



Request for Proposal
Core Banking Solution
For
Bank of Khyber

Last Date for Submission:	14th June, 2018 at 11:30 A.M.
Opening Date:	14th June, 2018 at 12:00 P.M.

Document Information

Document Details	RFP for Core Banking
Organization	Bank of Khyber
Developed by	Ihsan Khan & Murtuza Wasaya
Version	2.0
Status	Final/Approved

Version Control

Version	Details	Date
1.0	RFP for Core Banking	17 th May, 2018
2.0	RFP for Core Banking	7 th June, 2018

Introduction

BoK intends to procure the services of experienced software houses, IT companies for the supply, installation, implementation and maintenance of Core Banking System. Core Banking System will provide all the necessary facilities to run the business of the bank as per best standard practice. It is not a conclusive list of specifications and any practice as normal function of the bank must be included. BoK is a Listed Scheduled Commercial Bank with 166 branches; including 84, Islamic Branches with majority of shares are held by KP Government. Any innovative and futuristic products may also be added with appropriate details for the bank to select additional products for its business with future requirements.

The parameter in the system must be flexible enough to generate future banking products without the request/ change in the program. The availability of this functionality with the user will be preferred. This may include addition of fields, selection of codes etc. along with fulfilling the banking rules and policies.

Each activity in the system must be handled by at least two authorized personnel i.e., maker and checker concept should exist. The system should maintain audit trail for all activities. Appropriate reports must also be available e.g. user/transaction/terminal wise report for all changes in the data.

Additional Modules and Other Modules will be the part of evaluation and they are desirable. These modules will also be evaluated separately and may be acquired from different vendors if found suitable. Further, any function with specifications responded, as 'Can be developed' must be made available within four (4) months of the award of contract without any extra cost.

For the evaluation of responses, suppliers may be required to provide demonstrations of their application at BoK Premises on a short notice of about one week without any cost or obligation on the part of the Bank.

The Bank of Khyber invites well-reputed firms for the supply, installation, implementation and maintenance of Core Banking Software Solution. Detailed Scope of work is attached at Annexure – B of the document.

Bidders are required to submit their sealed proposals in line with Khyber Pakhtunkhwa Procurement Rules 2014 to the office of the **Head Procurement Division, The Bank of Khyber** on or before **Thursday, 14th June, 2018 at 11:30 AM**. Tender Opening Date is **Thursday, 14th June, 2018 and Time is 12:00 PM** at The Bank of Khyber, Head Office.

Proposals should be in the prescribed format along-with all the relevant documents as per the **Terms & Conditions** and **Bidder Eligibility Criteria**.

Terms and Conditions

- a) Bidder is required to submit its response in **Single Stage Two Envelopes** procedure as per KPPRA Rules.
- b) Bidder is required to submit Technical and Financial proposals in separate sealed envelopes.
- c) Bidder will be asked to present Demo / Presentation of their proposed application.
- d) Bidder is required to submit its Company Profile along-with Proposal that must comply with the following **Bidder Eligibility Criteria** (Annexure – A).
- e) Proposals submitted Late / after due date and time or Incomplete will not be considered.
- f) Bidder is required to implement the software in at-least 40 branches along-with BoK Head Office.
- g) The competent authority reserves the right to accept or reject any proposal as per its policy and KPPRA rules.
- h) All sections in the bid should be adequately flagged and numbered.
- i) Cost offered in financial proposal should be FINAL and complete with respect to all the required functionality.
- j) Bidder's Total cost of ownership can be accessed by complying with all the Technical requirements that are required by the Bank of Khyber in line with its RFP.
- k) Financial weightage to be assessed on the basis of Total cost of ownership (TCO) rather than directly assessing them for Capex, TCO to be provided by vendor for 5 years.
- l) TCO Components can be; but not limited to the following:
 - Software License Fee
 - Software Implementation Fee
 - Customization/modification cost for 100 man days (approx.) after expiry of Warranty period
 - Annual Maintenance for 5 years
 - Out of Pocket expenses for onsite support (estimated 100 man days)
 - **2 Resident engineer for onsite support after complete migration**
- m) SLA will be signed with the successful bidder
- n) Bids not complying with all the given clauses in this tender document are liable to be rejected.

Head Procurement, General Administration Department
24, The Mall, Peshawar, Head Office, The Bank of Khyber
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Fax: 091-5286769

Bidder Eligibility Criteria – Appendix – A

Bidder is required to submit its Proposal in accordance with the **Mandatory** requirements mentioned in the Bidder Eligibility Criteria. Failing to which the proposal will not be considered.

#	Mandatory Requirements	Proof to be submitted for fulfilling Eligibility Criteria
1	The bidder should have at-least 5 years' experience of provision of relevant services.	The bidder should provide its FBR registration certificate (NTN) along-with Registration of Incorporation under the laws of Pakistan. Bidder must provide details of last Five Years projects/services delivered in Financial Institutions.
2	The bidder should not have been blacklisted by any of the Provincial / Federal Government or organizations of the State / Federal Government in Pakistan.	Undertaking on stamp papers should be submitted by the bidder that it is not being blacklisted And must provide List of arbitration/legal suits/unsettled disputes with the financial sector clients (if any) in last five years.
3	The bidder must submit Annual Audited Report for the last 03 Financial years.	Annual Audit Report including Balance Sheet, Income Statement and Profit & Loss accounts along with auditors' notes for the last three audited years should be submitted.
4	The bidder must have legal presence in Pakistan. The firm must submit List of Offices across Pakistan.	Valid documentary evidence must be submitted.
5	The bidder/ prime bidder (in case of consortium) shall provide a list of completed projects similar in nature and capable of providing a comprehensive, cost-effective, scalable solution for any Financial Institution / Banking Sector.	Valid documentary evidence must be submitted of at least 04 successfully Completed Projects of Core Banking System in Pakistan. With at-least 01 successfully implemented Project of Bank having both Conventional & Islamic Banking business operations.
6	Bidder shall provide Clientage List of the Company along with relevant references.	Valid documentary evidence must be submitted including of Banking Sector.
7	The bidder should have enough Technical Strength at its end to complete the project within stipulated time.	List of Staff (HR) of the Company along-with their CV's to be submitted.
8	The bidder shall assign a dedicated onsite Project Manager to manage the project and report to the stakeholders as per requirement.	Certified Project Manager having Banking Experience should be assigned and his CV must be submitted.
9	Bidder must have complete knowledge and understanding of the required deliverable.	Bidder must provide a sample of the required deliverable .
10	Firm should be an active tax payer	KPRA (Khyber Pakhtunkhwa Revenue Authority) Registration certificate should be provided.
11	Firm should be Registered with Pakistan Software Export Board (PSEB)	Valid documentary evidence should be submitted.

Technical Evaluation Criteria is as follows:-

S #	Criteria	Total Score	Score Level	Requirements																		
1	Number of years since company been established	2	2	5 years and above																		
			0	Less than 5 years																		
2	Support services, List of Offices across Pakistan, preference will be given for consultant/Bidder having office in Peshawar and Karachi	3	3	Office in Peshawar & Karachi and other cities																		
			1	Others cities without Peshawar & Karachi																		
3	Valid documentary evidence must be submitted of at least 04 successfully Completed Projects of Core Banking System in Pakistan. With at-least 01 successfully implemented Project of Bank having both Conventional & Islamic Banking business operations.	10	10	More than 4 similar projects implemented in Pakistan																		
			5	4 similar projects implemented in Pakistan																		
			0	Less than 4 projects completed in Pakistan																		
4	Financial Strength of the company provide 3 years Audited Financials (PKR)	5	5	Annual Turnover more than 200 million																		
			2	Annual Turnover less than 200 million																		
5	Demo and Presentation of the application	80	<p>Bidder is required to present demo of its solution to the Bank. Aggregate of accumulative scores will be taken from the stakeholders on the basis of the Criteria that is as follows: -</p> <table border="1"> <thead> <tr> <th>Native</th> <th>3rd Party Acquired</th> <th>Remarks</th> </tr> </thead> <tbody> <tr> <td>10</td> <td>7</td> <td>Excellent</td> </tr> <tr> <td>8</td> <td>6</td> <td>Very Good</td> </tr> <tr> <td>6</td> <td>4</td> <td>Satisfied</td> </tr> <tr> <td>0</td> <td>0</td> <td>Not available</td> </tr> <tr> <td>4</td> <td>0</td> <td>Can be developed</td> </tr> </tbody> </table>		Native	3 rd Party Acquired	Remarks	10	7	Excellent	8	6	Very Good	6	4	Satisfied	0	0	Not available	4	0	Can be developed
Native	3 rd Party Acquired	Remarks																				
10	7	Excellent																				
8	6	Very Good																				
6	4	Satisfied																				
0	0	Not available																				
4	0	Can be developed																				
Total Marks		100	60 % of the Total Marks will get Qualified for Financial Opening																			

Financial bids of firms who score at least 60% of the total marks on the technical evaluation will be opened before the representatives who wish to attend the financial bid opening.

Ratings for tender evaluation will be as follows:

Sr. No.	Description	Evaluation Weight-age
1.	Technical Proposal	80%
2.	Financial Proposal	20%

80 % weight-age will be given to Technical proposals of responding organizations while 20 % weight-age will be given to financial proposals. The formula for financial scoring is that the lowest bidder gets 20 points and the other bidders score 20 multiplied by the ratio of the lowest bid divided by the quoted price.

Example:

Value quoted by lowest bidder = A

Value quoted by second lowest bidder = B

Value quoted by third lowest bidder = C

Financial scoring of the lowest bidder will be = 20

Financial scoring of the second lowest bidder will be= (A/B)*20

Financial scoring of the third lowest bidder will be = (A/C)*20

Technical scoring out of 100 = A

Carried Forward & Prorated Technical scoring = A x 0.8

Points obtained in the detailed technical evaluation will be carried forward & prorated. Tender will be awarded to the bidder with maximum accumulative points (Technical Score + Financial Score).

The decision will be binding on all concerned and will in no case be challengeable in any forum.

Financial Proposal Format:

Bidder must submit its financial proposal in accordance with the following format.

SNO	Item Description	Total Amount (inclusive of all Taxes)
1	Total Cost of Software (inclusive of the following) <ul style="list-style-type: none"> a. Software License Fee b. Software Implementation Fee c. Customization/modification cost for 100 man days (approx.) after expiry of Warranty period d. Annual Maintenance for 5 years e. Out of Pocket expenses for onsite support (estimated 100 man days) f. 2 Resident engineer for onsite support after complete migration 	

Instructions

1. Proposal can be raised in USD, however payment would be done in PKR and conversion rate would be applicable as of Invoice Date
2. Tentative proposed hardware cost needs to be included in the proposal however, in separate hardware costing column.
3. All Qualified vendors needs to propose the Technology Implementation planning (in terms of Infrastructure).

Instruction to Consultant/Bidder

- Bidder is required to implement the software in at-least 40 branches along-with BoK Head Office.
- Quality of the application will be evaluated during the demo presentation
- Vendor Approach will be evaluated in the presentation and demo of the application few of the points as follows:
 - o Application Flow
 - o User Friendly Interface
 - o Technical
- System Technology Details
- Comprehensive Disaster Recovery Plan
- Detailed Documentation of the Core Banking including User Manuals and Technical Manuals.
- Detailed Process flow of each module
- Integration APIs
- Methodology for implementation new releases/updates of proposed software
- Recommended Infrastructure Details for each of the bank required environment (testing, production and DR environment)
- Application Security Testing / Certificate Details
- Soft Copy along with Hard copy of the proposal must be submitted, Soft Copy must contain responses against all the details given in Statement of work
- Data Migration Methodology
- Change Management Process
- Transactional bandwidth utilization with documentary evidence
- 2 Resident engineers to be deployed at BoK HO Peshawar for one year after successful implementation of CBS across Pakistan
- Trainings to staff

Time of Contract

- The initial duration of the contract should be 5 years on TCO model

Out of the Pocket

- All out of the pocket expenses will be borne by the consultant/Bidder.

Statement of work or Term of reference

Appendix – B

Extent of bid Validity

The validity of the Bid would be 6 months from the date of Issue.

Work Plan

- Consultant must provide comprehensive implantation plan for their solution considering the fact that BOK do have 166 branches and it works in offline mode.
- Must have comprehensive migration plan
- Training of the Bank Staff (Technical and Operational Users)

Disqualification of suppliers, contractors and consultants

The procuring entity shall disqualify a supplier, contractor, or consultant if it finds, at any time, that the information submitted by him concerning his qualification as supplier or contractor was false and materially inaccurate or incomplete. However, the bidder may have right to appeal against the decision in accordance with section 35 of the Act and grievances redressal mechanism framed under the Act.

Appendix – B

Request for Proposal (RFP) Core Banking

Introduction

The Bank of Khyber was established in 1991 through an Act passed by the Provincial Legislative Assembly. It was awarded status of a scheduled bank in September 1994. The Bank enjoys a unique position and stands out amidst other banks operating within Pakistan and has the privilege of being bracketed amongst the only four government banks in the country.

The bank has long been associated with business and commercial circles and has been actively engaged in catering to the financial needs of all sectors. It has successfully been involved in extending funded and non-funded facilities to its customers for various business needs.

Today, BOK is an “A-1” rated commercial bank, operating across the country with a network of 166 branches and still expanding (. The provincial government is the major stakeholder and during our 25 years history, the Bank has always played a vital role in the development of Khyber Pakhtunkhwa in particular and participated in the economic development of Pakistan in general.

Conventional Banking

Consumer Finance	Deposit Accounts	
BOK Foree Car	Current Account	Kamaal Current Account BOK Current Account BOK Current Asaan Account BOK Foreign Currency Account
BOK Salary Sahara	Saving Accounts	BOK PLS Account BOK Special Deposit Account BOK Saving Asaan Account BOK FYC Premium Saving Account
BOK Suhana Ghar		BOK Pensioner Account
BOK Roshan Ghar Scheme	Micro Finance	
	Govt Initiative Schemes	Khud Kafalat Screen
Home Remittances Products		
Running Finance	Syndicate Running Finance Cash Finance Export Running Finance Demand Finance	

Islamic Banking

Business Banking	Deposit Accounts	
Corporate Banking Working Capital Finance Long Term Finance Corporate Trade Finance Investment Banking	Current Account	Raast Current Account Raast Current Asaan Account
Investment Banking	Saving Accounts	Raast Current Account Raast Current Asaan Account Raast Saving Account Raast Saving Asaan Account Raast Sahara Account Raast Umrah Account Raast Hajj Account
SME Banking SM & ME Financing Term Financing Trade	Term Deposit	RIBAh Free Certificates Raast Arbah Certificates Khyber Pak Munafa Scheme Maawin Certificates RIBA Free Special Deposit Scheme (Corporate) RIBA Free Special Deposit Scheme
Agri Finance Zarai Murabaha Scheme Zarai Ijarah Scheme Istisna	Consumer Finance	Raast Foree Car Raast Salary Sahara Raast Suhana Ghar Raast Roshan Ghar Scheme
	Micro Finance	Micro Finance Schemes

Technology Requirement

1. Technology used for this solution
2. Minimum Hardware requirement for operating 200 branches with approx. user base of 3000 users pan Pakistan
3. Should be parameterized system
4. Real-time processing
5. Product roadmap for atleast 5 years
6. System should have single sign on functionality along with that also have functionality to integrate with AD with dual authentication feature
7. Warranty Period

Statement of Work

Application Security Management

This feature will have the base of the application where access of the system will be granted on unique user ids for the users and with specific rights.

Administrator will create the user id and according to this defined role Group, profile will be associated with it.

This will also have functionality where system can identify the:

1. Id not used more than number of days
2. Can have functionality to temporary block the id
3. Can also have functionality where User id can be blocked for number of days from to date
4. Comprehensive audit trailing for all the activities done by User profile
5. Security Matrix report with rights details
6. Report with last login date
7. Password should be encrypted
8. Password must be complex in nature
9. Must have min or max password length

Information Security Management

For all critical application, it is essential that it should be protected from all the Vulnerabilities through a proper mechanism.

1. Vulnerability Assessment & Penetration Testing of the proposed solution must be performed in-house or third-party considering minimum Top 10 OWASP vulnerabilities
2. Identity Access Management using 4 Eye Principle along with Role based Access control
3. Application Password Policy must meet complexity, expiry, lockout and old password threshold
4. The proposed solution should be developed at each phase under secure software development life cycle industry standards like ISO 27001 etc.
5. Detail documentation on:
 - a. Archiving of Database and its management
 - b. Policy on retention period
 - c. The proposed solution should be a storage agnostic solution
 - d. Provide details on DR and HA implementation of the system

- e. The proposed solution should have option to integrate with High Availability clustering software from SUN, IBM, HP, Microsoft
- f. Vendor/Bidder should provide extensive documentation related to the Application S/W such as:
 - i. Application Architecture
 - ii. ERT Database Layout
 - iii. Detailed Documentation of the application
 - iv. Process Flow
- g. solution which maintain comprehensive Audit Trail with timestamp detailing every user activity.
- h. Application must have proper authentication mechanism where maker performs the posting into system and designation approve can approve it (maker checker concept)

General Banking

It's the most integral part of any core banking application that its General Banking module should be so robust and user friendly and seamless that users can perform their day to day activities at ease.

With the new guidelines of the State Bank of Pakistan that banking operation must be segregated among conventional and Islamic hence this module should also have functionality where both Conventional and Islamic transactions should be recorded separately for subsequent reporting purpose.

