شاه جلال اسلامي بنك بي إل سي

Shahjalal Islami Bank PLC. শাহ্‌জালাল ইসলামী ব্যাংক পিএলসি.

Common Services Division, Corporate Head Office, Dhaka

April 2, 2026

Request for Quotation (RFQ):	Sealed Quotation for "Litigation Management System (LMS) Compliance Solution" for the Bank.

Scope of bid

Shahjalal Islami Bank PLC. (Hereinafter referred to as "the **Bank**") wishes to receive bids from the bona fide firms for "Litigation Management System (LMS) Compliance Solution" for the Bank.

Terms and Conditions:

1.1 Bidder's qualification

- The Firm should have registered office in Bangladesh at least for the last 07 (seven) years.
- The Bidder should have at least 05 (five) years of experience in providing customized software solutions.
- The Bidder should have working experience with Bank/NBFI providing "Litigation Management System (LMS) Compliance Solution" and related experience certificates must be submitted.

1.2 Documents comprising the bid

a. Technical and Business Description of the deliverables to demonstrate the specified technical requirement as per **the attached technical and business specifications (Annexure-A & B)**

b. Schedule for financial proposal as per **attached financial format (Annexure- C).**

c. Photocopy of following documents may be submitted with the offer:
   i. Valid Trade License and Company Profile.
   ii. E-TIN and Tax return Certificate.
   iii. Business Identification Number (BIN) Details
   iv. Name, contact number and e-mail address of the Contact person
   v. Proof of Experience.
   vi. List of corporate clients.
   vii. Number of bank clients using this solution.

d. All Proper documents, brochure, data sheet, technical spec papers of mentioned Products with proof have to be provided by the bidder in the Technical Proposal.

e. All required documents need to be provided as a proof of evidence to fulfill the need of supplier qualification.

f. Number of Employees, Software Developers and Description of their support team with experts' profile.

g. Day wise Project Implementation Plan along with chart according to product delivery.

1.3 Bid prices

Bidders shall quote the price **excluding VAT (VAT to be borne by the bank) and including Tax** in Bangladeshi Taka (BDT) for the solution. Vendors must submit the price for the full solution along with an **optional Annual Maintenance Charge (AMC)**.

1.4 Bid validity

Bid shall remain valid for a period of 180 days from the date of opening the bids. In exceptional circumstances, prior to expiry of the original bid validity period, the Bank may request the bidder to extend the period of validity for a specified additional period. The request and the responses thereto shall be made in writing. A bidder agreeing to the request will not be permitted to modify its bid.

1.5 Bid Security / Earnest Money

The bidder shall submit 2 % (Two) of their bid price in the form of Payment Order/ Bank Guarantee as bid security in favor of Shahjalal Islami Bank PLC. The Bid Security/ Earnest Money should be enclosed on the top of the financial offer. Any bid not accompanied by an acceptable bid security shall be rejected as non-responsive.

The bid security of unsuccessful bidders will be returned within 120 days from the date of bid opening. Successful bidder will get back the Bid Security/ earnest money on submission of performance security.

The bid security may be forfeited if:

(a) The bidder withdraws its bid during the period of bid validity.

(b) A successful bidder fails to sign the contract.

(c) A successful bidder fails to furnish the performance security.

1.6 Sealing and marking of bid

The envelope shall:

1. Be addressed to the Bank at the following address: **The Member Secretary, Procurement Committee, Shahjalal Islami Bank PLC., Corporate Head Office, 2nd floor, Shahjalal Islami Bank Tower, plot#4, Block- CWN(C), Gulshan Avenue, Gulshan, Dhaka-1212.**
2. Bidder(s) should submit the financial and technical & business offer in separate envelope mentioning the name of the offer and both envelopes must be submitted together in a single envelope.
3. Bid Security/ Earnest Money should be enveloped separately and attached on the envelop of the financial offer.
4. In addition to the above requirements, the envelope shall indicate the name and address of the bidder to enable the bid to be returned unopened in case may be declared "late" pursuant to clause 1.7.
5. If the envelope is not sealed and marked as above, the Bank will assume no responsibility for the misplacement or premature opening of the bid.

1.7 Deadline of bid

The bidder must submit the bids in original (sealed), duly marking the envelope as addressed at the following no later than **3:00 p.m. on Monday, April 27, 2026**.

1.8 Late Bids

Any bid received by the Bank after the deadline may be rejected and returned unopened to the bidder.

1.9 Evaluation of proposals

The Bank will choose the offer that will be more comprehensive and that conform the relevant required solution. The Bank will carry out business and technical as well as financial evaluation according to the criteria of the bank. Bank will give emphasis on quality and the richness of the product as well as experience of the vendor during evaluation. Only technically qualified bidders will proceed to financial evaluation.

1.10 Price Negotiation

The Bank may request technically qualified bidders to negotiate the price or any other relevant queries. Representative of the Bidders must have authorization for price negotiation. Bank is in no way responsible to award the lowest price bidder(s).

1.11 Award of Contract

The Bank will award the Contract to the successful bidder as per clause 1.9 and 1.10.

1.12 Bank's right to accept any bid and to reject any or all bids.

Notwithstanding Clause 1.10, the Bank reserves the right to accept or reject any bid, and to annul the bidding process and reject all bids at any time prior to award of Contract, without thereby incurring any liability to the affected bidder or bidders or any obligation to inform the affected bidder or bidders of the grounds for the Bank's action.

1.13 Notification of Award/Work Order

Prior to expiration of the period of bid validity prescribed by the Bank and after successful negotiations (if any), the Bank will notify/issue work order in favor of the successful bidder that his bid has been accepted. The notification of award/work order may constitute the updated terms and conditions and basic formation of the Contract.

1.14 Performance Security

The successful vendor will have to deposit an amount equivalent to 5% (Five) of the total work order/contract value as performance security in the form of Payment Order / unconditional Bank Guarantee in favor of Shahjalal Islami Bank PLC. for the period of 01(one) year (It may be extended) while accepting the Work Order. Performance security will be returned after successful completion and implementation of the solution at live environment (i.e. after Go Live Phase).

These clauses should be added while issuing the unconditional bank guarantee as performance security,

a. At the request of the supplier, we (issuing Bank),…(address)…. hereby irrevocably undertake to pay you, without cavil or argument, any sum or sums not exceeding in total amount of Taka ………………... only upon receipt by us of your (Shahjalal Islami Bank PLC.) first written demand.

b. Any such demand made by Shahjalal Islami Bank PLC. on us (issuing Bank) shall be conclusive and binding notwithstanding any difference between you and the supplier or any dispute pending in any Court, Tribunal, Arbitrator or any other authority.

1.15 Security Money

An amount equivalent to 5% of total work order/product value will be considered as security money. Security money amount will be deducted from the bill and retained up to the warranty period of 01 (one) year.

1.16 Product Delivery at Live Environment

Successful bidder is responsible for successful delivery of the solution at live environment (i.e. installation, customization, testing, live implementation, training etc.) within 60 (sixty) working days from the date of receiving the Work Order in case of no/minor customization. However, if further customization (integration) is required, then the successful delivery of the solution at live environment should be done within 90 (ninety) working days from the date of receiving the Work Order.

A formal contract agreement will be signed between awarded supplier and the banks User Division within 60 (sixty) working days from the date of acceptance of this work order where specification as well as other terms and conditions of service support related issues would be mentioned in details.

1.17 Warranty /Maintenance

The Successful bidder will ensure free 01 (one) year maintenance for the solution after successful delivery, implementation & commissioning of the solution at live environment. The vendor should also quote yearly annual maintenance charge (AMC) for the product after the free maintenance support for 01 (one) year (if any).

1.18 Penalty

In case of failure or any kind of delay regarding delivery of the product and support service within due time, vendor will be liable to pay 1% of the total Notification of Award /work order value, as penalty, to the bank for delaying each week after the due date. Upon reaching the penalty to 5% of total Notification of Award / Work Order, the performance security and security money as well as the Notification of Award / Work Order may be forfeited on sending a letter to the vendor.

However, Bank must be informed for any foreseeable delay due to uncontrolled situation prior to exceed the delivery deadline which may be considered by the bank if situation justify such delay and the decision of purchase committee of the bank will be final.

