

PUNJAB NATIONAL BANK



(Open Tender) REQUEST FOR PROPOSAL (RFP) FOR NEW IMPS ENGINE FOR ROUTING IMPS TRANSACTIONS

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The Bidder is expected to examine all instructions, forms, terms and specifications in the bidding Document. Failure to furnish all information required by the bidding Document or to submit a Bid not substantially responsive to the bidding Document in all respect will be at the Bidder's risk and may result in rejection of the Bid.

The Bank Representatives may in their absolute discretion, but without being under any obligation to do so, update, amend or supplement the information in this RFP Document.

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GENERAL TENDER DETAILS

RFP FOR NEW IMPS ENGINE FOR ROUTING IMPS TRANSACTIONS.

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| 1. | Date of commencement of Bidding Process. | 26/06/2019 |
| 2. | Last date and time for sale of Bidding Documents | 18/07/2019 upto 1600 Hrs |
| 3. | Last date and time for receipt of queries from bidders for Clarifications | 29/06/2019 upto 1700 Hrs |
| 4. | Date of Pre-Bid Meeting | 01/07/2019 at 1200 Hrs |
| 5. | Last date and time for Hash submission | 18/07/2019 upto 1600 Hrs |
| 6. | Last date and time for online bid submission/Bid Re-Encryption | From 18/07/2019 1701Hrs to 19/07/2019 1400 Hrs |
| 7. | Last date and Time for submission of technical supporting document (Hard Copy) | From 18/07/2019 1701 Hrs to 19/07/2019 1400 Hrs |
| 8. | Date and Time of Technical Bid Opening | 19/07/2019 at 1600 Hrs |
| 9. | Place of Submission of Bids | The Asstt. General Manager Punjab National Bank, IT Procurement Department, I.T. Division, HO: 5 Sansad Marg, New Delhi 110 001 |
| 10. | Place of opening of Bid | Punjab National Bank, Information Technology Division, 2nd floor, HO, 5 Sansad Marg, New Delhi – 110 001 |
| 11. | Address for communication | As above Tel:- (011)23710483 23710021 Ext: 159, 230 Fax:- (011) 23321305 |
| 12. | Cost of RFP | Rs.5000/-+ 18 % GST* (Non-refundable) should be submitted online only in favour of Punjab National Bank before last date of bid submission in the following account: IFSC Code : PUNB0399900 Bank & Branch : Punjab National Bank, Sansad Marg, New Delhi -110 001 Account No. 0153002200175673 (16 digits) Imprest account – HO IT Division *MSME bidder is exempted from payment of cost of RFP if bidder can furnish requisite proof subject to the satisfaction of Bank. |
| 13. | Earnest Money Deposit | Rs.20.00 Lac* should be submitted online before last date of bid submission or in the form of Bank Guarantee (BG) in favour of Punjab National Bank, IT Division payable at New Delhi. BG should be valid up to 6 months from the last date of submission. IFSC Code : PUNB0015300 Bank & Branch : Punjab National Bank, Sansad Marg, New Delhi -110 001 Account No. 0153002100572949 (16 digits) Imprest account – HO IT Division *MSME bidder is exempted from payment of Earnest Money Deposit if bidder can furnish requisite proof subject to the satisfaction of Bank. |

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| 14. | Contact to Bidders | Interested Bidders are requested to send the email to swapnika.sonker@pnb.co.in , rohitraina@pnb.co.in , containing following information, so that in case of any clarification, the same may be issued to them: (a)Name of Bidder, (b)Contact person, (c)Mailing address with Pin Code,(d)Telephone No., Fax No., Mobile No.(e) e-mail etc. |
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NOTE

1. All the interested Bidders, who have not registered earlier with e-procurement site(<https://etender.pnbnet.in>), would have to register with our e-procurement site. Bidders to ensure to get themselves registered timely, at least Two working days before the Hash submission date, to avoid last moment issues.
2. Bidders are advised to go through Bidders Manual available on <https://etender.pnbnet.in> for registration and submission of tenders. If approval of registration is pending at Bank's end, Bidders should immediately contact Bank's Helpdesk on telephone No. 011-23765468 or email us at eprocurement@pnb.co.in
3. Bidders are required to strictly submit their bids in electronic form using the e-procurement system at <https://etender.pnbnet.in> by using their digital certificates of class II and above (both encryption and signing). Bidders are advised to keep digital certificates(or tokens) ready at time of submission of bid. Use of Digital Certificate is mandatory for participation in e-tendering process. Bidders should ensure that Digital token has not expired or corrupted at the time of e-tendering process.
4. Bidders are advised to go through Bidders Manual for Browser settings and Java settings required for participation in the bid. Follow each & every step mentioned in Bidder Manual. If bidder still faces any problem, he/she should immediately contact Bank Helpdesk on telephone No. 011-23765468 or email us at eprocurement@pnb.co.in.
5. Bids received after closing of the bid in the e-procurement system will be auto-rejected by the system. Please note that **HASH SUBMISSION and BID RE-ENCRYPTION** is a mandatory activity, failing which Bank will not accept the hardcopy of Technical bid.
6. The indicative commercial bids to be submitted online only.
7. Bidders should submit bids well before time rather than waiting for last moment to avoid any technical glitches or networking issues etc. at their end.
8. If bidder is shortlisted to participate in Reverse Auction (RA), Demo for Reverse Auction will be conducted a day before RA, if bidder requests for the same. Further, Demo for Reverse Auction will only be provided to bidders who have accepted the Base price (i.e. Terms & Conditions of the reverse auction).
9. If bidder is participating in the Reverse Auction, it is advised that Bidders place their bids well before time rather than waiting for auction end time to avoid any last minute glitches (or any network issues or internet response issues etc.) occurring at Bidder's end. Bidders may keep refreshing auction page to ensure that they are connected to server (via internet).
10. Bidders are requested to use a reliable internet connection (data cable/ broad band) to safeguard themselves. Bank is not responsible for telephone line glitch, internet response issues, hardware hangs etc., at bidder's end.
11. If Bidders have any queries, they may call us at Helpdesk Telephone No 011-23765468 from 10.00 am to 05.00 pm (except Sundays and Bank holidays).

1. INTRODUCTION:

Punjab National Bank (PNB) has taken many IT initiatives. Bank has Computerized 100% of its branches and has implemented a Centralized Banking Appliance (CBS) with Data Centre at New Delhi and Disaster Recovery Site at Mumbai. The centralized Banking Appliance covers all the 7000 plus SOLs (Service Outlets), which are connected to the Data Centre and DRS through an Enterprise Wide Network which is a two tier meshed architecture. The mode of connectivity to the branches/offices is a combination of Leased Lines, ISDN Lines, MPLS, VSATs, Radio Links and other forms of connectivity, which may emerge in the near future.

Bank has also implemented Security Operation Centre (SOC) and integrated the servers / devices for log analysis and monitoring of servers / devices installed across the Bank network. Bank has implemented Enterprise Data Ware House Project to provide better access to information, to foster better and more informed decision-making, besides providing statutory reporting and MIS for the Bank. The Enterprise Wide Network is maintained by Bank's Network Integrator and the security measures are already enforced at various levels (Application Security, Network Security, Database Security, OS Security, Access Controls, Physical Security etc.). All these security measures are in place in congruence with the Bank's Information Security Policy, Business Continuity & Disaster Recovery Plans & various other regulatory compliances.

2. PURPOSE OF THE PROJECT:

The purpose of this RFP is to select a vendor for supply, installation, integration and operationalization of a Immediate Payment Service (IMPS) solution at its Data Centre & Disaster Recovery Centre for routing the transaction to and from NPCI, originated from the Bank's various alternative channels (i.e. ATM, Mobile Banking, Core Banking, Net Banking, BC locations, Remittance agencies, Multi Function Kiosks etc.) used by its customers. The solution proposed should be integrated seamlessly with the existing alternate e-delivery channels (i.e. ATM, Mobile banking, Net Banking, Email, SMS Alert Servers, Core Banking Solution, SMS banking, FI gateway, Multi function Kiosks) along with NPCI solution

Punjab National Bank invites bids (Technical bid and Commercial bid) from eligible bidders for as per requirements mentioned in the RFP. This invitation of Bids is open to all Application Original Equipment Manufacturers (OEMs) having presence in India or their Authorized Representative in India, provided bidders fulfill the minimum qualification criteria as mentioned in bid document (Annexure-III).

Please note that any deviations mentioned in the bid will not be considered and evaluated by the Bank. Bank reserve the right to reject the bid, if bid is not submitted in proper format as per RFP.

3. SCOPE OF WORK:

The Scope of Work includes the following components :-

- 3.1. The Bidder shall be responsible for supply, installation, integration and operationalization of Immediate Payment Service (IMPS) solution at Bank's Data Centre & Disaster Recovery Centre for routing Inward and Outward transaction to and from NPCI, originated from the Bank's various alternative channels.
- 3.2. Bidder has to implement P2A, P2P (Person-to-Account, Person-to-Person) type of transactions. If NPCI proposes any new type of transactions, within one year of complete implementation (i.e. one year from sign-off), the bidder will have to implement the same

without any extra cost to the bank. Beyond the period of one year from sign-off, bidder has to comply with the same and Customization cost will be paid as per the Commercial bid (Customization cost Finalized after Reverse Auction)

- 3.3. The implemented solution should neither be cloud based nor a hosted model. The solution should be deployed dedicatedly for PNB at Bank's premises (DC (Delhi) and DRS (Mumbai)).
- 3.4. The proposed solution should be adhering to NPCI IMPS technical specifications and procedural guidelines for all the IMPS products and should fully comply with NPCI's IMPS-Online Switching Message Specification, Version 3.4.1.1 released in Dec'2018. In case of any version update by NPCI within one year of complete implementation (i.e. one year from sign-off), the bidder would have to comply with the same without any extra cost to the bank. Beyond the period of one year from sign-off, bidder has to comply with the same and Customization cost will be paid as per the Commercial bid (Customization cost Finalized after Reverse Auction)
- 3.5. Successful bidder should get the solution, implemented in our Bank, certified by NPCI within one month of complete implementation. In case, there is delay in slot from NPCI or Bank's side, time lines will be extended accordingly.
- 3.6. The average deemed approved (technical decline) rate of the IMPS (P2A, P2P) transactions (Beneficiary) during last six months (i.e from Oct'18 to March'19) in the bank where the proposed IMPS solution has been implemented should be less than 0.2%.
- 3.7. The Licenses for the solution should be Enterprise wide which means unlimited client licenses for Bank's branches in India and should support new channels during the contract period, without any extra cost to the Bank.
- 3.8. The proposed solution should be seamlessly integrated with the Bank's CBS (Finacle 10X) based on the message specifications provided by the Bank, with Alternate delivery channels i.e ATM, Internet Banking, Mobile Banking, Email, SMS alert servers, Cash Management system, Financial Inclusion gateway, Multi Function Kiosks, FIR (Foreign Inward remittances), Remittance agencies, bulk file upload facility through Internet Banking(Corporate)(provided by M/s Infosys) and CMS for offering IMPS transactions. Bidders will be required to integrate the solution with these channels, without any extra cost to the Bank. In case, there is requirement of integration of IMPS solution with any existing or new channel, within one year of complete implementation (i.e. one year from sign-off), the same is to be done by the bidder without any cost to the Bank. Beyond the period of one year from sign-off, Customization cost will be paid as per the Commercial bid (Customization cost Finalized after Reverse Auction).
- 3.9. The Bidder is required to Supply all the required Hardware and Software (OS & Application) with required licenses. If the bidder would be using Oracle database , the cost for same should be quoted as Zero in the total Database cost in the Indicative Commercial bid, as Bank would provide Oracle database license for deployment of IMPS database. In case of any other database, the cost should be quoted in the indicative commercial bid. However, the bidder will have to configure and maintain the Database and Software provided by the bidder during the contract period. The bidder should also ensure purging of database on regular basis.
- 3.10. The Solution (with each of its components) should be configured in High Availability (HA) mode both at DC& DR. All the components within the server should be hot swappable and should incur no downtime due to component failure. Recovery point objective (RPO)

should be zero (during Planned DR-Drills) and Recovery time objective (RTO) should be less than 2 hrs.