Teller Activities

System should provide functionality where teller can perform below mention activities

1. Cash Transactions
2. Transfers
3. Withdrawals
4. PO & DD issuance
5. Ability to override transactions from any workstation by authorized persons
6. Ability to post cheques to over-drawn accounts with appropriate authorization
7. Ability for system to validate the account based on its status and display an appropriate message if operations cannot be allowed in the account
8. Teller Start / End of Day & Cash Balancing
9. Teller Management
10. Cheque Encashment
11. Bulk Cash Deposits - (From Banks)
12. Exchange of Denomination
13. Foreign Currency Cash Management
14. Stop Payment for Central Bank Cheques

Teller Setup

1. Chief Teller should be able to setup the teller and its till
2. Ability to temporarily provide teller access defining the period the access will be active after which the system will automatically revoke the access
3. Ability to define teller limits (by currency), including but not restricted to:
 - a. Cash Limit multi currencies
 - b. Drawer Limit
 - c. Till Transfer

- d. Till closing at the end of the day
- e. Ability to transfer cash from 'Good' to 'Damaged' status
- f. When cash balance and denominations are not tallied, the following should be possible:
 - g. If the cash balance is not tallied, on authorizing, the system should generate transaction entries to account for short or excess as per the parameters set for the purpose
 - h. In case there is a difference only in denominations (cash being tallied); the system should rewrite the system denomination to match the physical denominations
 - i. In all above cases the system balance and denominations should tally with the physical balance and denomination at the time of closing cash
- 4. The system should not allow closure of cash at the Head Teller until:
 - a. All cash transactions are complete and authorized
 - b. Cash shortages / excess, if any have been authorized by the necessary approval authority

Teller Management

- 1. Ability to maintain cash balances for different currencies
- 2. Ability to maintain denomination details of the cash balance per currency
- 3. Ability to see the cash position at any point during the day:
 - a. By teller or by vault
- 4. Ability to track cash movements by currency for each teller
- 5. Ability to alert tellers of special conditions on accounts. Special conditions
- 6. Chief Teller must be able to assign the transaction limit to teller exceeding that limit it should go for the approval to respective chief teller for approval
- 7. Ability of foreign currency buy / sell rates to be automatically picked up from the rates masters
- 8. Ability to override the foreign currency buy / sell rates and manually input rates with secondary approval in the system
- 9. The system should be capable of:
 - a. Pass necessary accounting entries and print vouchers
 - b. Automatically update cash balances at denomination level
- 10. Ability to update cash balances at each location automatically, pass necessary accounting entries and print vouchers

Cheque Book Management

System should have functionality where it can take the Cheque book request from Customers. Once request is done system should sent to the Cheque book processing team to generate the Cheque leaves and once leaves are generated it should manage the sequence of the cheque numbers.

System should also capable enough to allow users (bank staff) to activate the newly input cheque and its series.

It should also have functionality where it allows customers to block any single or multiple cheque numbers and subsequently it stops the users to process the blocked cheque(s).

PO & DD Processing

System should allow bank to manage the inventory of PO and DD and also manage the entries done by Teller or remittances unit to for inward and outward remittances or local issues of PO and DD

Other requirements

Sale and Purchase of Foreign Currency

Sales and Purchase of Foreign Currency Notes Over the Counter

Cash Transactions between Currency and Banking Departments

Transactions in Government Accounts

Inventory

1. Ability to maintain inventory details of Blank Drafts issued by multiple Paying Banks / Currencies
2. Ability to set re-order for each Paying Bank / Currency to manage the inventory of Drafts
3. Ability to automatically send notifications to the concerned authorities when stock of drafts reaches the re-order level
4. Ability to input details for Drafts to be procured such as but not limited to :
 - a. Paying Bank
 - b. Quantity
 - c. Currency
 - d. Desired delivery date
 - e. Printer name
 - f. Address
5. Ability to input details of the Drafts received (Draft Numbers) in the Draft Inventory system
6. Ability to provide for multiple levels of review and approval of the Draft details prior to Draft Inventory being updated
7. Ability to maintain details of Inventory of Drafts across multiple locations

Locker Management

System should have functionality where branches can manage the lockers function ably.

Alert when time threshold is breached

Locker Size management

Auto deduction of locker charges

One click customer history of usage and last visit

Joint & lessee account locker management

Remittances

There must be a functionality where it allows remittances unit to manage all inward and outward remittances for multi currencies.

It should have functionality to allow remittances to but not limited to:

1. Account Holder
2. Walk in Customers
3. Request from Clients through Straight to Bank requests from Client (future requirement)
4. Support payment of other branch Payment Orders/Demand Draft/Bankers Cheque through Any Branch
5. Support computer generated receipts (Slips) on the layout to be defined by the Bank for the transactions made on the type of transfer

6. Supports to record all the necessary charges and commission from each service provided by the Bank in relation to remittances
7. Supports to update automatically the customer and General Ledger accounts at back office
8. Support automatic settlement of money transfer transaction already paid.
9. Supports recording and classifying all outstanding transfers in the periods specified by the Bank and generating the required report at the specified period
10. Supports multi-level and customizable authorization before the message is transferred to the beneficiary destination electronically for Telegraphic Transfer
11. Support search facility of the transfer by security number, name, date, sender, receiver name, etc.
12. Supports anti money laundering
13. Facility to support transfer of cash from one branch to another branch and Support to debit the source account or cash
14. Support to assign serial numbers for cash transfers, transfers that are to be credit to customers' accounts, demand drafts, Cheque Payment Orders (CPOs), and any other user defined transfer types/instruments
15. Support to set charges and charge tables and link them to authorized user specified transfer types
16. Support to automatically apply charges or deduct charges from the transfer amount as per customers' preference and post the transfer transaction up on executing and settling the transfer
17. Support to produce Transfer codes to be handed over to customers who effect transfers to be paid in cash at other branches of the bank
18. Support to track outstanding demand drafts and CPOs and reject payment of CPO or DD numbers that are not yet issued
19. Support to restrict transfer Support of DD as per customer's preference
20. Facility for registering incoming fund transfer
21. Support for electronic transfer of money for the beneficiary to receive from any branch of the Bank
22. Supports recording & classifying all outstanding transfers in the periods specified by the Bank and generating the required report at the specified period
23. Supports multiple level of authorization before the message is transferred to the beneficiary destination electronically for Telegraphic Transfer

AML (Anti Money Laundering)

1. The system should comply with local FIC requirements and NBE Prudential guideline on KYC , AML & Combating Terrorist Financing
2. The system should address and be compliant with the recommendations laid down by Financial Action Task Force (FATF) and FATCA and be flexible to include other lists
3. KYC (Know your customer)
 - a. System should capture all the Due Diligence Information of the customer base of the institution. It should also capture Due Diligence data on Beneficiaries and connected parties.
 - b. System should provide for capturing customer due diligence details like source of funds, expected nature and level of activity in the account, expected origin of the funds into the relationship, details of occupation / employment of the customer Where the respective core banking system does not have provisions

to capture the KYC information, the AML software should provide facilities to enter the missing data – Data Enrichment

- c. The system should validate the CIF data and warn the user for missing data elements.
- d. System should manage blacklists provided by regulatory authorities such as the lists provided by FRC,
- e. The system should comply with local FIC requirements and NBE Prudential guideline on KYC , AML & Combating Terrorist Financing
- f. The system should address and be compliant with the recommendations laid down by Financial Action Task Force (FATF) and FATCA and be flexible to include other lists
- g. System should manage blacklists provided by regulatory authorities such as the lists provided by FRC,
- h. The system should have the flexibility to define the mandatory customer fields to be captured by combination of account type & customer type
- i. KYC Gap - Mandatory Fields Missing Report should provide details of account wise missing data which has not been captured in the system. The report should display the names of those customers, which have not provided any specific mandatory information about themselves to the BANK.
- j. KYC Mandatory fields
- k. missing Report should be generated
- l. All new customers as well as existing customers should be checked against blacklists, watch lists and white list.
- m. System should be able to trace direct and indirect links between customers in the bank
- n. The user should also have a provision to search for Duplicate Data regarding a customer to check for multiple accounts (hidden) for a customer within a bank.
- o. Option to view customer and account/portfolio details on right click

4. Customer Profiling

- a. Describe how the AML software provides the ability to create accurate, verifiable, compact customer baseline profiles from historical data as well as from initial data obtained at the inception when account is opened.
- b. The solution should validate customer's current activity with these profile patterns to identify unusual or deviant activities.
- c. Transaction Monitoring should be a combination of rules defined and profile deviations
- d. Transaction attributes like value, frequency, time, channel, instrument, channel, instrument, branch etc. should be analyzed by the system to build multi-dimensional profiles.

5. Risk Categorization

- a. System should be able to categorize accounts into risk categories in a flexible manner in accordance to the above acts, FRC directions, the Bank concerned and internationally recognized best practices.
- b. Provide a detailed note on the Risk Rating mechanism /Functionality

- c. The risk rating should be based on both customer and account/portfolio related parameters. Specify the parameters/ factors used.
 - d. Factors/ Weightage should be user configurable by the bank
 - e. The solution should support risk profiling of customers based on country of origin, country of residence, occupation, STR filed, customer type, account type, KYC gaps etc.
 - f. The system should provide a risk over-ride capability with admin having the option to manually set the risk
 - g. The system should support reassessment of customer risk-.
 - h. Risk Assessment Reports should be provided
 - i. Risk Dashboard should be displayed view month wise change in risk profile of customers
6. Benchmarking
- a. The AML system should allow for benchmarks to be fixed based on the general behavior of entities (Customers, Products etc.). The Default Benchmarks should be definable in the AML system for all customers based on the Customer Category and the Amount range in which they are operating. The user should be able to create, and even edit an existing benchmark.
7. Transaction Monitoring
- a. The system should provide rule based suspicious transaction identification.
 - b. The system should have the ability to update above rules incorporating new scenarios of suspicious transactions
 - c. The system should have alert scenarios for individual transaction as well as historical transactional behavior
 - d. The system should have provision to define multiple benchmarks for alert scenarios based on customer type, nature of business, branch, and country & account/portfolio risk.
 - e. The system should have provision to create user defined rules
 - f. The system should be able to schedule the frequency of the alert
 - g. The system should enable user to effectively manage alerts generated from the time of generation till such time an appropriate action is taken
 - h. The Suspicious Transaction Reporting (STR) in the solution should be auto populated in line with FRC requirements.
 - i. Regulator defined formats for STR; CTR may change from time to time. This should be handled by the vendor and provided as part of AMC.
 - j. Generation of XML file against as per SBP goAML software requirement
8. Suspicious Transactions Scenario
- a. Sudden surge in activity level for account/client– value
 - b. Sudden surge in account/client Volume
 - c. Transactions below reporting limit for client
 - d. New account opening followed by quick withdrawal-account level & client level
 - e. Repeat deposits above given threshold for account or client
 - f. Consecutive withdrawal transactions for account
 - g. Fund in fund out/ cash in cash out
 - h. High value transactions with a country with high ML risk
 - i. Deposit above given threshold for account/ client

- j. Cash withdrawal above given threshold for account/ client
- k. Transactions in dormant Account
- l. New account opening followed by quick deposits of substantial sums
- m. Large cheque deposit above a given threshold
- n. Transaction above given threshold for account/ client
- o. Transactions deviating from net worth/ income
- p. Many to One Fund Transfer or One to Many Fund Transfer
- q. Transaction involving a country with high TF risk
- r. Multiple Accounts with common name and address
- s. Repeated small value inward remittance from unrelated parties followed by immediate ATM withdrawals
- t. High value cash transactions inconsistent with profile
- u. Manual Alerts – These alerts should be primarily based on observations made by the Relationship Manager, user or any other employee of the BANK. The AML system should allow the BANK to parameterize subjective alerts based on requirements and to modify and add alerts as and when required
- v. Customers matched with names under watch lists
- w. Credit transaction exceeding the declared/accepted profile
- x. Unusual activity in Overdraft Accounts
- y. Accounts turnover breaching threshold limit
- z. Only cash transactions in newly opened accounts
- aa. Common beneficiary for incoming payments
- bb. Cash deposits to numerous accounts under same base number
- cc. High cash transactions ratio in corporate accounts
- dd. Cash in cash out matches
- ee. Transactions in high risk Accounts
- ff. Credits greater than principal for Loan accounts
- gg. Frequent Foreign exchange transactions
- hh. Loan Repayment from account not associated with the contract
- ii. Loans sanctioned to high risk Customers
- jj. Unusual interest rates on loans and fixed deposits
- kk. Predominant cash transactions in an account
- ll. Multiple credits same Counterparty
- mm. Transactions in Minor Accounts
- nn. Blocked account report
- oo. Large foreign exchange Credits & Debits
- pp. Funds in funds out (transfers)

9. Asset Management

- a. Any/all actions taken by the investigating officer should be recorded in the system.
- b. The user should be able to view details of all alerts fired on customer as well as all the necessary transactional details with respect to the specified customer.
- c. The system should support alert justification recognition i.e. the user should be able to ascertain the reason behind the alert
- d. The system should have facility to manage false positives.
- e. Audit trail of rule-changes to be maintained and system / product limitations of user- rules, if any, to be mentioned as a footnote.

- f. The system should provide the user the option to drill down into the details of the transaction on which the alert was generated.
- g. The user should have the facility of filtering alerts based on parameters such as time, customer, product and alert type
- h. The system should have the feature to prioritize alerts
- i. Module for Alert Assignment to be available in the system.
- j. The AML system should allow the users to pre-assign alerts to single or multiple users.
- k. Reports should also provide information to management on the alerts status.
- l. The system should have complete audit trail of the alert generated.
- m. Option to forward/mail alerts should be available

Conventional Operations

Overview of account opening

1. Individual
2. Sole proprietorship
3. Joint stock company (public/private/listed/unlisted)
4. Partnership firm
5. Trust/ club/ association/ society/ political party/ charity/ non-governmental organization (NGO)/ non-profit organization (NPO)
6. Government organization (federal/ provincial/ district/ local)/ public sector corporation/ autonomous body
7. Foreign mission/ international organization
8. Minor account
9. Photo account
10. Dividend account
11. Collection accounts
12. Private non-resident pak rupee account
13. Politically exposed persons or peps
14. Others
15. Important notes

Products offered

1. Current accounts
2. Current account
3. Salient features
4. Minimum initial deposit requirement
5. Monthly account maintenance charges
6. Basic banking account (BBA)
7. Salient features
8. Minimum initial deposit requirement
9. Monthly account maintenance charges
10. Kamal current account
11. Salient features
12. Minimum initial deposit requirement
13. Monthly account maintenance charges
14. PLS savings accounts

15. PLS savings account
16. Salient features
17. Minimum initial deposit requirement
18. Monthly account maintenance charges
19. Special deposit account
20. Salient features
21. Minimum initial deposit requirement
22. Account maintenance charges
23. Assan account
24. Account opening requirements:
25. Account opening other than branch premises:
26. Transactional threshold:
27. Asaan remittance account
28. Foreign currency premium account

Cheque book

1. Introduction
2. Modes of cheque book request (CBR)
3. Cheque book issuance process in case of lost/stolen
4. Destruction of uncollected/ undelivered cheque books
5. Cheque book security
6. Cheque leaves security features

Zakat

1. Introduction
2. Receipt and scrutiny of zakat declaration (cz-50)
3. Zakat deduction on PLS savings and other profit bearing accounts
4. Zakat deduction on term deposits accounts
5. Reporting of zakat collection
6. Refund of zakat
7. Wrong deduction of zakat
8. Exemption from zakat deduction

Stop payment

1. Introduction
2. Processing of stop payment instruction(s)
3. Standing instructions
4. Introduction

Standing instructions may include the following:

1. Types of standing instructions
2. Processing of standing instruction
3. Cancellation/ suspension of standing instruction

Balance certificate and balance enquiry

1. Balance certificate
2. Balance enquiry

Duplicate statement of account

1. Dispatch of half yearly statement of account
2. Handling of undelivered statement of account

Customer account maintenance

1. Change in customer demographics
2. Change in specimen signature or operational instructions

Legal orders attaching the account or attachment order

1. Introduction
2. Procedure for attachment of credit balance

Accounts operated by third parties

1. Power of attorney
2. Third party mandate
3. Procedure for authorization of a third party
4. Powers of authorized person

Change in constitution of partnership

1. Death of a partner
2. Retirement of a partner
3. Admission of a new partner
4. Insolvency and dissolution of the firm
5. Operational instructions in case of appointment of administrator or executor

Private non-resident PAK rupee account

1. Instructions for operations in accounts
2. Allowed debits
3. Allowed credits
4. Responsibilities of the bank
5. Requirement of form
6. Disposal of form a-7
7. Guidelines relevant to quarterly statement schedule

Operations on foreign mission/ international organization accounts

1. Rules governing operations under the accounts of foreign missions and international organizations in Pakistan
2. Convertible rupee account
3. Non-convertible rupee account
4. Reporting of special convertible rupee accounts on account of portfolio investment at stock exchanges

Attainment of majority by the minor

1. Closure of the existing account and withdrawal of funds
2. Closure of the existing account and opening of a new account
3. Blocking of account on expiry of grace period

Freezing and unfreezing of account

1. Procedure for blocking the customer's account
2. Procedure for unfreezing the customer's account

Dormant account:

1. Dormant account reactivation:

Unclaimed deposits:

2. Reporting and surrender to SBP:
3. Retain record of unclaimed deposits:
4. Reporting of unclaimed deposits/instruments:
5. Surrender of unclaimed deposit
6. Notice to the holder of unclaimed deposit/instrument
7. Preservation of documents
8. Information in account opening form (AOF)
9. Procedure for refund of unclaimed deposit surrendered to SBP in cases the amount of claims up to RS. 100,000/-
10. Procedure for refund of unclaimed deposit surrendered to SBP in case the amount of claim is above RS. 100,000/=

Deceased account

1. Deceased account
2. Operations to be stopped in deceased account:
3. Profit to be paid till the balance is paid off:
4. Payment of credit balance:
5. Payment under a letter of indemnity and heir ship/ succession certificate:
6. Precautions/additional steps to ensure proper payments to the heirs of the deceased
7. No payment to claimant against will

Foreign currency accounts

1. Foreign currency deposit schemes
2. Eligible customer
3. Non-eligible customer
4. Special foreign currency account
5. Deposits and withdrawals
6. Operations on foreign currency accounts under fe-12 scheme

Operations on accounts under exceptional circumstances

1. Where the account holder is unconscious/ in coma and unable to understand his actions
2. Where the account holder has paralysis and unable to sign but understands his actions
3. Account holder is unable to sign due to weakness or tremor in hands
4. Account holder is in jail

Closing of account

1. Account closing requirements
2. Procedure for account closing

3. Checking whether the account meets certain conditions
4. Cancellation of physical documentation and closure of account in the system
5. Funds withdrawal
6. Deletion of scanned copy of SS card from system
7. Destruction of cheque book and BOK ATM/ debit card
8. Report generation and safe custody of account closure documents

Term deposit receipts

1. Placement of deposit
2. Rollover of deposit
3. Premature encashment of deposit

Payment of pension through bank

1. Responsibilities of the pensioner
2. Responsibilities of the accounts offices
3. Responsibilities of the bank
4. Reconciliation between banks and accounts offices:
5. Guidelines for branches for opening of accounts of the pensioner and payment of monthly pension received through main branch of the bank/NBP/SBP
6. Important notes

