Sample RFP Response — Corvane CRM for Halden Cooperative Bank (fictional)

> **Demonstration document — entirely fictional.** Corvane Software Ltd, Corvane CRM, Halden Cooperative Bank, every person, customer reference, certificate number, price and figure in this document are invented to show the structure and quality of an RFP response. Nothing here describes a real company, product or past client. Real regulations named (GDPR, DORA, WCAG, ISO/IEC 27001) are real; the vendor's claimed compliance with them is fictional. It is provided as an illustration only.

About this sample. It shows the structure, tone and rigour of a complete RFP response. Section 1 summarises the fictional RFP; sections 2–11 and the annexes are written as a vendor would submit them; the matrix extract in section 6 is completed by the full 112-line matrix in Annex B.

1. The RFP being answered (fictional)

Item	Detail
Issuer	Halden Cooperative Bank (HCB), a regional cooperative bank in the EU: 1,150 staff, 84 branches, ~610,000 retail and 38,000 SME customers
Reference	HCB-2026-CRM-014 — "Customer Relationship Management Platform"
Scope	SaaS CRM for 450 named users (branch advisers, SME relationship managers, contact centre, marketing, compliance), replacing a 2014 on-premise CRM and three spreadsheets
Contract	5 years + 2 optional 1-year extensions
Submission deadline	12 December 2026, 12:00 CET, via the bank's procurement portal
Format limits	Main response ≤ 40 pages; compliance matrix in the bank's template; pricing in a separate sealed annex

Evaluation criteria (published weights): functional fit 30% · security, compliance and data protection 25% · implementation approach and risk 15% · total cost of ownership over 5 years 20% · vendor viability and references 10%.

Key requirements (extract of 18 of the 112 lines in the RFP):

ID	Requirement	Priority
F-01	Single customer view across retail and SME, including household and company-group links	Must
F-04	Opportunity and pipeline management for lending, savings and insurance products	Must
F-07	Integration with core banking system (read customer, account and product data; near-real-time)	Must
F-09	Case and complaint management with regulatory time limits and escalation	Must
F-12	Consent and marketing-preference management per channel	Must
F-15	Native mobile access for advisers, including offline notes	Should
F-18	Configurable dashboards for branch and regional managers	Should
F-21	AI-assisted next-best-action, explainable, switchable off per use case	Could
S-01	Data hosted exclusively in the EU/EEA, including backups and support access	Must
S-03	ISO/IEC 27001 certification and independent assurance report (SOC 2 Type II or ISAE 3402)	Must
S-05	Encryption in transit and at rest; customer-managed keys option	Must

S-07	SSO with the bank’s identity provider (SAML 2.0 / OIDC) and MFA	Must
S-09	Contractual terms meeting DORA requirements for ICT third-party providers, incl. audit and exit rights	Must
S-11	Full audit trail of data access and changes, exportable to the bank’s SIEM	Must
P-02	Availability ≥ 99.9% monthly, with service credits	Must
P-04	Recovery point objective ≤ 15 min; recovery time objective ≤ 4 h	Must
A-01	User interface conformant with WCAG 2.1 AA (EN 301 549)	Should
X-03	Documented exit plan with full data export in open formats	Must

2. Cover letter

Corvane Software Ltd · Dublin, Ireland

To: Procurement Department, Halden Cooperative Bank Re: RFP HCB-2026-CRM-014 — Customer Relationship Management Platform Date: 10 December 2026

Dear Ms Lindqvist,

Thank you for inviting Corvane Software to respond to RFP HCB-2026-CRM-014.

Your RFP describes three goals: give every adviser one accurate view of each customer, handle complaints within regulatory deadlines without manual tracking, and do both on a platform your risk and compliance teams can supervise under DORA. Corvane CRM was built for cooperative and regional banks with exactly these needs. Seventy-one financial institutions in nine EU countries run it today.

Our proposal commits to:

- **Go-live for all 450 users in 26 weeks**, in three waves starting with SME relationship managers, at a fixed implementation price.
- **Full compliance with all 74 “Must” requirements**, with no exceptions to your security and DORA clauses (section 6 and section 7).
- **EU-only hosting** in Frankfurt and Amsterdam, including backups and support access.
- **A five-year total cost of ownership of €2.21 million**, with prices capped for the optional extension years.