- 3.11. The bidder should size for adequate hardware and related software. The hardware and related software sized for the applications should be redundant & scalable to support growth projections of the Bank during the contract period. Growth projections are as follows
- Outward IMPS Transactions (Remitter): 10 lakhs transactions/day with 30% annual growth
 - Inward IMPS transactions (Beneficiary) : 20 lakhs transactions/day with 30% annual growth.
- 3.12. At no instance, during the contract period, the solution or server utilization should exceed 75%. In case the performance is adversely affected or the utilization of any server or any peripheral, exceeds the threshold of 75%, more than 3 times in a quarter, the vendor is required to upgrade the hardware/solution, within one month without any extra cost to the Bank.
- 3.13. Bank will provide storage of 10 TB for the implementation of IMPS Solution as well as storage required for 5 years. HBA cards for servers is to be provided by the bidder. Atleast 1 TB of internal storage configured in RAID 1+0, in each Server is to be provided by the bidder. SAN/Network cables and other accessories required for connecting server with storage and network and for successful installation of IMPS solution is to be supplied by the bidder. All the required Physical Infrastructure (power, cooling, rackspace etc.) will be provided by Bank. Cost of all the peripherals hardware/accessories which are to be provided by the bidder should be included in cost of hardware in the indicative commercial bid. The bidder should also help in configuring the IMPS setup with existing Backup setup of Bank. The information of existing Backup infrastructure of the Bank will be shared with the successful bidder only at the time of implementation.
- 3.14. If Load Balancing is required for the implementation of the Solution, the bidder has to arrange for the same, without any extra cost to the Bank. Bank will not provide any hardware/software for load balancing.
- 3.15. The Vendor should maintain Uptime of **99.95%** of the Solution both at DC & DRS during contract period.
- 3.16. The architecture of the IMPS solution should allow Bank's system to be easily integrated and the technology used should be easily adoptable and portable to the Bank's system. In case any Customization is required by the Bank in any functionality of the solution within one year of complete implementation (i.e. one year from sign-off), the same is to be done by the bidder without any cost to the Bank. Beyond the period of one year from sign-off, Customization cost will be paid as per the Commercial bid (Customization cost Finalized after Reverse Auction).
- 3.17. The existing data of IMPS transactions should be migrated to the new implemented solutions within two months of implementation, without any extra cost to the Bank. Mapping of the fields is to be done by the bidder. Bank will share the details of existing IMPS solution with the successful bidder only. Bank will only provide transactional data.
- 3.18. Immediate Payment Service(IMPS) solution should also facilitate online DC- DR replication of database and application and retrieval capability in a seamless manner including logs.

- 3.19. The solution should have the version control as well as deployment tool and the same is to be provided by the bidder without any extra cost to the Bank.
- 3.20. **Regulatory Compliance**-The Bidder should comply with all guidelines specified by NPCI/Guidelines of RBI/any other Govt.Agencies for the proposed solution and also with the subsequent amendments, if any. In case of any change in the guidelines (by any of the above mentioned authorities) within one year of complete implementation (i.e. one year from sign-off), the bidder would have to comply with the same without any extra cost to the bank. Beyond the period of one year from sign-off, Customization cost will be paid as per the Commercial bid (Customization cost Finalized after Reverse Auction)
- 3.21. The IMPS solution should support TLS 1.2 and above. The server to server communication should be on secured port. The solution should be capable of Supporting Encryption Algorithms such as triple DES and should provide for 256 bit AES encryption for data at rest at DC and DR and for data-in-flight during replication and should not have any future cost implications. The bank defined sensitive data should be kept in encrypted form in DATABASE.
- 3.22. The solution should also include various audit trail report for transaction made using Immediate Payment Service (IMPS) solution as and when requested by the Bank's internal / External auditor
- 3.23. The solution should have the capability to process IMPS transactions at the speed of 500 TPS and may be scalable as per the Bank's growth during the contract period.
- 3.24. Vendor shall be responsible to integrate the Solution with different interfaces using any of standard of message protocols like ISO 8583, Webservices, XML based protocols, APIs and any new protocol.
- 3.25. The bidder should get the source-code audit review including VAPT, EAPT and server hardening done through an external agency (CERT-In empaneled agency). The code review document is to be provided to the Bank, before sign-off
- 3.26. The bidder should also get the code reviewed by an external agency (CERT-In empaneled agency) after doing any customization or patch migration during contract period. The code review document is to be provided to the Bank, before sign-off.
- 3.27. The data flow diagram, architectural diagram, Structure and Meta, User Manual and Implementation architecture should be provided by the bidder before sign-off of the complete solution.
- 3.28. Bidder shall provide a centralized dashboard for monitoring of complete IMPS Solution and all transactions, updating of IFSC CODE and any kind of modification in parameters, configuration etc. In the dashboard page, user should be able to search the transaction through RRN, account number, mobile number, reference no, channel ID as well as through any other fields also. That will be discussed during implementation.

The offered dashboard should show the current status of the system in display as below:

- i. Number of transaction processed from start to current
- ii. Transactions per second TPS
- iii. Number of success transaction
- iv. Number of status unknown transaction
- v. Number of failed transaction with response code
- vi. Total running time in hours, minutes and seconds
- vii. Status of original and Verification requests for a given transaction

- viii. Business decline transactions for the day/month/year
- ix. Technical decline transactions for the day/month/year
- x. Daily Downtime in terms of percentage with reason

3.29. Additional features of the IMPS solution

- i. Maintenance of Audit logs-Audit log should be Maintained in database as well as in application layer.
- ii. Quick screen log – should show all transaction messages on screen, should have at least 100 transaction record on screen with limited data with no compromise to security. Option to clear the on screen log should be available to wipe the data as and when required.
- iii. File Log (Application log)– All transaction has to be logged in to a flat file with a proper delimiter and in encrypted format.
- iv. Database log (Audit log) – All transaction has to be logged in to database with all required data.
- v. The log setting should be changed through the configuration manager using a front-end. Any one log should always be available; no transaction should be performed without log. All logs data should be encrypted and stored, only through the front-end tool designed to view the log should be capable of displaying the data, no plain text should be stored in the log.

3.30. The solution should support API/Web services which is a standard structure allowing Bank's IT team to easily understand and integrate with bank system. The API Features

- i. Should have all methods that are required for bank front-end system.
- ii. Should be XML based protocol for easy integration and cross platform support.
- iii. Should have security mechanism inbuilt to the system to ensure unauthorized access to the system is prohibited.
- iv. API/Web services module should have log mechanism to create file, database log to record all activity done through API.
- v. The solution should be capable of handling encryption/decryption of data coming via any source/channel.
- vi. API/Web services should be part of the IMPS solution and should be configurable in same server or different server of bank datacenter.
- vii. Should be capable of handling high transaction volume without compromise to performance.
- viii. The vendor is responsible for co-coordinating with the bank IT team for integration of the API with the bank front-end system.

3.31. **Management Information System:** The solution is responsible for providing the complete reports pertaining to IMPS this includes the risk management reports, various analysis reports in data as well as graph representation should be available. All data should be real time, and data till current time should be available.

The MIS should provide following basis reports.

- i. Transaction summary
- ii. Transaction detail
- iii. Channel wise (Netbanking, Mobile, NUUP, Branches, ATM, etc)
- iv. Report pertaining to inward transaction
- v. Report pertaining to outward transaction
- vi. Bank wise remitted transaction
- vii. Any other report as required by the Bank. That will be discussed during implementation.

Bidder also has to provide report to the reconciliation team as per their format as desired by them. All these reports should work with any given date range. All the above reports

are some of the basic reports, the vendor has to suggest and provide various other transaction monitoring system also.

- 3.32. **Test Setup**-The bidder would also be required to deploy a test Setup at Bank's DC. Any hardware/software required for the test setup is to be supplied by the bidder. The cost for the same should be included in the commercial bid. The bidder has to deploy and manage the test setup for the entire period of contract.
- 3.33. **End of Sales / End of support:** The Vendor has to ensure that any equipment (hardware/software) supplied as part of this RFP should not have either reached or announced end of sales on the date of such supply or end of support for at least 5 year from the date of issue of purchase order. In the event if any equipment supplied by the vendor reaches end of support, within the contract period from the date of supply, the vendor has to replace the equipment at no additional cost to the Bank.
- 3.34. **Training**- Vendor is required to impart mandatory training of atleast One week to Bank staff (10 officials) twice in the first year of Contract (at a minimum gap of 6 months), with complete knowledge transfer for handling the application or regarding any new feature/update etc, at no extra cost to the Bank. In case any additional training is required during the contract period, the same should be provide by the bidder. Separate commercials have been called for the same. Bank will place separate purchase order, as and when required. Bidder will impart training at PNB HO:ITD or any other Bank's Training center in Delhi/NCR .
- 3.35. **Onsite Technical Support**-The Bidder shall provide requisite skilled resources during the implementation period and One L2 resource(OEM certified Resource) at DC at normal shift (10:00 am to 6:00 pm) for One Year post Implementation i.e. one year from sign-off, without any extra cost to the Bank. The number of resources deployed during the implementation period is as per bidder's discretion. The L2 resources deployed should have requisite knowledge and experience of atleast 3 years required for management and monitoring of the overall operations of IMPS Solution. Bank may carry out security verification of the deployed resources.

After One Year of implementation of complete Solution, Bank may avail additional OTS, at any time during the contract period of 5 years. Separate commercials have been called for the Onsite Technical Support and it is the sole discretion of the Bank to avail its services or the duration of the OTS. Separate Purchase Order will be issued for the OTS (after 1 year of implementation) specifying the duration of the support and the no. of engineers required. Bank is not bound to place any minimum order for additional OTS. This option will be availed as and when required by the Bank.

The non-availability of resource for any of the support resources, should be compensated with a resource having similar skill set for the period of non-availability. The penalty for non-availability of the resource would be applicable as mentioned in clause 14.3 of Annexure-I. The Bank reserves the right to interview the resources that would be deployed at the Bank DC Location for Onsite Technical Support.

- 3.36. **DR Drill**-The L2 resources deployed at Bank's DC would assist/support during first three DR drills, which would be conducted quarterly, without any extra cost to the Bank.
- 3.37. **Information Security and Audit**-Successful Bidder upon selection will provide an undertaking to comply with all the present and future provisions of the Information Security Policy/ NPCI Guidelines/ Guidelines of RBI, Respective Govt. Agencies and the Bank and provide such regulatory requirements at no additional cost to bank during the warranty and ATS/AMC period. The Solution may be audited by RBI/any other

Regulatory Authority and any observation pointed out by these bodies have to be complied by the vendor within the timelines stipulated by the regulatory agencies, without any additional cost to the Bank. The offered solution shall be subjected to Bank's audit through off-site and on-site scrutiny at any time during the contract period. The auditors may be internal/ external. The vendor should provide solution and implementation for all the audit points raised by bank's internal/external team during the contract period, within the stipulated timelines, without any extra cost.

Other conditions:

- a. The vendor will provide services for implementation / rolling-out /support / maintenance of proposed IMPS Solution for a minimum period of 5 years (3 years warranty + 2 years AMC/ATS) from installation date with option of further extension of contract for another two terms of 1 year each, at the same rate& same terms & conditions, provided services of the bidder is satisfactory and at Bank's sole discretion. Bank reserves right to cancel the contract at any time in case system fails to meet any of the requirements as mentioned in the RFP.
- b. No right to employment in the Bank shall accrue or arise, at any point of time under this project.
- c. Successful bidder has to enter into Source code ESCROW agreement with the bank for all the proposed software applications.
- d. A detailed agreement will be done with the vendor specifying roles and responsibilities.
- e. Obtaining of the Road permits or any other document for delivery of the material till Bank's premises will be the sole responsibility of the vendor. The vendor shall arrange road permit for locations applicable at no extra cost to the Bank. However, Bank will sign the necessary forms as purchaser, as per the requirements.

INSTRUCTION TO BIDDERS

1. POWER OF ATTORNEY/ AUTHORIZATION LETTER OR RESOLUTION COPY

In case of company, Board Resolution in favour of Authorized Person and Power of Attorney/Authorization letter (from authorized person executed on stamp paper of appropriate value), in case the authorized person delegates authority to another person of the company to sign the Bid documents, is to be submitted with bid documents.

2. COST OF BIDDING

The Bidder shall bear all the costs associated with the preparation and submission of their bid and Punjab National Bank, hereinafter referred to as "Purchaser" or "Bank", will in no case be responsible or liable for these costs, regardless of the conduct or outcome of the bidding process.

3. BIDDING DOCUMENT

The Bidder is expected to examine all instructions, forms, terms and conditions in the Bidding Documents. Failure to furnish all information required by the Bidding Documents or submission of a bid not substantially responsive to the Bidding Documents in every respect will be at the Bidders' risk and may result in the rejection of its bid without any further reference to the bidder. Bidder should submit the bid strictly as per RFP failing which bid will be treated as non-responsive and will be liable for rejection.

4. LANGUAGE OF BIDS

The bids prepared by the bidder and all correspondence and document relating to the bids exchanged by the bidder and PNB, shall be written in English.

5. AUTHENTICATION OF ERASURES/ OVERWRITING ETC.

Any inter-lineation, erasures or overwriting shall not be valid and it will lead to rejection of bid without quoting any reason.

6. AMENDMENT OF BIDDING DOCUMENTS

At any time prior to the last Date and Time for submission of bids, the Bank may, for any reason, modify the Bidding Documents through amendments at the sole discretion of the Bank. All amendments shall be uploaded on the Bank's websites ([and https://etender.pnbnet.in](https://etender.pnbnet.in)) and will be binding on all those who are interested in bidding in order to provide prospective Bidders a reasonable time to take the amendment if any, into account in preparing their bid, the Bank may, at its discretion, extend the deadline for submission of bids. Bidders are required to go through the any subsequent amendment/Corrigendum/clarifications meticulously and submit their queries, if any, at least 2 working days before the bid submission date to avoid any last minute issues.

7. VALIDITY OF BID DOCUMENT

Bid shall remain valid for 6 months from last date of submission of bid prescribed by PNB. A bid valid for shorter period shall be rejected by the purchaser as non-responsive.

8. LATE BID

Any bid received by the Bank after the deadline for submission of bid will be rejected.

9. BID CURRENCY

Prices shall be expressed in the Indian Rupees only.

