



Request for Proposal (RFP)

For

Integrated Cash Management Services (ICMS)

(Ref No: PNB HO/DBD/CMS/RFP/2020/101)

Digital Banking Division (DBD HO),
Head Office -Punjab National Bank,
4th Floor, Plot No 5,
Sector – 32, Gurugram,
Haryana - 122001

Copyright @2020. All rights reserved.



DISCLAIMER

The information contained in this Request for Proposal ("RFP") document or information Provided subsequently to bidders or applicants whether verbally or in documentary form by or on behalf of Punjab National Bank (or Bank), is provided to the bidder(s) on the terms and conditions set out in this RFP document and all other terms and conditions subject to which such information is provided. This RFP document is not an agreement and is not an offer or invitation by Punjab National Bank to any parties other than the applicants who are qualified to submit the bids (hereinafter individually and collectively referred to as "Bidder" or "Bidders" respectively). The purpose of this RFP is to provide the Bidders with information to assist the formulation of their proposals. This RFP does not claim to contain all the information each Bidder require. Each Bidder may conduct its own independent investigations and analysis and is free to check the accuracy, reliability and completeness of the information in this RFP. Punjab National Bank makes no representation or warranty and shall incur no liability under any law, statute, rules or regulations as to the accuracy, reliability or completeness of this RFP. The information contained in the RFP document is selective and is subject to updating, expansion, revision and amendment. It does not purport to contain all the information that a Bidder require. Punjab National Bank does not undertake to provide any Bidder with access to any additional information or to update the information in the RFP document or to correct any inaccuracies therein, which may become apparent.

Punjab National Bank reserves the right of discretion to change, modify, add to or alter any or all of the provisions of this RFP and/or the bidding process, without assigning any reasons whatsoever. Such change will be published on the Bank's Website and it will become part and parcel of RFP.

Punjab National Bank in its absolute discretion, but without being under any obligation to do so, update, amend or supplement the information in this RFP. Punjab National Bank reserves the right to reject any or all the expression of interest / proposals received in response to this RFP document at any stage without assigning any reason whatsoever. The decision of Punjab National Bank shall be final, conclusive and binding on all the parties.



Tender Notice- Bid details in Brief

Punjab National Bank invites sealed offers in two parts from all eligible bidders for Supply, Installation, Customization, Integration, Implementation and Maintenance of Integrated Cash Management Services (ICMS) Solution in the Bank as per the terms & conditions contained in the Request for Proposal (RFP). Please visit our website www.pnbindia.in for details. RFP details can be downloaded from the website.

Activity & Details	
RFP No. & Date	PNB/HODBD/CMSHUB/RFP/2020/101
Date of commencement of issue of RFP (RFP float date)	04.12.2020
Last date and time of sale of bidding documents	05.01.2021 upto 1600 hrs
Last date for receipt of queries	19.12.2020 upto 1700 hrs
Pre Bid meeting for Bidders only	24.12.2020 from 1100 hrs (subject to change)
Last date and time for Hash Submission	05.01.2021 upto 1600 hrs
Last date and time for online bid submission (Re-Encryption)	From 05.01.2021 1701 hrs to 06.01.2021 upto 1400 hrs
Last date and time for submission of technical supporting documents (Hard Copy)	From 05.01.2021 1701 hrs to 06.01.2021 upto 1400 hrs
Fee for RFP document (non-refundable)	₹2500/- (Rupees Two thousand and five hundred only)plus applicable GST at 18% by way of PO/DD in favour of Punjab National Bank , New Delhi. (Before last date of bid submission in the following account: IFSC Code : PUNB0015300 Bank & Branch : Punjab National Bank, Sansad Marg, New Delhi -110 001 Account No : 0153002200175716 (16 digits) Imprest account : HO Digital Banking Division. *MSE bidder is exempted from payment of cost of RFP if bidder can furnish requisite proof subject to the satisfaction of Bank.)
Earnest Money Deposit / Bank Guarantee(Bid Security)	₹20,00,000/- (Rupees Twenty Lakh only) by way of BG/PO/DD should be submitted online before last date of bid submission or in the form of Bank



DBDHO, CMSHUB, 3rd Floor, | Head Office: Plot No-5 | Sec-32, Gurugram | Haryana - 122001