Cash handling

1. Personnel involved in cash handling branch
2. Start of day procedures
3. Withdrawing cash from cash safe
4. Transfer of cash to tellers at start of day
5. Opening of cash counters
6. Cash receipts and payments- overview
7. Cash receipts
8. Counterfeit/ forged notes/mismatched detection
9. Posting of entry in the system
10. Affixing of stamp
11. Cash payments
12. Honoring cheques- important precautions
13. Instructions given by SBP for fraudulent cheques
14. Posting of cheque in the system
15. Dishonoring of cheque
16. Posting of entry in the system
17. Cash payment
18. Withholding tax on cash payment
19. Exceptions from deducting withholding tax
20. Depositing withholding tax to SBP
21. Cash transfer during the day
22. Cash movement local currency
23. Transportation of cash
24. Special instructions for cash cell:
25. Cash movement for remote area branches
26. Safe and vault closing
27. Recording of excess cash
28. Refund to customers
29. Cash shortage
30. Safety of cash security considerations at the branch
31. General guidelines for cash safety
32. Insurance of cash
33. Currency notes management

34. Sorting of currency notes
35. Surprise cash inspection

Currency transaction report/ suspicious transaction reporting under anti money laundering act

1. Currency transaction report (CTR)
2. Suspicious transaction reporting (STR)

Prize bonds

1. Dealing in prize bonds
2. Sale of prize bonds
3. Counterfeit prize bonds
4. End of day procedures
5. Shut period specifications
6. Reporting of shut period prize bonds to cash cell/ cash feeding branch
7. Dealing with cash cell/cash feeding
8. Prize encashment/claim
9. General guidelines

Utility bills

1. Collection of utility bills from customer
2. Processing of bill via bar code
3. Affixing of stamp
4. End of day procedures
5. Correction of utility bills

Keys and vaults

1. Categorization of keys
2. Custody of keys
3. Keys handling
4. Transfer of keys
5. Annual rotation of keys
6. Loss of keys
7. Change of lock
8. Loss of pin code of digital security system (where available)
9. Vault operations
10. Precautionary guidelines
11. General guidelines

Clearing

1. Types of instruments
2. Scrutiny of cheque/ instrument & deposit slip
3. Important considerations for detecting fraudulently altered cheques
4. Deposit slip
5. Crossing & endorsements
6. Who can cross a cheque
7. Who can open a crossing on a cheque
8. Endorsements
9. Types of endorsements

10. Clearing/collection of cheques/instruments through NIFT
11. Clearing procedure where NIFT services are not available.
12. Collection of cheques where clearing house is not functional
13. Clearing through NIFT
14. Outward clearing through NIFT
15. Procedure to follow by the branches
16. Inward clearing through NIFT
17. Special clearing (same day clearing)
18. NIFT charges
19. Outward bills for collection- (OBC)
20. OBC guidelines:
21. Returned cheques:
22. Transit time and follow up of OBC
23. Outward bills for collection-clean (OBC)
24. Settlement of collections
25. Guidelines
26. Procedure
27. Inward bills for collection
28. Guidelines/precautions:
29. Procedure
30. Inward collection settlement
31. Post parcels received (under inward documentary bills for collection) IDBC
32. Release of post parcels
33. Dishonoured bills
34. Return of cheques/ instruments with ambiguous reason:
35. Foreign currency (FCY) clearing- OBC
36. FCY outward clearing
37. Process at collecting branch
38. Realization of outward clearing USD instruments
39. Returned cheque/instrument
40. Process at designated branches (Shahrah e Faisal branch)
41. FCY inward clearing
42. Inward clearing outward returns processing
43. Foreign currency collections
44. Outward bills for collection
45. Returned cheques/instruments

Lockers

1. Opening and closing of lockers vault
2. Renting of safe deposit lockers:
3. Renting of lockers to visually impaired/ blind persons:
4. Renting of lockers to illiterate persons:
5. Renting of lockers to staff:
6. Terms of hiring lockers:
7. Lockers rent/security deposit:
8. Operation of lockers:
9. Locker left open by the renter:
10. Valuables/articles found in the locker room/vault:
11. Shifting of locker units/shelves:

12. Surrendering of locker:
13. Locker operations by third party
14. Locker operations by legal heirs in case of deceased locker holder
15. Prohibitory orders:
16. Rent recovery procedure
17. Breaking of delinquent locker
18. Care of locker keys:
19. Master key:
20. Insurance of safe deposit lockers/vaults
21. General instructions- reports, registers/forms used for safe deposit locker/vault
22. Books to be maintained:

Stationery

1. Requisition of stock
2. Receipt of stationery
3. Issuance of security stationery from the vault

Remittances:

1. Control & administrative policies
2. Protection:
3. Funds transfer
4. Processing of fund transfer
5. Demand drafts (DD)
6. Procedure for issuance of DD on cash
7. Payment of demand draft
8. Refund of demand draft
9. Issuance of duplicate demand draft
10. Cancellation/ refund of duplicate demand draft
11. Verification of demand draft
12. Issuance of pay orders/pay slips
13. Parties to pay order
14. Issuance of payment order through account
15. Issuance of payment order on cash
16. Payment of payment order
17. Refund of payment order
18. Issuance of duplicate payment order
19. Cancellation/ refund of duplicate payment order
20. Verification of payment order
21. Security deposit receipts (SDR)
22. Procedure and control
23. Issuance of security deposit receipts procedures
24. Payment of security deposit receipts
25. Refunded of security deposit receipt
26. Issuance of duplicate security deposit receipts
27. Cancellation/ refund of duplicate security deposit receipts
28. Verification of security deposit receipt
29. Foreign currency demand draft (FDD)
30. Issuance of FDD where customers account is in any foreign currency.
31. Internal processing

32. Issuance of FDD where customers account is in local currency
33. Cancellation where the original instrument is lost/stolen
34. Cancellation where the original instrument is in the possession of the customer
35. Encashment
36. Foreign funds transfer (outward)
37. Documentation and other requirements
38. Internal processing where customers account is in any foreign currency
39. Internal processing where customers account is in local currency
40. Inward home remittance
41. Test keys handling

Periodical balancing of books of the branch

1. Reconciliation of inter-branch accounts and settlement of suspense account entries
2. Monthly accounting/booking of accruals (income-expenditure)
3. Branches deposits with other banks

System access/ user access control

Mail handling procedure

1. Incoming mail
2. Outgoing mail

Real time gross settlement system (RTGS)

1. Procedure for real time gross settlement system (RTGS)
2. RTGS funds transfer limits
3. Amendment recording sheet

Islamic Operations

1. Personal account
2. Blind account
3. Sole proprietorship
4. Joint stock company (public/private/listed/unlisted)
5. Partnership firm
6. Trust/ club/ association/ society/ political party/ charity/ non-governmental
7. Organization (NGO)/ non-profit organization (NPO)
8. Government organization (federal/ provincial/ district/ local)/ public sector
9. Corporation/ autonomous body
10. Foreign mission/ international organization
11. Minor account
12. Photo account
13. Dividend account
14. Collection accounts
15. Private non-resident PAK rupee account
16. Politically exposed persons or PEPS
17. Others
18. Important notes

General account opening procedure for all customer types

1. Welcoming the prospective customer
2. Know your customer/ customer due diligence (KYC/CDD)
3. Follow-up on undelivered letter of thanks

RIBA free certificates

1. RIBA free special deposit (RFSD):
2. RIBA free special deposit (RFSD - corporate):
3. RIBA free special deposit (RFSD - banks):
4. RIBA free certificates (RFCS)
5. Khyber Pak Munafa scheme (KMS)
6. RFC (5 years pensioners)
7. RFC (5 years widows, orphans and permanent disabled persons)
8. RIBA free special deposit certificates (RFCS):
9. RIBA free special deposit certificates for banks deposits (RFSD-banks)
10. RIBA free special deposit certificates corporate (RFSDC):
11. Terms and conditions of RIBA free certificates

Islamic banking window (IBW)

1. Islamic banking desks at other branches of BOK
2. Actions to be taken at the branch where IBB accounts are to be opened
3. First contact with the customer
4. Receiving account opening form from the customers
5. Cheque book issuance procedure
6. Record kept at branch
7. Procedure for clearing cheques outward
8. Collecting branch responsibilities:
9. Issuance of RFCS
10. Stamps required for the branch accepting i b deposits
11. Responsibilities of IIBW
12. Incentive for the branches

Cheque book

1. Introduction
2. Modes of cheque book request (CBR)
3. Cheque book security
4. Cheque leaves security features

Zakat

1. Introduction
2. Receipt and scrutiny of zakat declaration (cz-50)
3. Zakat deduction on PLS savings and other profit bearing accounts
4. Zakat deduction on RIBA free certificates accounts
5. Reporting of zakat collection
6. Refund of zakat
7. Wrong deduction of zakat
8. Exemption from zakat deduction

Stop payment

1. Introduction
2. Processing of stop payment instruction(s)

Standing instructions

1. Introduction
2. Standing instructions may include the following:
3. Types of standing instructions
4. Processing of standing instruction
5. Cancellation/ suspension of standing instruction

Balance certificate and balance enquiry

1. Balance certificate
2. Balance enquiry

Statement of account

1. Dispatch of half yearly statement of account
2. Handling of undelivered statement of account

Customer account maintenance

1. Change in customer information
2. Change in specimen signature or operational instructions

Legal orders attaching the account or attachment order

1. Introduction
2. Procedure for attachment of credit balance

Accounts operated by third parties

1. Power of attorney
2. Third party mandate
3. Procedure for authorization of a third party
4. Powers of authorized person

Change in constitution of partnership

1. Death of a partner
2. Retirement of a partner
3. Admission of a new partner
4. Insolvency and dissolution of the firm
5. Operational instructions in case of appointment of administrator or executor

Private non-resident PAK rupee account

1. Instructions for operations in accounts
2. Allowed debits
3. Allowed credits
4. Responsibilities of the bank
5. Requirement of form
6. Disposal of form a-

7. Guidelines relevant to quarterly statement schedule

Operations on foreign mission/international organization

1. Accounts
2. Rules governing operations under the accounts of foreign missions and international
3. Organizations in Pakistan
4. Convertible rupee account
5. Non-convertible rupee account
6. Reporting of special convertible rupee accounts on account of portfolio investment at
7. Stock exchanges

Minor account

1. Account opening requirement:
2. Minor attaining majority:
3. Death of minor:
4. Death of natural guardian:
5. Guardian appointed by court:
6. Blocking of account on expiry of grace period
7. Chapter freezing and unfreezing of account
8. Procedure for blocking the customer's account
9. Procedure for unfreezing the customer's account

Dormant account

1. Dormant account reactivation

Unclaimed deposits

2. Reporting and surrender to SBP:
3. Retain record of unclaimed deposits:
4. Reporting of unclaimed deposits/instruments:
5. Surrender of unclaimed deposit
6. Notice to the holder of unclaimed deposit/instrument
7. Preservation of documents
8. Procedure for refund of unclaimed deposit surrendered to SBP in cases the amount of
9. Claims up to RS 100,000 /-
10. Procedure for refund of unclaimed deposit surrendered to SBP in case the amount of
11. Claims above RS 100,000 /=-
12. Chapter deceased account
13. Deceased account
14. Operations to be stopped in deceased account:
15. Islamic branch operations manual
16. Profit to be paid till the balance is paid off:
17. Payment of credit balance:
18. Payment under a letter of indemnity and heir ship/ succession certificate:
19. Precautions/additional steps to ensure proper payments to the heirs of the deceased
20. No payment to claimant against will

Foreign currency accounts

1. Foreign currency deposit schemes
2. Eligible customer
3. Non-eligible customer
4. Foreign currency account
5. Deposits and withdrawals
6. Payment of profit

Operations on accounts under exceptional circumstances

1. Where the account holder has paralysis and unable to sign but understands his actions
2. Account holder is unable to sign due to weakness or tremor in hands

Closing of account

1. Account closing requirements
2. Procedure for account closing
3. Chequebook request has been processed for printing
4. Bok ATM/ debit card issued
5. Review of reason for account closure
6. Checking whether the account meets certain conditions
7. Cancellation of physical documentation and closure of account in the system
8. Funds withdrawal
9. Deletion of scanned copy of SS card from system
10. Destruction of chequebook and BOK ATM/ debit card
11. Report generation and safe custody of account closure documents

Payment of pension through bank

1. Payment of pension through bank account/ direct credit system
2. Important notes

Cash handling

1. Responsibilities of cash deposit in charge (CDI)
2. Start of day procedures
3. Withdrawing cash from cash safe
4. Transfer of cash to cashier/ tellers at start of day
5. Opening of cash counters
6. Cash receipts and payments- overview
7. Cash receipts
8. Counterfeit/ forged notes/mismatched detection
9. Posting of entry in the system
10. Affixing of stamp
11. Cash payments
12. Honoring cheques- important precautions
13. Posting of cheque in the system
14. Dishonoring of cheque
15. Posting of entry in the system
16. Cash payment
17. Withholding tax on cash payment

18. Islamic branch operations manual
19. Exceptions from deducting withholding tax
20. Depositing withholding tax in SBP/ NBP account
21. Cash transfer during the day
22. Cash movement local currency
23. Transportation of cash
24. Special instructions for cash cell:
25. Cash movement for remote area branches
26. Safe and vault closing
27. Recording of excess cash
28. Refund to customers
29. Cash shortage
30. Safety of cash security considerations at the branch
31. General guidelines for cash safety
32. Takaful of cash
33. Currency notes management
34. Sorting of currency notes
35. Surprise cash inspection
36. Prize bond

Currency transaction report/ suspicious transaction reporting

1. Under anti money laundering act
2. Currency transaction report (CTR)
3. Suspicious transaction reporting (STR)

Utility bills

1. Collection of utility bills from customer
2. Processing of bill via bar code
3. Affixing of stamp
4. End of day procedures
5. Correction of utility bills

Keys and vaults

1. Categorization of keys
2. Custody of keys
3. Keys handling
4. Transfer of keys
5. Annual rotation of keys
6. Loss of keys
7. Change of lock
8. Loss of pin code of digital security system (where available)
9. Vault operations
10. Precautionary guidelines
11. General guidelines

Clearing

1. Types of instruments
2. Outward clearing

3. Important considerations for detecting fraudulently altered cheques
4. Deposit slip
5. Crossing & endorsements
6. Who can cross a cheque
7. Who can open a crossing on a cheque
8. Endorsements
9. Islamic branch operations manual
10. Types of endorsements
11. Clearing procedure where NIFT services are not available
12. Collection of cheques where clearing house is not functional
13. Clearing through NIFT
14. Outward clearing through NIFT
15. Procedure to follow by the branches
16. Inward clearing through NIFT
17. Special clearing (same day clearing)
18. NIFT charges
19. Outward bills for collection- (OBC)
20. OBC guidelines:
21. Returned cheques:
22. Transit time and follow up of
23. Outward bills for collection-clean (OBC)
24. Settlement of collections
25. Inward bills for collection
26. Inward collection settlement
27. Return of cheques/ instruments with ambiguous reason:
28. Foreign currency (FCY) clearing- NIFT
29. FCY outward clearing
30. Process at collecting branch
31. Realization of outward clearing USD instruments
32. Returned cheque/instrument
33. Process at designated branches (Shahrah e Faisal branch)
34. FCY inward clearing
35. Inward clearing outward returns processing
36. Foreign currency collections
37. Outward bills for collection
38. Returned cheques/instruments

ATM operations

1. Daily responsibilities of branch manager / manager operations- onsite
2. Daily responsibilities of branch manager / manager operations- offsite
3. Guidelines for retained/disabled cards on ATMs

Lockers

1. Opening and closing of lockers
2. Renting of safe deposit lockers:
3. Renting of lockers to visually impaired/ blind persons
4. Renting of lockers to illiterate persons:
5. Renting of lockers to staff:
6. Terms of renting lockers:

7. Lockers rent/security deposit:
8. Operation of lockers:
9. Locker left open by the lessee:
10. Valuables/articles found in the locker room/vault:
11. Shifting of locker units/shelves:
12. Surrendering of locker:
13. Locker operations by third party
14. Locker operations by legal heirs in case of deceased locker holder
15. Prohibitory orders:
16. Rent recovery procedure
17. Breaking of delinquent locker
18. Islamic branch operations manual
19. Care of locker keys:
 - a. Master key:
 - b. Takaful of safe deposit lockers/vaults
 - c. General instructions- reports, registers/forms used for safe deposit locker/vault
 - d. Books to be maintained:
 - e. Loss of key from lessee

Stationery

1. Requisition of stock
2. Receipt of stationery
3. Issuance of security stationery from the vault

Remittances

1. Control & administrative policies
2. Protection:
3. Funds transfer
4. Processing of fund transfer
5. Demand drafts (DD)
6. Procedure for issuance of DD on cash
7. Payment of demand draft
8. Refund of demand draft
9. Issuance of duplicate demand draft
10. Cancellation/ refund of duplicate demand draft
11. Verification of demand draft
12. Issuance of pay orders/pay slips
13. Issuance of payment order on cash
14. Payment of payment order
15. Refund of payment order
16. Issuance of duplicate payment order
17. Cancellation/ refund of duplicate payment order
18. Verification of payment order
19. Security deposit receipts (SDR)
20. Procedure and control
21. Issuance of security deposit receipts procedures
22. Payment of security deposit receipts
23. Refunded of security deposit receipt

24. Issuance of duplicate security deposit receipts
25. Cancellation/ refund of duplicate security deposit receipts
26. Verification of security deposit receipt
27. Foreign currency demand draft (FDD)
28. Issuance of FDD where customer s account is in any foreign currency
29. Internal processing
30. Issuance of FDD where customer s account is in local currency
31. Cancellation where the original instrument is lost/stolen
32. Cancellation where the original instrument is in the possession of the customer
33. Encashment
34. Foreign funds transfer (outward)
35. Documentation and other requirements
36. Internal processing where customer s account is in any foreign currency
37. Internal processing where customer s account is in local currency
38. Inward home remittance
39. Rounding off paisas in home remittance
40. Test keys handling
41. Chapter preservation/disposal of old record
42. Storage at branches
43. Transfer of old record from branches to old record unit
44. Retrieval from old record unit for reference purposes
45. Procedure at old record unit (head office)
46. Destruction of old record
47. Chapter periodical balancing of books of the branch
48. Reconciliation of inter-branch accounts and settlement of suspense account entries
49. Monthly accounting/booking of accruals (income-expenditure)
50. Branches deposits with other banks

System access/ user access control

Mail handling procedure

1. Incoming mail
2. Outgoing mail

Handing/ taking over charge of assignments

Mandatory display at branch/notice board/cash counter

1. Must be displayed on cash counter
2. Must be displayed on notice board
3. Must be displayed in/ out of branch premises
4. Others:

Customer complaint handling

1. Key responsibilities of the branch personnel
2. Modes of customer s complaints
3. Complaint processing at the branch (drop box facility)
4. Complaint resolution

Real time gross settlement system (RTGS)

4. Procedure for real time gross settlement system (RTGS)
5. RTGS funds transfer limits

6. Amendment recording sheet

Bad and irregular accounts

1. Classification of account:
2. Request of drawer to restrict drawings:
3. Chapter current/ saving deposits miscellaneous accounts
4. Handling pay slip with incorrect name:
5. Lodgment of claim
6. Verification of customer s signature on application

Customer and Account Management (CPU)

This is the module where users (bank staff) can manage Account Management of the customers. In alignment with new regulation of the SBP (State Bank of Pakistan) system should be capable enough to segregate both conventional and Islamic clients.