This offer is valid for 180 days from the submission deadline. I am the accountable executive for this bid and will remain your single point of contact through contract signature.

Yours sincerely,

Daniel Hayes Chief Revenue Officer, Corvane Software Ltd

All names and figures fictional.

3. Executive summary

Halden Cooperative Bank wants to replace a 12-year-old CRM. In practice, advisers see an incomplete picture of each customer, complaints are tracked in spreadsheets against regulatory deadlines, and the risk function cannot easily evidence control over a critical ICT provider. Corvane proposes a configured, not customised, deployment of Corvane CRM for Banking, live for all 450 users in 26 weeks.

Our commitments, mapped to your evaluation criteria

Your criterion (weight)	What we commit to	Proof in this response
Functional fit (30%)	One customer view linking retail, household and SME group relationships, fed in near real time from your core banking system	Section 5; matrix lines F-01, F-07
Security, compliance and data protection (25%)	EU-only data and support, ISO/IEC 27001 certified, SOC 2 Type II report, DORA-ready contract with audit and exit rights, no exceptions	Section 7; matrix S-01 to S-11

Implementation approach and risk (15%)	Fixed price, three waves, a bank-experienced delivery team, and payment tied to acceptance milestones	Section 8
Five-year total cost of ownership (20%)	€2.21 million all-in, with no charges for API calls, storage up to 2 TB or standard integrations; extension-year prices capped at +3%	Section 10
Vendor viability and references (10%)	71 financial-institution customers, 96% gross revenue retention, three referenceable EU banks of comparable size	Section 11

Why this matters to HCB

- **Complaints handled on time, by design.** Regulatory time limits are configured as service levels on each case, with automatic escalation at 50%, 80% and 100% of the deadline. No spreadsheet tracking remains.
- **Advisers prepared before every meeting.** A one-page customer brief combines holdings, recent interactions, open cases and consent status, on desktop or mobile.
- **Supervision without extra work.** Your risk team receives our ISO certificate, the SOC 2 report, sub-processor register and exit plan up front, and keeps contractual audit rights.
- **Lower risk at go-live.** We migrate 12 years of history in two rehearsals before the cut-over, and nothing goes live without your sign-off.

All figures fictional.

4. Our understanding of HCB’s needs

We read the RFP, its 112 requirement lines and the answers to the 23 clarification questions published on 21 November. Our understanding:

What the RFP says	What we understand you need	How the response addresses it
“The current CRM holds no reliable SME group structure” (RFP §2.3)	Relationship managers cannot see total group exposure or cross-sell opportunities across linked companies	Company-group hierarchy with roll-up of holdings and pipeline (F-01)
“Complaints are logged in three spreadsheets” (§2.4)	Deadlines are missed or evidenced by hand; audit findings recur	Case management with regulatory clocks and escalation (F-09)
“Integration with CoreOne must not degrade core performance” (Q&A 7)	Read-only, rate-limited integration that the core team controls	Event-based connector with caching; no writes to core in phase 1 (F-07)
“The bank is subject to DORA” (§6.1)	Contract and evidence must let HCB register and supervise us as an ICT third party supporting an important function	DORA clause mapping and pre-filled register-of-information data (S-09)
“Adoption of the current tool is below 40%” (§2.6)	The new tool must save advisers time on day one, not add data entry	Pre-filled customer brief, mobile notes, change-champion programme (section 8)

Out of scope as we understand it: core banking replacement, payment processing, credit decisioning and the public website. If HCB expects any of these, we ask to be told before contract award.

5. Proposed solution

Corvane CRM for Banking, multi-tenant SaaS, release 26.4, with four modules licensed for all 450 users: Relationship, Cases & Complaints, Consent & Campaigns, and Insights.

5.1 Single customer view (F-01)

Each retail customer, household and company has one record. Company records carry a group hierarchy up to 6 levels, with holdings, limits and pipeline rolled up to the parent. Advisers open a one-page **customer brief**: products held (from CoreOne), last five interactions, open cases, consent status and suggested actions. Duplicate detection runs nightly on name, date of birth or registration number, and address.

