Due Diligence for Outsourcing of Bank Activities

Activity	

1. Name of the Service Provider:

2. Need/ Justification for the particular Service Provider

3. Type of activity the Service Provider is to perform

4. List of services already being provided to SDB by the Service Provider
(Declaration to be obtained from the Service Provider)

5. Address (registered and local) of the Service Provider

6. Contact Details

Office Telephone	
Office Fax	
Email ID of the Service Provider	

7. Addresses of other offices/branches

8. Bank Account details

Account No.	
Type of Account	
Name of Bank	
Address of Branch	

9. Type of Entity- Please tick

Proprietor	Partnership	Pvt Ltd Co	Public Limited Co

10. Names, address and contact numbers (mobile numbers and residence) of proprietor/ partners/ directors

1.	6.
2.	7.
3.	8.
4.	9.
5.	10.

11. Copy of partnership deed/ MOA/ AOA to be obtained and verified

Yes	No	N/A

12. Letter of authorization/ certified copy of Board Resolution

Yes	No	N/A

13. Educational background of the proprietor/ partners/ directors (documents to be obtained)

Name	Qualification

14. No. of years the service provider is in operation: _____

15. (a) List of Banks to who services provided and the type of services provided

Banks	Location	Services provided

15. (b) List of other Non-Bank entities to whom services provided and type of services provided:

Other Non-Bank Entities	Location	Services provided

16. Is the service provider subjected to any kind of audit?

17. References obtained from other banks and non-bank entities (details of verbal reference to be provided. Letter obtained, if any, to be attached

18. Details of Infrastructure:

Present Staff strength Proposed Staff strength (if applicable)	
Office/Yard space (in Sq. ft.)	
Proposed Office/Yard space in Sq. ft. (if applicable)	
No. of Computers	
No. of Printers	
No. of Telephones	
No. of Fax Machines	
Are the service providers' systems compatible to the Banks' systems	
Is the proposed staff strength and additional infrastructure sufficient to meet our job standards	

Kindly provide the information for point no. 18, only for location that is directly providing the outsourced service

19. Market feedback on the Service Provider (obtained informally).

20. Security controls:

Physical Security	
1. Details of the measures taken by the service provider to maintain the confidentiality of records	
2. Issue of identity cards to the staff of Service Provider	
Information Security 1. All users are identified to the system by a unique user id and password	
2. Please mention the process of data transfer from the Bank to the Service Provider and vice versa (for e.g.: manual through courier excel sheets by email	

21. (a) Is any training imparted to the employees of the Service Provider? Yes/No

22. (b) If the answer to the above question is a "No", what other arrangements are made by the service provider in this respect?

23. If the reply is "Yes" to the above question, please detail out the training process imparted by the Service Provider to its employees.

24. Business Continuity Management:

1. Existence of alternate locations from where it can carry out its activities in case of disaster in the present location	
2. If the service provider is handling activities of multiple banks/institutions, the service provider is able to isolate Bank's information, documents, records, and other assets.	
3. Whether the storage area at the service provider location is fire proof and is at a higher altitude.	
4. Premises is free from water logging area and work place is free from water leakages	
5. Details of alternate service provider (capable of doing this activity) • Name of the Service Provider • Address of the Registered Office	

25. Would there be any further subcontracting done by the Service Provider>

26. Does the service provider have insurance on fire, earthquake, fidelity and other external events? (Please check the relevant documents of the service provider.)

YES	NO

27. Outstanding/Potential litigation against the Service Provider: Self declaration by the service provider

28. (a) Financial strength of the service provider:

Gross income as per latest Tax Return	

(b) The financial strength of the service provider is (tick the correct option)

Excellent	Good	Poor

29. Cost of contract (value of the contract, fees to be paid, any percentage to be paid on any basis). Please give in figures:

30. The service provider is not a subsidiary of the Bank and is not owned or controlled by any director or officer/employee of the Bank. Please obtain self-declaration from the service provider.

31. KYC Documents:

Identify proof (indicate details of documents obtained of the proprietor, partners and directors)	
Address proof (indicate details of documents obtained of the proprietor, partners and directors)	

32. SPACE FOR PHOTOGRAPHS OF PROPREITORS/PARTNERS/DIRECTORS (SELF ATTESTED)

Due Diligence Done By:

Name	
Designation	
Date	