1.19 Payment

No advance payment will be made. Full payment will be made after successful delivery of the solution at live environment after deducting 5% Security Money & VAT/Tax/AIT as per prevailing Government rules.

1.20 Withholding Sales Tax & VAT

The bidder is hereby informed that the Bank shall deduct tax at the rate prescribed under the Tax Laws of Bangladesh, from all payments for services rendered by any bidder who signs a contract with the Bank. The bidder will be responsible for all taxes on transactions and/or income, which may be levied by the Bank. If bidder is exempted from any specific taxes, then it is requested to provide the relevant documents with the proposal.

1.21 Contact Person

The bidder may contact with below mentioned official(s) for any queries.

For Technical queries:	For Business queries:	For Financial queries:
Md. Nur Islam IT Division e-mail: nur2291@sjiblbd.com Cell: 01912-448046	Anupam Bhattacharjee Legal Division e-mail- anupam2623@sjiblbd.com Cell: 01313-480052	Tanvir Ahamed Chowdhury Common Services Division e-mail: tanvir3543@sjiblbd.com Cell: 01755-556362

02. 04. 2026
Khandker Bedoura Mahbub
EVP & CTO

Pankaj Kumar Debnath
EVP & Head of Legal Division

Abul Bashar Md. Zafry
EVP & Head of CSD

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Shahjalal Islami Bank PLC. শাহ্জালাল ইসলামী ব্যাংক পিএলসি.

Annexure-A

Technical Specification

Of

“Litigation Management System (LMS) Compliance Solution for the Bank”

IT Division, 3rd floor, Corporate Head Office (CHO)
Shahjalal Islami Bank Tower, Plot-04, Block-CWN(C),
Gulshan Avenue, Gulshan, Dhaka-1212

Sl. No	Particulars/Features/Descriptions	Bidder Response	Remarks
1. System Architecture:			
1.1	System is built using a cloud-ready, modular, microservices-enabled, N-tier architecture, ensuring flexibility, scalability and ease of integration. Bidder should submit necessary documents, diagrams and illustrations having complete explanation of the system architecture including:		
	a) End-user manual (Installation, operation and maintenance of server solution including database)		
	b) Installation of solution on servers and clients		
	c) Application Layer		
	d) Configuration of the Solution		
	e) Integration methods - e.g. API/Middleware, web services		
	f) High Availability configuration and operation; failover tests		
	g) Disaster Recovery Procedures		
	h) Data flow diagrams with security and encryption descriptions		
	i) Data dictionary		
	j) Details description of all security parameters and configuration		
1.2	**Hardware and environmental Platform** (Please mention detailed specifications and quantities in a separate attachment document)		
	a) Operating System (i.e. OS Independent, of UNIX/LINUX based will be preferable)		
	b) Database servers (i.e. PostgreSQL /MySQL /Oracle are preferable)		
	c) Specify all the Operating System, Database license requirements for Live operation.		
	d) Specify the data replication method between DC and DR		
	e) Specify the data backup strategy and frequency for the data backup considering lowest data loss.		
	f) Compatible database software must support cluster in active-active and Active Passive mode, database replication server for disaster recovery, business continuity with seamless failover.		
	g) Application (System must support both 32bit and 64-bit processors and operating system).		

Sl. No	Particulars/Features/Descriptions	Bidder Response	Remarks
	h) Database Administration Tools- Specify which tools are provided by the vendor and which are provided by the database vendor. i) OS Administration Tools- Specify the tools provided by the contractor and which are provided by the system vendor. j) Specify the hardware (servers etc.) design that services have to be available in DC, DR and Far DR k) Please specify the network equipment, if any like hardware , Bandwidth , WAF , load balancer etc.		
2. System Support:			
2.1	Provide all general application support. Bidder must maintain a 24*7 help desk with adequate technical support personnel and infrastructure.		
2.2	System support shall support dynamic enquiries		
2.3	System support shall support remote monitoring and administration.		
2.4	System support shall support Internet Explorer, Mozilla Firefox, Google Chrome, Edge browser etc.		
2.5	System support shall support multi-language		
2.6	During UAT, along with test users, the system should have facility to enable tests to be run with simulated stored script in the Testing environment.		
2.7	Software licenses are installable, configurable, and operable for live operation, enabling service from any site such as DC, near DR, and far DR environments.		
2.8	The system should have a feature for setting up static codes or reference codes.		
2.9	System shall have facility to display Bank logo in the system at the time of running the solution and during viewing & printing the reports or statement		
2.10	The system shall have facility to provide administration tools and procedures for ongoing support and maintenance, including customization, of the proposed solution		
2.11	Protocol support like HTTPS, SSL		
2.12	System support for Local customization, Validation and screen design		

2.13	Secure network connectivity between Litigation and CBS/peripheral systems. Dedicated VLAN or secure segment recommended.		
2.14	Capacity of EOD configuration and data fetching or loading from CBS or other systems.		
2.15	Facility of real time interface and application programming interface.		
2.16	The system should have the facility to encrypt all the confidential information when being stored in the database and while being transferred through networks		
3. Integration:			
3.1	System shall have facility to allow Open-source architecture for integration of different systems in the bank including CBS		
3.2	Systems shall have capacity to integrate with another platform and shall support single sign in. It can be web and app-based banking open platform architecture to integrate existing and upcoming channels, in-house software and security solutions.		
3.3	Systems have facility to upgrade its field or logic or option for making the system compatible with change/upgrade bring in any interface for smooth operation.		
3.4	System shall have facility to integrate with following but not limited to: a) SMS server b) e-mail server		
3.5	System should have capacity to send reminders and notification through SMS and Email on set interval/on demand basis.		
3.6	System shall have an integrated facility for data warehousing Solutions.		
3.7	Integration methods Rest /SOAP APIs , Batch or ETL processing, SFTP and open API framework for local customization.		
4.Version Control			
4.1	Ability to restore previous versions in case of multiple versions.		
4.2	Notification of changes to relevant users.		
4.3	Existing data (if any) must be migrated to the new system.		
4.4	Data Gap / No Legacy data maps to proposed solution:		
5.Process Configuration:			
5.1	System shall have facility to support parallel processing of activity or flow where an application can be processed across more than one stage of activity		

6.Business Rules:			
6.1	The system shall have the capacity to incorporate a flexible, in-built business rules engine that allows bank administrators to: a. Configure and modify business rules or flow without vendor intervention including AI/ML Based False Positive Analysis b. Easily amend existing business rules or flow c. Implement a maker-checker approval process for rules or flow changes. d. Scenario Simulator user interface		
7.Restrictions for Generation and View			
7.1	System shall have facility to restrict any user/class/group (parameterized) for generation, authorization, view, report generation, etc.		
8. Deployment Requirements			
8.1	Bidder is requested to submit a complete deployment diagram with all interface requirements.		
8.2	An on-premises solution is preferred (Data Center & Disaster Recovery). Ideals for environments require full data sovereignty and control. Privet cloud /hybrid deployment is optional.		
8.3	Test, UAT, and Production environments must be configured.		
9.User Functionality			
9.1	License of the system shall be perpetual		
9.2	Comprehensive role-based access control (RBAC) with granular permissions and audit trails.		
9.3	All passwords are encrypted using industry-standard algorithms and securely stored in the database.		
9.4	System shall support to store password for each user in database in encrypted format		
9.5	System shall have facility to maintain password validation as per bank policy		
9.6	System shall have facility to support single sing on.		
9.7	The system shall have the facility to assign single or multiple roles to a user as per requirements.		
9.8	The system should have flexibility to change user role, approval authority time to time as per requirement.		
9.9	System shall have capacity to handle the access granting facility by administrator for user according to the assigned role &		

	privileges, user type –Maker and/or Authorizer (Admin User Define).		
9.10	Systems shall have the facility to access or restrict the user in different functions and options/functions are granted or revoked for each user as per assigned role.		
9.11	Integration with Active Directory or existing user management system.		
9.12	Audit trail and logs (view, edit, delete actions).		
9.13	Encryption of data at rest and in transit.		
9.14	The system shall have the facility to maintain user groups as per the bank's policy.		
9.15	System shall have capacity to set user Terminal IP (case to case basis), Operating Time, Application Server IP, etc.		
9.16	The system shall have facility for recovering passwords by the User himself/herself with bank approved process.		
9.18	The system shall have facility for automatically logging out/session timeout the users after a predefined period of being idle.		
9.19	System shall have facility to allow the administrators to manually lock/deactivate the users/ unlock/reactivate the users and all the events should be recorded.		
9.20	System shall have the facility to restrict the users to log into the system only from one workstation at a time		
9.21	The system should have a facility to allow the users to build queries and generate reports from database/ audit trails.		
9.22	System shall have facility for automatically locking next login if the maximum number (parameterized) of unsuccessful attempts is exceeded		
10. Disaster Recovery & Business Continuity:			
10.1	The system shall have facility for module-based redundancy and Business Continuity/Disaster Recovery plan including remote location.		
10.2	The system should be capable of maintaining the uptime of 100% using the disaster recovery site. Mention all documents describing the disaster recovery planning.		
10.3	System server and client software shall maintain its integrity in case of power failures and abrupt shutdowns.		
10.4	The system shall be capable of restarting and recovering after system failure with no loss of data or software components.		