	<p>Guarantee (BG) in favour of Punjab National Bank, Digital Banking Division payable at New Delhi. IFSC Code : PUNB0015300 Bank & Branch : Punjab National Bank, Sansad Marg, New Delhi -110 001 Account No : 0153002200175716 (16 digits) Imprest account : HO Digital Banking Division.</p> <p>*MSE 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 after completion of the bid process (without interest).</p>
Name of the contact person for queries	Mr Atul Patni/ Mr Satish Kumar/ Mr Amit Kumar (On working days from 10.00 am to 5.00 pm)
Address	DBD HO, 4 th Floor, Plot No 5, Industrial Area, Sector-32, Gurugram-122001.
E-Mail Id	cmshub@pnb.co.in ; cms2@pnb.co.in
Contact Numbers	0124-4126404,4126402,4126406



INDEX

S.No	PARTICULARS	PAGE NO
1	Background	7
2	Scope of work	9
3	Hardware, O/S & DB requirement	12
4	Eligibility Criteria	14
5	Project plan & schedule	15
6	Contract with Bidder	15
7	Bidder demonstration & referral site visits	15
8	Proposal process management	16
9	Bidding Process (Two stages)	16
10	Instructions to bidder	17
11	Amendment of bidding document	18
12	Technical Bid Performa	18
13	Cost of RFP and Bid security	19
14	Price Composition	20
15	Erasures or alterations	20
16	Period of validity of Bids	20
17	Format and signing of Bids	20
18	Opening of Bids	21
19	RFP Clarifications	22
20	Evaluation process	22
21	Award of contract	25



	Annexures	
22	Annexure – AA :Terms & conditions	26
23	Annexure A: Acceptance of term & conditions	44
24	Annexure B: Bid form	46
25	Annexure C: Bidder profile & other information	48
26	Annexure D: Functional & technical requirement	49
27	Annexure E: Documents for eligibility criteria	74
28	Annexure F: Performa of indicative commercial offer	76
29	Annexure G: Evaluation matrix – self assessment	78
30	Annexure H: Reference site details	79
31	Annexure I: Financial position of Bidders	80
32	Annexure J: Implementation team profile	81
33	Annexure K: Format of Bank Guarantee	82
34	Annexure L: Self declaration	84
35	Annexure M: Manufacturer authorization form	85
36	Annexure N: Pre-contract integrity Pact	86
37	Annexure O: Pre-Bid query format	94
38	Annexure P: Reverse Auction formats	95
39	Annexure Q: Pre-Bid meeting letter	97
40	Annexure R: Referral Feedback form	98
41	Annexure S: Hardware & Other Components requirement	99

1. **Background**

Punjab National Bank (hereinafter called as “Bank” or “the Bank”) is having its DBD HO, 4th Floor, Plot No 5, Industrial Area, Sector-32, Gurugram, Haryana-122001. It is one of the pioneer public sector bank, committed to proactively address the dynamic needs of society and offer wide range of innovative products and services to fulfil the needs.

Objective

Bank has decided to implement a CMS Solution and its related components for its Corporate Customers with an objective to handle major corporate payments efficiently at one place under Cash Management Services. The Solution should be a web based system with a customer front end to its corporate customers which provides the bank in achieving operational excellence in corporate receivables and payments related activities in a cost effective manner.

Existing technology profile of bank under Cash Management Services (CMS)

Currently, Bank is using Cash Management Services software solution for Collections which is running on Sun Solaris system having Oracle 11g as database and Web sphere Application Server as the platform.

Bank intends to procure CMS solution to offer a seamless & robust platform to their corporate customers' requirements. With this Bank also intends to offer direct and convenient access to their corporate customers for all their payment needs and leverage the facility to bring larger clientele to Bank's portfolio. Bank treats Government departments also on par with corporate customers which are handled by Bank's Cash Management Services Department. The solution shall be one of the channels of collection of payment.

Definitions

- 1.1. 'Bank' means unless excluded by and repugnant context or the meaning thereof, shall mean 'Punjab National Bank', described in more detail in paragraph 1 above and which has invited bids under this Request for Proposal (RFP) and shall be deemed to include its successor and assigns.
- 1.2. 'RFP' means Request for Proposal for Integrated cash management services (ICMS).
- 1.3. 'Bidder' means a bidder submitting the proposal in response of RFP.
- 1.4. 'Contract' means the agreement signed by successful bidder and the Bank at the conclusion of bidding process, wherever required and as recorded in the Contract Form signed by the parties, including all the attachments and appendices thereto and all documents incorporated by reference therein.



DBDHO, CMShUB, 3rd Floor, | Head Office: Plot No-5 | Sec-32, Gurugram | Haryana - 122001

- 1.5. 'Successful Bidder'/'L1 bidder' means the Bidder who is found to be the lowest bidder, subject to compliance of all the Terms and Conditions of the RFP, etc.
- 1.6. 'Solution' means Set up, Manage, Operate, customization etc for different modules under integrated Cash Management Services (CMS) as per this RFP.
- 1.7. 'Proposal' means that Technical proposal and financial proposal as per the formats prescribed in the RFP.