10. BID EARNEST MONEY

Bidder has to submit the Bid Earnest Money (EMD) of **Rs. 20.00 lacs**, which may be submitted in the form of online deposit or Bank Guarantee (BG) favoring PUNJAB NATIONAL BANK, IT DIVISION New Delhi and filling all the details as per specified Performa at **Annexure-XIII**. The Bank Guarantee should be issued by any Public Sector Bank or scheduled Commercial Bank other than Punjab National Bank. The BG should have a validity of 6 Months from the last date of submission of bid. Bidder shall be responsible to get the same extended for a further period of 6 months, if required by the Bank. The BG should be submitted at the time of bid submission.

MSME bidder is exempted from payment of Earnest Money Deposit if bidder can furnish requisite proof subject to the satisfaction of Bank.

In case of unsuccessful bidder, EMD will be returned on either on completion of tender process or within one month of disqualification of the bidder. No interest will be payable on EMD amount. The EMD will be returned to the successful bidder upon submission of Performance Bank Guarantee and no interest will be payable on EMD amount.

Details for online payment:

IFSC Code: PUNB0015300

Bank & Branch: Punjab National Bank, Sansad Marg, New Delhi -110001

Account No. 0153002100572949 (16 digits) Imprest account – HO IT Division

(Proof of the transaction (printout) to be submitted along with the bid documents).

11. BIDDING PROCESS (TWO STAGES)

For the purpose of the present job, a two stage bidding process will be followed. The response to the present tender will be submitted in two parts:

- Technical bid
- Commercial bid

The bidders will have to submit the technical bid in Banks e-procurement system as well as in hard copy and commercial bids in only online form through Bank's e-procurement system. All documents/letters, addressed to the Bank, should be submitted in Original. (No Photocopies will be acceptable).

a) TECHNICAL BID

The Technical bid must be submitted in hard bound file in a sealed envelope superscribing "**Technical Bid response against RFP FOR NEW IMPS ENGINE FOR ROUTING IMPS TRANSACTIONS.**" & also online. Unsealed envelopes will not be accepted. TECHNICAL BID will contain all the supporting documents regarding eligibility criteria, scope of work, Technical aspects, Compliance statement and Terms & Conditions etc. mentioned in the RFP, and **NOT contain any pricing or commercial information at all.** Technical bid documents with any commercial information will be rejected.

In the first stage, only TECHNICAL BIDs will be opened and evaluated. Bids of only those bidders would be evaluated further on Technical parameters who comply with all the eligibility criteria's. Only those bidders confirming compliance to all the terms & conditions of RFP document and Technical functionalities as demonstrated in the Presentation shall be short-listed for commercial stage.

b) COMMERCIAL BID

In the second stage, the COMMERCIAL BID of only those bidders will be opened, who will comply with all the eligibility criteria's and will confirm compliance to all the terms & conditions of RFP document and Technical functionalities as demonstrated in the Presentation in the Technical Evaluation Stage. **(Annexure-XI)**

12. Pre-Bid Meeting & Pre-Bid Queries.

Bidders are required to submit pre-bid queries, within the stipulated timelines as given in the General Tender Details, through mail (In excel format only). Bidders are also required to bring hard copy of the same queries on their letter head, duly signed and stamped by their authorized signatory. **Queries not submitted in hard copy will not be responded.**

| Sr.No. | RFP Page No. | RFP Clause Name & No. | RFP Clause | Bidder's Query/Suggestion/Remarks |
|--------|--------------|-----------------------|------------|-----------------------------------|
| | | | | |
| | | | | |

The queries submitted before pre-bid meeting and submitted in hard copy as mentioned above, will only be discussed in the pre-Bid meeting and their subsequent responses will be uploaded onto Bank's websites.

Only two persons per bidder will be allowed to attend the Pre-Bid meeting provided they have authorization letter from competent authority to attend the pre-bid meeting from their company. Bidders attending the pre-bid are also required to submit a copy of their I-card issued by their company.

No person shall be allowed to attend the Pre-Bid meeting without Proper Authorization letter from their Company and without their Official ID Cards issued by their company.(Any other ID proof such as PAN, DL or Aadhar card will not be accepted)

Bidders are required to go through the RFP and any subsequent Corrigendum's/clarifications meticulously and submit their queries timely to avoid any last minute issues.

13. SUBMISSION OF BID

Bidders are required to strictly submit their bids in electronic form using the e-procurement system at <https://etender.pnbnet.in> by using their digital certificates of **Class II** and above (both encryption and signing). All the interested bidders should register themselves in the e procurement system <https://etender.pnbnet.in> for submitting the bids online, if they have not done earlier. The RFP document and further corrigendum, if any can also be downloaded from Bank's websites www.pnbindia.in & <https://etender.pnbnet.in>. Bids received after closing of the bid in the e-procurement system are summarily rejected without any reason.

The commercial bid should be submitted online only.

All the Annexures and bid documents are to be uploaded in pdf format during the online bid submission and the same along with technical supporting documents should be submitted manually before the final date & time of bid submission at the following address.

The Asstt. General Manager
Punjab National Bank,
IT Procurement Department,
I.T. Division, HO: 5 Sansad Marg,
New Delhi 110 001

The hard copy of the technical bid to be submitted should contain all the required annexures in original. Bidder to ensure submission of bid strictly as per the requirement of the RFP. **Kindly do not submit any extra documents/certificate which are not required.** At the time of physical submission of bid, bidder has to show acknowledgement e-mail received after completion of the bid submission in proof of having submitted the bid online.

14.DEADLINE FOR SUBMISSION OF BID

Bids must be submitted not later than the specified date and time mentioned in the Bid Document. If the specified date of submission of bids being declared a holiday for the Purchaser, the bids will be received up to the specified time in the next working day. The Purchaser may, at its discretion, extend this deadline for submission of bids by amending the bid documents, in which case all rights and obligations of the Purchaser and bidders,

previously subject to the deadline, will thereafter be subject to the deadline extended. All the correspondence should be addressed to Bank at the following address.

The Asstt. General Manager
Punjab National Bank,
IT Procurement Department,
I.T. Division, HO: 5 Sansad Marg,
New Delhi 110 001

Please note that **HASH SUBMISSION and BID RE-ENCRYPTION** is a mandatory activity, failing which bidder will not be able to submit the bid. For details you may visit our e-Procurement Site <https://etender.pnbnet.in>

Kindly also note that hard Copy of Technical Bid will be received only after successful Hash Submission and Online bid Re-encryption.

15.MODIFICATION AND/OR WITHDRAWAL OF BIDS

Bids once submitted will be treated as final and no further correspondence will be entertained on this. No bid will be modified after the deadline for submission of bids. No bidder shall be allowed to withdraw the bid, if bidder happens to be successful bidder. In case of any deviation in the bid submitted in Online portal and the hard copy bid, the one submitted online will be considered and will be evaluated.

16.CONTACTING THE PURCHASER

Any effort by a bidder to influence the Purchaser in evaluation of the purchaser's bid, bid comparison or contract award decision may result in the rejection of the Bidders' bid. Purchaser's decision will be final and without prejudice and will be binding on all parties. Bidders are also advised not to indulge in any unnecessary meetings or communications

with Bank Officials. Any information necessary for the bidders will be communicated to them through e-mails.

17. TERMS AND CONDITIONS OF THE BIDDING FIRMS

The bidder has to accept all terms and conditions of the Bank and should not impose any of its own conditions upon the Bank. A bidder who does not accept any or all conditions of the Bank shall be disqualified from the selection process at any stage as deemed fit by the Bank.

18. LOCAL CONDITIONS

The bidder must acquaint himself with the local conditions and factors, which may have any effect on the performance of the contract and / or the cost.

19. PURCHASERS RIGHT TO ACCEPT OR REJECT ANY BID OR ALL BIDS

The Purchaser reserves the right to accept or reject any bid and annul the bidding process or even reject all bids at any time prior to award of contract, without thereby incurring any liability to the affected bidder or bidders or without any obligation to inform the affected bidder or bidders about the grounds for the purchaser's action. The Purchaser reserves the right to accept or reject any technology proposed by any bidder.

20. OPENING OF BIDS

The Date, time and location of bid opening is as per the tender schedule. Any change in Date, time or location of bid opening will be communicated to the participating bidders through e-mail. The technical bids will be opened in the presence of representatives of the bidders who choose to attend. In the event of the specified date of bid opening being declared a holiday for purchaser, the bids shall be opened at the specified time and place on next working day.

21. CLARIFICATIONS OF BID

To assist in the examination, evaluation and comparison of bids the purchaser may, at its discretion, ask the bidder for clarification and response shall be submitted in writing, duly signed & stamped by the authorized signatory and no change in the price or substance of the bid shall be sought, offered or permitted. The clarification and response received from bidder will be subsequently part of bid submitted by that bidder.

22. PRELIMINARY EXAMINATION

The Purchaser will examine the bids to determine whether they are complete, whether any computational errors have been made, whether required information have been provided as underlined in the bid document, whether the documents have been properly signed, and whether bids are generally in order. Bids from agents without proper authorization from the manufacturer as per authorization form shall be treated as non-responsive.

Arithmetical errors will be rectified as follows:

- If there is any discrepancy in total amount and multiplication of unit rate and Multiplication factor, unit rates will prevail and the total amount shall be recalculated on the basis of Unit rate and multiplication factor.

- If there is any discrepancy between words and figures, the amount in the words will prevail.
- AMC/ATS amount, if asked for in specified range, and quoted under or beyond the specified range, would also be recalculated.

The bid determined as not substantially responsive will be liable for rejection by the purchaser and may not be made responsive by the bidder by correction of the non-conformity. The decision of the Bank in this regard will be final.

The purchaser may waive any minor informality or non-conformity or irregularity in a bid, which does not constitute a material deviation, provided such waiver does not prejudice to affect the relative ranking of any bidder.

23. REVELATION OF PRICES

The prices in any form or by any reasons should not be disclosed in the technical or other parts of the bid except in the indicative commercial bid. Failure to do so will make the bid liable to be rejected.

24. EVALUATION AND AWARD CRITERIA

After opening of the technical bids, all the documents and annexure (except commercial documents/offer) will be evaluated first by the Bank.

First Stage: (Technical Evaluation)

1. Bid document must be submitted in a single hard bound file. (No loose pages must be submitted). **All pages of the Bid Document must be serially numbered and must be signed in Full (no initials) by the authorized signatory and stamped by Bidder's Official seal.** All Annexures must be on the letter head of the Bidder, except those which are to be provided by OEM/CA/third party. All documents, addressed to the Bank, should be submitted in Original. (No Photocopies will be acceptable).
2. All third party documents must be signed by their authorized signatory and his/her designation, Official E-mail ID and Mobile no. should also be evident. Bidder is also required to substantiate whether the person signing the document is authorized to do so on behalf of his company. Inability of the bidder to prove the genuineness/authenticity of any third party document may make the bid liable for rejection.
3. Technical bid opening will be done in presence of authorized representatives of all the bidders (if they choose to be present) who have submitted technical bid successfully (both online & in Hard Bound File) within the stipulated time lines set by the Bank.
4. First of all, the RFP Cost and EMD of all bidders will be verified. If any RFP Cost/EMD is not found in order, that bidder will be declared ineligible for further participating in the tender process.
5. After that technical bids will be evaluated based on the eligibility criteria defined in the RFP document. Bids complying with all the eligibility criteria and confirming compliance to all the terms & conditions of RFP document would be further evaluated on technical parameters.

6. Bidders may be required to give a Demo/Presentation of their offered solution clearly demonstrating all the technical functionalities and deployment architecture, if required by the Bank. During Demo/Presentation, the bidder will have to show the front end of the proposed application i.e monitoring of IMPS transactions, updating as well as inserting the data to the data base, deployment method etc..
7. Bidders satisfying the technical requirements as determined by the Bank and accepting the terms and conditions of this document shall be short-listed for further process.
8. PNB will determine to their satisfaction whether the bidder selected as having submitted the best evaluated responsive bid is qualified to satisfactorily perform the contract. The decision of PNB will be final in this regard.
9. The Bank reserves the right to accept or reject any product/ item/ technology/ module/ functionality proposed by the bidder without assigning any reason thereof. The Bank also reserves the right to reject any Bid, in case any of the Technical Specification is not in compliance to Bank's requirement. Decision of the Bank in this regard shall be final and binding on the bidders.

Second Stage: (Commercial Evaluation)

In the second stage, the COMMERCIAL BID of only those bidders will be opened who will comply with all the eligibility criteria and confirm compliance to all the terms & conditions and technical specifications of the RFP document.

1. The commercial bids shall be opened in the presence of shortlisted bidders, if they choose to be present. The intimation of time and place of opening of commercial bids will be informed separately to the shortlisted bidders only. If the shortlisted bidders or their duly authorized representatives are not present, the commercial bids will be opened in their absence. No information regarding the Commercial opening will be provided later to the bidders who did not attend the commercial opening, neither telephonically nor through mail.
2. After opening of commercial bids as above, commercial evaluation & verification of the bids will be done by the Bank. Any arithmetic errors will be rectified as per clause 22-Preliminary Examination.
3. The bidders will be required to quote for all the items required by the Bank.
4. **Price Variation Factor**
 - i) "If a bidder quoting higher prices, higher by more than 40% as compared to the average quoted prices (of all technically qualified bidders) for all items in aggregate, the same bidder shall not be called for reverse auction process". If due to such price variation factor, a bidder is not found eligible to be called for reverse auction and only one bidder is left commercially eligible, in such a situation, Bank reserves the right to negotiate with the L1 bidder.
 - ii) Price variation (both high or low) may also be considered for any particular item i.e. bidder quoting abnormally high or abnormally low prices against any item/s may also be liable for rejection.