10.5	System shall have the capability to identify the existence of program and/or system discrepancies and issue an alert to the system administrator.		
11. Security and Access Control:			
11.1	Role-based access control (RBAC).		
11.2	Integration with Active Directory or existing user management system.		
11.3	System should have facility to maintain hash values of the passwords when being stored in the database.		
11.4	System shall have capacity for being browser independent and must be compatible with latest version of browser, operating system and database		
11.5	Systems have the capacity to protect all kinds of security threats (Internal/External).		
11.6	Fully adheres to OWASP Top 10 standards, including protection against injection attacks, XSS, CSRF, and more, with regular penetration testing.		
11.7	Systems have a facility to generate reports indicating the success/ failure of the batch processes. Any failure should be recorded with the failed item and the reason for failure.		
11.8	The system should have facilities for applications to handle all possible exceptional and erroneous events and appropriate user-friendly error messages should be displayed. i.e. server level messages should not be displayed to the end user		
11.9	System shall have facility to support secure communications utilizing SSL/TLS over HTTPS for secure data transfer.		
11.10	The system shall have facility for Users to query the logs for specific events and view filtered log reports, using a simple interface with fields for search and sorting parameters.		
11.11	The system should be compatible with any new technology or upgraded technology that is integrated with the system: a) Server b) Storage c) Operating system d) Database e) Network f) Security solution		
11.12	The Vendor must be capable of incorporate the relevant change immediately according to the recommendation of security advisories.		

11.13	System should have facility to identify and authenticate specific devices before establishing a connection		
11.14	The vendor should share the security recommendation of overall platform.		
11.15	System must be compatible to integrate with all type of ISSS (Industry Standard Security Solution)		
11.18	All software, libraries and components used by the system must have valid licenses and are up to date.		

Shahjalal Islami Bank PLC IT Division

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Shahjalal Islami Bank PLC. শাহ্‌জালাল ইসলামী ব্যাংক পিএলসি.

Annexure-B

Business Technical Specification

Of

"Litigation Management System (LMS) Compliance Solution for the Bank"

Legal Division, 9th floor, Corporate Head Office (CHO)
Shahjalal Islami Bank Tower, Plot-04, Block-CWN(C),
Gulshan Avenue, Gulshan, Dhaka-1212

ANNEXURE – B

1. Functional Specifications of Litigation Management System (LMS):

Types of Bidder's Responses:

A = Available
PA = Partially Available
NA = Not Available

If the response is NA against any of the requirements, then please mention at the remarks column whether the option will be made available in future, or it will never be available.

SL	Details Requirements	Bidder's Response	
		(A/PA/NA)	Remarks
1	User Group Management		
1.1	The system should have the option to allow or disallow rights to different users for different workgroups.		
1.2	View User Group		
1.3	User Group filter/search option by User Group Name and User Group Code. (Exhaustive search option in different parameter required)		
1.4	Add User Group		
1.5	Edit User Group		
1.6	Delete User Group		
1.7	User Group wise Privilege/Right Setup		
2	User Management		
2.1	There should be a feature-rich user management module. Features should include creation, update and deletion of user along with setting user privileges		
2.2	User group wise access restriction to the menu/options. (only Legal division allowed and other divisions to be restricted.)		
2.3	View User (Multiple View user option required)		
2.4	Edit User		
2.5	Delete User		
2.6	Send to Checker/Approver Function		
2.7	Approve/Verify Function		
2.8	There will be option of sending automatic email notification when user profile is successfully approved		
2.9	The system should provide an option to unlock User IDs that are locked after exceeding the maximum number of incorrect login attempts		
2.10	Deactivate User		
2.11	Activate User		
2.12	Session policy: Option is available to set the session time.		
2.13	Admin user should have the facility to reset user's password.		
3	Login		
3.1	There will be option to login to the system using user Id and password.		
3.2	There will be option lock user account if try to login by wrong password for 5 times.		

SL	Details Requirements	Bidder's Response	
		(A/PA/NA)	Remarks
3.3	Password Reset Functionality The system shall provide a secure mechanism for users to reset their own passwords in the event they forget their existing password. The feature must allow users to initiate the password reset process independently without administrative intervention, ensuring confidentiality, integrity, and ease of access.		
4	Parameter Management		
4.1	Department		
4.2	Designation		
4.3	Functional Designation		
4.4	Case Type		
4.5	Security Status/Details		
4.6	Auction Status		
4.7	Business Status/ Nature		
4.8	Borrower Status		
4.9	Guarantor Status		
4.10	Loan/investment Segment nature		
4.11	Cheque Status		
4.12	Facility/investment Type		
4.13	Case Steps		
4.14	Retail Branch		
4.15	District		
4.16	Branch		
4.17	Expense Type		
4.18	Court Type		
4.19	Court List		
4.20	Lawyer List		
4.21	Functional Designation		
4.22	Disposal Status		
4.23	Paper List with add option		
4.24	Paper Vendor List with add option		
4.25	CL Status		
4.26	Nature Of Warrant Of Arrest and status of W/A		
4.27	Expense activities		
4.28	Supreme Court (SC) Case Category		
4.29	Supreme Court (SC) Case Type		
4.30	Supreme Court (SC) Case Status		
4.31	Execution Criteria /Stage of Execution Case		
4.32	Appeal Bail Type		
4.33	schedule charges case against bank		
4.34	schedule charges legal affairs (Litigation/ Documentation/Others		
4.35	related authority		
4.36	HC Division and AD		
5	Holiday Setup		
5.1	There will be option to setup holiday. Of the Court of Bangladesh		
5.2	Holiday Setup allows defining court-wise holidays based on selected court type and holiday details: • Court Type: o Lower Court		

SL	Details Requirements	Bidder's Response	
		(A/PA/NA)	Remarks
	o High Court		
5.3	Holiday Date(s): The specific date or range of dates to be marked as holiday		
5.4	Court-wise Applicability: Option to assign holiday only for Lower Court, only for High Court		
6	Lawyer Package Bill Setup		
6.1	There should be option to setup lawyer package Bills.		
6.2	Lawyer Package Bill Setup allows managing lawyer billing packages with the following features:		
6.3	Add Package: Create a new package with defined amount, validity period, and applicable conditions.		
6.4	Edit Package: Modify existing package details such as amount, duration, or other attributes.		
6.5	Delete Package: Remove an existing package from the system when no longer applicable.		
6.6	Verify Package: Validate and approve the package details before activation or billing.		
6.7	Extend Package Amount: Increase or adjust the package amount as per requirement.		
7	Dashboard		
7.1	A real-time statistics dashboard displays the daily status of legal activities, including notices, approvals, auctions, case updates, professional bills, and court schedules. This allows users to instantly monitor workload, track case progress, and assess overall operational performance.(Daily case list dashboard with details case updates required)		
8	1st Legal Notice/ Reminder Notice		
8.1	1st Legal Notice Module enables end-to-end management of legal notices with the following features:		
8.2	Add, Edit, and Delete: Create new legal notices, update existing ones, or remove when required.		
8.3	Send to Checker: Forward prepared notices for review and validation.		
8.4	Verify: Approve notices after checker validation to ensure accuracy.		
8.1	System-Generated Notices: Automatically generate legal notices based on predefined rules and criteria.		
8.1	Customer Search (CBS Integration): Retrieve customer details directly from the Core Banking System (CBS) through API integration using Account Number, Card Number, or Mobile Number.		
8.2	There should be a view page displaying legal notice/reminder notice , primarily showing details such as Loan AC/Card Number, Status etc.		
8.3	There should be a view page displaying the history of served Legal notices through the application, primarily showing Reference Number, Loan AC/Card Number, and Status.		
9	Case Merit Analysis (CMA)		
9.1	There should be option for Case Merit analysis. Add, Edit, and Delete: Create new CMA Request, update existing ones, or remove when required.		
9.2	The system shall provide comprehensive facilities for conducting pre-case merit analysis, enabling users to evaluate the viability and		