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,



DBDHO, CMSHUB, 3rd Floor, | Head Office: Plot No-5 | Sec-32, Gurugram | Haryana - 122001

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 etc., at bidder's end.
11. If Bidders have any queries, they may call us at Helpdesk Telephone mentioned above from 10.00 am to 05.00 pm (except Sundays and Bank holidays).

2. Scope of Work

The scope of work includes but not limited to:

- 2.1 Supply, Installation, Customization, Integration, Implementation and Maintenance of a centralized 3 tier web-based payments solution under Integrated Cash Management Services (CMS). The scope includes all functionalities as mentioned in Annexure D.
- 2.2 System should be capable of providing user-friendly customer front-end.
- 2.3 System should be capable of maintaining highly parameterized and flexible client and product masters.
- 2.4 The bidder should study the requirements of the bank covering all functions & features mentioned in Annexure D & customizations and provide a comprehensive Systems Requirement Study (SRS) report to the bank within the given timeframes.
- 2.5 System should be capable of seamless integration with Core Banking Solution (Infosys - Finacle X) for posting accounting entries and MIS. The system should also be capable of being integrated with all the existing collection systems/gateways of RBI, IDRBT, NPCI and Bank's internal / reporting systems like MIS, and Data warehouse. It should also support future enhancements/upgradations with any of the interconnected systems and CBS (FINACLE X) and any regulatory bodies.
- 2.6 The system should support organization hierarchy, user, role based access with proper authentication and audit trails.
- 2.7 The report/Statement should be generated in all standard format such as (DOCX, XML, XLSX, TXT, CSV, PDF, MT940, MT950) wherever applicable and required by Bank and other entities. The solution must provide for reports



DBDHO, CMSHUB, 3rd Floor, | Head Office: Plot No-5 | Sec-32, Gurugram | Haryana - 122001

Branch wise / Zone wise / Tier city wise/SET wise (user defined group of branches or areas), Bank wise etc. and Providing a reporting tool to facilitate report design, generation, distribution and archiving.

- 2.8 Providing interface for Collections& payments (Push and Pull) data from various external sources. (Such as corporate, governmental and by way of Integration with their systems. eg. ERP, SFTP, Middleware etc)
- 2.9 There should be facility for customers and bank users to upload data, view and /or download reports in required formats like DOCX, XML, XLSX, TXT, CSV, PDF, MT940, MT950 etc. The upload facility should have built-in security features supporting upload using digital signatures, tokens, OTPs, encryption & upload at specific times, upload from specific PC(IP/MAC based authentication), check with bidder database, use of levels (amount wise, category wise and user wise) for uploaded data.
- 2.10 Providing auto-reconciliation features for all transactions amongst various applications like Finacle X etc and your software at various stages of transactions.
- 2.11 The bidder should provide the necessary documentation including step by step process, work flow with screen shots and necessary path. Bidder should ensure seamless migration of the application, data and solution from old to new application or version. Bidder should also ensure the seamless migration of application, data, solution, onboarding and all other activity related to the amalgamation of banks , free of cost.
- 2.12 The bidder will be required to implement all environments for the solution i.e. UAT, Production (DC) & (Standby) DR server for data replication between Production and DR.
- 2.13 The bidder will be required to provide Post implementation, Onsite support required during office hours from Monday to Saturday and also during working holidays and whenever as per bank requirements. Duties of onsite engineer includes configuration changes, version up-gradations, performance monitoring, troubleshooting, bug fixing, patch installation and liaison with bank officials for various support issues etc. and assist bank officials in switching to DR site in case of system failure and conduct DR drills in conjunction with the Bank.
- 2.14 Training to the Bank's project team and the user team will be provided by vendor before the start of implementation of the solution or as per banks requirement. Training must cover both classroom and hands on sessions. Necessary training material and documents must be provided to the participants. PNB officials will also visit at bidders Head Quarter for the training.
In addition to that, mandatory training 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



DBDHO, CMSHUB, 3rd Floor, | Head Office: Plot No-5 | Sec-32, Gurugram | Haryana - 122001

Bank. The training shall cover functional, operational and reporting aspects of the entire solution along with product architecture.

