational structure
2. Details of Mutual Fund software solution with product brochure
3. Compliance matrix addressing all functional and technical requirements
4. System architecture diagrams and technical specifications
5. Implementation methodology and project plan with timelines
6. Details of integration approach with CBS and other systems
7. Information security and data protection measures
8. Disaster recovery and business continuity plan
9. List of existing clients with contact details (minimum 3 references)
10. Case studies of successful implementations
11. Team composition and CVs of key personnel
12. Copies of ISO certifications and other relevant certifications
13. Audited financial statements for last 3 years
14. GST registration certificate and PAN card

14.2 Commercial Proposal

The commercial proposal must be submitted as a separate password-protected file and include:

1. Software license cost breakdown
2. Implementation and customization charges
3. Training and documentation costs
4. Annual Maintenance Contract (AMC) charges for 5 years
5. Hardware and infrastructure costs (if applicable)
6. Payment terms and conditions
7. Validity period of the quotation (minimum 30 days)

14.3. Evaluation Criteria

The Bank will follow a two-stage evaluation process:

Stage 1: Technical Evaluation

Proposals will be evaluated based on technical compliance, functional capabilities, vendor experience and implementation approach.

Stage 2: Commercial Evaluation

Technically qualified vendors will be evaluated on commercial terms. The evaluation will consider:

- Total cost of ownership (TCO) over 5 years
- Value for money and cost-benefit analysis
- Payment terms and conditions
- AMC cost structure and escalation terms

15. Terms & Conditions

- The Bank reserves the right to accept or reject any or all proposals without assigning any reason
- The Bank may conduct product demonstrations and proof-of-concept (POC) before final selection
- Signed copies of the Vendor On-Boarding Evaluation Sheet, Detailed Due Diligence Report, and Risk Assessment Sheet on the vendor's letterhead.
- Vendors must maintain confidentiality of all information shared during the tender process
- The selected vendor must sign a Non-Disclosure Agreement (NDA) before commencement of work
- Any collusion or cartel formation among vendors will result in immediate disqualification
- The decision of the Bank in the evaluation process shall be final and binding
- Vendors must comply with all applicable laws and regulations
- The Bank may conduct reference checks with existing clients of the vendor
- Intellectual Property Rights (IPR) of custom developments shall vest with the Bank
- The vendor shall provide escrow arrangement for source code
- The contract may be terminated by the Bank with 90 days notice for non-performance
- Any disputes shall be subject to the jurisdiction of courts in Thrissur, Kerala
- Vendors shall bear all costs associated with proposal preparation and submission

16. Submission Process

Proposals must be submitted via secure email clearly marked as:

Tender for a Comprehensive, End-To-End Automation Solution for Mutual Fund Business
 [Tender Reference Number]

Activity	Date
Bank's Address for Communication	IT Department, 1 st Floor , Corporate Office Dhanlaxmi Bank Ltd, Punkunnam, Thrissur, Kerala - 680002
E-mail for Submission of Tender and Clarifications.	hoits@dhanbank.co.in

Tender Release	23-07-2026
Last Date for Clarifications	27-07-2026
Last Date for Proposal Submission	05-08-2026

The proposals must be submitted along with the agreement form enclosed in Annexure 1 & 2

17. General Terms & Conditions

- The scope outlined in this document is indicative and subject to revision.
- Any delay or non-performance shall attract applicable penalties, as per contract terms.
- Termination clause applies in case of breach of scope, delay, or non-compliance.
- All intellectual property, data and output shall remain the exclusive property of the organization.
- Confidentiality shall be maintained throughout and beyond the contract period.
- The proposals would be subjected to the technical and commercial qualification process as per Bank's policy.

Dhanlaxmi Bank Ltd reserves the right to reject any or all tenders without assigning any reason thereof. The decision of Bank will be final and binding.

For any clarifications or inquiries, please contact:

Contact Details	Anson MF Manager IT Department Mob: 9886383883	Pradeep A Head Associate Products & Institutional Business Mob: 9539004523
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18. Annexures

Annexure 1 – Vendor Risk Assessment Sheet



Vendor Due
Diligence Risk Asse:

Annexure 2 -Agreement format -IT Outsourcing services



Agreement
Format.docx