System should also have functionality where it allows only conventional customers to create by conventional ops unit and accordingly for Islamic customers to create by Islamic Ops unit.

1. Creation of New customers in alignment with Account Opening Form
2. Amendment in Static Data details as well as change in segment, product, nature etc.
3. System should also have mechanism to automatically change the account status from active to dormant if no activity been carried out as per SBP regulation.
4. Should have functionality of relationship management where customers can have multiple account in single relationship
5. Should allow branch / ops users to scan the signatures and manage it.
6. System should also automatically change the status of signature the moment account status is change to dormant and according it will allow only designated users to whom rights are assigned to access those accounts.
7. Must have mechanism to activate the dormant or suspended or etc account
8. System should also allow users to deactivate the account with specific list of reasons fetch from LOV and accordingly access should be restricted for the those who have access to check the account details
9. Accordingly, it should also allow users to change the status from deactivated to active and reason can be picked from LOV
10. System should restrict Staff account access to only designated users to whom rights are assigned.
11. System should also have integration to update the static data received from ADC Channels (IVR, ATM, Mobile and iBanking)
12. System should also have functionality where it will assist users to open the account through an upload mechanism where users will upload a file (excel or CSV) defined format and system should allow and generate the account number accordingly.
13. The system should have the ability to have different flags for: retail accounts, corporate accounts, minor accounts, Illiterates and special needs accounts
14. Ability to categorize the customers into the following groups: Government organizations, Individuals, Private enterprises
15. System should have functionality where users can close the account
16. The system should have the ability to differentiate between inactive, blocked and closed accounts
17. The system should have the facility to record black listed individuals
18. The system should have the ability to restrict service for those customer listed on delinquent list except authorized by supervisor

19. Facility to define and change charges, commissions, penalties, etc in relation to any account or category of a accounts or transaction type
20. Facility to define and change government charges (Stamp Duty, etc)
21. The charges and other fees specified can be applied based on amount, period, account category ... etc
22. Facility to allow waiver/discount of penalty, commission and service charges for selected customer and redirect same for supervisor approval as per workflow
23. System should be capable enough to manage the minimum requirement of the account balance and if threshold is reached it should notify to relevant unit to take appropriate action. i.e. charges or downgrade from Priority to Normal account etc.

Regulatory requirement

1. Auto Zakat deduction process on the given frequency with across branches settlement
2. Region wise settlement of Zakat Deductions
3. KYC as per regulation
4. A/C Opening as per bank requirements
5. Cheque Management as per requirements
6. PO/DD Stock Management as per requirements
7. Accounts as per SBP regulations
8. Tax Regime Compliance as per regulatory requirements (Filer/Non Filer/Finance Act Compliance)
9. PO/DD remittances as per requirements
10. Term Deposits as per requirements
11. Cash Management as per banking practices
12. Hajj Applications
13. Shares Applications
14. Dividend Warrant Payments
15. Corporate Banking Loans/Trade Finance as per regulator practice
16. ECIB
17. Import /Export LC Collection and Guarantees as per regulatory requirements
18. Regulatory Reports /Letters and Advices
19. Statement of account. Both paper and electronic formats and frequencies (daily, monthly, quarterly, 6 monthly yearly)
20. Clearing Interface with NIFT
21. Verisys Interface for Online verification with NADRA
22. Biometric Interface with NADRA
23. RTGS Interface
24. UBPS Interface for Online Billing Payments
25. ATM Switch Interface (TPS/Avanza/Euronet) or any third party with 1 Link
26. Salary Upload in Bulk for Corporate Customers
27. Automated School Fee Payments Facilities
28. System has provision to define additional classificatory for customers - types, segments and groupings.
29. Provision to cater for different customer types such as; Individuals (Adult, Minors), Different organizations, firms, banks, charities, NBFIs, EOBI; Retired and Serving Government Officials of different federal and provincial government bodies, Armed Forces, Semi Government and Autonomous bodies. etc.
30. System should allow definition of category and multiple inter-dependent levels of client types and sub types

31. Customer profile should be maintained centrally and linked to a single and unique customer number / ID and capability to group customers at multiple levels.
32. Ability for user to define, configure and control - mandatory and non-mandatory information required while creation of client. For e.g.: if passport information is made mandatory it should be entered without which client creation should fail
33. All customer numbers of a group should be linked to a single group number.
34. Due to a large number of customer business types system should support categorized tree view of customer business types.
35. Relationship of customer with other customers should be captured seamlessly with creation of the customer.
36. Ability to track the relationship between clients
37. System should allow to capture multiple addresses for each customer. Such as: living address, registration address, business address, employment address, mailing address, etc.
38. Client Origination - from prospect, data capture, deduping and KYC checks - the entire workflow should be configurable
39. Each customer in system is assigned automatically generated unique ID
40. Ability for user to define, configure and control - mandatory and non-mandatory information required while creation of client.
41. System must provide the opportunity to capture national ID and their details of clients. System should also allow capture multiple National ID types - like passport, Income Tax Registration No etc and their details
42. System should allow capture of First, Middle, Last, Married, Family names of clients. It should be flexible to names defined in local languages.
43. System should support capture of customer's name and legal address should be stored in system with latin characters as well as in local language. System should perform conversion of the name from local language to latin character names automatically.
44. System should support capture of multiple Nationality information for a client
45. System should support categorized tree view of customer business types.
46. The facility to add and modify all inter-related customers through a single step - linking one to many customers
47. Ability to track the relationship between clients
48. Ability to create several type of customer relations between related persons;
49. System has ability to modify and track customer-to-customer relationships
50. Calculation of profit on revised rate /Revise Rate calculation mechanism
51. System should allow to capture multiple addresses for each customer. Such as: living address, registration address, business address, employment address, mailing address, etc.

Deposits

Conventional

1. Supports to calculate preferential interest rate or multiple interest models and conditions including tier and floating interest rates on the lowest (minimum) balance for both existing and new customers
2. Supports to accrue interest on daily, monthly and semi- annually basis and post to General Ledger and customers' account

3. Support different categories of products (e.g. For Youth, Women. Elderly...) with respective parameters.
4. Supports automatic interest calculation and posting to General Ledger and Customer Accounts when customer closes the account
5. Should be flexible enough to comply with the Finance Act on yearly basis as and when announce by the government.
6. Un-claimed account mechanism should be in line with SBP circulars
7. Supports to calculate Interest Tax, and other taxes on the capitalized interest and post to General Ledger and Customers' Account
8. Protects overdraw from customer account
9. Supports to handle both book balance and cleared balance separately, and withdrawal should be from cleared balance
10. Supports for setting of minimum opening balance to be specified by the Bank
11. Supports to flag accounts as inactive if the account is dormant for the period specified by the Bank
12. Supports to reactivate inactive account if sufficient number of transactions is made on an account in a period specified by the Bank and as per supervisor approval (Hide view of inactive accounts from unauthorized personnel/ allow viewing same for privileged supervisors)
13. Supports blocking (not allowing withdrawal) of accounts (partially or fully) when ordered by the account holder or any authorized third party. On such account:
 - a. Interest accrual should be made on book balances;
 - b. No withdrawal is allowed for the blocked amount without supervisory approval
 - c. Closing is not allowed without supervisory approval
 - d. Supports for accounts held in foreign currencies
14. Supports to transfer to Other Income Accounts if the account is dormant for the period specified by the Bank and its balance is below the specified amount
15. Support computer generated receipts (Slips) on the layout to be defined by the Bank for the transactions made by the account holder
16. Support non-interest bearing saving accounts management
17. Support Account re-activation process
18. Support change of signature and photo for joint signatory account
19. Support bulk transaction by debiting from single account and credited to multiple account
20. Support for standing instructions such as transfer from saving account to current account or to any other as specified by the account holder
21. System should have the functionality related to post dated cheques and return cheques.
22. System should have the capability to identify or prompt if the cheque serial is correct/wrong.
23. Support saving account which will be operated by cheque
24. Blocking details (reason for blocking, date of blocking, requesting organ)
25. Foreign currency premium saving account.
26. Support replacement loss of pass book treatment without account closed either support by transferring other service attached to account (like ATM service, Mobile banking Service etc...) or support use of existing customer details.

Fixed/Term Deposit

1. Supports flexible duration/maturity periods to be set by the Bank (e.g. Friendly TDR, Bemisal TDR and likewise all the conventional banking products of BOK)
2. TDR's should be forwarded to HO for approval (TDR approval mechanism along with special rate approval mechanism)
3. Supports to store all information contained in the fixed deposit certificate
4. Supports multiple interest conditions and models including tier and floating interest rate with possibly an optional compounded interest rate
5. Supports to accrue interest on daily/monthly/semi- annually/ annually basis and post to General Ledger
6. Supports to generate notice of maturity before the period specified by the Bank
7. Supports to capitalize interest to the account specified by the customer and General Ledger
8. Supports to calculate Interest Tax on the capitalized interest and post to General Ledger and Customers' Account
9. Supports to renew (auto rollover) automatically on maturity date with same condition
10. Supports to recalculate interest as required including zero (0) if deposit is withdrawn before maturity date
11. Supports blocking and releasing of accounts (partially or fully) when ordered by authorized third party with the approval of supervisor. Supports to reserve fund from his branch or another branch accounts for specified reason by authorized person.
12. If the account is not renewed the interest rate should be frozen.
13. Supports for amendment of fixed deposit details at any time after account establishment by supervisor authority
14. Support computer generated receipts (Slips) on the layout (receipt format) to be defined by the Bank for the transactions made by the account holder
15. Supports foreign currencies customers account
16. Supports to forfeiting of agreed upon interest rate but calculates on minimum rate (to be defined by the Bank) if the amount is withdrawn before maturity period

Current & Overdraft Account

1. Supports to handle multiple interest rate conditions and models including tier and floating interest rate based on daily or monthly balance basis
2. Supports to handle positive (credit) and negative (debit) balance
3. Supports to accrue interest on negative balance on daily or monthly balance basis and post to General Ledger
4. Supports to capitalize negative or positive interest to the customer account and General Ledger on the period specified by the Bank
5. Supports to allow a variety of charges such as statement fees, commissions, penalties, service charge estimation fee, telephone charges etc.
6. Supports to charge at the end of predefined month an inactive account fee to be determined by the Bank (the amount to be specified by the Bank) on dormant accounts with low balance to be determined by the Bank
7. Supports to calculate the minimum and maximum balance during the month including turnover
8. Supports to record interest income collected from overdue/expired OD Accounts after specified period by the Bank into memorandum section
9. Supports reporting for any overdrawn account at the end of operation day

Islamic

1. The system should support flexible definition of Mudarabah products.
2. The system should support restricted or unrestricted types of Mudarabah.
3. Within both restricted / unrestricted Mudarabah, system should cater remunerative transactional accounts, remunerative fixed maturity and agreement based accounts.
4. The system should maintain the details of accepted deposits and Bank's equity.
5. The system should support linking of Mudarabah investment within the identified asset / pool.
6. There should be a provision in the system for group account / family account functionality.
7. System should support account closure for transactional accounts or premature encashment for fixed maturity accounts.
8. System should be flexible for reports designing / respective products of Mudarabah
9. The system should support flexible definition of Musharakah products.
10. The system should support restricted or unrestricted types of Musharakah.
11. The system should support linking of Musharakah investment within the identified asset / pool.
12. System should support alerts like breaching the musharakah profit of dormant partner, un tagged accounts etc.
13. System should support account closure for transactional accounts or premature encashment for fixed maturity accounts.

RFC/SRFC

1. System should have capability to manage RFC and SRC with different tenure like 6M, 1Y etc with specific disbursement date associated with tenure.
2. Profit Accrual mechanism should be there and provision for revision in rates should be available in the system as per bank's requirement.

Current & Overdraft Account (Qard/Wadiah)

1. The system should support flexible definition of Qard / Wadiah products.
2. The system should maintain the details of accepted deposits and Bank's contribution as hiba.
3. The system should support linking of Qard / Wadiah deposit within the identified asset / pool.
4. There should be a provision in the system for group account / family account functionality.
5. System should support alerts like OD status, un tagged accounts etc.

Reconciliation

System should have auto reconciliation or have mechanism from where Reconciliation team can reconcile the transaction but it is not limited to NOSTRO, VOSTRO and ATM Reconciliation.

Consumer Financing

System should be able to classify credit with respect to following categories: Corporate/Consumer/SME/Micro/Agri & Islamic and all the applicable functionalities should be available in the system to cater all the reporting and processing requirement. Where requirements differ w.r.t modalities should be different and other generic information should

be available for all types of financing (Both Conventional & Islamic Banking)

System should extract the data as per the requirement of eCIB for subsequent submission to State Bank of Pakistan

1. The system must be able to calculate Ratio Analysis based on the above mentioned financial statement data and the parameter to be provided
2. The system should have the capability to do credit scoring based on the parameter to be provided
3. The system must be able to do credit rating based on the parameter to be provided
4. The system should have the capability to make back value dated and future dated loan account creation and disbursements.
5. The system should have the capability of entertaining grace/holiday period. (i.e. it must be able to allow the bank give principal repayment relief to creditors for some specific periods(grace/holiday period) and during the grace/holiday period the system should have the capability to equally allocate the outstanding principal for the given installments throughout the loan life.
6. The system should have the capability to accept different interest rates for different periods within a given loan period.
7. The system should have the capability to do installment disbursements (It should allow Multiple disbursements on a single account for a given customer).
8. The system should have the capability to perform both automatic and manual disbursements.
9. The system should have the capability of entertaining different loans having different repayment modality (Monthly, Quarterly, Semi-annual or Onetime full payment)
10. The system should have the capability of accepting a penalty rate as well as calculate the penalty based on different criteria's which the bank requires.
11. The system should have the capability of calculating interests on the unpaid principal values (Overdue principals) for their overdue days.
12. The system should have the capability of both manual and automatic status controlling option (NORM, SPME, SUBS, DOUB and LOSS) based on the bank's status movement criteria.
13. The system should have the capability of handling both forward and backward status movements based on the bank's status movement criteria.
14. The system should have the capability of handling status change accounting entries automatically. (i.e. It must have the capability of revering interest incomes from the interest revenue account and hold it to the memorandum account when the loan becomes SUBS, DOUB and LOSS). It should have also the capability of reversing back the interest amounts when the status of the loan comes back to NORM and SPME).
15. The system should have the capability of handling automatic loan provisions on loans based on their respective statuses as well as other loan provisioning criteria's of the bank.
16. The system should have the capability of passing an accounting entry for the loan provisioning based on the criteria of the bank set towards this end.
17. The system should have the capabilities of making automat reversal enter for the loan provisioning's via considering the criteria's towards this end.
18. The system should have the capability of calculating pre-payment penalty if customers make prepayments on their loan accounts
19. The system must allow to make various amendments on loan account Such as:
 - a. It should have the capability of extending the original maturity date of the loan.

- b. It should have the capability of modifying interest rates.
- c. It should have the capability of modifying both back value dated and future dated interest modifications.
- d. The system must be able to allow users change original installment repayments of the loan (i.e. it must allow installment modifications).
- e. The system should allow users to give a grace/holiday period at the middle of the loan period and should have the capability to prorate the unpaid principal and accrued interest balances throughout the remaining life of the loan considering the grace/holiday period modifications.
- f. The system must allow users to extend additional grace/holiday periods, if the original grace/holiday periods gets lapsed.
- g. The system should allow users to modify the status movements of the loan accounts. (Ether from Automatic to Manual or vice versa).
- h. The system should allow users to modify repayment modalities from one another. (i.e. from monthly to Quarterly.)
- i. The system must allow users to modify liquidation/repayment mode from one another (i.e. from Auto to Manual or vice versa).
- j. The system must allow to change loan takedown accounts if necessary.
- k. The system must allow to modify the original loan amounts/ increase the loan amounts within the loan.
- l. The system should have the capability of entertaining loan rescheduling/restructuring. (i.e. it has to give the option to modify the existing loans without liquidating them as per the new approval.
- m. The system should have the capability of capturing multiple collaterals for a single loan account.
- n. The system should have the capability of recording cross collaterals. (i.e. The system should allow for the collaterals which are registered for a loan to once again re-register for some other loan).
- o. The system should allow users to include additional collateral or exclude any of the existing collaterals associated to the loan account at any point in time, if necessary.
- p. The system should allow amalgamation of two or more loan accounts into a single loan accounts based on the decision of the credit committee.
- q. The system must have the capability of handling syndicate loans (the loan to be granted to customer by two or more banks).
- r. The system must have the capability of calculating interests and recording accruals on a syndicated loans.
- s. The system must have the capability of distributing syndicated loan interest between the lead and correspondent banks.
- t. The system should have the capability of allowing users to modify interest rates, maturity dates and others over a syndicated loans.
- u. The system should allow users to modify loan amounts of a syndicated loans.
- v. The system must allow users to make installment disbursements on a syndicated loan.
- w. The system must allow users to make installment collections on a syndicated loans.