5.2 Pipeline management (F-04)

Separate pipelines for lending, savings and insurance, with stages, probabilities and mandatory fields configured by HCB administrators without code. Branch and regional managers see pipeline by product and adviser; forecasts are exportable to your finance planning file.

5.3 Core banking integration (F-07)

The Corvane Core Connector subscribes to CoreOne change events. Customer, account and product data reach the CRM within 60 seconds of a change, typically. Phase 1 is read-only: the CRM never writes to the core. A local cache serves adviser screens, so CRM usage adds no load to CoreOne at peak times. Integration is monitored with alerts to both teams.

5.4 Cases and complaints (F-09)

Case types (complaint, service request, fraud report, data-subject request) each carry a regulatory clock. HCB sets the time limits; the system escalates at 50%, 80% and 100% to the owner, team lead and compliance. Every action is time-stamped, so each complaint has a complete evidence file for internal audit or the supervisor.

5.5 Consent and marketing preferences (F-12)

Consent is stored per purpose and per channel (email, SMS, phone, post, app), with source, date and wording version. Campaign tools check consent at send time, not at list-building time. Withdrawals made in any channel apply everywhere within minutes.

5.6 Mobile and dashboards (F-15, F-18)

iOS and Android apps with offline notes that sync when connectivity returns; the device holds encrypted data only for customers opened in the last 7 days, and it can be wiped remotely. Twenty standard dashboards ship with the product; managers can build their own without IT.

5.7 Next-best-action (F-21)

Optional and off by default. Each suggestion shows the factors behind it (for example, “term deposit maturing in 30 days”). HCB can enable or disable each use case separately, and no customer data is used to train models shared with other clients.

6. Requirements compliance matrix (extract)

Codes: **S** = standard product, no configuration · **C** = met by configuration, included in the fixed price · **O** = met by a priced option · **P** = partially met, explained · **N** = not met. The full 112-line matrix is in the bank’s template (Annex B); totals: 81 S, 24 C, 3 O, 4 P, 0 N.

ID	Code	How it is met	Ref.
F-01	S	Customer, household and company-group records with roll-up	5.1
F-04	C	Three product pipelines configured in the design phase	5.2
F-07	C	Core Connector, event-based, read-only in phase 1	5.3
F-09	C	Case types with regulatory clocks and 3-step escalation	5.4
F-12	S	Consent per purpose and channel, checked at send time	5.5
F-15	S	iOS/Android apps with encrypted offline notes	5.6
F-18	S	20 standard dashboards plus self-service builder	5.6
F-21	S	Explainable suggestions, off by default, per-use-case switch	5.7
S-01	S	Hosting in Frankfurt (primary) and Amsterdam (recovery); EU-based support staff only	7.1
S-03	S	ISO/IEC 27001:2022 certificate and SOC 2 Type II report (12-month period) supplied in Annex D	7.2
S-05	O	Encryption by default; customer-managed keys via the bank’s key vault as a priced option	7.3
S-07	S	SAML 2.0 and OIDC SSO; MFA enforced by the bank’s identity provider	7.3
S-09	S	DORA clause mapping (Annex E)	7.4

		accepted without exceptions	
S-11	S	Immutable audit log; streaming to SIEM via syslog or API	7.3
P-02	S	99.9% monthly availability with service credits up to 15% of monthly fees	9.2
P-04	S	RPO 15 min, RTO 4 h, tested twice a year with results shared	7.5
A-01	**P**	Adviser and case screens conform to WCAG 2.1 AA; the dashboard builder has 3 open issues (drag-and-drop without keyboard alternative, 2 contrast issues), fixed in release 27.1, due 31 March 2027. Accessibility Conformance Report in Annex F	7.6
X-03	S	Exit plan (Annex G): full export in CSV/JSON and attachments, 90-day assisted exit at no extra charge	7.4

7. Security, data protection and regulatory compliance

7.1 Data location (S-01)

All HCB data, including backups, logs and attachments, stays in two EU data centres operated by our hosting provider: Frankfurt (primary) and Amsterdam (recovery). Support staff with any access to customer data are employed in Ireland and Portugal. Sub-processors are listed in Annex C; HCB is notified 60 days before any change and may object.