SL	Details Requirements	Bidder's Response	
		(A/PA/NA)	Remarks
	strength of a case prior to filing. The functionality shall support detailed assessment, structured documentation, and systematic recording of findings to assist in informed decision-making.		
9.3	File Archiving: Securely store and manage a wide range of related documents. OCR enable search inside scan documents.		
9.4	Security Documents (for Secured Loans): Maintain all collateral and security-related paperwork in an organized manner.		
9.5	Sanction Letter s: Archive sanction and approval letters for reference and compliance.		
9.6	Facility Details: Record and track loan or facility-specific information.		
9.7	Guarantor Details: Preserve guarantor-related documents and information for quick retrieval.		
9.1	There should be option to make and check the request at branch level.		
9.2	The system should automatically create the request from while initiating the request.		
9.3	There should be option to make and check the request at head office level.		
9.4	There should be an option to check the current status of a request along with a complete activity log at any time through an enquiry feature		
9.5	There should be option to send email and SMS notification to checker at the time of initiate, reject and complete the request.		
9.6	A mechanism should be implemented to prevent the submission of a new request for a same customer if there is already a pending one, unless the existing request has been either rejected or completed.		
9.7	When creating a new request, if a pending request already exists, the system will display a message indicating this, along with the reference number of the existing pending request.		
9.8	There should be an option to return or reject a request with a specified reason.		
9.9	There should be an option to view all returned or rejected requests along with the reason and complete return/reject history log.		
9.10	There should be an option to modify or edit a request if its status is either 'Draft Saved' or 'Returned'.		
9.11	A complete log history should be maintained for each request, including every instance the request has been returned.		
10	Auction Management		
10.1	The system shall provide a complete and compliant workflow for managing the auction process in line with legal and organizational requirements. The functionality shall include, but not be limited to, the following features		
10.2	Auction Record Creation – Facility to create and register new auction cases with all relevant details.		
10.3	Auction Record Validation – Ability to review and validate entered information prior to further processing. (Auction approval process of Management required)		
10.4	Publication Management – Capability to manage the process of publishing auction notices in newspapers or other approved media.		

SL	Details Requirements	Bidder's Response	
		(A/PA/NA)	Remarks
10.5	System-Generated Publication Copies – Automatic generation of legally compliant publication copies (e.g., 12(3), 33(5), 33(7)) for circulation and record-keeping.		
10.6	Bidder Information Management – Provision to capture and maintain bidder details, including identification, contact information, and bid amounts.		
10.7	Final Auction Memo Preparation – Automated generation of the Final Auction Memo with all required details, produced in an editable format to allow review, modification, and confirmation before finalization.		
10.8	There should be option to upload the documents based on customer type.		
10.9	There should be option to make and check the request at branch level.		
10.10	There should be option to make and check the request at head office level.		
10.11	There should be option to send email and SMS notification to paper vendor and other stake holder as required time to time (concerned Department like Public Relation Dept. etc)		
10.12	A mechanism should be implemented to prevent the submission of a new request if there is already a pending one, unless the existing request has been either rejected or completed.		
10.13	When creating a new request, if a pending request already exists, the system will display a message indicating this, along with the reference number of the existing pending request.		
10.14	There should be an option to return or reject a request with a specified reason.		
10.15	There should be an option to view all returned or rejected requests along with the reason and complete return/reject history log.		
10.16	There should be an option to modify or edit a request if its status is either 'Draft Saved' or 'Returned'.		
10.17	A complete log history should be maintained for each request, including every instance the request has been returned.		
11	Account Statement Generation		
11.1	The system shall enable automated creation of customer account statements with the following features		
11.2	CBS Data Integration – Automatic fetching of account data from the Core Banking System (CBS) through secure API integration.		
11.3	Interest Application – Application of predefined or user-defined interest rates to support manual or exceptional calculations, where required.		
11.4	Automated Statement Generation – Generation of accurate and up-to-date customer account statements by combining CBS data with calculated values.		
12	Jari Statement with Certificate		
12.1	The system shall provide end-to-end facilities for generating *Aurtho Jari* certificates and statements with the following features		
12.2	Jari Statement Generation – Automatic generation of detailed *Jari* statements based on data retrieved from the Core Banking System (CBS) combined with applied calculations.		

SL	Details Requirements	Bidder's Response	
		(A/PA/NA)	Remarks
12.3	Jari Certificate Creation – Creation of official *Jari* certificates in a system-generated format to ensure accuracy, consistency, and compliance with applicable standards.		
13	Lower Court Suit Management		
13.1	Lower Court Suit File Module The system shall streamline the management of lower court case files with the following features		
13.2	Suit File Management – Facility to create new suit files, update existing records, or remove entries as required.		
13.3	File Reassignment – Option to reallocate suit files to another user or department when necessary.		
13.4	Arji Copy Upload – Provision to upload and manage *Arji* copies directly within the case file. (any sort of case related documents like summons/orders etc required to be uploaded.		
13.5	Legal Expense Recording – Facility to input and maintain expense details associated with each suit, ensuring accurate tracking and reporting.		
13.6	There should be option to make and check the request at branch level.		
13.7	There should be option to make and check the request at head office level.		
13.8	There should be an option to check the current status of a request along with a complete activity log at any time through an enquiry feature		
13.9	There should be option to send email and SMS notification to lawyer and Case Deal Officer at the time of initiate, reject and complete the request.		
13.10	A mechanism should be implemented to prevent the submission of a new request if there is already a pending one, unless the existing request has been either rejected or completed.		
13.11	There should be an option to return or reject a request with a specified reason.		
13.12	There should be an option to view all returned or rejected requests along with the reason and complete return/reject history log.		
13.13	There should be an option to modify or edit a request if its status is either 'Draft Saved' or 'Returned'.		
13.14	A complete log history should be maintained for each request, including every instance the request has been returned.		
14	Case Steps update		
14.1	The system shall allow daily tracking of case progress and associated expenses with the following features:		
14.2	Day-by-Day Case Updates – Facility to record and monitor each step of a case on a daily basis for accurate progress tracking.		
14.3	Lawyer Expense Entry – Provision to input and maintain lawyer-related expenses alongside case updates to ensure proper cost management.		
14.4	Bill Selection from Lawyer Package Bills – Option to select and associate relevant bills from predefined lawyer package bills for accurate expense tracking and reporting.		
14.5	There should be option to make and check the request at branch level.		