- 2.15 Assist bank's team in carrying out User Acceptance Test by providing test cases for UAT for all possible scenarios.
- 2.16 Providing comprehensive documentation of the application including the application architecture, description of the interfaces, the data model, database table structure, data flow diagrams, complete description of the data elements (metadata), user manual and any such requirements of the bank.
- 2.17 Providing application maintenance for error fixing, additions / modifications to the software to cater to changes to data sources and /or new reporting requirements during **warranty period of three year** as well as during the post warranty period.
- 2.18 Closure of all VAPT / IS AUDIT observation within time frame stipulated by Bank without any additional cost to the Bank.
- 2.19 Solution should support payments related standard formats vis-à-vis ISO 20022, ISO 8583, SWIFT messaging / MT series formats and any messaging standards as stipulated by RBI from time to time.
- 2.20 The Bidder should provide on-site support at Gurugram , Haryana.
- 2.21 Web Interface should be available for both bank users and bank customers. Solution should support both IPv4 and IPv6 with SSL Certificate and TLS 1.2.
- 2.22 System should support RBI & other regulatory directives and guidelines pertaining to Payment and IT Security issued time to time. The software application should be complied with OWASP security guidelines.
- 2.23 The bidder should either provide the source code itself with necessary documentation or arrange to keep it under escrow arrangement.
- 2.24 Project plan and project schedule as per point no 5.
- 2.25 The bidder should provide the complete details of Help desk support with levels different level of escalation matrix.
- 2.26 Bidder shall provide Bank with requisite MIS and Reports as per the formats prescribed by the 3rd party auditors, security audit of application, Regulatory bodies, Govt. Etc.

Data privacy - Vendor to ensure strict adherence to data privacy as per applicable laws and regulations. Bank may require confirmation from vendor of the same from time to time and should be allowed to perform an audit for the same.



DBDHO, CMShUB, 3rd Floor, | Head Office: Plot No-5 | Sec-32, Gurugram | Haryana - 122001

Data Security - Vendor to implement all the practices and systems required for data security of PNB clients. In case of a breach vendor to be responsible and Bank need to be indemnified.

The bidder must provide the technology upgrade to the Bank from time to time and certify that the technology or platform or solution being deployed is up to date.

2.27 Post implementation scope to indicatively include support for the following:

- (a) Upgrades, (b) maintenance, (c) System monitoring, (d) Troubleshooting & Performance Tuning, (e) Advisories on software upgrades & vulnerabilities, (f) Conduction DR Drills & support for the same, (g) Any support required to make systems & software up and running, data backup & replication of data to DR, EOD etc.

2.28 Bidder will be responsible for server, storage and network sizing for the proposed Solution for Bank. The sizing needs to be done based on Bank's requirements, optimized power usage and scalability. The bidder should provide the detail of Hardware required, peripherals, server types, configuration, storage space and any other information.

3 Hardware, O/S and Database Requirement

3.1 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 solution database. However the specification of oracle database should be mention by the bidder under Annexure S. 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 during the contract period. The bidder should also ensure purging of database on regular basis.

3.2 Hardware supplies/ OS licenses / Oracle DB licenses are not in the scope of this RFP.

3.3 Any additional requirement regarding environmental software after awarding the contract will not be entertained by the Bank. The bidder shall arrange licensed copy of the same without any additional cost to the bank.

3.4 The bidder should provide required configuration for hardware sizing with the following indicative volumes of Integrated CMS solution, for Primary (DC) and DR site as per Annexure - S.



DBDHO, CMSHUB, 3rd Floor, | Head Office: Plot No-5 | Sec-32, Gurugram | Haryana - 122001

Year	Volume
1st Year	500000 transactions per day
2nd Year	800000 transactions per day
3rd Year	1200000 transactions per day

3.5 The expected active users are approximately 8000 to 10000 with concurrent user base of 4000.

3.6 Successful bidder will support for installation of requisite hardware, software & licenses in coordination with Bank teams & other vendors.

3.7 The quantity of the hardware components should be as per the solution proposed by the successful bidder. The following considerations need to be taken for sizing:

1) The hardware is to be configured in HA mode (high availability) at both DC and DR along with a UAT setup at DC. Therefore the bidder should propose the hardware for total 5 setup. Further the DR setup should be exact replica of the DC setup. The proposed hardware sizing must include Application server(s) (at both DC and DR), Database server(s) (at both DC and DR), Web server(s) – (at both DC and DR), Server(s) for development and testing environment (only at DC), SAN storage volume at both DC & DR, Any other hardware component required as part of the solution. The sizing needs to be done based on Bank's requirements, optimized power usage and scalability.