7.2 Certifications and assurance (S-03)

- ISO/IEC 27001:2022, certificate scope covering product, hosting operations and support; surveillance audit passed in September 2026.
- SOC 2 Type II report covering security, availability and confidentiality for the 12 months to 30 June 2026, issued by an independent audit firm, with no exceptions noted.
- Annual external penetration test; executive summary shared, full report available under NDA.

7.3 Technical controls (S-05, S-07, S-11)

Control	Implementation
Encryption in transit	TLS 1.2 minimum, TLS 1.3 preferred
Encryption at rest	AES-256; customer-managed keys in HCB’s key vault available as an option, with key revocation rendering data unreadable
Identity	SSO via SAML 2.0 or OIDC; MFA enforced by HCB’s identity provider; SCIM user provisioning
Privileged access	Just-in-time access for Corvane engineers, approved per ticket, recorded and reviewable by HCB
Audit trail	Every read of a customer record, change and export logged immutably for 7 years; streamed to HCB’s SIEM
Tenant isolation	Logical isolation with per-tenant encryption keys; isolation tested in each penetration test

7.4 DORA and contractual governance (S-09, X-03)

HCB is a financial entity under the Digital Operational Resilience Act (Regulation (EU) 2022/2554), applicable since 17 January 2025. CRM supports customer-facing processes that HCB may classify as supporting important functions. Our contract (Annex E) maps each contractual provision required by Article 30, including:

- a full description of services and service levels, with locations of processing;
- access, inspection and audit rights for HCB, its auditors and the competent authority, without prior limitation;
- incident notification to HCB within 4 hours of classification, with assistance at no extra cost;
- participation in HCB’s resilience testing where requested;
- termination rights and a tested exit strategy with a transition period (Annex G).

We also supply the data HCB needs for its register of information on ICT third-party arrangements, pre-filled in the format HCB specifies.

7.5 Continuity (P-04)

Continuous replication to Amsterdam; RPO 15 minutes, RTO 4 hours. Full failover tests twice a year; results shared with HCB within 10 working days.

7.6 Accessibility (A-01)

Corvane CRM is tested against WCAG 2.1 AA, the web requirement of EN 301 549, by an independent accessibility firm. Our Accessibility Conformance Report (international VPAT edition, October 2026) is in Annex F, with the three open issues and fix dates listed in section 6.

7.7 GDPR

Corvane acts as processor under a data-processing agreement (Annex C) based on Article 28 GDPR. Data-subject requests are handled as a case type in the CRM itself, so HCB can evidence response times.

All certifications and reports named are fictional for this sample.

8. Implementation plan

Approach: configuration over customisation, three user waves, and payment tied to acceptance. Start assumed on 1 February 2027 (contract signed by 15 January).

Weeks	Phase	Key deliverables	HCB acceptance gate	Payment
1–4	Mobilise and design	Project charter, design workshops (8), configuration design document, data-migration mapping, integration specification for CoreOne	Design sign-off	20%
5–10	Build and integrate	Configured tenant, Core Connector live in test, SSO and SIEM connected, migration rehearsal 1	System test report accepted	20%
11–14	Test	User acceptance testing with 30 HCB users, migration rehearsal 2, penetration test of HCB configuration, DORA exit test (export and reload)	UAT sign-off; no open critical/high defects	20%
15–16	Wave 1 go-live	60 SME relationship managers live	Wave 1 stable for 10 working days	15%
17–22	Wave 2 go-live	300 branch advisers and contact centre live, by region	Wave 2 stable	15%
23–26	Wave 3 and handover	Marketing, compliance and managers live; decommissioning plan for old CRM; handover to support	Final acceptance	10%

Team. Corvane: engagement lead (banking background), solution architect, integration engineer, data-migration specialist, two configuration consultants, change and training lead; about 4.5 full-time equivalents over 26 weeks. HCB: product owner (50%), CoreOne integration owner (20%), 30 UAT testers (3 days each), 1 change champion per region.