SL	Details Requirements	Bidder's Response	
		(A/PA/NA)	Remarks
14.6	There should be option to make and check the request at head office level.		
14.7	There should be an option to check the current status of a request along with a complete activity log at any time through an enquiry feature		
14.8	There should be option to send email and SMS notification to Case Dealing Officer, reject and complete the request.		
14.9	When creating a new request, if a pending request already exists, the system will display a message indicating this, along with the reference number of the existing pending request.		
14.10	There should be an option to return or reject a request with a specified reason.		
14.11	There should be an option to view all returned or rejected requests along with the reason and complete return/reject history log		
14.12	There should be an option to modify or edit a request if its status is either 'Draft Saved' or 'Returned'		
14.13	A complete log history should be maintained for each request, including every instance the request has been returned		
15	Arising Case from Original Case		
15.1	The system shall manage all subsequent cases originating from an original suit with the following features:		
15.2	Multiple Execution Suit Entry – Facility to record and maintain details of multiple execution suits linked to the same original case.		
15.3	Session Case Tracking – Provision to capture and monitor related session cases as part of the arising case workflow.		
15.4	Merged Suit Monitoring – Systematic tracking and consolidation of information from all linked suits, including 1st Execution Suit, 2nd Execution Suit, Session Case, and others.		
15.5	Integrated Case History – Maintenance of a comprehensive relationship map between the original case and all arising cases to facilitate easy reference and monitoring.		
15.6	There should be option to make and check the request at branch level.		
15.7	There should be option to make and check the request at head office level		
15.8	There should be an option to check the current status of a request along with a complete activity log at any time through an enquiry feature		
15.9	The system should provide an option to send email and SMS notifications to the case dealing officer for file execution cases following the judgment of an ARA-2003 case.(Including all the stakeholder id deemed necessary like Manager/DM/CLO/Law Officer etc.)		
15.10	When creating a new request, if a pending request already exists, the system will display a message indicating this, along with the reference number of the existing pending request		
15.11	There should be an option to return or reject a request with a specified reason		
15.12	There should be an option to view all returned or rejected requests along with the reason and complete return/reject history log		

SL	Details Requirements	Bidder's Response	
		(A/PA/NA)	Remarks
15.13	There should be an option to modify or edit a request if its status is either 'Draft Saved' or 'Returned'		
15.14	A complete log history should be maintained for each request, including every instance the request has been returned.		
16	Bill Processing and Disbursement Module		
16.1	The system shall manage the selection, verification, and disbursement of bills generated from various sources, ensuring proper tracking, approval, and settlement of legal and operational expenses. The functionality shall include the following features		
16.2	Integrated Bill Selection – Facility to retrieve and process bills submitted from other sources, including:		
16.3	Lawyer Professional Bills The system shall allow entry, tracking, and management of all professional fees and charges submitted by lawyers. It shall include functionality to capture detailed information such as lawyer name, case reference, bill period, service description, fee amount.		
16.4	Court Fees The system shall facilitate recording, verification, and disbursement of all court-related fees. This includes filing fees, hearing fees, and any other statutory payments. The functionality shall ensure fees are correctly allocated to the respective cases, support validation against legal requirements, and maintain an auditable log of all transactions.		
16.5	Paper Publication Bills The system shall manage bills related to public notices and advertisements in newspapers or other media. It shall support capturing details such as publication type, dates, media outlet, publication cost, and associated case or event. The system shall also enable approval workflows, and retention of publication copies for compliance and audit purposes.		
16.6	Court Entertainment Bills The system shall provide for recording, verification, and settlement of court-related entertainment or hospitality expenses. It shall allow entry of expense details, allocation to relevant cases or events, and ensure approval before disbursement. All records shall be maintained in a structured manner to enable reporting, monitoring, and audit.		
16.7	Staff Conveyance Bills The system shall handle bills related to staff travel and conveyance, including local and outstation trips. It shall capture travel details such as date, purpose, distance, mode of transport, and associated costs. The system shall support verification, approval workflows, linking to projects or cases, and maintaining an auditable history of all staff conveyance expenses. * Option of Miscellaneous Bill like Mutation Bill/ Warrant Execution Bill etc. required.		
16.8	There should be option to upload evidence documents (Invoice/Memo etc).		
16.9	There should be option to make and check the request at branch level.		
16.10	There should be option to make and check the request at head office level.		

SL	Details Requirements	Bidder's Response	
		(A/PA/NA)	Remarks
16.11	There should be option to update data directly to CBS through API integration.		
16.12	There should be an option to check the current status of a request along with a complete activity log at any time through an enquiry feature		
16.13	There should be option to send email and SMS notification to lawyer or other stockholders after disbursement of bill.		
16.14	There should be an option to download the Bill Memo in PDF format for obtaining a physical bill.		
16.15	A mechanism should be implemented to prevent the submission of a new request if there is already a pending one, unless the existing request has been either rejected or completed.		
16.16	When creating a new request, if a pending request already exists, the system will display a message indicating this, along with the reference number of the existing pending request		
16.17	There should be an option to return or reject a request with a specified reason.		
16.18	There should be an option to view all returned or rejected requests along with the reason and complete return/reject history log.		
16.19	There should be an option to modify or edit a request if its status is either 'Draft Saved' or 'Returned'.		
16.20	A complete log history should be maintained for each request, including every instance the request has been returned.		
17	Court Fee Return and Adjustment		
17.1	The system shall provide comprehensive facilities to manage unutilized court fees and ensure proper financial adjustments in compliance with organizational and legal requirements. The functionality shall include the following features:		
17.2	Court Fee Return – The system shall allow for the return of court fees provided to a lawyer in cases where the suit is not filed. It shall support capturing details such as case reference, lawyer information, fee amount, reason for return, and date of transaction. The system shall ensure proper validation and approval before processing the return.		
17.3	Court Fee Adjustment – The system shall enable unutilized court fees to be adjusted against fees for the lawyer's next assigned case. This functionality shall allow linking of returned fees to future case allocations, automatically updating balances and maintaining consistency across financial records.		
17.4	Audit & Compliance – The system shall ensure transparency and compliance in the management of court fee transactions. It shall maintain a complete historical log of all returns and adjustments, enabling internal and external audits while supporting regulatory and organizational accountability requirements.		
17.5	There should be option to upload evidence documents		
17.6	There should be option to make and check the request at branch level.		
17.7	There should be option to make and check the request at head office level.		
17.8	There should be option to update data directly to CBS through API integration.		

SL	Details Requirements	Bidder's Response	
		(A/PA/NA)	Remarks
17.9	There should be an option to check the current status of a request along with a complete activity log at any time through an enquiry feature		
17.10	There should be option to send email and SMS notification to lawyer at the time of initiate, reject and complete the request.		
17.11	A mechanism should be implemented to prevent the submission of a new request if there is already a pending one, unless the existing request has been either rejected or completed.		
17.12	When creating a new request, if a pending request already exists, the system will display a message indicating this, along with the reference number of the existing pending request.		
17.13	There should be an option to return or reject a request with a specified reason.		
17.14	There should be an option to view all returned or rejected requests along with the reason and complete return/reject history log.		
17.15	There should be an option to modify or edit a request if its status is either 'Draft Saved' or 'Returned'.		
17.16	A complete log history should be maintained for each request, including every instance the request has been returned.		
18	HC & AD Matters Feature		
18.1	The system shall facilitate comprehensive management of High Court and Appellate Division cases, providing flexible filing, tracking, and expense management functionalities. The system shall include the following features:		
18.2	Case Filing Options – The system shall support multiple options for filing HC & AD cases: • Filing HC & AD cases directly against an existing Lower Court case, ensuring linkage and continuity of case information. • Initiating a fresh, independent HC & AD case without dependency on any prior case, with full case registration and documentation capabilities. *Upload of High Court Order/ application copy etc required.		
18.3	Arising Case Management – The system shall provide the capability to record and track arising cases originating from the original case. This shall include execution suits, appeals, and any related legal matters, enabling seamless monitoring of all associated proceedings.		
18.4	Lawyer Expense Management – The system shall allow entry, tracking, and management of lawyer-related expenses associated with each HC & AD case. The functionality shall include detailed recording of fee amounts, service descriptions, dates, and applicable taxes to ensure accurate financial reporting and accountability.		
18.5	Integrated Case History – The system shall maintain a complete linkage between the original Lower Court case and all corresponding HC & AD matters. This functionality shall enable consolidated monitoring, easy reference, and comprehensive reporting of the case lifecycle across courts.		
18.6	There should be option to make and check the request at branch level.		
18.7	There should be option to make and check the request at head office level.		