The L-1 price and L-1 vendor will be decided on the basis of least total cost derived after conducting reverse auction.

25. REVERSE AUCTION

Bank will hold Reverse Auction in the event of two or more bidders are commercially eligible. Final Item wise price shall be arrived after Reverse Auction. The procedure for the same is available on our e-procurement website. Reverse Auction/s will be conducted on mandatory items only **(Table-A of Indicative Commercial bid format (Annexure XII))**. Base Price, Bid decrement value will be as per Bank's Discretion and will be communicated to all commercially eligible bidders only for seeking acceptance.

It will be mandatory for all the bidders to quote rates of all optional components that are required as per RFP. The rates of optional items will be negotiated with the successful bidder only.

- a. If the commercially eligible bidders do not accept the base price and bid decrement value fixed by the Bank within the stipulated time given by the Bank, in such a situation Bank reserves the right to disqualify that/those bidder(s) from further RFP process.
- b. After giving the acceptance by bidder(s) for the base price and decrement value, if the bidder(s) do not login in Bank's E-Auction portal during the Reverse Auction or refuse to participate in Reverse Auction at any time thereafter, then the bidder(s) will automatically get disqualified for further RFP process.
- c. During the course of Reverse Auction if eligible bidders accept the base price and do not place any bid below the accepted base price after logging into the Reverse Auction portal, then out of these bidders, the one who has quoted least total price in Table-A of Indicative Commercial bid format (Annexure XII) shall be treated as L1 bidder and Bank reserves the right to further negotiate with L1 bidder and finalize the final prices.

In case of any situation where Bank is left with only one eligible bidder, then Bank reserves the right to negotiate with that bidder and final Item wise price shall be arrived.

26. CONTACTING BANK OR PUTTING OUTSIDE INFLUENCE

Bidders are forbidden to contact Bank or its Consultants on any matter relating to this bid from the time of submission of commercial bid to the time the contract is awarded. Any effort on the part of the bidder to influence bid evaluation process, or contract award decision may result in the rejection of the bid.

27. CANCELLATION OF BID/ BIDDING PROCESS

PNB reserves the right to accept or reject any bid and annul the bidding process and reject all bids at any time prior to award of contract, without thereby incurring any liability to the affected bidder or bidders or any obligation to inform the affected bidder or bidders of the ground for its action.

28. DELAY IN THE SUPPLIER'S PERFORMANCE

Delivery of the goods and performance of the Services shall be made by the supplier in accordance with the time schedule specified by Bank.

29. GOVERNING LAW AND DISPUTES

All disputes or differences whatsoever arising between the parties out of or in relation to the construction, meaning and operation or effect of these Tender Documents or breach thereof shall be settled amicably. If, however, the parties are not able to solve them amicably, the same shall be settled by arbitration in accordance with the applicable Indian Laws, and the award made in pursuance thereof shall be binding on the parties. The Arbitrator/Arbitrators shall give a reasoned award. Any appeal will be subject to the exclusive jurisdiction of courts at Delhi.

The bidder shall continue work under the Contract during the arbitration proceedings unless otherwise directed in writing by the Bank or unless the matter is such that the work cannot possibly be continued until the decision of the arbitrator or the umpire, as the case may be, is obtained. The venue of the arbitration shall be Delhi.

30. USE OF CONTRACT DOCUMENTS AND INFORMATION

The bidder shall not, without the Bank's prior written consent, make use of any document or information provided by the Bank or otherwise except for purposes of performing contract. Successful bidder will have to sign Bank's approved Non-Disclosure Agreement (NDA).

31. CONFIDENTIALITY

The bidder shall not, without the written consent of the Bank, disclose the contract or any provision thereof, any specification, or information furnished by or on behalf of the Bank in connection therewith, to any person(s).

The bidder shall not, without the prior written consent of the Bank, make use of any document or information except for purposes of performing this agreement.

32. PATENTS RIGHTS

The supplier shall indemnify the purchaser against all third party claims of infringement of patent, trademark or industrial design rights arising from use of the Goods, or any part thereof in India.

- The supplier shall, at their own expense, defend and indemnify the Bank against all third party claims or infringement of intellectual Property Right, including Patent, trademark, copyright, trade secret or industrial design rights arising from use of the products or any part thereof in India or abroad.
- The supplier shall expeditiously extinguish any such claims and shall have full rights to defend itself therefrom. If the Bank is required to pay compensation to a third party resulting from such infringement, the supplier shall be fully responsible therefore, including all expenses and court and legal fees.
- The Bank will give notice to the Supplier of any such claim without delay, provide reasonable assistance to the Supplier in disposing of the claim, and shall at no time admit to any liability for or express any intent to settle the claim.
- The Supplier shall grant to the Bank a fully paid-up, irrevocable, non-exclusive license throughout the territory of India or abroad to access, replicate and use software (and other software items) provided by the supplier, including all inventions, designs and marks embodied therein in perpetuity.

33. ASSIGNMENT

The supplier shall not assign, in whole or in part, its obligations to perform under the contract, except with the Purchaser's prior written consent.

34.FORCE MAJEURE

Notwithstanding the above provisions, the successful bidder shall not be liable for penalty or termination for default if and to the extent that its delay in performance or other failure to perform its obligations under the contract is the result of an event of force majeure. For purposes of this clause, "force majeure" means an event beyond the control of the bidder and not involving the bidders' fault or negligence and not foreseeable. Such events may include, but are not restricted to, war or revolution and epidemics. If a force majeure situation arises, the bidder shall promptly notify the Bank in writing of such condition and the cause thereof. Unless otherwise directed by the Bank in writing, the bidder shall continue to perform its obligation under the contract as far as is reasonably practical, and shall seek all reasonable alternative means of performance not prevented by the force majeure event.

35.NON DISCLOSURE

By virtue of Contract, as and when it is entered into between the Bank and the successful bidder, and its implementation thereof, the successful bidder may have access to the confidential information and data of the Bank and its customers. The successful bidder will enter into a Non-Disclosure Agreement to maintain the secrecy of Bank's data as per following:-

- That the successful bidder will treat the confidential information as confidential and shall not disclose to any third party. The successful bidder will also agree that its employees, agents, sub-contractors shall maintain confidentiality of the confidential information.
- That the successful bidder will agree that it shall neither use, nor reproduce for use in any way, any confidential information of the Bank without consent of the Bank. That the successful bidder will also agree to protect the confidential information of the Bank with at least the same standard of care and procedures used by them to protect its own confidential Information of similar importance. Without limitation of the foregoing, the successful bidder shall use reasonable efforts to advise the Bank immediately in the event that the successful bidder learns or has reason to believe that any person who has had access to confidential information has violated or intends to violate the terms of the Contract to be entered into between the Bank and the successful bidder, and will reasonably cooperate in seeking injunctive relief against any such person.
- That if the successful bidder hires another person to assist it in the performance of its obligations under the Contract, or assigns any portion of its rights or delegates any portion of its responsibilities or obligations under the Contract to another person, it shall cause its assignee or delegate to be bound to retain the confidentiality of the confidential information in the same manner as the Bidder is bound to maintain the confidentiality. This clause will remain valid even after the termination or expiry of this agreement.
- That the successful bidder will strictly maintain the secrecy of Bank's data.

36.INDEMNITY

The bidder assumes responsibility for and shall indemnify and keep the Bank harmless from all liabilities, claims, costs, expenses, taxes except GST and assessments including penalties, punitive damages, attorney's fees and court costs which are or may be required to be paid by reasons of any breach of the bidder's obligation under these

general conditions or for which the bidder has assumed responsibilities under the purchase contract including those imposed under any contract, local or national law or laws, or in respect to all salaries, wages or other compensation to all persons employed by the bidder or bidders in connection with the performance of any system covered by the purchase contract. The bidder shall execute, deliver such other further instruments to comply with all the requirements of such laws and regulations as may be necessary there under to conform and effectuate the purchase contract and to protect the Bank during the tenure of contract. Where any patent, trade mark, registered design, copyrights and/ or intellectual property rights vest in a third party, the bidder shall be liable for settling with such third party and paying any license fee, royalty and/ or compensation thereon. In the event of any third party raising claim or bringing action against the Bank including but not limited to action for injunction in connection with any rights affecting the machine supplied by the bidder covered under the purchase contract or the use thereof, the bidder agrees and undertakes to defend and / or to assist the Bank in defending at the bidder's cost against such third party's claim and / or actions and against any law suits of any kind initiated against the Bank.

TERMS AND CONDITIONS**1. SIGNING OF CONTRACT**

The successful bidder(s) shall mandatorily enter into a Service Level Agreement (SLA), Non-Disclosure Agreement (NDA) and integrity Pact (IP) with Bank, within 30 working days of the award of the tender or within such extended period as may be permitted by the Bank. The letter of acceptance and such other terms and conditions as may be determined by the Bank to be necessary for the due performance of the work in accordance with the Bid and the acceptance thereof, with terms and conditions shall be contained in a Memorandum of Understanding to be signed at the time of execution of the Form of Contract. If the contract is not signed within the given period (30 working days), the EMD will be forfeited after a grace period of 15 working days.

The bidder has to accept all terms and conditions of the Bank and should not impose any of its own conditions upon the Bank. A bidder who does not accept any or all conditions of the Bank shall be disqualified from the selection process at any stage as deemed fit by the Bank.

2. DURATION OF CONTRACT

Bank will enter into contract initially for a period of 5 years (3 years warranty plus 2 years ATS/AMC) from date of installation of all the hardware & software licenses at DC & DR, with option of further extension of contract, for another two terms of 1 year each, at the same rate and same terms & conditions, provided services of the bidder is satisfactory and at Bank's sole discretion.

Bank reserves right to cancel the contract at any time in case system fails to meet any of the requirements as mentioned in the RFP.

3. PERFORMANCE BANK GUARANTEE

The successful bidder has to submit the Performance Bank Guarantee (PBG), detailed as under:

- a) The successful bidder will have to submit Performance Bank Guarantee amounting to 10 % of Total Purchase Order value, within one month of acceptance of purchase order & valid for a period of **5 years plus 6 months** from the date of entering into contract.
- b) The Bank Guarantee should be issued by any Public Sector Bank or scheduled Commercial Bank other than Punjab National Bank.
- c) The Performance Bank Guarantee will be furnished for due performance of the complete solution.
- d) In case vendor submits any false information or declaration letter during the tender process or period of rate contract, Bank shall invoke the EMD/ Performance Bank Guarantee submitted by the bidder to recover penalty/damages. In case vendor fails to perform the contract, Bank shall invoke the Performance Bank Guarantee to recover penalty/damages.
- e) No interest on PBG will be paid by Bank.

4. ACCEPTANCE OF ORDER (ORDER PLACEMENT)

Orders will be placed by the respective HO Division/Department. The vendor (successful bidder) shall have to accept and acknowledge orders within 15 working days from the

date of order placement. Bank has a right to cancel the order and forfeit the entire EMD amount if the same is not accepted within a period of 15 working days from the date of order, otherwise it will be considered as accepted.

5. NOT ACCEPTANCE/ NON EXECUTION OF ORDER

In case the bidder shortlisted through this RFP process (hereinafter called “vendor”) refuses to accept / execute the order, Bank will procure the same from the respective OEM as per existing terms & conditions and rate accepted by OEM. The said vendor will have to bear the difference of cost if any of such item / product purchased by Bank from OEM (Bank is having all the rights to recover the difference/ penalty amount from PBG as well as any amount payable to the said vendor). Bank also reserves the right to blacklist/debar the said vendor in such eventuality without giving any notice thereof in this regard for a period of further three years from the date of blacklisting/debarment.

6. DELIVERY & INSTALLATION

Bidder shall be responsible for delivery and installation of the complete solution (hardware & software both) ordered at both DC & DR site within 6 weeks from the date of Purchase order. Installation means mounting of Servers in Rack (If any) and “Power-On” all the hardware with all the accessories provided with the hardware. The point of delivery/ destination will be as defined by the Bank in the purchase order.

The date on which the complete system is installed will be taken as the date of installation. In case of part installation of the system, the date of last items installed will be taken as the date of installation.

7. IMPLEMENTATION

Bidder shall be responsible for implementation of complete solution at both DC & DR as well as test set up at DC within 2 months from the date of delivery or within 3 months from the date of Purchase Order, whichever is later.

8. ACCEPTANCE TEST

All the delivered hardware items may be subjected to an acceptance test. Vendor has to arrange one Engineer at the site at the date and time mentioned by the Bank to assist in the acceptance test.

9. PAYMENT

Payment will be made as per the following schedule: -

A-Total Hardware Cost

B-Total Software Cost including all required licenses

C-Implementation Cost including integration with all channels

D-OTS Cost

| Deliverables | Eligible Amount |
|--|--|
| Complete Installation of all the required hardware & delivery of all software licenses(Complete BOM at DC & DR) | 70% of (A+B) |
| Sign Off of complete solution with all modules/functionalities | (20% of A) + (20% of B) + (90% of C) |
| After three months of sign-off | 10% of (A+B+C) or immediately on submission of equivalent amount of BG |
| ATS/AMC | On Quarterly basis in arrears |
| OTS (Onsite Technical Support) Cost | On Monthly basis in arrears |
| Customization cost, if any | One month after UAT |

NOTE: 100% of any item is the eligible amount after deduction of Penalty , if any.