Top risks and mitigations

Risk	Mitigation	Owner
CoreOne event feed not available in time	Fallback batch extract every 15 min for wave 1; event feed required before wave 2	Joint
Poor data quality in legacy CRM	Two migration rehearsals with data-quality report; HCB decides on cleansing rules before rehearsal 2	HCB with Corvane support
Low adoption, as with the current tool	Customer brief saves time from day one; champions per region; adoption dashboard reviewed weekly for 8 weeks after each wave	Corvane change lead
Summer holidays reduce HCB staff availability	Wave 3 completes by 31 July 2027; training	Joint

	for wave 3 scheduled in June, before the holiday period	

9. Support, service levels and training

9.1 Support

Support in English and HCB's national language, 08:00–18:00 CET on banking days, plus 24/7 for priority 1 incidents. Named customer success manager for the contract term. Quarterly service review with HCB's vendor-management and risk teams.

9.2 Service levels (P-02)

Measure	Commitment	Service credit if missed
Monthly availability	99.9% (excluding announced maintenance, max 4 h/month, outside 07:00–20:00 CET)	5% of monthly fees below 99.9%; 10% below 99.5%; 15% below 99.0%
P1 incident (service unavailable or data at risk)	Response 30 min, workaround 4 h	Included in availability credits
P2 incident (major function impaired)	Response 2 h, workaround 1 banking day	2% per missed incident, max 10%/month
P3 / P4	Response 1 / 2 banking days	—
Security incident notification	Within 4 hours of classification	Contractual obligation (section 7.4)

Three consecutive months below 99.5% give HCB the right to terminate without penalty.

9.3 Training

- Train-the-trainer for 12 HCB champions (3 days).
- Role-based e-learning (advisers 90 min, managers 60 min, administrators 2 days), in HCB's language, hosted in HCB's learning system (SCORM).
- Floor-walking support in the first week of each wave.
- Administrator certification for 3 HCB staff, so the bank can change fields, pipelines and case rules without Corvane.

10. Commercial proposal

In the real submission this section goes in the sealed pricing annex. All prices are fictional, in euros, excluding VAT.

10.1 Price components

Item	Basis	Annual	5-year total
Corvane CRM for Banking subscription (4 modules)	450 named users × €58 per user per month	€313,200	€1,566,000
Core Connector for CoreOne	Flat annual fee	€24,000	€120,000
Customer-managed encryption keys (option S-05)	Flat annual fee	€18,000	€90,000
Full sandbox environment	Flat annual fee	€9,600	€48,000
Implementation (section 8), incl. training	Fixed price, milestone payments	—	€298,000
Data migration (12 years of history, 2 rehearsals)	Fixed price	—	€88,000
Total cost of ownership, 5 years			**€2,210,000**

Year 1: €750,800 (including one-off items). Years 2–5: €364,800 each.

Priced options included in this total. Two "Must" requirements are met through priced options. Both are already in the five-year total above, so no additional cost is needed to meet every "Must" requirement:

Requirement	Option	Annual	5-year	Line in 10.1
S-05 (Must)	Customer-managed encryption keys	€18,000	€90,000	"Customer-managed encryption keys (option S-05)"
F-40 (Must)	Full sandbox environment	€9,600	€48,000	"Full sandbox environment"

The only other priced option in Annex B, F-27 (WhatsApp messaging, a "Could" requirement), is **not** included in the total; its

rate is in Annex I. Check: €1,566,000 + €120,000 + €90,000 + €48,000 + €298,000 + €88,000 = €2,210,000.

10.2 What is included at no extra charge

API calls, storage up to 2 TB, standard integrations (email, calendar, telephony via CTI), all product upgrades, 24/7 P1 support, the DORA exit assistance (90 days) and administrator certification for 3 staff.

10.3 Commercial terms

- **Additional users:** €58 per user per month, pro rata; above 600 users, €52.
- **Price protection:** fixed for years 1–3; increases in years 4–5 and in the optional extension years capped at the lower of eurozone HICP inflation or 3% per year.
- **Payment:** subscription annually in advance; implementation against the milestones in section 8, 30 days from invoice.
- **Validity:** 180 days from the submission deadline.

11. References, assumptions and contractual position

11.1 Customer references (fictional)

Customer	Profile	Scope	Live since	Contact (available on request)
Vester Savings Bank	Regional savings bank, 900 staff	380 users; complaints and SME pipeline; core integration	March 2024	Head of Customer Operations
Coopérative Bancaire du Val (fictional)	Cooperative bank, 1,400 staff	610 users; replaced on-premise CRM in 24 weeks	October 2023	CIO
Nordhavn Cooperative Bank	Cooperative bank, 950 staff	140 users; consent and campaigns	June 2025	Head of Marketing

Company facts: founded 2014; 210 employees; 71 financial-institution customers in 9 EU countries; gross revenue retention 96% in the last financial year; audited accounts for the last three years in Annex H.