SL	Details Requirements	Bidder's Response	
		(A/PA/NA)	Remarks
18.8	There should be an option to check the current status of a request along with a complete activity log at any time through an enquiry feature		
18.9	A mechanism should be implemented to prevent the submission of a new request if there is already a pending one, unless the existing request has been either rejected or completed.		
18.10	When creating a new request, if a pending request already exists, the system will display a message indicating this, along with the reference number of the existing pending request.		
18.11	There should be an option to return or reject a request with a specified reason		
18.12	There should be an option to view all returned or rejected requests along with the reason and complete return/reject history log.		
18.13	There should be an option to modify or edit a request if its status is either 'Draft Saved' or 'Returned'		
18.14	A complete log history should be maintained for each request, including every instance the request has been returned		
19	Case Against Bank Feature		
19.1	The system shall provide comprehensive facilities to record, track, and manage all legal cases filed against the bank. The functionality shall include the following features:		
19.2	Case Data Entry – Facility to input and maintain detailed information for each case filed against the bank, including case reference, filing date, involved parties, status, and relevant documentation.		
19.3	Lawyer Bill Integration – Provision to capture, track, and manage lawyer professional bills associated with each case. The system shall also allow selection of bills from predefined lawyer package bills, enabling accurate and efficient expense allocation.		
19.4	Centralized Repository – Maintenance of a structured and searchable archive of all cases against the bank, facilitating easy retrieval, monitoring, and reporting of case information.		
19.5	There should be option to make and check the request at branch level.		
19.6	There should be option to make and check the request at head office level.		
19.7	There should be an option to check the current status of a request along with a complete activity log at any time through an enquiry feature		
19.8	A mechanism should be implemented to prevent the submission of a new request if there is already a pending one, unless the existing request has been either rejected or completed		
19.9	When creating a new request, if a pending request already exists, the system will display a message indicating this, along with the reference number of the existing pending request		
19.10	There should be an option to return or reject a request with a specified reason		
19.11	There should be an option to view all returned or rejected requests along with the reason and complete return/reject history log.		
19.12	There should be an option to modify or edit a request if its status is either 'Draft Saved' or 'Returned'		

SL	Details Requirements	Bidder's Response	
		(A/PA/NA)	Remarks
19.13	A complete log history should be maintained for each request, including every instance the request has been returned		
20	Employee Related & Other Legal Affairs Suit Module		
20.1	This component manages legal cases that are not directly linked to customer accounts but arise from internal or miscellaneous matters. Key features include:		
20.2	Employee-Related Cases: Record and track suits involving employees, such as service disputes, disciplinary issues, or employment-related claims.		
20.3	Other Legal Affairs: Manage miscellaneous legal cases not categorized under standard areas (e.g., contractual disputes, regulatory issues).		
20.4	Lawyer Bill Entry: Input and monitor lawyer professional bills connected to these cases.		
20.5	Centralized Record Keeping: Maintain a structured repository of employee-related and other legal suits for compliance, monitoring, and future reference.		
20.6	There should be option to make and check the request at branch level.		
20.7	There should be option to make and check the request at head office level.		
20.8	There should be an option to check the current status of a request along with a complete activity log at any time through an enquiry feature		
20.9	A mechanism should be implemented to prevent the submission of a new request if there is already a pending one, unless the existing request has been either rejected or completed.		
20.10	When creating a new request, if a pending request already exists, the system will display a message indicating this, along with the reference number of the existing pending request.		
20.11	There should be an option to return or reject a request with a specified reason.		
20.12	There should be an option to modify or edit a request if its status is either 'Draft Saved' or 'Returned'.		
20.13	A complete log history should be maintained for each request, including every instance the request has been returned.		
21	Authorization Management		
21.1	The system shall enable branch users to create, submit, and manage authorization requests for various legal and operational actions requiring approval from the Head Office. This functionality shall ensure proper workflow, maintain a complete audit trail, and support centralized decision-making. The system shall include the following features		
21.2	Plaintiff Change Request – Allow branch users to submit requests to change the plaintiff of a case. Each request shall capture details such as case reference, current plaintiff, proposed new plaintiff, reason for change, and supporting documents. Requests shall be routed to the Head Office for approval, with the decision history maintained and case records updated upon approval.		
21.3	Withdrawn Request – Provide functionality for users to request withdrawal of a filed case. Each withdrawal request shall include case		

SL	Details Requirements	Bidder's Response	
		(A/PA/NA)	Remarks
	details, reason for withdrawal, associated costs, and relevant documentation. Approval workflows shall be managed centrally, with a full audit trail maintained.		
21.4	Appeal Bail Money Withdraw – Support requests for withdrawing bail money related to appeal cases. Users shall enter case reference, withdrawal amount, applicable lawyer or bank details, and justification. The system shall facilitate verification, approval, and accurate tracking of all related financial transactions.		
21.5	Court Change Request – Allow submission of requests to change the court handling a specific case. Each request shall capture current court, proposed new court, case reference, reason for change, and supporting documentation. Approval workflows shall be routed to the Head Office, and all changes reflected in case records.		
21.6	Other Requests (Configurable) – Provide a configurable option to add additional types of authorization requests as needed, including a flexible interface for defining request types, input fields, approval workflows, and reporting mechanisms to accommodate evolving operational and legal requirements.		
21.7	There should be option to make and check the request at branch level.		
21.8	There should be option to make and check the request at head office level.		
21.9	There should be an option to check the current status of a request along with a complete activity log at any time through an enquiry feature		
21.10	There should be option to send email and SMS notification to HO User at the time of initiate, reject and complete the request.		
21.11	There should be an option to download the requested authorization in PDF format for obtaining a physical signature.		
21.12	When creating a new request, if a pending request already exists, the system will display a message indicating this, along with the reference number of the existing pending request.		
21.13	There should be an option to return or reject a request with a specified reason.		
21.14	There should be an option to view all returned or rejected requests along with the reason and complete return/reject history log.		
21.15	There should be an option to modify or edit a request if its status is either 'Draft Saved' or 'Returned'.		
21.16	A complete log history should be maintained for each request, including every instance the request has been returned.		
22	Warrant Of Arrest Management		
22.1	The system shall enable branch users to create, submit, and manage Warrant of Arrest (WOA) requests for cases, track the arrest history of individuals, and record expenses related to warrant execution. This functionality shall ensure proper workflow, monitoring, and financial tracking. The system shall include the following:		
22.2	Arrest Recording – The system shall allow users to record details of individuals arrested under a WOA. Each entry shall capture the following information: • Person Type: Borrower or Guarantor • Name: Full name of the individual		

SL	Details Requirements	Bidder's Response	
		(A/PA/NA)	Remarks
	• Arrest Date: Date of arrest • Arresting Officer / Agency: Optional field for specifying the officer or agency responsible • Remarks: Additional comments or observations The system shall support recording multiple arrests for the same WOA request over time, maintaining a complete chronological history of all related arrests		
22.3	WOA Execution Bill Entry – The system shall allow users to record and manage expenses related to the execution of warrants. Each bill entry shall capture: • Bill Date: Date of the expense • Bill Amount: Amount incurred for the WOA execution • Bill Type: Category of the expense (e.g., Legal, Travel, Police/Agency Fee, Miscellaneous) • Supporting Documents: Upload capability for invoices, receipts, or other relevant documents The system shall maintain an auditable record of all execution-related expenses, ensuring proper financial tracking and reporting.		
22.4	There should be option to make and check the request at branch level.		
22.5	There should be option to make and check the request at head office level.		
22.6	There should be an option to check the current status of a request along with a complete activity log at any time through an enquiry feature		
22.7	A mechanism should be implemented to prevent the submission of a new request if there is already a pending one, unless the existing request has been either rejected or completed.		
22.8	When creating a new request, if a pending request already exists, the system will display a message indicating this, along with the reference number of the existing pending request.		
22.9	There should be an option to return or reject a request with a specified reason.		
22.10	There should be an option to modify or edit a request if its status is either 'Draft Saved' or 'Returned'.		
22.11	A complete log history should be maintained for each request, including every instance the request has been returned.		
23	Appeal Bail Money Deposit & Withdraw Management		
23.1	The system shall enable branch users to manage the deposit of bail money by arrested clients and track withdrawals related to appeal cases, including associated expenses. This functionality shall ensure proper financial recording, maintain a complete audit trail, and support workflow management between branches and the Head Office/Bank. The system shall include the following features:		
23.2	Bail Money Deposit Entry – The system shall allow users to record details of deposited bail money for each case. Each deposit entry shall capture the following information: • Case Number / Appeal Number: Unique identifier of the case • Client Name: Name of the arrested person • Amount Deposited: Total bail amount deposited • Deposit Date: Date of deposit		