Islamic Financing

1. The system should support flexible definition of Mudarabah products.
2. The system should support restricted or unrestricted types of Mudarabah.
3. Within both restricted / unrestricted Mudarabah, system should cater remunerative transactional accounts, remunerative fixed maturity and agreement based accounts.
4. The system should support linking of Mudarabah financing within the identified sources of funds / pool.
5. System should be flexible for reports designing / respective products of Mudarabah without vendor intervention.
6. The system should generate the relevant documents in specified formats.
7. The system should support flexible definition of Musharakah products.
8. The system should support restricted or unrestricted types of Musharakah.
9. Within both restricted / unrestricted Musharakah, system should cater remunerative transactional accounts, remunerative fixed maturity and agreement based accounts.
10. The system should provide flexible definition of products to support lease of different equipment / assets.
11. The system should support local, import, export Ijarah products.
12. The system should support linking of Ijarah financing within the identified sources of funds / pool.
13. System should be flexible for reports designing / respective products of Ijarah without vendor intervention.
14. The system should generate the relevant documents in specified formats.
15. The system should support flexible definition of Murabaha / Musawama products.
16. The system should support local, import, export Murabaha / Musawamah products.
17. The system should support linking of Murabaha / Musawamah financing within the identified sources of funds / pool.
18. System should be flexible for reports designing / respective products of Murabaha / Musawamah without vendor intervention.
19. The system should generate the relevant documents in specified formats.

Salam & Parallel Salam (Working Capital / Trading Products (for future sale)

20. The system should support flexible definition of Salam and Parallel Salam products.
21. The system should support local, import, export Salam and Parallel Salam products.
22. The system should support linking of Salam financing within the identified sources of funds / pool.
23. System should be flexible for reports designing / respective products of Salam without vendor intervention.
24. System should support subsequent amendment in specification of the asset

Istisna

25. The system should provide a flexible definition of the periods applicable in Istisna – construction period and settlement period.
26. The system should provide flexible definition to support sale of different manufactured equipment / assets.
27. The system should define a disbursement plan for the financing account in compliance with the agreed terms of the Istisna contract.
28. The system should support linking of istisna financing within the identified sources of funds / pool.

29. The system should support handling of subsequent amendment in the specification of asset constructed.
30. The system should re-compute un-earned income in case of changes in the release plan.
31. The system should support changes in the payment in case of late delivery of asset.
32. The system should compute and account early settlement rebate on the basis of defined rules.
33. The system should compute the profit accrued during the construction period on the basis of either the schedule disbursed amounts or on the basis of full financing amount.
34. System should be flexible for reports designing / respective products of Istisna without vendor intervention.

Sukuk

35. System should provide flexible definition of the sukuk product.
36. System should have the ability to configure, maintain product structure and its variances.
37. System should have the ability to define the underlying Islamic contract of the Sukuk.
38. System should have the provision for marking Held to Maturity (Trading is not allowed).
39. System should have the provision for marking Available for sale (No time Limit for trading and MTM will effect on equity).
40. System should have the provision for marking Held for trading (Cannot hold for more than 90 days and MTM will effect on PNL).
41. System should provide flexible definition of profit rates (fixed and variable).
42. System should have the provision to post amortization and profit accrual on daily basis.
43. For the HFT there will be no amortization, the premium paid on purchase will be the part of Cost and this difference between AFS and HFT should account for by the system.
44. After the change of coupon rate on SUKUK the accrual and the amortization should be changed immediately in the system.
45. System should perform settlement of pre-mature bond (SUKUK) – Buying/Selling.
46. System should have the ability to cater the launching of the Sukuk as Arranger on behalf of the customer of the Bank.
47. System should have the provision to assign unique serial number to each issued Sukuk.

Syndication

The system should support multiple structures for Syndication:

1. Murabaha and Ijarah
2. Sukuk and Ijarah
3. The system should capture the necessary elements of the Syndication Deal such as:
 - a. Obligor details
 - b. Name
 - c. Business
 - d. Industry
 - e. Country of origin
 - f. Rating
4. Total Facility Amount in original currency
5. Total Facility Amount in converted currency
6. Amount and Percentage of the total facility

7. Project details
8. Participant details
9. Lead Agent details
10. Syndication House details
11. The system should support booking a normal facility and track profit payments, fees and repayments where the Bank is only the participant.
12. The system should have the ability to book the obligor's limits as the Bank is taking risk on the counterparty where the Bank is underwriting the risk, or is the principal agent.
13. The system should have the ability to book the principal's agent's limits where the Bank is only the participant.
14. The system should capture each of the participants to the syndication and their contribution percentage (both the asset and the income earned as well as the risk charge).
15. The system should perform accrual of profits in the books of the Bank only for the portion contributed by the Bank.
16. The system should have provision for participants who can share admin fees without contributing assets as in the case of a Lead.
17. The system should support splitting of the syndicated amount into multiple tranches and each tranche would need to maintain the same or different characteristics of the syndicated deal - the ratios could be different, currency could be different.
18. The system should support setting up of drawdown schedule so that the drawdown automatically happens on those days.
19. The system should support collection of commitment charges.
20. The system should support tracking of repayments / rollovers.
21. The system should support consolidated and split rollover of drawdown's.

Other Products

1. Qarz-e-Hasna
2. Advance Payments
3. Running Musharaka

Integration

Integration API must be available where Core Banking system can be integrated with any other application. Few systems as follows:

1. ATM
2. CDM
3. CDK
4. Mobile Banking
5. iBanking
6. SMS
7. Omni Channels
8. Branchless banking
9. POS
10. IVR
11. SWIFT

12. Reuters
13. Bloomberg
14. HRMS
15. Adams treasury
16. SAS
17. CRM System (Portal based)
18. FRM/AML
19. Data Warehouse
20. Home Remittance
21. Cash Management System
22. Banca
23. Online Trade Portal (Processing and issuing of LC and Contracts)
24. Consumer Asset Management (LOS and LMS)
25. Credit card System
26. Aquity
27. Risk Management software
28. Al-Qist
29. Reconciliation
30. GIS application
31. Rosetta
32. Service quality software
33. Remitex
34. RTGS
35. Pool management
36. BI Tool
37. Microsoft Dynamics
38. Financial

Risk Management Department

1. Single Unique Key Identifier for a customer throughout the Bank.
2. Centralized Platform for Foreign Trade, Accounts & Credit Operations including limit monitoring.
3. Must have all relevant fields/support as per Basel rules & regulations.
4. Business Line mapping for Operations risk capital calculations.
5. Daily revaluations of various FX funded, Non Funded & deposit accounts.
6. Ability to integrate with existing systems within the Bank for data consolidation.
7. Ability to integrate with future systems that bank deploy in future.
8. Must be able to revalue (preferably daily) all shares held as collateral against share financing.
9. Must have a dedicated Business Intelligence utility to support/provide ready & easy to extract various reports.
10. Automated process for Classification & provisioning of Non-Performing Loans.

Finance

1. Recording of all accounting transactions at back office
2. Cost Centre/Profit Centre, provision for alignment with bank's org chat, flexible account coding structure which includes the ability to have cost centers and profit centers
3. Able to process all transactions in real time with direct updates to the General Ledger (GL)
4. Support automatic generation by the system of a general ledger consolidated in the base currency selected by the user
5. Journal entry capability and ability to allocate transactions based on predefined criteria
6. Security enabling access to specific accounts to be restricted to specific users
7. Supports to handle the Bank chart of accounts with possibility of changes of account when required
8. Fully automatic integration with subsidiary ledger
9. Supports complete budget and follow-up system
10. Supports multi-currency accounting
11. Supports inter-branch and inter-banking clearing
12. Supports a cash limit control system
13. Supports vault-transfer system
14. Supports several preliminary closing of financial year before final closing/ Interim closing
15. Supports easy extraction's of data in to spread sheet program
16. Support Reversal of transactions same day and previous days with supporting source document and supervisor approval
17. Support parameterized interest rate and income/expense accounts handling
18. Profitability Analysis (Branch Wise/Treasury/HO/Corporate & Retail Banking etc)
19. Support to classify the long term asset/Liability portion to Short term as per its requirement
20. Support to calculate and post credit provisioning journal based on predefined formula (can accommodate new formula and changes in formula parameter)
21. Support correction or adjustment journal
22. Adaptability of International Financial Reporting Standards (IFRS), provisions of company's ordinance 1984, Banking Companies ordinance 1962 & Securities and Exchange commission of Pakistan (SECP). Whether or not application is IFRS compliant.
23. Integration with different applications to create a bank wide reporting (API)? What features are available
24. Estimation of deprecation of Property Plant and Equipment
25. Estimation of Provision for Taxation
26. Revaluation of Investments
27. Consolidation Process
28. Cut Off procedures
29. Financial Statements (Extent of Reporting Inventory & data population)
30. Disclosure Requirements w.r.t Financial statements
31. Audit Trail
32. Prepaid Expense recording and auto posting mechanism
33. Fixed Asset Register (Mechanism Available to cater Fixed Asset)
34. SBP Reporting (ROCA, A-05, A-03 etc)
35. Segment Reporting

36. Internal Transfer Reporting Mechanism
37. System should be able to provide consolidated management reporting for Islamic /Conventional branches and branchless banking.

Alternative Delivery Channels

Integration

1. System should have integration mechanism to integrate with all ADC channels, Like ATM, CDM, CDK, POS, mobile & internet banking.

ATM

2. Inquiries, Cash withdrawals, CDM capability, self-service kiosk, Biometric Authentication, IBFT, UBPS, Mobile Top-ups and provision of all features such as services request, activation, all billers including CDC payments etc., IBFT 2.0 compliance and any other as specified by regulators.
3. FRMU and AML, complete module of ATM Reconciliation (Inter branch and Inter Banks) and DRU complete mechanism along with reporting.

Cards

- a. CIF with capability of Mag-strip and EMV (chip) cards generation both at Branch, ADC back office or outsourced vendors in a seamless and swift manner without human intervention. To check and stop duplicate cards request at the time of cards requests. Complete MIS with respect to the following. (Card Issuance, Card Block, Active Cards, capture/retained cards at Head Office(ADC's) to keep web based centralized data of all retained cards/suspicious cards, auto email generation to member Banks. Mutilated Cards, Claim Lodgments, auto deduction

Cash Management

4. To comply with SBP regulation system should prompt to branches that they must capture cash balancing/replenishment activity.

ATM/POS Transaction Handling

5. Ability to automatically handle transaction reversals (as per standard procedure of 1Link/member Banks) in case of failed transaction particularly. Feature to trace out of pattern generated transaction through cards to mitigate the Risk of fraudulent transactions.

Host Platform Standardization

6. Support of all kind of message formats exists in industry e.g. ISO8583, PHX8583 etc. Support of all the payment schemes e.g. JCB, VISA, Master, CUP, and PayPak etc. Ability to pass necessary accounting entries at each stage of the failed transactions, rule out of the current Host sign Off due to interruptions of Host sign-off and connectivity breakdowns with CBA issues (Issuer link down,) PCI DSS compliant.
7. Essentially required at Branch end. List of all failed transactions at Branch end, List of all cash retracted transaction

Branchless Banking

8. System should module where Bank can initiate multiple branchless banking Products like Wallet, Low KYC, Account opening with complete agent management etc.

Trade Finance

General

1. Ability for the system to validate sufficiency of balance / limit
2. Ability to integrate with the Bank's Anti Money Laundering System and validate beneficiary AML status before processing.
 - a. Ability to manually authorize and approve / reject transactions identified by the AML system
3. Ability to review transaction details and approve it in the system. On approval do the following but not restricted to:
 - a. System to pass necessary accounting entries
 - b. Voucher to be generated
 - c. If the Customer is under E-Banking, electronic copy of the voucher is mailed to the Customer
4. Ability to review transaction details and do the following:
 - a. return transaction details back to the data entry personnel for modifications, if required
 - b. cancel it in the system, if required
5. Ability to pass necessary accounting entries at each stage of the transaction
6. Ability to integrate with the Swift system to release the Swift message
7. Ability for the system to generate Draft Swift messages applicable in the standard template based on the transaction details in the system
8. Ability to provide for multiple review of the transaction details and draft swift message and approve both transaction details and draft Swift message together in the system or refer back for changes
9. Ability to approve both transaction details and draft Swift message together in the system or
 - a. Ability to refer back both transaction details and draft Swift message for changes

Opening of Credit Letter

1. Ability to support following :
 - a. Generation of Local L/C's
 - b. Generation of Foreign L/Cs
2. Ability to select language of input and generation of L/C document in English or Arabic
3. Ability to provide for data to be inputted for the creation of a letter of credit.
4. Ability to print the Letter of Credit in the standard format
5. Ability to display the open position by currency

6. Ability to scan the manual L/C opening form (if any) or the online request and any other relevant document and attach with the LC opening transaction
7. Ability to take Margin at the time of L/Cs opening.
8. Ability to create Acceptance of Usnace L/Cs.
9. Ability to reverse Acceptance of Usnace L/Cs.

Payment of LCs

1. Ability to retrieve L/C Details from the system on the basis of reference number
2. Ability to input details of documents received and match with documents required detailed at the time of opening the L/C
3. Ability to proceed with payment even if all documents are not received after receiving approval from the appropriate authority in the system
4. Ability to input payment details in the system
5. Ability to allow part payments for the LC
6. Ability to input details of charges / expenses, correspondent bank charges, commission etc., if applicable
 - a. Ability to automatically convert rate masters Charges / Commission into the relevant currency utilizing the applicable rate
 - b. Ability to override system generated rates with Supervisory approval
7. System to automatically populate details of the default correspondent bank based on the currency of payment
 - a. Ability for users to change the details of the default correspondent bank
8. For amendment of the Draft Swift Message automatically generated:
9. Ability to review transaction details and cancel it in the system, if required
10. Ability to automatically close the L/C if the L/C amount has been fully paid
11. Ability to scan and attach the relevant external documents related to the payment with the L/C payment transaction
12. Ability to Reverse Margin at the time of L/Cs payment.

Amendments to Letter of Credit

1. System to prohibit making amendments to any L/C that has been closed in the system
2. Ability to set in the masters, details of L/C field that can and cannot be amended
3. Ability to retrieve L/C Details from the system on the basis of reference number
4. Ability to amend details of the L/C in the system in the permitted fields
5. In the case of an increase in the L/C amount, system to utilize current exchange rates from the rate masters to arrive at the local currency equivalent to be debited from the customer

6. Ability to override system generated rates with Supervisory approval
7. In the case of an increase in L/C amount do the following but not restricted to:
8. Ability for the system to validate sufficiency of balance / limit
9. Ability to review transaction details and cancel it in the system, if required
10. Ability to print the amended Letter of Credit in the standard format
11. Ability to scan any manual correspondence received requesting for the amendment or the online request and any other relevant document and attach with the L/C amendment transaction
12. Ability to track approvals received from the beneficiary correspondent bank for the amendments in the L/C
13. Ability to reverse amendments in the system if the amendments are not accepted by the Beneficiary

Cancellation/Closing of a Letter of Credit

1. Ability to cancel Letter of Credit in the system
2. Where the L/C amount has been fully paid / no outstanding balance, the system to automatically close the Letter of Credit
3. Where the L/C has expired, the system to generate a draft Swift message addressed to the Advising bank, stating that the L/C has expired and the bank will proceed towards closing the same and request the beneficiary to confirm cancellation
4. Where the request to cancel the L/C has been received from the Customer prior to the expiry of the L/C, the system to generate a draft Swift message addressed to the Advising bank, stating the Customers desire to cancel the L/C with the reason for the same and requesting the beneficiary to confirm the cancellation
5. Ability to capture reason for cancellation
6. Ability to provide for multiple review of draft swift message and approve the draft Swift message together in the system or refer back for changes
7. Ability to track approvals received from the beneficiary correspondent bank for the cancellation of the L/C
8. Ability to input cancellation request of Letter of Credit in the system on receipt of confirmation from the Advising Bank
9. Ability to review cancellation details of the L/C and approve it in the system
10. Ability to review transaction details and cancel it in the system, if required
11. Ability to scan any manual correspondence received requesting for the amendment or the online request and any other relevant document and attach with the L/C amendment transaction

Documentary Bills - Bills for Collections - Opening

1. Ability to facilitate the capture of all the details of the Documentary Bills - Bills for Collections (DB) to be processed.
2. Ability to review transaction details and cancel it in the system, if required

3. Ability to review transaction details and approve it in the system.
4. Ability to generate an advice for Documentary Bills - Bills for Collections in the standard format utilizing the transaction details on approval
5. If the Customer is under E-Banking, electronic copy of the advice is emailed to the Customer

Documentary Bills - Bills for Collections – Payment

1. Ability to generate notices of payment before the due date
 2. Ability to generate reminder letters in the standard format to the Customers requesting approval to process the transactions
 3. Ability to retrieve DB details from the system based on the reference number
 4. System to automatically populate details of the default correspondent bank based on the currency of payment
 5. Ability for users to change the details of the default correspondent bank
 6. Ability to input payment details in the system which include the following
 7. System to automatically populate LCY equivalent of the amount payable using rates applicable from the rate masters
- Ability to override system generated rates with Supervisory approval
8. Ability for the system to validate sufficiency of balance / limit and if available block the required amount until final approval
 9. Ability to review transaction details and return it back to the data entry personnel for modifications, if required
 10. Ability to review transaction details and cancel it in the system, if required
 11. Ability to automatically update the cash flow position for the respective correspondent bank utilized with payment details and send a notification to the appropriate authority
 12. Ability to automatically change the status of the DB to Closed if the DB amount has been fully paid

Documentary Bills - Bills for Collections – Amendment

1. System to prohibit making amendments to any DB that has been closed in the system
2. Ability to retrieve data of the relevant DB using transaction reference number
3. Ability to amend details of the DB in the system in the permitted fields
4. Ability to review transaction details and cancel it in the system, if required
5. Ability to review transaction details and approve it in the system. On approval generate an Amendment Advice for Documentary Bills - Bills for Collections in the standard format utilizing the amended transaction details
6. Ability to generate an Amendment Advice for Documentary Bills - Bills for Collections in the standard format utilizing the amended transaction details on approval

7. In case of transaction amendment / cancellations for accounts under TSA, the system should update the TSA limit and pass the necessary accounting entries as defined in the TSA requirements
8. If the Customer is under E-Banking, electronic copy of the amended Advice for Documentary Bills - Bills for Collections is mailed to the Customer
9. Ability to scan any manual correspondence received requesting for the amendment (if any) and attach with the DB amendment transaction