In case of delayed delivery or incorrect delivery, then date of receipt of the correct and final component shall be treated as delivery date for penalty and other calculation. Bidder shall quote all the figures in numbers followed by total in words in the indicative commercial bid.

Further, the above payments will be released only after submission of PBG and signing of SLA (including Do & Don't), IP and NDA by Successful Bidder.

**** Cost of the project and its components shall remain the same during the contract period.***

***** Sign off will be given only after successful implementation as per the scope of work & testing and after NPCI Certification of the solution deployed in our Bank.***

10.INSURANCE

The hardware/equipment to be supplied under the contract period shall be fully insured till installation of the system by the bidder against loss or damage incidental to manufacture or acquisition, transportation, storage, delivery and installation. Bank will not be responsible for any loss to bidder on account of non-insurance to any equipment or services. All expenses towards insurance shall be borne by the vendor.

11.WARRANTY

Complete solution supplied should be covered under comprehensive on-site BACK-TO-BACK warranty for **three years** from the date of installation. Bidder should make adequate arrangements with OEM for the same. This includes replacing the faulty component, updating the latest patches of software, re-configuration, redeployment of application (if required), providing latest version (software subscription) of the software/license etc. Definition update / patch update, upgrade would be done by vendor immediately for critical updates or on monthly basis for normal updates/upgrades.

The vendor shall be fully responsible for the warranty of all equipment, accessories, spare parts, including that of software items etc. against any defects arising from design, material, manufacturing, workmanship or any act or omission of the manufacturer and/or vendor any defect that may develop under normal use of supplied equipment during warranty period.

Warranty should cover the following at no extra cost to Bank:-

- Service support should be available on 24 x 7 x 365 basis.
- Any issue except hardware failure in the deployed solution should be resolved within 4 hours of receipt of complaint.
- In case of failure of any hardware, replacement should be within 24 hours from the time call is lodged during warranty and AMC. The replacement unit has to be shipped by the OEM & should be compatible with given appliance and the bidder should install and configure the same. Once confirmed by Bank on the successful working of the device, the faulty unit has to be collected by the bidder and delivered to OEM. All charges, including taxes if any, towards replacement has to be borne by the bidder.
- Any corruption in the software or media shall be rectified during the full period of the contract including Warranty and AMC.
- Warranty would cover updates/maintenance patches/bug fixes (available from the original software vendor) for system software & firmware patches/bug fixes, if any, for hardware.

- The vendor should provide on-site preventive maintenance on regular interval i.e. quarterly. Pro-active product health status check-up (on-site) and submission of report quarterly. During the preventive maintenance the bidder should also check the firmware / operating system running on the IMPS engine and other components and upgrade the same to latest version as released by OEM. The vendor will be required to forward to the Banks well in advance (at least 7 days) the preventive maintenance schedule / plan to enable the Bank to intimate the locations/offices and obtaining downtime etc.
- Free of cost version upgrade/customization will be done by bidder whenever new version of firmware/software is released or new requirements comes.
- The bidder to note that, the Bank reserves the right to modify/update the parameter files/configuration after feasibility check by the vendor. The feasibility of same should be informed to the Bank.
- The bidder to submit detailed Root Cause Analysis for hardware & software related issues/failures.
- Any coordination with the OEM for support should be carried out by the bidder engineer.
- The bidder to note that, only under exceptional conditions remote access for devices would be provided. Under all other circumstances bidder to provide on-site support only.
- The OEM must provide technical support. The OEM must provide the dedicated login credentials to Bank with highest level permissions to search knowledge base, downloading of the patches, documents and to manage the device. Bank should be able to raise tickets directly to OEMs.
- Bank should have a facility to log a call using web interface wherein all the support contract details should be linked. This interface should provide the incident number for monitoring the progress of the call/support ticket. The Bank should also have flexibility to log the calls using either emails/telephone also.
- The OEM should have a comprehensive known error database or knowledge database in the form a web access which is accessible to Bank team for resolving first level issues. This is not a local database maintained to track incidents. This repository is the knowledge base of all the incidents resolved worldwide by the vendor support teams.

12. ANNUAL MAINTENANCE CONTRACT (AMC)/ANNUAL TECHNICAL SUPPORT (ATS)

The On-site, comprehensive BACK-TO-BACK AMC/ATS (quoted in percentage) will be valid for a period of **two years** after expiry of three year's warranty period and the quoted %age will be continued for entire contract period. Bidder should make adequate arrangements with OEM for the same. The scope of AMC is same as Warranty. Payment of AMC and ATS will be released on quarterly basis. The AMC/ATS may be terminated by the Bank after giving three months' notice in case of deficiency in services. Bank may extend the AMC/ATS term for two terms of 1 year each on same rates and same terms and conditions.

The quoted percentage (%) for AMC and ATS would be applicable for proactive support on 24 x 7 x 365 basis. AMC and ATS would cover all components of the offered appliance without any exceptions.

The Bank will enter into an all-inclusive Annual Maintenance Contract (AMC) with the selected bidder after the expiry of respective warranty period for the hardware item and software systems.

The scope of AMC will be same as scope of Warranty mentioned in above Para.

13. UPGRADES AND UPDATES

The bidder shall be required to provide all future updates and upgrades for the proposed Appliance provided free of cost during contract period. If however, the upgrades/updates is not available then the support for the implemented Appliance should be available at any point of time.

The appliance (software or hardware or both) provided by the successful bidder should not be declared end of sale within 2 years of sign off of the project. If at all the Appliance (software or hardware or both) is declared end of sale within 2 years of sign off, the successful bidder has to provide the upgraded version (software or hardware or both) free of cost, to the Bank.

14. PENALTY CLAUSE

14.1 Penalty due to delay in Services

A-Total Hardware Cost

B-Total Software Cost including all required licenses

C-Implementation Cost including integration with all channels

| S.N | Item | Expected Timeline | Penalty | Max. Penalty | Threshold of Delay |
|-----|--|---|------------------------------------|----------------|---------------------------------|
| 1 | Delivery of Complete Solution including hardware | Within 6 weeks from the date of Purchase Order | 1% of (A+B) for every week delay | 10% of (A+B) | Two months from the date of PO |
| 2 | Complete Implementation | Within two months from the delivery or within three months from the date of Purchase Order, whichever is later. | 1% of (A+B+C) for every week delay | 10% of (A+B+C) | Five months from the date of PO |

Bank reserves the right to Cancel the Purchase Order, Terminate the Contract, Forfeit the Performance Bank Guarantee and Blacklist the Vendor, in case the Vendor exceeds the threshold limit of Delay for any of the items above. Bank, at its sole discretion, may exercise any or all of the options against the Vendor, in such circumstances.

14.2 Penalty due to Downtime

After implementation of the Complete solution, Penalty will be deducted for downtime of the system (Hardware / Application failure) as below

| Uptime (U) | Penalty |
|------------------------|---|
| $U \geq 99.95$ | No Penalty |
| $99.50 \leq U < 99.95$ | 0.1 % of (A+B) |
| $99.00 \leq U < 99.50$ | 0.2 % of (A+B) |
| $98.50 \leq U < 99.00$ | 0.3 % of (A+B) |
| $98.00 \leq U < 98.50$ | 0.4 % of (A+B) |
| And so on | For every 0.5 % drop in the Uptime, Penalty @ 0.1% of (A+B) |

SLA will be monitored on Monthly basis.

Penalty due to downtime, during three years of warranty period will be deducted from **any** subsequent payment to be made to the Vendor.

Penalty due to downtime, during AMC/ATS period will be deducted from AMC/ATS payment.

14.3 Penalty due to Absence of Onsite Engineer

During the Implementation period and 1 year post implementation- In the absence of the engineer, suitable replacement is to be provided on immediate basis. In case of absolute absence (when no replacement is provided), penalty would be deducted @0.5% of the Implementation cost, for each day, upto a maximum of 10%.

If the Bank avails Onsite Technical support-In the absence of the engineer, suitable replacement is to be provided on immediate basis. In case of absolute absence (when no replacement is provided), penalty would be deducted @1% of the OTS Cost, for each day, upto a maximum of 10%.

Penalty as in 14.1, 14.2 & 14.3 can be levied simultaneously. Maximum deducted penalty of one type will not affect any other type of penalty i.e. All the three types of penalties can be levied upto their maximum limit simultaneously.

15. SERVICE LEVEL AGREEMENT

The selected vendor will also have to enter into a Service level agreement for Service Support and Maintenance of complete solution as per the terms and conditions of the RFP and covering the scope of work and technical requirements.

The non-delivery of any services or non-response or any breach of information will lead to penalty. The penalty is applicable in respect of non-delivery of services/ support as per the requirement of this RFP. The onsite engineers/representative deployed by the successful vendor will not claim any benefit from the Bank and any loss or damage to the Bank due to them will be the sole responsibility of the Vendor.

16. TAXES

The rates quoted in Performa for Indicative Commercial offer should be inclusive of all taxes except GST. However, GST shall be paid to the bidder on actual basis at the rate applicable. The rate of applicable GST should be informed and charged separately in the invoice generated for supply of the product.

17. CANCELLATION OF PURCHASE ORDER

After issuance of purchase order to successful bidder, Bank reserves the right to cancel the Purchase Order without giving any notice, for following reasons –

- a) Non submission of acceptance of order within 15 working days of placement of Purchase Order.
- b) Non submission of Performance Bank Guarantee within stipulated time as specified in the RFP.
- c) Non signing of contract within the time specified by Bank.

18. SIGNING OF PRE CONTRACT INTEGRITY PACT

The bidder should submit Original Executed Integrity Pact along with the technical bid. The Integrity Pact must be executed on stamp paper of applicable Value and must be signed by all the witnesses also. The Performa of Integrity Pact is as per (Annexure-XIV)

19.DELAYS IN THE SUPPLIER'S PERFORMANCE

Delivery of the goods and performance of the Services shall be made by the supplier in accordance with the time schedule specified by purchaser. Any delay in performing the obligation by the supplier will result in imposition of liquidated damages and/or termination of rate contract for default.

20.INDEMNITY

The bidder assumes responsibility for and shall indemnify and keep the Bank harmless from all liabilities, claims, costs, expenses, taxes (except GST) and assessments including penalties, punitive damages, attorney's fees and court costs which are or may be required to be paid by reasons of any breach of the bidder's obligation under these general conditions or for which the bidder has assumed responsibilities under the purchase contract including those imposed under any contract, local or national law or laws, or in respect to all salaries, wages or other compensation to all persons employed by the bidder or bidders in connection with the performance of any system covered by the purchase contract. The bidder shall execute, deliver such other further instruments to comply with all the requirements of such laws and regulations as may be necessary there under to conform and effectuate the purchase contract and to protect the Bank during the tenure of purchase order. Where any patent, trade mark, registered design, copyrights and/ or intellectual property rights vest in a third party, the bidder shall be liable for settling with such third party and paying any license fee, royalty and/ or compensation thereon.

In the event of any third party raising claim or bringing action against the Bank including but not limited to action for injunction in connection with any rights affecting the machine supplied by the bidder covered under the purchase contract or the use thereof, the bidder agrees and undertakes to defend and / or to assist the Bank in defending at the bidder's cost against such third party's claim and / or actions and against any law suits of any kind initiated against the Bank, Vendor (successful bidder) will also assume full responsibility of any loss or damage caused due to any of their onsite engineer/representative.

21.TERMINATION OF CONTRACT

The quality of services given by the bidder & progress of the project will be reviewed monthly and if the services are not found satisfactory, the Bank reserves the right to terminate the contract by giving 30 days' notice to the bidder, including 15 days curing period. The decision of the Bank regarding quality of services shall be final and binding on the bidder. The Bank shall have the right to terminate/cancel the contract with the selected bidder at any time during the contract period, by giving a written notice of 30 days, for any valid reason, including but not limited to the following :

- a) Excessive delay in execution of order placed by the Bank
- b) Discrepancies / deviations in the agreed processes and/or products
- c) Failure of vendor (successful bidder) to complete implementation of appliance within the time as specified in the RFP document
- d) Violation of terms & conditions stipulated in this RFP.
- e) Exceeding any of the threshold limit of Delay as per clause 14.1.

22.GOVERNING LAWS AND DISPUTES

All disputes or differences whatsoever arising between the parties out of or in relation to the construction, meaning and operation or effect of these Tender Documents or breach

thereof shall be settled amicably. If, however, the parties are not able to solve them amicably, the same shall be settled by arbitration in accordance with the applicable Indian Laws, and the award made in pursuance thereof shall be binding on the parties. The Arbitrator/Arbitrators shall give a reasoned award. Any appeal will be subject to the exclusive jurisdiction of courts at Delhi.

The bidder shall continue work under the Contract during the arbitration proceedings unless otherwise directed in writing by the Bank or unless the matter is such that the work cannot possibly be continued until the decision of the arbitrator or the umpire, as the case may be, is obtained.

The venue of the arbitration shall be Delhi. This is applicable to successful bidder only.

23. USE OF CONTRACT DOCUMENTS AND INFORMATION

The supplier shall not, without the Bank's prior written consent, make use of any document or information provided by Purchaser in Bid document or otherwise except for purposes of performing contract.

24. PATENT RIGHTS

The supplier shall indemnify the Purchaser against all third party claims of infringement of patent, trademark or industrial design rights arising from use of the Goods, or any part thereof in India.