11.2 Assumptions

1. HCB provides CoreOne event-feed access and a test environment by week 5.
2. Legacy CRM data is supplied as database extracts; Corvane does not need direct access to the old system.
3. HCB's identity provider supports SAML 2.0 or OIDC.
4. UAT is completed within the 4 weeks planned; extra UAT cycles beyond two are charged at the rate card in Annex I.

11.3 Requirements compliance and contractual position

1. Compliance with the requirements (Annex B) — no exceptions.

- All **74 "Must" requirements are met**: 54 by the standard product, 18 by configuration included in the fixed implementation price, and 2 (S-05, F-40) by priced options already included in the five-year total (section 10.1).
- Four "Should" or "Could" lines are partially met, each with a dated fix: F-33, F-38, A-01 and D-09 (Annex B).
- No requirement is coded "not met".

2. Contractual position — separate from requirements compliance.

- Corvane **accepts the bank's draft contract without condition**, including the security, DORA and data-protection clauses (requirement V-10). Our offer, prices and commitments do not depend on any change to it.
- **Liability (draft clause 18.2): a proposal for negotiation, not a reservation on the offer.** As drafted, clause 18.2 sets uncapped liability for all claims, and we accept it. If HCB is willing, we would like to discuss during negotiation a cap of 200% of annual fees for claims *other than* breaches of confidentiality and data protection, which would remain uncapped. If HCB prefers not to discuss it, clause 18.2 applies as drafted and this offer stands unchanged.

Annexes

The response refers to eight annexes. Four of them are written by the bid writer and are included in this sample. The other four are evidence documents that only the vendor can supply. They are listed here but deliberately not reproduced. Evidence documents are never drafted by the bid team: they come from the vendor or its auditors, and the bid team checks that each one is current and says what the response claims.

Annex	Content	Who produces it	In this sample
B	Full compliance matrix, 112 lines	Bid writer, from vendor answers	**Included:** Annex B

B	Full compliance matrix, 112 lines	Bid writer, from vendor answers	**Included.** Annex B — Compliance Matrix (spreadsheet; totals 81 S, 24 C, 3 O, 4 P, 0 N; 74 Must)
C	Data-processing agreement and sub-processor register	Vendor legal team	Not reproduced: vendor document
D	ISO/IEC 27001 certificate, SOC 2 Type II report, security overview, business continuity summary	Vendor security team and its auditors	Not reproduced: third-party evidence
E	DORA Article 30 clause mapping	Bid writer, validated by vendor legal	**Included below**
F	Accessibility Conformance Report (international VPAT edition)	Independent accessibility firm	Not reproduced: third-party evidence
G	Exit plan	Bid writer, validated by vendor delivery	**Included below**
H	Audited financial statements, last 3 years	Vendor finance and its auditors	Not reproduced: third-party evidence
I	Rate card for additional services	Bid writer, prices set by vendor	**Included below**

What a real engagement checks before submission: each vendor-supplied annex exists, is current (certificate in date, SOC 2 period ending within the last 12 months, ACR under 12 months old), and says what the response claims it says.

Annex E — DORA Article 30 clause mapping

Regulation (EU) 2022/2554 (DORA), Article 30, lists the key contractual provisions for ICT services. Paragraph 2 applies to all such contracts; paragraph 3 adds provisions for services supporting critical or important functions. The left column paraphrases the regulation. The clause numbers refer to Corvane's fictional master agreement. *Before any real use, check each line against the official text published in the Official Journal of the EU.*