Documentary Bills - Bills for Collections - Cancellation / Close

1. Ability to close DB in the system automatically when the DB amount has been fully paid / no outstanding balance
2. Ability to input details of DB to be cancelled along with the reason for cancellation
3. Ability to review cancellation details and return it back to the data entry personnel for modifications, if required
4. Ability to review transaction details and cancel it in the system, if required
5. Ability to review cancellation details of the DB and approve it in the system. On approval do the following but not restricted to:
6. System to pass necessary accounting entries, if any
7. Cancellation Advice for Documentary Bills - Bills is generated in the standard format
8. If the Customer is under E-Banking, electronic copy of the cancellation Advice for Documentary Bills - Bills for Collections is mailed to the Customer
9. Ability to scan any manual correspondence received requesting for the cancellation and any other relevant document and attach with the DB cancellation transaction

Foreign Currency Cheque Deposit

1. Ability to facilitate the capture of all the details of the Foreign Currency Cheque deposited.
2. Ability to review transaction details by an independent authority and return it back to the data entry personnel for modifications, if required
3. Ability to review transaction details and cancel it in the system, if required
4. Ability to review transaction details by multiple authorities and either approve it or send it for amendments
5. Ability to review transaction details and approve it in the system. On approval generate an Advising Letter is generated in the standard format utilizing the transaction details
6. If the Customer is under E-Banking, electronic copy of the Cheque Deposit Advice is emailed

Foreign Currency Cheque Collection

1. Ability to retrieve Foreign Currency Cheque Deposit transactions from the system

2. Generate a draft Swift message in the standard format for following up with the Correspondent Bank for the selected cases where credits have not been received for a significant period of time
3. System to provide an option to highlight if a cheque has been received from the correspondent bank and if the cheque is honored or dishonored
4. In the case the cheque has been dishonored do the following but not restricted to
5. Ability to enter into the system the reason for dishonor
6. Ability to enter into the system the reference number and date instructions for dishonor received
7. System to generate a letter addressed to the Customer in the standard format providing the Cheque details and reasons for the dishonor
8. If the Customer is under E-Banking, electronic copy of the above letter is generated and mailed to the Customer
9. System to pass necessary accounting entries, if any
10. In the case the cheque has been honored do the following but not restricted to:
11. Ability to enter into the system the following details at the minimum:
12. Date of receiving the credit
13. Net Amount Credited
14. Fees, Commissions, Processing fees charged by Advising Bank, Correspondent bank etc
15. Transaction reference number for the credit
16. System to automatically converts all foreign currency amounts into the applicable currency (currency in which the account is opened) taking into account the applicable rates from the rate masters
17. Ability to override system generated rates with Supervisory approval
18. Ability to provide for multiple review of the draft transaction details and approve it in the system or refer back for changes

Amendments to Foreign Currency Cheques

1. System to prohibit making amendments to any FC Deposit that has been closed in the system
2. Ability to retrieve data of the relevant Foreign Currency Cheque Deposits using transaction reference number
3. Ability to amend details of the FC Cheque Deposit in the system in the permitted fields
4. Ability to enter reasons for Amendment of the foreign Currency cheques
5. Ability to review transaction details and cancel it in the system, if required
6. Ability to review transaction details and approve it in the system. On approval generate an Amendment Advice for Foreign Currency Cheque Deposit in the standard format utilizing the amended transaction details
7. If the Customer is under E-Banking, electronic copy of the amended Advice for Foreign Currency Cheque Deposit is mailed to the Customer
8. Ability to scan any manual correspondence received requesting for the amendment (if any) and attach with the DB amendment transaction

9. Ability to cancel a Cheque Deposit transaction from the system with supervisory approval

Bank Guarantees

1. Ability to process bank guarantee
2. Allows capture of Bank Guarantee type and displays input screen based on the type
3. Tender Bond
4. Performance Guarantee
5. Payment Guarantee
6. Maintenance Bond
7. Advance Guarantee
8. Standby Guarantee
9. Have the option to be able to print multiple copies of the guarantee for the respective parties
10. Generates appropriate accounting entries for the guarantee amount as well as charges for commission and fees.
11. Generates automatic accounting entries for penalty charges if the Bank Guarantee is not returned for cancellation within a user-defined grace period after expiry date.
12. Allows to handle any amendments, extensions and cancellations on letter of guarantee
13. Generate the standard text for the desired guarantee
14. Ability to revalidate bank of Guarantee
15. Ability to reverse Bank Guarantee on Expiry
16. Ability to encash Bank Guarantee.

Shipping Guarantees

1. Issuance of shipping guarantees
2. Reversal of shipping guarantees
3. Ability to show outstanding position of Shipping guarantees
4. Ability to retrieve complete MIS of Shipping guarantees

PAD

1. Creation Of PAD
2. Adjustment of PAD
3. Outstanding PAD
4. Ability to retrieve complete MIS of PAD

OAP

1. Creation Of OAP
2. Adjustment of OAP
3. Outstanding OAP
4. Ability to retrieve complete MIS of OAP

FIM

1. Creation Of FIM

2. Adjustment of FIM
3. Outstanding FIM
4. Ability to retrieve complete MIS of FIM

FATR

1. Creation Of FATR
2. Adjustment of FATR
3. Outstanding FATR
4. Ability to retrieve complete MIS of FATR

Registration of Import Contracts

1. Registration of Import Contracts
2. Amendment in Registration of Contracts
3. Outstanding Position of Import Contracts
4. Payment of Contracts
5. Complete MIS of Import Contracts
6. Ability to print payment advices

Disbursement Export Re-Finance

1. DISBURSEMENT OF ERF-I (SBP)
2. DISBURSEMENT OF ERF-I (SBP/OWN SOURCES)
3. DISBURSEMENT OF ERF-II (SBP)
4. DISBURSEMENT OF ERF-II (SBP/OWN SOURCES)
5. DISBURSEMENT OFPACKING CREDIT-I (SBP)
6. DISBURSEMENT OFPACKING CREDIT-I (SBP/OWN SOURCES)

7. DISBURSEMENT OFPACKING CREDIT-II (SBP)
8. DISBURSEMENT OFPACKING CREDIT-I (SBP/OWN SOURCES)

Retirement of Export Re-Finance

1. RETIREMENT OF ERF-I (SBP)
2. RETIREMENT OF ERF-I (SBP/OWN SOURCES)
3. RETIREMENT OF ERF-II (SBP)
4. RETIREMENT OF ERF-II (SBP/OWN SOURCES)
5. RETIREMENT OFPACKING CREDIT-I (SBP)
6. RETIREMENT OFPACKING CREDIT-I (SBP/OWN SOURCES)

7. RETIREMENT OFPACKING CREDIT-II (SBP)
8. RETIREMENT OFPACKING CREDIT-I (SBP/OWN SOURCES)

Export

1. FDBC SIGHT CREATION
2. FDBC USANCE CREATION
3. FDBC SIGHT REVERSAL
4. FDBC USANCE REVERSAL
5. FDBC SIGHT REALIZATION
6. FDBC USANCE REALIZATION
7. FAFEB SIGHT BILLS

8. FAFEB USANCE BILLS
9. FBP SIGHT LC LODGMENT
10. FBP USANCE LC LODGEMENT
11. FBP ACCEPTED
12. FBP SIGHT LC RETIREMENT
13. FBP USANCE LC RETIREMENT
14. Export Advance Payment
15. Complete MIS of FDBC
16. Complete MIS of Export Advance Payment
17. E-Form certified against Each Advance payment export
18. Ability to make advices of all transactions

Import Advance Payment

1. Ability to make payment against Import advance payment
2. Ability to shows outstanding Cases of Import Advance payment
3. Ability to close the transaction after submission of documents
4. Complete MIS of Import advance payment
5. Ability to print payment advices

Open Account payment

1. Ability to make payment against Open Account Import
2. Ability to shows outstanding Cases of Open Account Import
3. Complete MIS of Open account Import
4. Ability to print payment advices

Inward Remittances

1. Ability for crediting foreign currency account received fr0m abroad
2. Complete MIS record of Inward Remittances
3. Complete MIS Record of credit entries of Foreign Currency accounts.

Outward Remittances

1. Ability for Debiting foreign currency account sent abroad
2. Complete MIS record of Outward Remittances
3. Complete MIS Record of Debit entries of Foreign Currency accounts.

Credit Monitoring Department

1. Past due accounts/buckets (1-15, 16-29, 30-59, 60-89,90+)
2. Watchlist accounts
3. Template of SE and ME reporting, required by SBP on monthly basis
4. Expired LG statement
5. Advance against Murabaha statement
6. Block accounts/expired limits/unavailed limit reports etc

Collateral monitoring Department

1. Module for cash finance (discussed with previous vendor but not finalized)
2. Shares monitoring module
3. Muqaddam-wise report
4. Commodity report
5. Consolidated stock position of a single commodity report
6. Statement of assets portfolio including insurance and valuation
7. Triggers for expiry of valuation/insurance
8. Triggers for stock reports

Credit Conventional - Consumer

General Information

1. System should be able to classify credit with respect to following categories: Corporate/Consumer/SME/Micro/Agri & Islamic and all the applicable functionalities should be available in the system to cater all the reporting and processing requirement. Where requirements differs w.r.t modalities should be different and other generic information's should be available for all types of financing (Both Conventional & Islamic Banking)
2. " System must be able to accommodate the following general information data for processing credit requests:
 - a. Customer Identification Information;
 - b. Customers' loan request both in Type (Term Loan, OD and Both) and Amount;
 - c. Collateral information of the property that customers' offered to secure their loan;
 - d. Legal document
 - e. Interest rate to be applied on the requested loan;
 - f. Mode of repayment (Monthly, Quarterly....);
 - g. Loan Period;
3. Upload and record the supporting documents for credit processing.

Note:

- a. Once the maker inputs new credit origination, then system should allow the maker to transfer what he has done on the system to the supervisors for further processing.
- b. The System must be able to notify maker if there is any pending information before he/she transfers the data for further processing."

Financial Information

1. The System Should have the means to capture information related to balance sheet, Income statement and Cash flow and other financial information for credit appraisal
 - a. Income Statement Items
 - b. Sales
 - c. Cost of Goods Sold
 - d. Gross Profit
 - e. Expenses
 - f. Net Income"

2. The system must be able to calculate Ratio Analysis based on the above mentioned financial statement data and the parameter to be provided
3. The system should have the capability to do credit scoring based on the parameter to be provided
4. The system must be able to do credit rating based on the parameter to be provided

Lending Module

1. The system must have the capability to capture customer's/Borrowers general information such as:
 - a. Customer (Borrower's Name)
 - b. Borrower's CIF /Customer Information Number
 - c. Loan Product based on the bank's credit sector classification"
2. The system must be able to accept multi-currency loan disbursement
3. The system should have the capability to make back value dated and future dated loan account creation and disbursements.
4. The system should have the capability of entertaining grace/holiday period. (i.e. it must be able to allow the bank give principal repayment relief to creditors for some specific periods(grace/holiday period) and during the grace/holiday period the system should have the capability to equally allocate the outstanding principal for the given installments throughout the loan life.
5. The system should have the capability to accept different interest rates for different periods within a given loan period.
6. The system should have the capability to do installment disbursements (It should allow Multiple disbursements on a single account for a given customer).
7. The system should have the capability to perform both automatic and manual disbursements.
8. The system should have the capability of entertaining different loans having different repayment modality (Monthly, Quarterly, Semi-annual.....Lump sum)
9. The system should have the capability of accepting a penalty rate as well as calculate the penalty based on different criteria's which the bank requires.
10. The system should have the capability of calculating interests on the unpaid principal values (Overdue principals) for their overdue days.
11. The system should have the capability of both manual and automatic status controlling option (NORM, SPME, SUBS, DOUB, and LOSS) based on the bank's status movement criteria.
12. The system should have the capability of handling both foreword and backward status movements based on the bank's status movement criteria.
13. The system should have the capability of handling status change accounting entries automatically. (i.e. It must have the capability of revering interest incomes from the interest revenue account and hold it to the memorandum account when the loan becomes SUBS, DOUB and LOSS). It should have also the capability of reversing back the interest amounts when the status of the loan comes back to NORM and SPME).
14. "The system should have the capability of monitoring interest calculations when the status of the loan becomes SUBS, DOUB or LOSS and has the option to automatically:
 - a. Stop Accrual
 - b. Continue Accrual"

15. The system should have the capability of handling automatic loan provisions on loans based on their respective statuses as well as other loan provisioning criteria's of the bank.
16. The system should have the capability of passing an accounting entry for the loan provisioning based on the criteria of the bank set towards this end.
17. The system should have the capabilities of making automat reversal enter for the loan provisioning's via considering the criteria's towards this end.
18. The system should have the capability of making both manual and automatic disbursements.
19. The system should have the capability of calculating pre-payment penalty if customers make prepayments on their loan accounts,
20. The system should have to work in maker and checker option.

Loan Repayment

1. The system should have the capability of allowing different loan repayment options:
 - a. Loan repayment in cash
 - b. Loan repayment from saving or Current Accounts
 - c. Loan repayment from payment cards
2. The system should have the capability of making manual or automatic loan repayments.
3. The system must allow reversal of loan repayments.
4. The system should have the capability of doing back value dated loan repayments.
5. The system should accept advance or prepayments.
6. System should be able to perform credit installment and interest payment transaction for both manual payment (based on customer's request) and scheduled payment.
7. System should be able to notify customer regarding manual/automated debit transaction that has been performed for installment principal and interest payments. (Please state notification medium, e.g. email, text messaging, task dashboard, etc.)
8. Note: System should have ability to continue to update in "Credit Data Update" process."

Amendment of Loan

1. The system must allow to make various amendments on loan account Such as:
2. It should have the capability of extending the original maturity date of the loan.
3. It should have the capability of modifying interest rates.
4. It should have the capability of modifying both back value dated and future dated interest modifications.
5. The system must be able to allow users change original installment repayments of the loan (i.e. it must allow installment modifications).
6. The system should allow users to give a grace/holiday period at the middle of the loan period and should have the capability to prorate the unpaid principal and accrued interest balances throughout the remaining life of the loan considering the grace/holiday period modifications.
7. The system must allow users to extend additional grace/holiday periods, if the original grace/holiday periods gets lapsed.
8. The system should allow users to modify the status movements of the loan accounts. (Ether from Automatic to Manual or viscera).
9. The system should allow users to modify repayment modalities from one another. (i.e. from monthly to Quarterly)

10. The system must allow users to modify liquidation/repayment mode from one another (i.e. from Auto to Manual or viscera).
11. The system must allow to change loan takedown accounts if necessary.
12. The system must allow to modify the original loan amounts/ increase the loan amounts within the loan period, if necessary.

Loan Rescheduling

1. The system should have the capability of entertaining loan rescheduling/restructuring. (i.e. it has to give the option to modify the existing loans without liquidating them as per the new approval.

Collateral

1. The system should have the capability of capturing multiple collaterals for a single loan account.
2. "The system should have the capability of capturing:
 - a. Collateral Type (i.e. Building, Vehicle, Machinery or others..... and/or a mix of them).
 - b. Collateral Reference Number (e.g. Ownership certificate number....)
 - c. Collateral Value
 - d. Location of the collateral
 - e. Owner of the collateral"
3. The system should have the capability of recording cross collaterals. (i.e. The system should allow for the collaterals which are registered for a loan to once again re-register for some other loan).
4. The system should allow users to update or modify collateral related records at any point in time, if necessary.
5. The system should allow users to include additional collateral or exclude any of the existing collaterals associated to the loan account at any point in time, if necessary.
6. The system should have to have the capability of handling loans to be granted on clean basis (i.e. It should entertain loans without having a collateral).

Insurance

1. The system must have the capability of recording a single or multiple collaterals to be associated to a single or multiple loan accounts.
2. "The system should have the capability of capturing:
 - a. Type of the Items to be insured (Property)
 - b. Name Insured (Insurance Buyer)
 - c. Insurer (Name of the Insurance Company)
 - d. Insurance Policy Number
 - e. Insurance Period
 - f. Premium the insurance
 - g. sum Insured (Value of the property Insured)
 - h. Expiry day of the insurance,"
3. The system should have to have the capability to notify when the insurance policy gets expired.
4. The system must allow users to associate insurance related records to a single or multiple loan accounts.

5. The System must allow users to include additional insurance records or exclude existing ones from the loan accounts on which the insurance records have already associated.
6. Loan Amalgamations
7. The system should allow amalgamation of two or more loan accounts into a single loan accounts based on the decision of the credit committee.

Syndicate Loan

1. The system must have the capability of handling syndicate loans (the loan to be granted to customer by two or more banks).
2. The system must have the capability of calculating interests and recording accruals on a syndicated loans.
3. The system must have the capability of distributing syndicated loan interest between the lead and correspondent banks.
4. The system should have the capability of allowing users to modify interest rates, maturity dates and others over a syndicated loans.
5. The system should allow users to modify loan amounts of a syndicated loans.
6. The system must allow users to make installment disbursements on a syndicated loan.
7. The system must allow users to make installment collections on a syndicated loans.

Credit Conventional - Agriculture

General Information

1. System should be able to classify credit with respect to following categories: Corporate/Consumer/SME/Micro/Agri& Islamic and all the applicable functionalities should be available in the system to cater all the reporting and processing requirement. Where requirements differs w.r.t modalities should be different and other generic information's should be available for all types of financing (Both Conventional & Islamic Banking)
2. " System must be able to accommodate the following general information data for processing credit requests:
 - a. Customer Identification Information;
 - b. Customers' loan request both in Type (Demand Finance, Running Finance, Re-Finance etc) and Amount;
 - c. Collateral information of the property that customers' offered to secure their loan;
 - d. Legal document.
 - e. Interest rate to be applied on the requested loan;
 - f. Mode of repayment (Monthly, Quarterly, half yearly, yearly or lum sum);
 - g. Loan Period;
3. Upload and record the supporting documents for credit processing.

Note:

- a. Once the maker inputs new credit origination, then system should allow the maker to transfer what he has done on the system to the supervisors for further processing.
- b. The System must be able to notify maker if there is any pending information before he/she transfers the data for further processing."