- ❑ The supplier shall, at their own expense, defend and indemnify the Bank against all third party claims or infringement of intellectual Property Right, including Patent, trademark, copyright, trade secret or industrial design rights arising from use of the products or any part thereof in India or abroad.
- ❑ The supplier shall expeditiously extinguish any such claims and shall have full rights to defend it there from. If the Bank is required to pay compensation to a third party resulting from such infringement, the supplier shall be fully responsible including all expenses and court and legal fees.
- ❑ The Bank will give notice to the Supplier of any such claim without delay, provide reasonable assistance to the Supplier in disposing of the claim, and shall at no time admit to any liability for or express any intent to settle the claim.
- ❑ The Supplier shall grant to the Bank a fully paid-up, irrevocable, non-exclusive license throughout the territory of India or abroad to access, replicate and use software (and other software items) provided by the supplier, including-all inventions, designs and marks embodied therein in perpetuity.

25. ASSIGNMENT

The supplier shall not assign, in whole or in part, its obligations to perform under the contract, except with the Purchaser's prior written consent.

26. CONTRACT BETWEEN BANK AND SHORTLISTED BIDDER

The shortlist bidder shall be required to execute SLA (Service Level Agreement), IP (Integrity Pact) and NDA (Non-Disclosure Agreement) with the Bank.

27. PRINCIPAL TO PRINCIPAL RELATIONSHIP

The employees engaged by the Vendor shall be deemed to be the employees of vendor only, and the Bank shall not be connected with the employment or the terms and conditions thereof in any way. The Vendor alone would comply with the statutory

obligations and Labour Regulations/ Rules in this regard. None of the provisions of this Agreement shall be deemed to constitute a partnership between the parties hereto, and neither party shall have authority to bind the other except as specifically provided for hereunder. Neither party hereto is the agent of the other and there is no master-servant relationship between the parties. The relationship is on principal to principal basis.

The Vendor shall be responsible for payments of all statutory dues with respect to each of its personnel/employees engaged by it to render service under this Agreement with respect to each applicable Labour law, including, the Minimum Wages Act, 1948, the Payment of Wages Act, 1936, the Payment of Bonus Act, 1965, the Employees' State Insurance Act, 1948, the Payment of Gratuity Act, 1972, the Maternity Benefit Act, 1961, the Employees' Provident Funds and Miscellaneous Provisions Act, 1952, etc. No dues/contributions under any labour legislations, as applicable, are payable by the Bank with respect to the Vendor's personnel/employees. The vendor will have no claims whatsoever against the Bank with respect to payment of statutory dues/contributions to personnel/employees of under applicable labour legislations.

28. LIMITATION OF LIABILITY

Vendor's aggregate liability under the contract shall be limited to a maximum of the contract value. This limit shall not apply to third party claims for

- a) IP Infringement indemnity
- b) Bodily injury (including Death) and damage to real property and tangible property caused by vendor/s' gross negligence. For the purpose for the section, contract value at any given point of time, means the aggregate value of the purchase orders placed by Bank on the vendor that gave rise to claim, under this tender. Vendor shall not be liable for any indirect, consequential, incidental or special damages under the agreement/ purchase order.

Date:_____

Place:_____

Signature of Authorized Signatory

Name of Signatory:

Designation:

Email ID:

Mobile No:

Telephone No.:

Seal of Company:

UNDERTAKING FROM THE BIDDER

To,

The Asstt. General Manager
IT Procurement Department
Punjab National Bank
I.T. Division, Head Office
New Delhi

Sir

Reg.: Our bid for RFP for New IMPS Engine For Routing IMPS Transactions

We submit our Bid Documents herewith.

We understand that

- You are not bound to accept the lowest or any bid received by you, and you may reject all or any bid.
- If our Bid for the above job is accepted, we undertake to enter into and execute at our cost, when called upon by the purchaser to do so, a contract in the prescribed form. Till such a formal contract is prepared and executed, this bid shall constitute a binding contract between us and Bank.
- If our bid is accepted, we are responsible for the due performance of the contract.
- You may accept or entrust the entire work to one Bidder or divide the work to more than one bidder without assigning any reason or giving any explanation whatsoever.

Date: _____

Place: _____

Yours faithfully

Signature of Authorized Signatory

Name of Signatory:

Designation:

Email ID:

Mobile No:

Telephone No.:

Seal of Company:

ELIGIBILITY CRITERIA OF THE BIDDER

| S.N. | Eligibility Criteria | Supporting Documents to be submitted | Compliance (Yes/No) |
|------|--|--|---------------------|
| 1. | The bidder should be registered with Registrar of companies/firms in India for atleast 5 years. | Certificate of incorporation or any other certificate of registration issued by competent authority from Government of India. | |
| 2. | Bidder must be an ISO 27001: 2013 or higher certified company. | ISO 27001: 2013 or higher certificate | |
| 3. | The proposed solution must have been implemented in atleast 2 banks (Public sector bank/ Private bank/ Foreign bank/ Payment bank/ RRBs) registered in India. a. Each of these solutions should be certified by NPCI. b. Each of these solutions should be currently running successfully atleast for the past 2 years. c. One of these solutions should be handling 3 lacs or more transactions per day and the other solution should be handling 1 lac or more transactions per day. d. For each of these solutions, the average deemed approved rate of the IMPS (P2A, P2P) transactions (Beneficiary) during last six months (i.e from Dec'18 to May'19) of the proposed IMPS solution should be less than 0.2%. | Satisfactory Performance Certificate from the Clients as per Annexure-VI. The certificate from the Client should contain all the information required to substantiate the eligibility criteria. | |
| 4. | The bidder must have successfully implemented IMPS solution in atleast 2 banks (Public sector bank/ Private bank/ Foreign bank/ Payment bank/ RRBs) registered in India, which should be certified by NPCI and should be successfully running for atleast 2 years, during last 5 years. | Satisfactory Performance Certificate from the Clients as per Annexure-VI. The certificate from the Client should contain all the information required to substantiate the eligibility criteria. | |
| 5. | The bidder should have Support center in Delhi/NCR and Mumbai. | Undertaking to be submitted | |
| 6. | The bidder should be the Original Equipment Manufacturer (OEM) of the IMPS Engine application, with presence in India, or its authorized representative in India | In case of authorized representative, MAF from OEM of the Solution as per Annexure-X in their letter Head needs to be provided. In case the bidder is itself the OEM, undertaking as per Annexure-XI on their company's letter head should be provided. | |
| 7. | The bidder should have a minimum | Provide CA Certificate as per | |

| | | | |
|----|---|---|--|
| | average turnover of INR 5 crores (Rupees Five crores) during the past 3 financial years i.e. 2017-18, 2016-17, 2015-16, from their Indian operations and turnover of atleast INR 10 crores (Rupees Ten crores) in the financial years 2017-18 from their Indian operations. The bidder should have positive networth during the last three financial years. | Annexure- IX and Audited Financial statements (Balance sheet & Profit & Loss statement) for the last three (3) Financial years. The CA certificate provided in this regard should be without any riders or qualification, | |
| 8. | The bidder should not be involved in any litigation which threatens solvency of company. | Certificate is to be provided by the chartered accountant/statutory auditor, as per Annexure- VII | |
| 9. | Bidder should not have been black listed by the Government / Government agency / Banks / Financial Institutions in India during last 3 years. Self Certificate/Undertaking is to be provided. | Undertaking to be provided as per Annexure-VIII | |
| 10 | Labour Law Compliance | Undertaking to be submitted | |

NOTE:

1. For a particular Solution, only the OEM or its authorized representative can bid. If both the OEM and its authorized representative bid for the same Solution, both the bids will be rejected.
2. If any Solution of Principal / Original Equipment Manufacturer (OEM) is being quoted in the tender, the OEM Company cannot bid for any other OEM's product.
3. In case of Indian Authorized Representative (IAR) / Agent / System Integrator (SI), maximum two Authorized Representatives of a particular Principal or Original Equipment Manufacturer (OEM) / Solution Provider can participate in the tender process.
4. In case any purchase order has been issued to the bidder by the Bank in respect of any other project/product and the same has not been delivered/executed even after the prescribed time period and is pending for execution as on date of bid, the bid of the respective bidder is liable for rejection.
5. Bidder should submit detailed response along with documentary proof for all of the above eligibility criteria. The eligibility will be evaluated based on the bid and the supporting documents submitted. Bids not meeting the above eligibility criteria will be rejected.
6. Technical Evaluation will be done by Bank's technical evaluation committee and the decision of the committee will be final.
7. Bidders to submit relevant documentary evidence for all parameters mentioned.
8. Providing any wrong information by the bidder will result in disqualification of the bidder. The Bank may cross check above parameters by any means / during site visit.

Date: _____

Place: _____

Signature of Authorized Signatory

Name of Signatory:

Designation:

Email ID:

Mobile No:

Telephone No.:

Seal of Company:

BIDDER'S INFORMATION

| S. N. | Information | Particulars / Response | | | |
|-------|--|---|---------------------|-------------------------------|-----------------------|
| 1 | Company Name | | | | |
| 2 | Constitution | | | | |
| 3 | Date of Incorporation | | | | |
| 4 | Company Head Office Address | | | | |
| 5 | Registered office address | | | | |
| 6 | GST No. | | | | |
| 7 | Whether MSME(quote registration no. and date of registration, copy to be attached) | | | | |
| 8 | Whether bidder eligible for preference to domestically manufactured electronic products (DMEP) in government procurement vide notification dated 23.12.13 and guideline dated 16.11.15 as amended from time to time and updated in ministries web site – www.deity.gov.in/esdm/pmn as applicable to the Bank. | | | | |
| 9 | Bank Account Detail:Account Number, Account Name, IFSC, Bank Name | | | | |
| 10 | Name, Designation, Tel. No, E-Mail of the authorized signatory submitting the RFP (Please enclose the copy of board resolution) | | | | |
| 11 | Specimen Full signature | | | | |
| 12 | Contact persons address, telephone number, mobile number, Fax Number, E-Mail ID. (give at least 2 contact persons details) | | | | |
| 13 | Details of Service Support Center in Delhi/NCR and Mumbai | Complete Address: No. of Support Engineers: Contact Person (Name & No.): Email ID: | | | |
| 14 | Whether company has been blacklisted for service deficiency in last 3 years. If yes, details thereof. | | | | |
| 15 | Any pending or past litigation (within three years)? If yes please give details | Yes/No/Comments (if option is 'Yes') | | | |
| 16 | Please mention turnover for last three financial years and include the copies of Audited Balance Sheet in support of it. | FY | Turnover Rs.(in Cr) | Net Profit/Loss Rs. (in lacs) | Net Worth Rs. (in Cr) |
| | | 2015-16 | | | |
| | | 2016-17 | | | |
| | | 2017-18 | | | |

Date: _____

Place: _____

Signature of Authorized Signatory

Name of Signatory:

Designation:

Email ID:

Mobile No:

Telephone No.:

Seal of Company:

COMPLIANCE STATEMENT

Reg.: RFP for New IMPS Engine For Routing IMPS Transactions**DECLARATION**

Please note that any deviations mentioned elsewhere in the bid will not be considered and evaluated by the Bank. Bank reserve the right to reject the bid, if bid is not submitted in proper format as per RFP.

| Compliance | Description | Compliance (Yes/No) |
|--|--|---------------------|
| Terms and Conditions | We hereby undertake and agree to abide by all the terms and conditions including all annexure, corrigendum(s) etc. stipulated by the Bank in this RFP. (Any deviation may result in disqualification of our bid). | |
| Scope of work and/ Technical Specification | We certify that the systems/services offered by us for tender conform to the Scope of work and technical specifications stipulated by you. (Any deviation may result in disqualification of our bid). | |
| RFP, Clarifications & subsequent Corrigendum/s , if Any. | We hereby undertake that we have gone through RFP, clarifications & Corrigendum/s issued by Bank and agree to abide by all the terms and conditions including all annexure, corrigendum(s) etc. stipulated by the Bank in this RFP. (Any deviation may result in disqualification of our bid). | |

Date: _____

Place: _____

Signature of Authorized Signatory

Name of Signatory:

Designation:

Email ID:

Mobile No:

Telephone No.:

Seal of Company

PERFORMANCE CERTIFICATE

To be provided on letter head of the issuing Bank

The Asstt. General Manager
IT Procurement Department
Information Technology Division
Punjab National Bank
Head Office, 5 Sansad Marg
New Delhi – 110 001

Sir,

Reg.: RFP for New IMPS Engine For Routing IMPS Transactions

This is to certify that M/s _____ has supplied/implemented Complete IMPS solution originally developed by _____(OEM name) in our organization since _____. The IMPS engine is running successfully in our organization and the services of M/s _____ are satisfactory.

The solution has been certified by NPCI.

The solution is handling approx _____inward & outward transactions per day.

The deemed approved (technical decline) rate of the IMPS (P2A, P2P) transactions (Beneficiary) during last six months (i.e from Oct'18 to March'19) is as follows.

| Month | Deemed approved (technical decline) rate of the IMPS |
|--------|--|
| Oct'18 | |
| Nov'18 | |
| Dec'18 | |
| Jan'19 | |
| Feb'19 | |
| Mar'19 | |

The certificate has been issued on the specific request of the company.

Date: _____

Place: _____

Signature of Authorized Signatory

Name of Signatory:

Designation:

Email ID:

Mobile No:

Telephone No.:

Seal of Bank

LITIGATION CERTIFICATE

Reg.: RFP for New IMPS Engine For Routing IMPS Transactions

To be provided by Statutory Auditor/Chartered Accountant

This is to certify that M/s _____, a company incorporated under the _____ companies act, 1956 with its headquarters at _____ is not involved in any litigation which threatens solvency of the company.