Art. 30	Required provision (paraphrased)	Where met in the contract	Response ref.
2(a)	Clear description of all functions and services, including whether subcontracting is allowed and on what conditions	Schedule 1 (services); clause 14 (subcontracting)	5, Annex C
2(b)	Locations where services are provided and data processed, with prior notice of any change	Clause 9.2; Schedule 4 (locations)	7.1
2(c)	Protection of availability, authenticity, integrity and confidentiality of data, including personal data	Clause 10 (security); DPA (Annex C)	7.3, 7.7
2(d)	Access, recovery and return of data in an easily accessible format on insolvency, resolution, discontinuation or termination	Clause 21 (data return); Annex G	X-02, X-03
2(e)	Service level descriptions, including updates and revisions	Schedule 2 (SLA)	9.2
2(f)	Assistance in ICT incidents related to the service, at no additional cost or at a cost set in advance	Clause 11.4 (incident assistance at no charge)	7.4
2(g)	Full cooperation with the bank's competent authorities and resolution authorities	Clause 17.3	7.4
2(h)	Termination rights and minimum notice periods, in line with supervisors' expectations	Clause 20	9.2, 11.3
2(i)	Conditions for the provider's participation in the bank's ICT security awareness and operational resilience training	Clause 12.5	9.3
3(a)	Full service-level descriptions with precise quantitative and qualitative performance targets	Schedule 2 (availability, response, workaround times, credits)	9.2
3(b)	Notice periods and reporting	Clauses 11.2 and 16.1	9.1

	obligations of the provider, including developments that may affect its ability to deliver		
3(c)	Requirement to implement and test business contingency plans and appropriate security measures	Clause 13; Annex D (BCP summary)	7.5
3(d)	Participation and full cooperation in the bank's threat-led penetration testing	Clause 12.6	P-10
3(e)	Right to monitor the provider's performance on an ongoing basis: unrestricted access, inspection and audit rights for the bank, appointed third parties and the competent authority	Clause 17 (audit), no prior limitation on frequency or scope	7.4, S-20
3(f)	Exit strategy, including a mandatory adequate transition period	Clause 21; Annex G	X-03, X-04

The bank also keeps a register of information on its ICT third-party arrangements under Article 28. Corvane supplies the data the bank needs for that register (legal entity identifier, services, locations, sub-processors), in the bank's format.

Annex G — Exit plan

Objective: HCB can move to another CRM, or bring the service in-house, without losing data or service continuity, whatever the reason for exit (expiry, termination, Corvane insolvency, or a supervisor's instruction).

Step	Timing	Corvane delivers	HCB does
1. Exit notice and kick-off	Day 0–10	Named exit manager; exit schedule agreed within 10 working days	Names its exit owner and the receiving system
2. Full data export	By day 30	All records, history, audit logs, consent records and attachments in CSV/JSON, with a data dictionary and record counts	Checks counts against the reconciliation report
3. Configuration export	By day 30	Documented configuration: fields, pipelines, case rules, regulatory clocks, permissions, templates	Maps them to the receiving system
4. Test reload	Day 30–60	Support for one test load into the receiving system; answers to data questions within 2 banking days	Runs the test load and signs off
5. Parallel run (optional)	Day 60–90	Read-only access to Corvane CRM for reference	Operates on the new system
6. Final export and switch-off	Day 90	Final delta export; service closed	Confirms receipt
7. Deletion	Within 30 days of step 6	Deletion of all HCB data, including backups at the end of their retention cycle; signed deletion certificate	Files the certificate in its register of information

Commercial terms: assistance for the first 90 days at no extra charge; extension up to 9 further months at the rates in Annex I (X-04).

Testing: the export-and-reload procedure is tested in weeks 11–14 of the implementation (section 8), then repeated every two years or after any major platform change, with results shared with HCB.

Annex I — Rate card (fictional; euros excluding VAT)

Rates are fixed for contract years 1–3, then follow the same cap as the subscription (section 10.3). Work is quoted in advance as a fixed price wherever scope allows.

Service	Unit	Rate
Engagement lead / solution architect	Day (8 h)	€1,250
Integration engineer	Day	€1,100
Configuration consultant	Day	€950
Data-migration specialist	Day	€1,050

Trainer (remote / on site, travel at cost)	Day	€900
Additional UAT cycle beyond the two included (assumption 11.2.4)	Cycle, up to 5 days of support	€4,750
WhatsApp Business messaging add-on (F-27)	Per customer conversation, 24-hour window	€0.09, minimum €250/month
Additional storage above 2 TB	Per 500 GB per month	€190
Exit assistance beyond the 90 days included (X-04)	Month, up to 9 months	€6,500
Additional sandbox (partial copy)	Per month	€450