

Appendix 11: Experience format

The implementation references proposed by the bidder's partner must be accompanied by a customer letter on their letter head, in the following format:

To

Date DD-MM-YYYY

BOB Financial Solutions Ltd.,
3rd Floor, Hallmark Business Plaza,
Near Guru Nanak Hospital,
Kalanagar, Bandra East
Mumbai

Dear Sir,

REF: RFP for Procurement of Credit Card Management Solution

Subject: Certificate for bidder's implementation reference

This is to certify that the _____ <Bidder name> has implemented the
<Product name> _____ in our organization as a solution and it is currently
running and is being used in our organization.

The further details are as follows

Bank and Product Name:

Product series/version no.:

Modules Implemented:

Date of Go Live:

Yours Faithfully,

Authorized Signatories
(Name & Designation,
Organization Name,
Seal of the firm)

Strictly Confidential