Date: _____

Place: _____

Signature of CA/Statutory Auditor

Name of CA/Statutory Auditor:

Designation:

Seal of Company

Email ID:

Mobile No:

Telephone No.:

Seal of Company:

UNDERTAKING FOR NON- BLACKLISTED**To be provided on letter head of the Bidder's Company**

The Asstt. General Manager
IT Procurement Department
Information Technology Division
Punjab National Bank
Head Office, 5 Sansad Marg
New Delhi – 110 001

Sir,

Reg.: RFP for New IMPS Engine For Routing IMPS Transactions

We M/s _____, a company incorporated under the companies
act, _____ 1956 with _____ its _____ headquarters _____ at,
_____ do hereby
confirm that we have not been blacklisted/ debarred by the Government / Government
agency / Banks / Financial Institutions in India during last 3 years.
This declaration is been submitted and limited to, in response to the tender reference
mentioned in this document

Thanking You,
Yours faithfully,

Date: _____

Place: _____

Signature of Authorized Signatory

Name of Signatory:

Designation:

Email ID:

Mobile No:

Telephone No.:

Seal of Company:

TURNOVER CERTIFICATE

Reg.: RFP for New IMPS Engine For Routing IMPS Transactions

To be provided by Statutory Auditor/Chartered Accountant

This is to certify that M/s _____, a company incorporated under the _____ companies act, 1956 with its headquarters at _____ has the following Turnover, Net Profit/Loss and Networth from its Indian Operations. This information is based on the Audited Financial Statements for 2015-16, 2016-17 and 2017-18.

| Financial Year | Turnover (in Rs.) | Net Profit/Loss (in Rs.) | Net Worth (in Rs.) |
|----------------|-------------------|--------------------------|--------------------|
| 2015-16 | | | |
| 2016-17 | | | |
| 2017-18 | | | |

Date: _____

Place: _____

Signature of CA/Statutory Auditor

Name of CA/Statutory Auditor:

Designation:

Email ID:

Mobile No:

Telephone No.:

Seal of Company:

MANUFACTURER'S (OEM) AUTHORIZATION FORM (MAF)

(To be provided on the Letter head of the OEM duly signed & stamped by their Authorized Signatory.)

To
The Chief Manager
I T Procurement Department
Punjab National Bank
I.T. Division, Head Office
New Delhi

Sir

Reg.: RFP for New IMPS Engine For Routing IMPS Transactions

We hereby submit the following:-

1. We, M/s _____ are the OEM of _____ (Name of the product/Solution/Hardware), being offered to Punjab National Bank through M/s _____ (Bidder's Name), who is our authorized Partner/representative in India for supply of this Product/Solution/Hardware.
2. We, M/s _____ have the IP (Intellectual property) rights for the products and we undertake to enter into ESCROW agreement with the bank for all the proposed software applications.
3. We agree to provide services as per the scope of work and technical specifications of this RFP through our partner M/s _____.
4. In case the bidder i.e. M/s _____ is not able to perform obligations as per contract during contract period, (like if bidder ceases to exist from the ICT Industry, stops services or support to the Bank, terminates contract due any reasons with Bank or due to any other reason), we will perform the said obligations, as per given scope of work of RFP, either directly or through mutually agreed third party/any other authorized Partner of ours.
5. With reference to the all components/parts/assemble/software used inside the company products/Hardware being quoted by us vide your tender cited above, we hereby undertake that all the components / parts / assembly/software used inside the company products/Hardware shall be original new components / parts / assembly / software only, from respective OEMs of the products and that no refurbished / duplicate / second hand components / parts / assembly are being used or shall be used.
6. In case of default/unable to comply with above at the time of delivery or during installation, for the hardware / software already billed, we agree to take back the supplied items without demur, if already supplied and return the money if any paid to us by you in this regard. We also take full responsibility of both Parts & Service SLA as per the content even if there is any defect by our authorized Service Centre / Reseller / SI etc.
7. We hereby further undertake to supply the only new components and no refurbished or recycled components will be supplied.

Date:

Place:

Yours faithfully

Signature of Authorized Signatory

Name of Signatory:

Designation:

Seal of Company

UNDERTAKING FOR BEING THE OEM OF THE OFFERED PRODUCT

To
The Chief Manager
I T Procurement Department
Punjab National Bank
I.T. Division, Head Office
New Delhi

Sir

Reg.: RFP for New IMPS Engine For Routing IMPS Transactions

We hereby submit the following:-

1. We, M/s_____ are the OEM of IMPS Engine Application, being offered to Punjab National Bank through this RFP.
2. We have the IP rights for the offered Product and we undertake to enter into source code Escrow agreement for the software component.
3. We agree to provide services as per the scope of work and technical specifications of this RFP.
4. With reference to the all components/parts/assemble/software used inside the company products/Hardware being quoted by us vide your tender cited above, we hereby undertake that all the components / parts / assembly used inside the company products/Hardware shall be original new components / parts / assembly / software only, from respective OEMs of the products and that no refurbished / duplicate / second hand components / parts / assembly are being used or shall be used.
5. In case of default/unable to comply with above at the time of delivery or during installation, for the hardware / software already billed, we agree to take back the supplied items without demur, if already supplied and return the money if any paid to us by you in this regard. We also take full responsibility of both Parts & Service SLA as per the content.
6. We hereby further undertake to supply the only new components and no refurbished or recycled components will be supplied.

Date:

Place:

Yours faithfully

Signature of Authorized Signatory

Name of Signatory:

Designation:

Email ID:

Mobile No:

Telephone No.:

Seal of Company

PERFORMA FOR INDICATIVE COMMERCIAL OFFER**RFP for New IMPS Engine For Routing IMPS Transactions****Table-A**

| Sr.No. | Mandatory Items | Unit Cost (a) | Multiplication Factor (b) | Total Cost (c=a*b) |
|---|--|----------------------|----------------------------------|---------------------------|
| 1. | Total Hardware Cost (both for DC, DR and Test Setup) (HA at Both DC & DR) | | 1 | |
| 2. i | Total Software Licenses Cost including all other required licenses (for DC, DR & Test Setup)except database licenses | | 1 | |
| ii | Total database Licenses cost (for DC, DR & Test Setup)* | | 1 | |
| 3. | End-to-End Implementation Cost including integration with all required channels (DC, DR & Test setup) | | 1 | |
| 4. | AMC of hardware per year (range Minimum 6%-Maximum 12% of Sr.no.1) | | 2 | |
| 5. | ATS for software per year (range Minimum 10%-Maximum 20% of Sr.no.2.i) | | 2 | |
| 6. | ATS for database per year (range Minimum 10%-Maximum 20% of Sr.no.2.ii)* | | 2 | |
| 7. | Customization cost (man days charge) | | 500 | |
| 8. | Additional OTS Cost of Level 2 resource (man month charges)(as and when required) | | 12 | |
| 9. | Additional training (rate for 5 days training of atleast 5 officials) | | 5 | |
| Total of Table A (1+2+3+4+5+6+7+8+9) | | | | |

*bidders are required to quote zero in case of Oracle database licenses.

NOTES:

1. The rates quoted in commercial bid should be inclusive of all taxes except GST. However, GST shall be paid to the bidder on actual basis at the rate applicable.

The rate of applicable GST should be informed and charged separately in the invoice generated for supply of the product.

2. Any column left blank by the bidder will result in disqualification of the bid.
3. Price of hardware & software quoted should be inclusive of 3 years warranty.
4. AMC/ATS will be applicable after expiry of warranty period of three years.
5. ATS/AMC should be quoted in the specified range only. If quoted lower or beyond the specified range, it will automatically be recalculated. For eg. In case AMC is quoted lower than 6% it will be recalculated at 6% and if quoted higher than 12% it will be recalculated at 12%.
6. L1 cost will be decided as per total of Table A, after Reverse Auction is conducted as per Clause 25 of Instruction to Bidder.
7. Bank may place Orders for Sr. no. 7, 8 & 9 as and when required during the entire contract period at the rates finalized after Reverse. Bank is not bound to place any minimum order. The quantity will also be as per requirement.
8. The multiplication factor as mentioned in above table (Table A) is only indicative and for the purpose of deriving the Total Cost for determining the L1 bidder. The actual quantity of any item ordered may vary according to the requirement of the Bank. In addition to the initial Order placed, Bank may place subsequent orders for any item, if required, at any time during the contract period of 5 years, at the unit rate finalized after Reverse Auction.
9. Bank is not bound to place any minimum order for any item.

Date: _____

Place: _____

Signature of Authorized Signatory

Name of Signatory:

Designation:

Email ID:

Mobile No:

Telephone No.:

Seal of Company:

PERFORMA FOR THE BANK GUARANTEE FOR EARNEST MONEY DEPOSIT

(To be stamped in accordance with stamp act)

Ref: Bank Guarantee # Date
Punjab National Bank
Information Technology Division
5, Sansad Marg
New Delhi 110001

Dear Sir,

In accordance with your bid reference no. _____ Dated _____ M/s _____ having its registered office at _____ herein after Called 'bidder') wish to participate in the said bid for RFP for New IMPS Engine For Routing IMPS Transactions.

An irrevocable Bank Guarantee (issued by a nationalized / scheduled commercial Bank) against Earnest Money Deposit amounting to Rs. _____ Rupees (in words _____) valid up to _____ is required to be submitted by the bidder, as a condition for participation in the said bid, which amount is liable to be forfeited on happening of any contingencies mentioned in the bid document.

M/s _____ having its registered office at _____ has undertaken in pursuance of their offer to Punjab National Bank (hereinafter called as the beneficiary) dated _____ has expressed its intention to participate in the said bid and in terms thereof has approached us and requested us _____ (Name of Bank) _____ (Address of Bank) to issue an irrevocable financial Bank Guarantee against Earnest Money Deposit (EMD) amounting to Rs _____/- Rupees (in words _____) valid up to _____.

We, the _____ (Name of Bank) _____ (Address of Bank) having our Head office at _____ therefore Guarantee and undertake to pay immediately on first written demand by Punjab National Bank, the amount Rs. _____ Rupees (in words _____) without any reservation, protest, demur and recourse in case the bidder fails to Comply with any condition of the bid or any violation against the terms of the bid, Without the beneficiary needing to prove or demonstrate reasons for its such demand. Any Such demand made by said beneficiary shall be conclusive and binding on us irrespective of any dispute or difference raised by the bidder.

This guarantee shall be irrevocable and shall remain valid up to _____. If any further extension of this Guarantee is required, the same shall be extended to such required period on receiving instructions in writing, from _____, on whose behalf guarantee is issued.

"Not withstanding anything contained herein above

Our liability under this Bank guarantee shall not exceed Rs _____ Rupees (in words _____).

This Bank guarantee shall be valid up to _____. We are liable to pay the guaranteed amount or any part thereof under this Bank guarantee only if you serve upon us a written claim or

demand, on or before hours (Indian Standard Time) where after it ceases to be in effect in all respects whether or not the original Bank guarantee is returned to us."

In witness whereof the Bank, through its authorized officer has set its hand stamped on this _____ Day of _____ 2018 at _____

Date: _____

Place: _____

Signature of Authorized Signatory

Name of Signatory:

Designation:

Seal of Company

PERFORMA FOR INTEGRITY PACT

To,
 The Asstt. General Manager,
 IT Procurement Department, HO: ITD
 Punjab National Bank,

 New Delhi

Subject: Submission of Tender for the work.....

Dear Sir,

I/We acknowledge that Punjab National Bank is committed to follow the principle of transparency equity and competitiveness as enumerated in the Integrity Agreement enclosed with the tender/bid document.

I/We agree that the Notice Inviting Tender (NIT) is an invitation to offer made on the condition that I/We will sign the enclosed integrity Agreement, which is an integral part of tender documents, failing which I/We will stand disqualified from the tendering process. I/We acknowledge that THE MAKING OF THE BID SHALL BE REGARDED AS AN UNCONDITIONAL AND ABSOLUTE ACCEPTANCE of this condition of the NIT.

I/We confirm acceptance and compliance with the Integrity Agreement in letter and spirit and further agree that execution of the said Integrity Agreement shall be separate and distinct from the main contract, which will come into existence when tender/bid is finally accepted by Punjab National Bank. I/We acknowledge and accept the duration of the Integrity Agreement, which shall be in the line with Article 6 of the enclosed Integrity Agreement.

I/We acknowledge that in the event of my/our failure to sign and accept the Integrity Agreement, while submitting the tender/bid, Punjab National Bank shall have unqualified, absolute and unfettered right to disqualify the tenderer/bidder and reject the tender/bid in accordance with terms and conditions of the tender/bid.

Yours faithfully

(Duly authorized signatory of the Bidder)

To be signed by the bidder and same signatory competent / authorized to sign the relevant contract on behalf of Punjab National Bank.

INTEGRITY AGREEMENT

This Integrity Agreement is made at on thisday of2019.