SL	Details Requirements	Bidder's Response	
		(A/PA/NA)	Remarks
	• Deposit Mode: Cash, Bank, or Other • Receipt Number / Transaction ID: Reference for verification The system shall also allow uploading of supporting deposit receipts or documents to ensure accurate recordkeeping and audit compliance.		
23.3	Bail Money Withdrawal – The system shall provide the ability to search previously deposited bail money using filters such as Case Number, Client Name, Deposit Date, and Receipt Number. Users shall be able to initiate a withdrawal request capturing: • Withdraw Amount: Amount to be withdrawn • Withdrawal Date: Date of withdrawal • Related Expenses: Expenses such as legal fees, bank charges, or service charges associated with the withdrawal • Supporting Documents: Upload of invoices or bills, if applicable The system shall ensure all withdrawal transactions are properly authorized and recorded		
23.4	Status and History Tracking – The system shall maintain a complete history of deposits and withdrawals for each client or case, enabling: • Viewing detailed deposit and withdrawal records • Tracking total deposited amount, total withdrawn, and remaining balance • Supporting audit, reporting, and financial reconciliation		
23.5	There should be option to make and check the request at branch level.		
23.6	There should be option to make and check the request at head office level.		
23.7	There should be an option to check the current status of a request along with a complete activity log at any time through an enquiry feature		
23.8	A mechanism should be implemented to prevent the submission of a new request if there is already a pending one, unless the existing request has been either rejected or completed.		
23.9	When creating a new request, if a pending request already exists, the system will display a message indicating this, along with the reference number of the existing pending request.		
23.10	There should be an option to return or reject a request with a specified reason.		
23.11	There should be an option to view all returned or rejected requests along with the reason and complete return/reject history log.		
23.12	There should be an option to modify or edit a request if its status is either 'Draft Saved' or 'Returned'.		
23.13	A complete log history should be maintained for each request, including every instance the request has been returned.		
23.14	Mobile app (Android/iOS) or responsive web portal.		
23.15	Mobile access for legal officers to check case status, upload notes, and view court schedules while on-the-go.		
23.16	Secure login with Multi-Factor Authentication (MFA).		
23.17	Offline data entry option with sync once internet is available.		
24	Document Upload		

SL	Details Requirements	Bidder's Response	
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24.1	The system shall enable users to efficiently upload, store, manage, and retrieve legal-related documents. The functionality shall ensure centralized document storage, secure access control, audit traceability, and easy search and retrieval. The system shall include the following features:		
24.2	Document Upload – The system shall allow users to upload multiple types of documents, including PDF, Word, Excel, images, and scanned files. For each document, the system shall capture the following metadata: • Document Title / Name – The name or title of the document • Case Number / Reference Number – Optional link to the relevant case or reference • Document Type / Category – Examples include Petition, Warrant of Arrest (WOA), Bail Receipt, Legal Notice, Court Order, Plaint, Complaint, FIR, Written Statement/objection or Others documents as required time to time. • Branch / Department – Originating branch or department • Uploaded By – Automatically captured system user information • Upload Date – Automatically captured system date and time The system shall also allow attaching multiple files to a single document record where needed.		
24.3	Search and Retrieval – The system shall provide robust search and retrieval capabilities, allowing users to locate documents using: • Document Name / Title • Case Number / Reference Number • Document Type / Category • Branch / Department • Uploaded Date / Date Range • Uploaded By Users shall be able to filter and sort search results by any metadata field and download single or multiple documents as required.		
24.4	Audit and Security – The system shall maintain a complete audit trail of all document uploads, modifications, and downloads. Access control mechanisms shall ensure that only authorized users can view, upload, or download documents, maintaining confidentiality and compliance with organizational policies.		
24.5	There should be option to make and check the request at branch level.		
24.6	There should be option to make and check the request at head office level.		
24.7	There should be an option to view all returned or rejected requests along with the reason and complete return/reject history log.		
24.8	There should be an option to modify or edit a request if its status is either 'Draft Saved' or 'Returned'.		
24.9	A complete log history should be maintained for each request, including every instance the request has been returned.		
25	Reports		
25.1	Reporting সংযোজনী- ক- for BB		
25.2	Reporting সংযোজনী -খ for BB		
25.3	Reporting সংযোজনী-গ for BB		

SL	Details Requirements	Bidder's Response	
		(A/PA/NA)	Remarks
25.4	Reporting. Total Case Summary/report for Management based on different nature of the case.		
25.5	Reporting/summery on cases by bank and against Bank in lower court/High Court.		
25.6	RIT and BR-4 for BB		
25.7	BB Audit-Artha Rin Suit		
25.8	All Certificate Owned Property List [(33(5) & 33(7) separate certificate list]		
25.9	DBI 22 to BB		
25.10	District wise Artha Rin case Statement/Court Wise Statement and other parameter		
25.11	Major Financial Indicator		
25.12	CRMR		
25.13	ISS Report		
25.14	Statement of Classified Loans & Advances and Other Information		
25.15	Statement of Pending Cases/disposed cases/settled cases on different parameter required bank		
25.16	Taskforce Report		
25.17	Bangladesh Bank Case related details Statement		
25.18	Portfolio summery		
25.19	Segment wise summery		
25.20	Officer wise summery		
25.21	Case Disposal Summery		
25.22	Step Completion Report		
25.23	Lawyer Wise Summery		
25.24	LRM wise Case Statement Step changed		
25.25	Case Pending at The Same Steps		
25.26	Time Duration between Last date & Next Date		
25.27	Summary on Lawyer's Performance		
25.28	Court Location Wise Summary		
25.29	HCD & AD Pending Cases Statement (Summary)		
25.30	HCD & AD Case Filed Statement		
25.31	HCD & AD Portfolio Summery		
25.32	Pending Cases Statement (Lawyer/Law Firm wise/branch wise/month wise/quarter wise/half yearly wise/yearly)		
25.33	Disposed Cases Statement (Lawyer/Law Firm wise/branch wise/month wise/quarter wise/half yearly wise/yearly)		
25.34	1st Legal Notice served Report		
25.35	CMA Report		
25.36	Lawyer Wise Legal Notice		
25.37	Summery On Recovery on different parameter (monthly/quarterly/half yearly/yearly and other parameter as required.		
25.38	Summery On Next Steps		
25.39	Summery on Closed Accounts		
25.40	Account Wise Lawyer Bill		
25.41	Lawyer Bill Summery		
25.42	Court Fee Summery		
25.43	Account wise court fee		
25.44	Account wise publication bill		

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SL	Details Requirements	Bidder's Response	
		(A/PA/NA)	Remarks
25.45	Report/summery on Auction (u/s-12/33(1),33(4), 33(5), of Artharin Adalat Ain) published (monthly wise/Quarterly/half yearly/yearly)		
25.46	Report/summery on summons notice published in Newspaper (monthly wise/Quarterly/half yearly/yearly)		
25.47	Ensuring reporting as BB Risk Base Audit module newly introduced by BB		
25.48	Report/summery on legal expenses incurred already or to be incurred on different parameters (monthly wise/Quarterly/half yearly/yearly)		
25.49	Option for other report/summery on case position of the bank as per requirement of Bank Management time to time as well as BB/regulatory/government authority's requirement time to time		
26	Notification		
26.1	Artha Execution Case filed Reminder (After 60 days of date of Decree)		
26.2	Case Notification on fixed date before 3/2 working days with SMS & Email to Dealing officer & BM and other concerned officials/lawyer as required time to time.		
26.3	Next Date not updated/steps not taken in cases		
26.4	Certificate owned property notification -After reasonable months of Date of Certificate for banks Steps (time duration may be fixed by Bank)		
26.5	Notification to lawyer to submit bill copy of long pending bills		
26.6	Notification to lawyer to give update to bank officials after fixed date in case		
27	Customer 360 Search		
27.1	The system shall provide a consolidated view of all customer-related information across multiple systems. It shall allow users to efficiently search, retrieve, and analyze complete customer data for legal, financial, or operational purposes, thereby supporting informed decision-making, audit efficiency, and compliance. The system shall include the following features		
27.2	Search and Retrieval – The system shall enable users to search for customers using multiple parameters, including: • Customer Name • Customer ID / Borrower ID • Account Number • Case Number / Legal Matter ID • Phone Number / Email • National ID / Tax ID (if applicable) • Branch / Region • Date of Registration / Activity Date Range The system shall support filtering and sorting of results based on metadata or relevant fields. It shall provide partial match, exact match, and advanced query options for precise search results		
27.3	Customer 360 View – Upon selecting a customer, the system shall display a comprehensive consolidated view, including: • Personal Information: Name, contact details, identification numbers, and address. • Legal Cases / Matters: All pending, ongoing, and closed cases; including Warrant of Arrest (WOA) records and court hearing details.		