Financial Information

4. The System Should have the means to capture information related to balance sheet, Income statement and Cash flow and other financial information for credit appraisal
 - a. Income Statement Items
 - b. Sales
 - c. Cost of Goods Sold
 - d. Gross Profit
 - e. Expenses
 - f. Net Income"
5. The system must be able to calculate Ratio Analysis based on the above mentioned financial statement data and the parameter to be provided.
6. The system should have the capability to do credit scoring based on the parameter to be provided.
7. The system must be able to do credit rating based on the parameter to be provided

Lending Module

8. The system must have the capability to capture customer's/Borrowers general information such as:
 - a. Customer (Borrower's Name)
 - b. Borrower's CIF /Customer Information Number
 - c. Loan Product based on the bank's credit sector classification"
9. The system must be able to accept multi-currency loan disbursement
10. The system should have the capability to make back value dated and future dated loan account creation and disbursements.
11. The system should have the capability of entertaining grace/holiday period. (i.e. it must be able to allow the bank give principal repayment relief to creditors for some specific periods(grace/holiday period) and during the grace/holiday period the system should have the capability to equally allocate the outstanding principal for the given installments throughout the loan life.
12. The system should have the capability to accept different interest rates for different periods within a given loan period.
13. The system should have the capability to do installment disbursements (It should allow Multiple disbursements on a single account for a given customer).
14. The system should have the capability to perform both automatic and manual disbursements.
15. The system should have the capability of entertaining different loans having different repayment modality (Monthly, Quarterly, half yearly, AnnuallyLump sum upon expiry)
16. The system should have the capability of accepting a penalty rate as well as calculate the penalty based on different criteria's which the bank requires.
17. The system should have the capability of calculating interests on the unpaid principal values (Overdue principals) for their overdue days.
18. The system should have the capability of both manual and automatic status controlling option (Regular, OAEM, SUBS, DOUB, and LOSS) based on the bank's status movement criteria.
19. The system should have the capability of handling both forward and backward status movements based on the bank's status movement criteria.

20. The system should have the capability of handling status change accounting entries automatically. (i.e. It must have the capability of revering interest incomes from the interest revenue account and hold it to the memorandum account when the loan becomes SUBS, DOUB and LOSS). It should have also the capability of reversing back the interest amounts when the status of the loan comes back to NORM OR OTHER.
21. "The system should have the capability of monitoring interest calculations when the status of the loan becomes OAEM, SUBS, DOUB or LOSS and has the option to automatically:
 - d. Stop Accrual
 - e. Continue Accrual"
22. The system should have the capability of handling automatic loan provisions on loans based on their respective statuses as well as other loan provisioning criteria's of the bank.
23. The system should have the capability of passing an accounting entry for the loan provisioning based on the criteria of the bank set towards this end.
24. The system should have the capabilities of making automat reversal entry for the loan provisioning via considering the criteria towards this end.
25. The system should have the capability of making both manual and automatic disbursements.
26. The system should have the capability of calculating pre-payment penalty if customers make prepayments on their loan accounts,
27. The system should have to work in maker and checker option.

Loan Repayment

28. The system should have the capability of allowing different loan repayment options:
 - a. Loan repayment in cash
 - b. Loan repayment from saving or Current Accounts
 - c. Loan repayment from payment cards
29. The system should have the capability of making manual or automatic loan repayments.
30. The system must allow reversal of loan repayments.
31. The system should have the capability of doing back value dated loan repayments.
32. The system should accept advance or prepayments.
33. System should be able to perform credit installment and interest payment transaction for both manual payment (based on customer's request) and scheduled payment.
34. System should be able to notify customer regarding manual/automated debit transaction that has been performed for installment principal and interest payments. (Please state notification medium, e.g. email, text messaging, task dashboard, etc.)
35. Note: System should have ability to continue to update in "Credit Data Update" process."

Amendment of Loan

36. The system must allow to make various amendments on loan account Such as:
37. It should have the capability of extending the original maturity date of the loan.
38. It should have the capability of modifying interest rates.
39. It should have the capability of modifying both back value dated and future dated interest modifications.

40. The system must be able to allow users change original installment repayments of the loan (i.e. it must allow installment modifications).
41. The system should allow users to give a grace/holiday period at the middle of the loan period and should have the capability to prorate the unpaid principal and accrued interest balances throughout the remaining life of the loan considering the grace/holiday period modifications.
42. The system must allow users to extend additional grace/holiday periods, if the original grace/holiday periods gets lapsed.
43. The system should allow users to modify the status movements of the loan accounts. (Ether from Automatic to Manual or viscera).
44. The system should allow users to modify repayment modalities from one another. (i.e. from monthly to Quarterly)
45. The system must allow users to modify liquidation/repayment mode from one another (i.e. from Auto to Manual or viscera).
46. The system must allow to change loan takedown accounts if necessary.
47. The system must allow to modify the original loan amounts/ increase the loan amounts within the loan period, if necessary.

Loan Rescheduling

48. The system should have the capability of entertaining loan rescheduling/restructuring. (i.e. it has to give the option to modify the existing loans without liquidating them as per the new approval.

Collateral

49. The system should have the capability of capturing multiple collaterals for a single loan account.
50. "The system should have the capability of capturing:
 - a. Collateral Type (i.e. Building, Vehicle, Machinery or others..... and/or a mix of them).
 - b. Collateral Reference Number (e.g. Ownership certificate number....)
 - c. Collateral Value
 - d. Location of the collateral
 - e. Owner of the collateral"
51. The system should have the capability of recording cross collaterals. (i.e. The system should allow for the collaterals which are registered for a loan to once again re-register for some other loan).
52. The system should allow users to update or modify collateral related records at any point in time, if necessary.
53. The system should allow users to include additional collateral or exclude any of the existing collaterals associated to the loan loan account at any point in time, if necessary.
54. The system should have to have the capability of handling loans to be granted on clean basis (i.e. It should entertain loans without having a collateral).

Insurance

55. The system must have the capability of recording a single or multiple collaterals to be associated to a single or multiple loan accounts.
56. The system should have the capability of capturing:

- a. Type of the Items to be insured (Property)
 - b. Name Insured (Insurance Buyer)
 - c. Insurer (Name of the Insurance Company)
 - d. Insurance Policy Number
 - e. Insurance Period
 - f. Premium the insurance
 - g. sum Insured (Value of the property Insured)
 - h. Expiry day of the insurance,"
57. The system should have to have the capability to notify when the insurance policy gets expired.
58. The system must allow users to associate insurance related records to a single or multiple loan accounts.
59. The System must allow users to include additional insurance records or exclude existing ones from the loan accounts on which the insurance records have already associated.

Loan Amalgamations

60. The system should allow amalgamation of two or more loan accounts into a single loan accounts based on the decision of the credit committee.

Syndicate Loan

61. The system must have the capability of handling syndicate loans (the loan to be granted to customer by two or more banks).
62. The system must have the capability of calculating interests and recording accruals on a syndicated loan.
63. The system must have the capability of distributing syndicated loan interest between the lead and correspondent banks.
64. The system should have the capability of allowing users to modify interest rates, maturity dates and others over syndicated loans.
65. The system should allow users to modify loan amounts of a syndicated loans.
66. The system must allow users to make installment disbursements on a syndicated loan.
67. The system must allow users to make installment collections on syndicated loans.

Note:

1. The system should cater all the existing Agriculture Products/Schemes.
 2. The system should have the functionality to update the mark up with changing in kibar rates.
 3. The system should have capability of capturing Agriculture pass book of agri. land as collateral with the following details:
 - a. Pass book Number
 - b. Name of Owner.
 - c. Issue date.
 - d. No.of PIU
 - e. PIU value
 - f. Registered land owned (acres, kanal, marlas etc).
 - g. Total value (as per Three years average sale value basis.)
68. The system along with the insurance of property (residential /commercial) should also have the capability to capture the insurance of Crops, livestock, feed stock etc.

69. The system should have option to Classify and declassify the agriculture Loans in OAEM, Substandard, Doubtful and Loss categories as per Agriculture PRs.
70. The system should have capability to auto create reserve entries upon a loan goes to NPL and also reverse the reserve entries when the loan become regularized.
71. The system should have capability to accrue the mark up on daily basis and booking the mark up on specified date.
72. Limit blocking/un-blocking option should be available in the system.
73. Write off and Waiver option should be available in the system.
74. The system should have the option to stop auto recovery from client account.
75. The system should have the option to subjective classify a loan when required by the bank.
76. Early adjustment option should be available in the system.
77. Balloon payment option should also be available in the system.
78. A comprehensive Dashboard view of a customer should be available in the system.
79. The system should have option to freeze a particular installment/mark up for a certain period as per approval from the competent authority.
80. All reports and statements required by SBP and management should be extracted from system.
81. Feeding of borrower code, purpose code, sector code, etc should be available on loan level.
82. The system should have option to put the guarantor's information.

Credit Corporate Conventional

General Information

1. System should be able to classify credit with respect to following categories: Corporate/Consumer/SE /ME/Micro/Agri & [sub-categories] Islamic and all the applicable functionalities should be available in the system to cater all the reporting and processing requirement. Where requirements differs w.r.t modalities should be different and other generic information should be available for all types of financing (Both Conventional & Islamic Banking), moreover system should be able to accommodate policy change in the aforementioned categories.
2. "System should have a limit Origination System which should have the following attributes
 - a) System must be able to accommodate the following general information data for processing credit requests:
 - Customer Identification Information;
 - Customers' loan request both in Type (Fund Based / Non Fund Based)Term Loan, Ever Green/OD and Both) and Amount of Types and overall exposure;
 - System Should have all the products already being offered by BOK and should have all the core features already under practice in the market, also system should provide a platform for easy product configuration for fresh products / amendment for already running products.
 - Collateral information of the property that customers' offered to secure their loan;

- Legal document
- Interest rate to be applied on the requested loan;
- Mode of repayment (Monthly, Quarterly, semi, half, full yearly, Lump Sum or at Expiry);
- Loan Period;
- Upload and record the supporting documents for credit processing.

Note:

- Once the maker inputs new credit origination, then system should allow the maker to transfer what he has done on the system to the supervisors for further processing.
 - The System must be able to notify maker if there is any pending information before he/she transfers the data for further processing."
3. System should enable limits to validate loans as per limit conditions
 4. System should be able to provide functionalities such as ear marking, one off etc.
 5. System should be able to record Turnaround time of Credit Memo from Initiation of Request from Branch until disbursement of loan and provide report to the authorized for monitoring.
 6. System Must be able to Generate Limits for One or Multiple clients which can be shared between Group of Client i.e. Group Exposure Limits and to validate Group Exposure set by the competent authority
 7. System Must be able for Interchangeable limits between Two Products or Two Entities and to validate Group Exposure
 8. System should have a data vault for storing all documents duly scanned of a file for virtual copy of the file.
 9. System should have a Dash Board for review of limits and its attributes provided at the time of sanction of limits.
 10. System depending on the structure of the case i.e. Nature, Category, Volume , amount etc should be able to bifurcate for which committee the loan is to presented to i.e. either Credit Sub-Committee or Head office Credit Committee

Financial Information

1. The System should have the means to capture information related to balance sheet, Income statement and Cash flow and other financial information for credit appraisal
2. The system must be able to calculate Ratio Analysis based on the Balance Sheet, Income Statement and Cash Flow statement heads of the Client's financial statement data.
3. The system should have the capability to do credit scoring based on the parameter to be provided
4. The system must be able to do credit rating based on the parameter to be provided
5. System should have the capability that at the time of renewal system should automatically extract information regarding repayment behavior i.e. income through finance facilities, income through deposits and other income and provide projection for next 12 months. Moreover, the said information may also become part of client's credit scoring
6. System Must also be able to generate reports for average transactions of all bank accounts of a single client and should bifurcate for payment through cheque , cash, ATM etc

7. System should be able to Create Loan+ Ledger Account for Evergreen Credit Lines i.e. Running Finance , Cash Finance etc
8. System should be able to sector wise benchmarking of Financial Statements already available in system i.e. comparison of sectors, industry, sub sector
9. System should be able to perform trend analysis of client w.r.t Industry, Sector, Sub Sector
10. System should be able to perform trend analysis of stock / shares being requested for pledge with historical data to be extracted from online sources and or with already available information in the system.
11. System should be able to withhold eCIB information for every eCIB called from State Bank for later review either in crystal report or data form. The said data will enable risk analyst to have legacy data of past years in one place
12. System should have the functionality of storing all financial data once finalized for review in next year with fresh year's financials and monetary data.

Lending Module

1. The system must have the capability to capture / extract customer's/Borrowers general information from loan origination module such as:
 - a. Customer (Borrower's Name)
 - b. Address
 - c. Borrower's CIF /Customer Information Number
 - d. Loan Product based on the bank's credit sector classification & SBP codes
 - e. Loan Amount (Should be verified with LOS Limit Terms)
 - f. Loan Rate (Should be verified with LOS Limit Terms)
 - g. Loan Tenure (Should be verified with LOS Limit Terms)
 - h. Loan Grace Period (Should be verified with LOS Limit Terms)
 - i. Loan to be validated with Drawing power of the Limit before creation and a trigger to be provided for the same in case of low DP

Note:

- j. Once the maker inputs new Loan origination, then system should allow the maker to transfer what he/ she has done on the system to the supervisors for further processing.
 - k. The System must be able to notify maker if there is any pending information before he/she transfers the data for further processing.
2. The system must be able to accept multi-currency loan disbursement
 3. The system should have the capability to make back value dated and future dated loan account creation and disbursements.
 4. The system should have the capability of entertaining grace/holiday period. (i.e. it must be able to allow the bank give principal repayment relief to creditors for some specific periods(grace/holiday period) and during the grace/holiday period the system should have the capability to equally allocate the outstanding principal for the given installments throughout the loan life.
 5. The system should have the capability to accept different interest rates for different periods within a given loan period.
 6. The system should have the capability to do installment disbursements (It should allow multiple disbursements on a single account for a given customer).
 7. The system should have the capability to perform both automatic and manual disbursements.

8. The system should have the capability of entertaining different loans having different repayment modality (Monthly, Quarterly, Semi-annual.....Lump sum or at expiry
9. The system should have the capability of accepting a penalty rate as well as calculate the penalty based on different criteria is which the bank requires.
10. The system should have the capability of calculating interests on the unpaid principal values (Overdue principals) for their overdue days.
11. The system should have the capability of both manual and automatic status controlling option (NORM, SPME, SUBS, DOUB, and LOSS) based on the bank's status movement criteria.
12. The system should have the capability of handling both forward and backward status movements based on the bank's status movement criteria.
13. The system should have the capability of handling status change accounting entries automatically. (i.e. It must have the capability of revering interest incomes from the interest revenue account and hold it to the memorandum account when the loan becomes SUBS, DOUB and LOSS). It should have also the capability of reversing back the interest amounts when the status of the loan comes back to NORM and SPME).
14. The system should have the capability of monitoring interest calculations when the status of the loan becomes SUBS,DOUB or LOSS and has the option to automatically:
 - a. Stop Accrual
 - b. Continue Accrual"
15. The system should have the capability of handling automatic loan provisions on loans based on their respective statuses as well as other loan provisioning criteria's of the bank.
16. The system should have the capability of passing an accounting entry for the loan provisioning based on the criteria of the bank set towards this end.
17. The system should have the capabilities of making automat reversal enter for the loan provisioning is via considering the criteria's towards this end.
18. The system should have the capability of making both manual and automatic disbursements.
19. The system should have the capability of calculating pre-payment penalty if customers make prepayments on their loan accounts,
20. The System should not allow multiple disbursements where Loan Amount has already been exhausted moreover the said validation should also be with Limit generated through LOS
21. The system should have to work in maker and checker option.
22. "System should be able to provide multiple loan repayment schedules e.g. Amortization , Straight line (linear), Declining balance, Annuity, Bullet (all at once), Balloon (amortization payments and large end payment), Increasing balance (negative amortization)
23. System Should have the capability of the following,
 - a. Auto / Manual Closure of Loan Account
 - b. Blocking / un-Blocking Loan Accounts Automatically / Manually as per Bank's Credit policy

Loan Repayment

1. The system should have the capability of allowing different loan repayment options:
 - a. Loan repayment in cash
 - b. Loan repayment from saving or Current Accounts

2. Loan repayment from payment cards etc
3. The system should be able to automatically calculate accruals of all outstanding loans based on the repayment/ sanctioned terms of the loan and should do automatic accounting entries of the same.
4. The system should have the capability of making manual or automatic loan repayments and should reflect the same on schedules already created against the loan.
5. The system must allow reversal of loan repayments.
6. The system should have the capability of doing back value dated loan repayments.
7. The system should accept advance or prepayments and should have the ability to manually /automatically deduct charges outstanding from the client during the currency of the loan.
8. System should be able to perform credit installment and interest payment transaction for both manual payment (based on customer's request) and scheduled payment.
9. "System should be able to notify customer through email/ text messaging regarding manual/automated debit transaction that has been performed for installment principal and interest payments.
10. Note: System should have ability to continue to update in "Credit Data Update" process."
11. System should be able to provide reports for waiver of markup/ penalty and that how many times waiver has been approved and how much against a client
12. System should be able to provide markup statement of a client i.e .how much markup has been recovered against a client.
13. System Should be able to initiate triggers on next day when on previous day end due to in-sufficient balance recovery was not made moreover to generate report of non-recovery of markup and triggers of the same to supervisor
14. System must be able to reset DPDs once repayment has been made, moreover to generate DPD report of loans migrating to NPL
15. System must have the ability to recover early markup.
16. System must be able to calculate DPDs of Loans
17. System must be able to Classify Loans subjectively (Automatically+ Manually) and be able to manually override automatic classification of loans
18. System should be able to partially recover markup of outstanding loan and reflect the same on schedule / loan report of the loan
19. System should be able to recover markup of loans parked in authorized Branch but having Current accounts in other Branch.
20. System should be able to revise accruals after posting in concerned GLs
21. System should be able to acquire kibor rates based on calendar quarter rather than date of disbursement
22. System should be configurable regarding collection of penalty after DPD have surpassed a set time as per agreed sanction terms. Moreover, system should be able to bifurcate between holiday delay as compared to intentional delay in payment
23. System should be able to report the delay In markup / principal to eCIB module for further reporting of the same to SBP

Amendment of Loan

1. The system must allow to make various amendments on loan account Such as:
 - a. It should have the capability of extending the original maturity date of the loan.
 - b. It should have the capability of modifying interest rates and send notification of the same to the client through email , Text message etc

- c. It should have the capability of modifying both back value dated and future dated interest modifications.
- d. The system must be able to allow users change original installment repayments of the loan (i.e. it must allow installment modifications).
- e. The system should allow users to give a grace/holiday period at the middle of the loan period and should have the capability to prorate the unpaid principal and accrued interest balances throughout the remaining life of the loan considering the grace/holiday period modifications.
- f. The system must allow users to extend additional grace/holiday periods, if the original grace/holiday periods are lapsed.
- g. The system should allow users to modify the status movements of the loan accounts. (Either from Automatic to Manual or viscera).
- h. The system should allow users to modify repayment modalities from one another. (i.e. from monthly to Quarterly.....)
- i. The system must allow users to modify liquidation/repayment mode from one another (i.e. from Auto to Manual or viscera).
- j. The system must allow to change loan takedown accounts if necessary.
- k. The system must allow to modify the original loan amounts/ increase the loan amounts within the loan period, if necessary.
- l. System should allow extension in limits approved by the competent authority and record sanction Nos and date.