BETWEEN

Punjab National Bank is a Bank constituted under The Banking Companies (Acquisition & Transfer of Under-takings) Act 1970, having its Head Office at Sector 10, Dwarka, New Delhi-110075 and inter-alia a Branch Office/ Circle Office at _____ (Hereinafter referred as the Principal/Owner', which expression shall unless repugnant to the meaning or context hereof include its successors and assigns)

AND

..... (Name and Address of the Individual/firm/Company) Through.....
..... Details of duly authorized signatory) (Hereinafter referred to as the "Bidder/Contractor" and which expression shall unless repugnant to the meaning or context here of include its successors and permitted assigns)

Preamble

WHEREAS the Principal / Owner has floated the Tender for (.....Name of Work.....) (hereinafter referred to as "Tender/Bid") and intends to award, under laid down organizational procedure, contract for
.....hereinafter referred to as the "Contract".

AND WHEREAS the Principal/Owner values full compliance with all relevant laws of the land, rules, regulations, economic use of resources and of fairness/transparency in its relation with its Bidder(s) and Contractor(s). AND WHEREAS to meet the purpose aforesaid both the parties have agreed to enter into this Integrity Agreement (hereinafter referred to as "Integrity Pact" or "Pact"), the terms and conditions of which shall also be read as integral part and parcel of the Tender/Bid documents and Contract between the parties.

NOW, THEREFORE, in consideration of mutual covenants contained in this Pact, the parties hereby agree as follows and this Pact witnesses as under:

Article 1: Commitment of the Principal/Owner

1) The Principal/Owner commits itself to take all measures necessary to prevent corruption and to observe the following principles:

(a) No employee of the Principal/Owner, personally or through any of his/her family members, will in connection with the Tender, or the execution of the Contract, demand, take a promise for or accept, for self or third person, any material or immaterial benefit which the person is not legally entitled to.

(b) The Principal/Owner will, during the Tender process, treat all Bidder(s) with equity and reason. The Principal/Owner will, in particular, before and during the Tender process, provide to all Bidder(s) the same information and will not provide to any Bidder(s) confidential / additional information through which the Bidder(s) could obtain an advantage in relation to the Tender process or the Contract execution.

(c) The Principal/Owner shall Endeavour to exclude from the Tender process any person, whose conduct in the past has been of biased nature.

2) If any information comes to the notice of the Principal/owner on the conduct of any of its employees which is a criminal offence under the Indian Penal code (IPC)/Prevention of Corruption Act, 1988 (PC Act) or is in violation of the principles herein mentioned or if there be a substantive suspicion in this regard, the Principal/Owner will inform the Chief Vigilance Officer and in addition can also initiate disciplinary actions as per its internal laid down policies and procedures.

Article 2: Commitment of the Bidder(s)/Contractor(s)

1) It is required that each Bidder/Contractor (including their respective officers, employees and agents) adhere to the highest ethical standards, and forthwith report the Principal/Owner about all suspected fraudulent act or corruption or Coercion or Collusion of any person connected with the tender process which it has knowledge or becomes aware any time, during the tendering process and throughout the negotiation or award of a contract.

2) The Bidder/Contractor commits himself/itself to take all measures necessary to prevent corruption. He/it commits himself/itself to observe the following principles during his/its participation in the Tender process and during execution of the Contract:

a) The Bidder/Contractor shall not, directly or through any other person or firm, offer, promise or give to any of the Principal/Owner's employees involved in the Tender process or execution of the Contract or to any third person any material or other benefit

which he/she is not legally entitled to, in order to obtain in exchange any advantage of any kind whatsoever during the Tender process or during the execution of the Contract.

b) The Bidder/Contractor shall not enter with other Bidder(s) into any undisclosed agreement or understanding, whether formal or informal. This applies in particular to prices, specifications, certifications, subsidiary contracts, submission or non-submission of bids or any other actions to restrict competitiveness or to cartelize in the bidding process.

c) The Bidder/Contractor will not commit any offence under the relevant IPC/PC Act. Further the Bidder/Contractor will not use improperly, (for the purpose of competition or personal gain), or pass on to others, any information or documents provided by the Principal/Owner as part of the business relationship, regarding plans, technical proposals and business details, including information contained or transmitted Electronically.

4. The Bidder/Contractor of foreign origin shall disclose the names and addresses of agents/ representatives in India, if any. Similarly Bidder/Contractor of Indian Nationality shall disclose names and addresses of foreign agents/representatives, if any. Either the Indian agent on behalf of the foreign principal or the foreign principal directly could bid in a tender but not both. Further, in cases where an agent participate in a tender on behalf of one manufacturer, he shall not be allowed to quote on behalf of another manufacturer along with the first manufacturer in a subsequent/parallel tender for the same item.

5. The Bidder/Contractor will, when presenting his/its bid, disclose any and all payments he/it has made, is committed to or intends to make to agents, brokers or any other intermediaries in connection with the award of the Contract.

4.3. The Bidder/Contractor will not instigate third persons to commit offences outlined above or be an accessory to such offences.

4.4. The Bidder/Contractor will not, directly or through any other person or firm indulge in fraudulent practice means a willful misrepresentation or omission of facts or submission of fake/forged documents in order to induce public official to act in reliance thereof, with the purpose of obtaining unjust advantage by or causing damage to justified interest of others and/or to influence the procurement process to the detriment to the interests of Principal/Owner.

4.5. The Bidder/Contractor will not, directly or through any other person or firm use Coercive Practices against principal/owner and/or other bidder(s)/contractor(s). Coercive practices mean the act of obtaining something, compelling an action or influencing a decision through intimidation, threat or the use of force directly or indirectly, where potential or actual injury may befall upon a person, his/ her reputation or property to influence their participation in the tendering process.

Article 3: Consequences of Breach

Without prejudice to any rights that may be available to the Principal/Owner under law or the Contract or its established policies and laid down procedures, the Principal/Owner shall have the following rights in case of breach of this Integrity Pact by the Bidder(s)/Contractor(s) and the Bidder/ Contractor accepts and undertakes to respect and uphold the Principal/Owner's absolute right:

1) If the Bidder/Contractor, either before award or during execution of Contract has committed a transgression through a violation of Article 2 above or in any other form, such as to put his reliability or credibility in question, the Principal/Owner at its discretion, is entitled to disqualify the Bidder/Contractor from the Tender process or terminate/determine the Contract, if already executed or exclude the Bidder/Contractor from future contract award processes after giving 14 days' notice to the contractor. The imposition and duration of the exclusion will be determined by the severity of transgression and determined by the Principal/Owner. Such exclusion may be forever or for a limited period as decided by the Principal/Owner.

2) Forfeiture of EMD/Performance Guarantee/Security Deposit: If the Principal/Owner has disqualified the Bidder(s) from the Tender process prior to the award of the Contract or terminated/determined the Contract or has accrued the right to terminate/determine the Contract according to Article 3(1), the Principal/Owner apart from exercising any legal rights that may have accrued to the Principal/Owner, may in its considered opinion forfeit the entire amount of Earnest Money Deposit, Performance Guarantee and Security Deposit of the Bidder/Contractor.

3) Criminal Liability: If any act/omission or conduct of a Bidder or contractor conduct of a Bidder or Contractor, or of an employee or a representative or an associate of a Bidder or Contractor which constitutes corruption within the meaning of IPC/PC Act brought to the notice of the Principal/Owner, or if the Principal/ Owner has substantive suspicion in this regard, the Principal/Owner shall be at liberty to inform the same to law enforcing agencies for further investigation.

Article 4: Previous Transgression

(i) The Bidder declares that no previous transgressions occurred in the last 5 years with any other Company in any country confirming to the anticorruption approach or with Central Government or State Government or any other Central/State Public Sector Enterprises in India that could justify his exclusion from the Tender process.

(ii) If the Bidder makes incorrect statement on this subject, he can be disqualified from the Tender process or the contract, if already awarded, can be terminated for such reason. Principal/owner will be entitled to exclude the contractor from future tender/contract award processes for a period not exceeding three years.

(iii) Without prejudice to any other legal rights or remedies available to the principal under the relevant clauses of the tender document.

Article 5: Equal Treatment of all Bidders/Contractors/Subcontractors

1) The Bidder(s)/Contractor(s) undertake(s) to demand from all subcontractors a commitment in conformity with this Integrity Pact. The Bidder/Contractor shall be responsible for any violation(s) of the principles laid down in this agreement/Pact by any of its Subcontractors/ sub-vendors.

2) The Principal/Owner will enter into Pacts on identical terms as this one with all Bidders and Contractors.

3) The Principal/Owner will disqualify Bidders, who do not submit, the duly signed

Pact between the Principal/Owner and the bidder, along with the Tender or violate its provisions at any stage of the Tender process, from the Tender process.

Article 6- Duration of the Pact

This Pact begins when both the parties have legally signed it. It expires for the Contractor/ Vendor 12 months after the completion of work under the contract or till the continuation of defect liability period, till the Contract has been awarded. If any claim is made/lodged during the time, the same shall be binding and continue to be valid despite the lapse of this Pacts as specified above, unless it is discharged/ determined by the Competent Authority, Punjab National Bank.

Article 7-Independent External Monitor (IEM)

1. The Principal/Owner has appointed competent and credible Independent External Monitor(s) (IEM) for this Pact in consultation with the Central Vigilance Commission. The task of the Monitor is to review independently and objectively, whether and to what extent the parties comply with the obligations under this Pact.

2. The IEM is not subject to instructions by the representatives of the parties and performs his functions neutrally and independently. He reports to MD& CEO, Punjab National Bank.

3. The Bidder/Contractor accepts that the IEM has the right to access, without restriction, to all Project documentation of the Principal/Owner including that provided by the Contractor. The Contractor will also grant the IEM, upon his request and demonstration of a valid interest, unrestricted and unconditional access to his or any of his Sub-Contractor's project documentation. The IEM is under contractual obligation to treat the information and documents of the Bidder(s)/Contractor(s)/Subcontractor(s) with confidentiality.

4. In case of tenders having estimated value exceeding Rs 60 lakhs, the Principal/Owner will provide to the IEM sufficient information about all the meetings among the parties related to the Project and shall keep the IEM apprised of all the developments in the Tender Process.

5. As soon as the IEM notices, or believes to notice, a violation of this Pact, he will so inform the Management of the Principal/Owner and request the Management to discontinue or take corrective action, or to take other relevant action. The IEM can in this regard submit non-binding recommendations. However, beyond this, the IEM has no right to demand from the parties that they act in a specific manner, and/or refrain from action or tolerate action.

6) The IEM shall submit a written report to the MD & CEO, of the Principal/Owner within 6 to 8 weeks from the date of reference or intimation to him by the Principal/Owner and, should the occasion arise, submit proposals for correcting problematic situations.

(vii) The word "IEM" would include both singular and plural.

(viii) IEMs will not use or pass on any information or document provided to it regarding plans, technical proposals and business details for the purpose of competition or personal gains etc.

Article 8- Other Provisions

1. This Pact is subject to Indian Law, place of performance and jurisdiction is place where office of the Principal/Owner, who has floated the Tender, is located.

2. Changes and supplements need to be made in writing.

3. If the Contractor is a partnership or a consortium, this Pact must be signed by all the partners or consortium members. In case of a Company, the Pact must be signed by a representative duly authorized by board resolution.

4. Should one or several provisions of this Pact turn out to be invalid; the remainder of this Pact remains valid. In this case, the parties will strive to come to an agreement to their original intentions.

5. It is agreed term and condition that any dispute or difference arising between the parties with regard to the terms of this Integrity Agreement / Pact, any action taken by the Owner/Principal in accordance with this Integrity Agreement/ Pact or interpretation thereof shall not be subject to arbitration.

Article 9- LEGAL AND PRIOR RIGHTS

All rights and remedies of the parties hereto shall be in addition to all the other legal rights and remedies belonging to such parties under the Contract and/or law and the same shall be deemed to be cumulative and not alternative to such legal rights and remedies aforesaid. For the sake of brevity, both the Parties agree that this Integrity Pact will have precedence over the Tender/Contact documents with regard any of the provisions covered under this Integrity Pact. IN WITNESS WHEREOF the parties have signed and executed this Integrity Pact at the place and date first above mentioned in the presence of following witnesses:

..... (For and on behalf of Principal/Owner)

..... (For and on behalf of Bidder/Contractor)

WITNESSES:

1. (Signature, name and address)

2. (Signature, name and address)

Place:_____Dated:

CHECKLIST

| Sl. No. | Particulars | Submitted (Yes/No) | Page No |
|---------|--|--------------------|---------|
| 1. | Proof of RFP Cost | | |
| 2. | Proof of EMD | | |
| 3. | Terms and Conditions (Annexure-I) | | |
| 4. | Undertaking By The Bidder (Annexure-II) | | |
| 5. | Compliance To Eligibility Criteria (Annexure III) | | |
| 6. | Bidders Information (Annexure-IV) | | |
| 7. | Compliance Statement (Annexure-V) | | |
| 8. | Litigation Certificate (Annexure – VII) | | |
| 9. | Undertaking For Non- Blacklisted(Annexure – VIII) | | |
| 10. | Turnover Certificate by CA(Annexure-IX) | | |
| 11. | Undertaking for being the OEM of the offered Application(Annexure-X) | | |
| 12. | Technical Specifications (Annexure – XI) | | |
| 13. | Certificate of Incorporation | | |
| 14. | Complete Bill of Material (BOM) (Both hardware & Software) | | |
| 15. | Audited Balance Sheets & Profit & Loss Statements | | |
| 16. | Integrity Pact (Annexure – XIV) | | |
| 17. | Power of Attorney and Copy of Board Resolution | | |
| 18. | Signed Copy of RFP | | |
| 19. | Signed Copy of Corrigendum , if any | | |