SL	Details Requirements	Bidder's Response	
		(A/PA/NA)	Remarks
	• Financials: Details of deposits, withdrawals, bail money transactions, loans, and other relevant financial activities. • Document History: Access to all uploaded legal documents, agreements, notices, and receipts linked to the customer. • Interaction History: Notes, communications, or other recorded interactions with branch or Head Office. • Arrest / Bail History: Records of arrests, bail deposits, withdrawals, and related expenses, where applicable.		
28	Legal Memos and Notices Publication		
28.1	The system shall provide a facility to publish legal-related memos and notices to designated users, ensuring timely communication and visibility. The system shall include the following features.		
28.2	Memo and Notice Entry – The system shall allow administrative users to create and publish memos or notices. Each entry shall include: • Title and description of the memo or notice • Target group(s) and department(s) for distribution • Expiry date indicating until when the memo or notice is active and visible		
28.3	User Dashboard Display – The system shall display active memos and notices on the dashboard of relevant users based on their group or department. Users shall only view memos and notices until the specified expiry date.		
28.4	Expiry Management – The system shall automatically remove expired memos and notices from user dashboards, ensuring that only relevant and up-to-date information is visible.		
29	System Settings		
29.1	The system shall provide an administrative interface for configuring system-wide and user-specific settings. This functionality shall enable secure, flexible, and centralized management of access controls, security parameters, and system behavior. The system shall include the following features:		
29.2	User Credential Configuration – The system shall allow administrators to define parameters related to user credentials, including: • User ID Length: Minimum and maximum allowed length for user IDs.		
29.3	Password Policy: Minimum and maximum length, complexity rules, and expiration settings for passwords.		
29.4	Password Lockout: Number of failed login attempts allowed before the account is locked.		
29.5	Captcha Configuration: Option to enable or disable CAPTCHA after a specified number of failed login attempts.		
29.6	Session Management – The system shall provide configurable session management options, including: • Session Idle Timeout: Duration of inactivity after which a user session is automatically terminated. • User-Specific Session Timeout: Ability to define different session idle times for specific users or user roles, if required.		
29.7	API Configuration – The system shall allow administrators to configure API-related settings, including enabling/disabling APIs, setting authentication keys or tokens, defining endpoint access, and controlling data access levels.		

SL	Details Requirements	Bidder's Response	
		(A/PA/NA)	Remarks
29.8	Audit and Monitoring – All changes to system settings shall be logged with timestamp, user details, and type of change to ensure full traceability and support audit requirements.		
29.9	Audit Log and User Access History		
29.10	The system shall maintain a comprehensive record of all user login and activity events to ensure accountability, security, and audit compliance. The functionality shall include the following features		
29.11	User Login and Logout Tracking – The system shall record every user login and logout event, capturing details such as timestamp, user ID, and IP address. This shall enable monitoring of user activity and session patterns across the system.		
29.12	Active and Inactive User Management – The system shall provide administrators with the ability to view and download lists of active and inactive users. This shall facilitate user account management, monitoring, and timely follow-up on inactive accounts.		
29.13	User Activity History – The system shall allow administrators to retrieve detailed histories of user activities, including actions performed within the system, timestamps, and affected records.		
29.14	User Log History Retrieval – The system shall enable administrators to generate and download comprehensive log reports for any selected user or period, supporting audit, compliance, and security investigations.		
29.15	Audit Compliance – All records shall be maintained in a secure, tamper-evident manner to support internal and external audits, ensuring traceability and accountability of all user actions.		

Other option/requirement:

1. Lawyer performance evaluation option on different parameter as per Bangladesh Bank rules and Bank's internal requirement.
2. Long pending case follow up option like year wise/month wise/half yearly/quarterly etc.
3. Option for any changes, requirement from regulatory perspective, court system changes, relevant laws changes and Bank Management requirement to be in the LMS.

2.9 Supported Types of Notices/Letters:

a) Hearing Letters
   - Auto-generated for internal circulation (branch, legal division, external lawyer) regarding upcoming hearings.
   - Customizable templates with case details, date, time, court name, and assigned lawyer.

b) Demand & Overdue Letters
   - Linked with CBS Investment/credit account data.
   - Auto-triggered when Investment become overdue.
   - Notices sent to customers for repayment before legal escalation.

c) Auction Notices (For Collateral/Recovery Cases)
   - Generated for cases leading to asset auction.
   - Integration with CBS collateral module.

- Publication-ready formats for newspapers, bank website, and notice boards.

d) Legal Notices & Summons Tracking
   - Upload and categorize notices received from courts or third parties.
   - Auto-routing to responsible officers with alerts.

e) Settlement/Negotiation Letters
   - System-generated letters for out-of-court settlements or compromises.
   - Customizable terms as per case.

f) Custom Templates
   - Admin can create/modify templates (Bangla & English).
   - Digital signature support.

Court Case / Hearing Alerts

- Pop-up reminders on user dashboards before hearing dates.
- Configurable advance notice (e.g., 7 days, 3 days, 1 day, and same-day).
- Highlight critical cases (e.g., High Court, Supreme Court, large-exposure cases).

Multi-Channel Notifications

- In-System Pop-Ups: Real-time alerts on LMS dashboard.
- Email Alerts: Auto-generated emails with case/hearing details.
- SMS Alerts: Integration with SMS gateway for branch officers and lawyers.
- Mobile Push Notifications: For Android/iOS users via LMS mobile app.

Customizable Notification Rules

- Admin can configure who receives which notifications (e.g., Branch Manager, Legal Officer, Lawyer).
- Critical case notifications routed to Senior Management automatically.

1. Color-Coded Indicators
   - Red → Urgent / High Priority
     - Hearings within 24 hours
     - Missed deadlines or overdue tasks
     - High-value litigation cases (large loan exposures)
   - Yellow → Upcoming / Due Soon
     - Hearings scheduled within the next 7 days

        - Pending document submissions (due in 3–5 days)
    - Green → Completed / Closed
        - Cases successfully disposed, documents filed, tasks completed
    - Blue → Informational / Regular Updates
        - Case updates, status changes, internal communications

2. Court Calendar Integration
    - Monthly/weekly calendar with hearings highlighted in red or yellow.
    - Hovering over a date shows case details.

Training & Support

- Extensive Training sessions for Legal Division, Branch Officers, IT Admins, and Management Users.
- User manuals and video tutorials.
- Vendor to provide 24/7 technical support (remote + onsite as required).
- One-year free maintenance and updates post-deployment.

Additional Requirements

- Multilingual interface (English + Bangla).
- SLA with vendor to ensure service quality.
- System should be compliant with ISO 27001 standards for information security.
- AI-ready architecture for future predictive legal analytics.

شاه جلال اسلامي بنك بي إل سي

Shahjalal Islami Bank PLC. শাহ্‌জালাল ইসলামী ব্যাংক পিএলসি.

Annexure-C

Financial Offer

Of

"Litigation Management System (LMS) Compliance Solution for the Bank"

Common Services Division, 2nd floor, Corporate Head Office (CHO)
Shahjalal Islami Bank Tower, Plot-04, Block-CWN(C),
Gulshan Avenue, Gulshan, Dhaka-1212

Financial:

Costing Criteria for Financial Evaluation		
SL	**Particulars**	**Price in BDT**
1.	Solution cost with 1 (one) year warranty	BDT………../-
2.	Per Year AMC Cost (if any)	BDT………../-
	Total	BDT………../-

Note: * All prices should be in BDT.
* All prices should be Excluding VAT & Including Tax (VAT to be borne by the bank)
* Must provide data according to the format provided by the bank.