Loan Rescheduling

1. The system should have the capability of entertaining loan rescheduling/restructuring. (i.e. it has to give the option to modify the existing loans without liquidating them as per the new approval and generate schedules. Moreover, system should then recover markup + principal as per the fresh schedule and maintain record of old schedule + recoveries.

Collateral

1. The system should have the capability of capturing multiple collaterals for a single loan account.
 - a. "The system should have the capability of capturing:
 - b. Collateral Type (i.e. Building, Vehicle, Machinery or others..... and/or a mix of them).
 - c. Collateral Reference Number (e.g. Ownership certificate number....)
 - d. Collateral Value....
 - e. Location of the collateral
 - f. Owner of the collateral
 - g. Bank's Share in Collateral
 - h. Bank's Charge over Collateral
 - i. If Mortgaged, Type of Mortgage and Document through which executed"
2. System must be able to record valuations & valuers from which the valuations have been carried out. Moreover, system to generate alerts/ triggers for over exposure of valuers.
3. System must be able to perform trend analysis of valuations /rates depending on their location in a specified area where already securities have been pledged / mortgaged / marked lien

4. The system should have the capability of recording cross collaterals. (i.e. The system should allow for the collaterals which are registered for a loan to once again re-register for some other loan).
5. The system should allow users to update or modify collateral related records at any point in time, if necessary.
6. The system should allow users to include additional collateral or exclude any of the existing collaterals associated to the loan account at any point in time, if necessary.
7. The system should have the capability of handling loans to be granted on clean basis (i.e. It should entertain loans without having a collateral).
8. The system must have the capability of recording a single or multiple collaterals to be associated to a single or multiple loan accounts.
9. The system should have the capability of recording pledge/release of collateral of Loans secured against Pledge of stock/ shares and calculate Drawing Power accordingly. Moreover System should enforce Drawing Power on Limit /Loan for which the collateral is being pledged. Moreover System should create Delivery orders when required and should also provide report of all delivery orders against a single/ multiple client
10. System should have the capability of setting /recording coverage ratio of collateral as per sanction from competent authority and to raise alerts in case of decrease in the said coverage ratio
11. System should be able to automatically extract rates of commodities pledged (Stock, Shares etc) with BOK from Authorized Online Sources and enforce the same , moreover increase / decrease Drawing power of limit accordingly.
12. System Should have the ability to scan and attach documents with a collateral for later review

Insurance

1. "The system should have the capability of capturing:
 - a. Type of the Items to be insured (Property)
 - b. Name Insured (Insurance Buyer)
 - c. Insurer (Name of the Insurance Company) (System should Trigger Alert for over exposure of insurance company in Bank and also should trigger alert if the insurance company is not on Bank's panel)
 - d. Insurance Policy Number
 - e. Insurance Period
 - f. Premium of the insurance
 - g. sum Insured (Value of the property Insured)
 - h. Expiry day of the insurance,"
2. The system should have to have the capability to notify when the insurance policy gets expired.
3. The system must allow users to associate insurance related records to a single or multiple loan accounts.
4. The System must allow users to include additional insurance records or exclude existing ones from the loan accounts on which the insurance records have already associated.
5. Loan Amalgamations
6. The system should allow amalgamation of two or more loan accounts into a single loan accounts based on the decision of the credit committee.

Syndicate Loan

1. System must be able for syndicate management of loans
2. The system must have the capability of handling syndicate loans (the loan to be granted to customer by two or more banks).
3. The system must have the capability of bifurcating between syndicate lead / syndicate member
4. The system must have the capability of calculating interests and recording accruals on syndicated loans.
5. The system must have the capability of distributing syndicated loan interest between the lead and correspondent banks.
6. The system should have the capability of allowing users to modify interest rates, maturity dates and others over syndicated loans.
7. The system should allow authorized users to modify loan amounts of a syndicate loans.
8. The System Must be able to disburse Syndicate Loan in Tranches

All Loans currently being offered along with their Formalities, system & functions i.e. from initiation of loans till their maturity or write off should be available in the system. Moreover, Including Limit Originating System (in lieu with current best market practice & SBP regulations) which will govern all the loans being disbursed through it. Also System should have the flexibility to be easily configurable from tip to toe for fresh products/ existing products, change in policy & practice either introduced by the Bank or by the Governing Bank i.e. State Bank of Pakistan

Extracts

1. Statements (Physical & eStatement)
2. Dormancy letters
3. New Account opening letters
4. Loan processing Letters
5. Loan approval letters
6. EMI details
7. eCIB Extractions
8. CTR Report – goXML and its integration
9. Finance Reporting extracts
10. Data warehousing extracts

Migration Methodology

Bidder should provide comprehensive migration methodology from where users can migrate the existing data.

Market Risk

Trial Balance Details

1. The system should provide updated Bank-Wide Trial Balance on real-time basis.
2. Archiving of daily Bank-Wide Trial Balance.
3. The system should have functionality to compare or perform variance analysis of Trial Balance between any two given dates for analytical purposes.

Trial Balance Components Details

1. The system should be able provide complete details of each component of Bank's Entire Balance Sheet on real-time basis.
2. There should be a conditional query-based mechanism for end users to develop and save their own customize reports /data as per their requirements. And these reports should be saved / transformed into MS Excel form in proper form.

Reports

Below is the list of few reports, which are essentially required by respective units

S#	Department	Report List
1	Compliance	Alert / Report of Expired CNIC
2	Compliance	Report of Dormant account activated
3	Compliance	Report / Statement of Unclaimed Deposits
4	Compliance	Zakat Exemption / Applicable report
5	Compliance	Major Deposit / Withdrawal Report
6	Compliance	Outward bills lodgment / Outstanding Report
7	Compliance	list of Lien account
8	Compliance	TDR/ BMA/ CDR/P.O/ P.S/ DD issued / Outstanding report
9	Compliance	Account opened Closed Report
10	Compliance	User authority Level and relevant option in system
11	Compliance	ATM card issued Report / Overdue / Renewal Charges
12	Compliance	Locker overdue rent Report.
13	Compliance	List of Lockers allocation report
14	Compliance	Information of Account opening form Fed in system.
15	Compliance	Cheque book issuance report.
16	Compliance	Pop up / Invalid Address / where statement of account returned
17	Compliance	List of Pension Account.
18	Compliance	Stop Payment / Release Report
19	Compliance	List of Expired RF / DF Cases.
20	Compliance	L.G / RF Issuance Report
21	Compliance	List of Govt account
22	Compliance	List OF filer / non filer
23	Compliance	Online transaction report over cap amount
24	Compliance	account opened with zero amount
25	Compliance	list of account where debit / Credit block marked
26	Compliance	List of staff account
27	Compliance	Daily over ride report
28	Risk Management	Top Twenty Regular Borrowers
29	Risk Management	Top Twenty NPL Borrowers
30	Risk Management	Product Concentration Advances wise
31	Risk Management	Branch wise Advances, Deposits and NPLs
32	Risk Management	Industry wise Concentration of Advances Portfolio
33	Risk Management	Concentration Reporting at single/ Group Level.

34	Risk Management	Customer Risk Rating (CRR) and Facility Risk Rating (FRR) wise Advances (Overall Advances)
35	Risk Management	PR category wise CRR and FRR dispersion
36	Risk Management	Top Ten Pledged Shares Scrip wise
37	Risk Management	Top Ten Pledge shares Industry wise
38	Risk Management	Detailed Borrower wise Advances (Funded/Non Funded) with collateral attached to it.
39	Risk Management	Detailed account wise deposits.
40	Risk Management	Limits and Undrawn reporting.
41	CAD	ADVANCES TO DEPOSIT RATIO IN THE YEAR
42	CAD	Borrower WISE DETAIL OF FRESH FINANCING FACILITIES
43	CAD	BORROWER WISE FUND BASED STATEMENT
44	CAD	BORROWER WISE NON FUND BASED STATEMENT
45	CAD	BRANCH WISE ADVANCES Fund Based
46	CAD	BRANCH WISE ADVANCES NON Fund Based
47	CAD	BRANCH WISE ADVANCES NPL
48	CAD	BRANCH WISE CONSUMER FINANCES ADVANCES
49	CAD	Detail of top 66% credit exposure (funded and non funded)
50	CAD	Details of undrawn Term Finance Commitments
51	CAD	FORNIGHTLY SUGAR STATEMENT
52	CAD	Group wise performing exposure against group concern of NPLs
53	CAD	Group Wise/Individual Concentration of Credit Exposure is More Than 5% of Bank's Tier Capital
54	CAD	INFORMATION FOR CREDIT RATING AGENCIES RELATED TO ADVANCES
55	CAD	NPL Borrower wise STATEMENTS
56	CAD	NPL FSV Benefit Taken STATEMENTS
57	CAD	NPL General Reserve Provision
58	CAD	NPL REVERSAL / CHARGE STATEMENT
59	CAD	Party wise detail of Retail Portfolio (excluding Mortgage Loans & NPLs)
60	CAD	PEP Statement
61	CAD	PROVIENCE WISE ADVANCES
62	CAD	PSEs/Abs and investment made in their Shares, Bonds & TFCs
63	CAD	SBP Annexure A07
64	CAD	SBP Bank/DFI Information
65	CAD	SBP Contact Details and General Instructions
66	CAD	SBP Details of Financing against the Shares of Banks for the Half Year ended as of : December 31, 2017
67	CAD	SBP Disbursements and Utilizations of Advances

68	CAD	SBP District wise break up of data related to SME Finance
69	CAD	SBP Exposure of Group Entities
70	CAD	SBP Infrastructure & Housing Finance Data
71	CAD	SBP Infrastructure Project Financing (IPF)
72	CAD	SBP MATURITY OF INTEREST RATE SENSITIVELY GAP REPORTING
73	CAD	SBP Overall Group Exposure Only
74	CAD	SBP Rate of Return
75	CAD	SBP Security Wise
76	CAD	SBP Summary Position as on quarter ending Sept 2014(amount in PKR Millions)
77	CAD	SBP Survey of Earnings/ Expenses on Loans and Deposits to/ with/ from Non-residents
78	CAD	SBP Top Borrowers - Non-Government
79	CAD	SBP Top Borrowers - Government/PSEs
80	CAD	SECTOR WISE DETAILS OF FUND BASE ADVANCES
81	CAD	SECTOR WISE DETAILS OF NON FUND BASE ADVANCES
82	CAD	STATEMENT OF AGRICULTURE FINANCE
83	CAD	STATEMENT OF LOAN SANCTIONED BUT NOT DISBURSED
84	CAD	STATEMENT OF SEGMENT WISE BREAKUP OF LOANS ADVANCES
85	CAD	SUMMARY OF ADVANCES
86	CAD	Summary of Islamic Advances and other than Related Assets
87	CAD	SUMMARY OF PRODUCT ADVANCES
88	CAD	SYNDICATE FINANCE STATEMENT
89	CAD	TOP BORROWERS FUND BASES / NON FUND BASED
90	CAD	WEEKLY / MONTHLY FOOD COMMODITY STATEMENT
91	CAD	SBP Monthly eCIB Statement
92	Assets	Financing Position Category wise - Corporate - SME - Consumer - Agriculture
93	Assets	Financing (total/ branch wise/ sector wise/ customer wise) - Funded Position - Non Fund Position
94	Assets	Past Due Obligation Position Report (customer wise / category wise)
95	Assets	Facility disbursement date/ Maturity date position and # of days past due (sub Murabaha, Sub Istisna, Ijarah Etc.)
96	Assets	Cash Margin / Security Deposit held against Non-Funded Financing facilities i.e., LG & LC (category wise)
97	Assets	Matured / terminated facilities
98	Assets	Non-Performing Loans position

99	Assets	Accrued Profit on financing / unearned income on financing
100	Liabilities	Daily product accounts A/Cs Rate-wise and pool wise and party wise
101	Liabilities	PLs A/c & RFCs Party wise rates
102	Liabilities	MIS Upload Problems
103	Liabilities	SBP reporting Formatters
104	Liabilities	Top 100 Deposit customer wise
105	Liabilities	Top 20 depositors Rate-wise & Deposit wise.
106	Finance	Backdated Transactions Report
107	Finance	Branch-Region Profitability Report
108	Finance	Branch wise FED Collection Report
109	Finance	Branch wise Profit and Loss
110	Finance	Branch wise Statement of Affair
111	Finance	Breakeven Analysis
112	Finance	Cost Benefit Analysis Template
113	Finance	Daily JVs Processed for Payment Report
114	Finance	Dormant Account Activity Report
115	Finance	Employee ID Transaction Log Report
116	Finance	Lifecycle Cost Analysis
117	Finance	Maturity Wise Advances Branch and Region wise
118	Finance	Maturity Wise Deposits Branch and Region wise
119	Finance	Monthly Active-Inactive Accounts Report
120	Finance	Peer Bank Analysis
121	Finance	Product Profitability Report
122	Finance	Related Party Transaction Report for FS Reporting
123	Finance	System Access Rights Report
124	Finance	Terminal - Workstation Transaction Log Report
125	Finance	Withholding taxes (all type of income taxes) report as per section 165 of the Income Tax Ordinance, 2001.
126	Finance	Sales tax on services / FED report as per requirement of PRA, SRB, KPRA, BRA and FBR.
127	Finance	Branch-wise and head office sales tax reconciliation statement.
128	Finance	Branch –wise and head office withholding tax reconciliation statement.
129	Finance	Sales tax withholding statements
130	Compliance	Multiple/clubbed Cash Transaction Report below, equal or greater than Rs: 2 million
131	Compliance	System based eKYC should be integrated on real time
132	Compliance	KYC Breach Report & Irrational KYC Report
133	Compliance	System Based CRP - Should be incorporate in real time basis.
134	Compliance	Report on High, Medium & Low Risk
135	Compliance	Wire transfer reports/logs with filters using amounts and geographical factors

136	Compliance	Top 100 Reports & formats should be integrated with Core Banking
137	Compliance	Necessary Integration of Banned Entity software with Core Banking
138	Compliance	Monetary instrument logs/reports
139	Compliance	Significant change reports.
140	Compliance	Report of Total Number of PEP, NGOs, NPO, Trust and Total No. of accounts (High, Medium & Low)
141	Compliance	Capturing walk-in-customer information (for Rs: 2 million & above) in cash
142	Compliance	List of Minors accounts and date of majority of these accounts
143	Compliance	Report on Negative Account Closed of all branches
144	Compliance	Inclusion of Common Reporting Standard (CRS)
145	Compliance	List of all borrowers of the bank for review purpose (fund based and non-based)
146	Compliance	Report on RTGS transactions
147	Compliance	Report on aggregate actual debit and credit turnover against assigned/documented KYC value
148	Compliance	Reported on Third Party Mandate holder(s)
149	Compliance	Large Cash Report RS: 2 million & above
150	Credit Corporate Conventional	- System Must be able to provide Reports of Corporate Portfolio of the Bank such as ;
151	Credit Corporate Conventional	- Sector Wise Bifurcation of Loans (Industry , Sector, Sub Sector)
152	Credit Corporate Conventional	- Area Wise Target Achievement Report (Region , Province, City, Area)
153	Credit Corporate Conventional	- TAT Report of Corporate Loans
154	Credit Corporate Conventional	- Deferral Management & Report
155	Credit Corporate Conventional	- NOC Report
156	Credit Corporate Conventional	- Waiver Report
157	Credit Corporate Conventional	- Fresh Limits Sanctioned During a Tenure (Client, Region , Province, City, Area)
158	Credit Corporate Conventional	- Renewals Sanctioned During a Tenure (Client. Region , Province, City, Area)
159	Credit Corporate Conventional	- Enhancements in Already Sanctioned Loans During a Tenure (Client, Region , Province, City, Area)

160	Credit Corporate Conventional	-	Overall Exposure Report (Client, Region , Province, City, Area)
161	Credit Corporate Conventional	-	Loans Sanctioned but not disbursed (Client, Region , Province, City, Area)
162	Credit Corporate Conventional	-	Category Wise Loans (Corporate, ME, SE)
163	Credit Corporate Conventional	-	Expiring Loans Report (Client, Region , Province, City, Area)
164	RAMG		NPL Statement
165	RAMG		Settlement Statement
166	RAMG		Rescheduled/Restructured cases statement.
167	RAMG		Claim against bank statement
168	RAMG		LRA Statement
169	RAMG		Litigation Statement
170	RAMG		Incentive Statement
171	Market Risk		System should generate Assets & Liability Maturity wise GAP report on real-time basis as per format required by SBP in annual Financial disclosure of bank
172	Market Risk		System should generate Assets & Liability interest sensitive wise GAP report on real-time basis as per format required by SBP in annual Financial disclosure of bank
173	Market Risk		System should provide consolidated as well as separate i-e (Conventional & Islamic) Deposits, advances report in detail fields to mentioned column-wise
174	Market Risk		System should provide consolidated as well as separate i-e (Conventional & Islamic) NPL report in detail column by column to analyses
175	Market Risk		System should provide a customize reporting platform at user-level to define different liquidity ratios and its monitoring on real-time basis
176	Market Risk		There should be user customization module in the system where risk management users can define, set and save their own reports / analysis / disclosures.
177	Market Risk		There should be a functionality in the system to send auto predefined reports to shared space or emails as per frequency defined in the system