2) The bidder shall propose hardware sizing as per clause 3.4 & 3.5 such that the utilization of any hardware component does not exceed 80%, at any point during the contract period. In case utilization exceeds the threshold, the cost of upgradation of the hardware will be borne by the bidder as the same will be deducted from any future payment.

If the no. of transactions per day, expected active users or concurrent users exceeds the indicative volumes as specified in clause 3.4 & 3.5, due to which there is increase in the utilization of hardware, only then the cost of upgradation of the hardware will be borne by the Bank.

3) Compliance to specifications mentioned in the RFP and any regulatory or statutory requirement.

3.8 The Bidder shall confirm/ certify that the hardware sizing offered by them for Solution should be adequate to fulfil Banks requirement and is as per the Industry best practices.



4 **Eligibility Criteria**

Only those bidders fulfilling the following criteria will be eligible to participate in the RFP.

- 4.1 The bidder must be a company / firm incorporated / registered in India and should be operating for the past 2 years in India. (Copy of the "Letter of Incorporation / registration" should be submitted).
- 4.2 The bidder must have minimum annual turnover of **Rs. 20 Crores** for **last 3 financial years viz. 2016-17, 2017-18, 2018-19** and should also be in operating profit in at least two financial years. (Certified / Audited Balance Sheets and P&L statements for above mentioned FY's should be submitted in support of the turnover and profitability.)
- 4.3 The bidder should have implemented CMS complete solution Or CMS collections Or CMS Payments during the last 4 years from the bid submission date, in any 1 bank (in public sector / foreign / private bank) in India or branch working in India and the solution should be currently running for atleast past 1 year. (Experience

Certificates /Purchase Order with Go Live certificates should be submitted in support of the same).

- 4.4 The bidder should be Original Equipment Manufacturer (OEM) of the CMS solution with presence in India, or its authorized representative in India. And the bidder should not be involved in any litigation which threatens solvency of company.
 - a. 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.
 - b. 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.
 - c. 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.
- 4.5 The companies or firms, bidding for the above tender, should have not been black listed by any of the Government Authorities or Public Sector Undertaking Banks. The bidder shall give an undertaking (on their letter head) that they have not been black listed by any of the Govt. Authority or PSBs or foreign banks / organizations. In case, in the past, the name of their Company was black listed by any of the Govt. Authority or PSBs, the name of the company or organization must have been removed from the said list as on date of submission of the tender, otherwise the bid will not be considered.



4.6 Bidder must comply with all the guidelines laid out by RBI & other regulatory authorities.

5 **Project plan and Project Schedule**

5.1 Successful Bidder has to adhere to the following project schedule.

Activities	Duration
1. SRS (System Requirements Study)	1 Weeks
2. Installation, Integration and Customization	8 Weeks
3. User Acceptance Test	6 Weeks
4. Training and Full Project implementation	1 Weeks
Total	16 Weeks

5.2 Bidder should coordinate with the hardware vendor / Bank for installation of proposed solution and other necessary software.

5.3 Bidder should complete the requirement study and submit detailed system requirement specification document within 1 week of placing of the order.

5.4 Bidder should provide customized solution for User Acceptance Test (UAT) and complete the UAT suggestions and observations as per milestone mentioned in 5.1. After successful UAT, the system shall be moved to live. Training and other parameters should be performed as per the above schedule.

However keeping the overall time schedule unchanged, flexibility with regard to time duration is permitted within the above activities.

6 **Contract with the Bidder**

Bank will enter into a contract with successful bidder. Consortium bidding for this solution will not be accepted.

7 **Bidder Demonstrations & Referral Site Visits**

7.1 The bidders qualified in the eligibility criteria as per point A(1) of evaluation matrix will be called for demonstrations of proposed CMS solution under Cash Management Services (CMS) at Delhi or Gurugram. The demonstration will allow the evaluation team to ascertain the software features & capabilities in terms of Bank's functional and technical requirements. Bank shall not be under any obligation to bear any part of the expenses incurred by the bidders for the demonstrations. The evaluation procedure to be adopted for the proposal will be the sole discretion of the Bank and the Bank is not liable to disclose either

DBDHO, CMSHUB, 3rd Floor, | Head Office: Plot No-5 | Sec-32, Gurugram | Haryana - 122001
the criteria or the evaluation report/ reasoning to the bidder(s).

- 7.2 The bidders qualified in the eligibility criteria and as per point A(1) of evaluation matrix will have to arrange for referral site visits or telephonic / mail confirmations. The site visit / telephonic / mail confirmation will allow the evaluation team to ascertain the bidder's implementation expertise & user's experience and feedback.

8 Proposal Process Management

- 8.1 Bank reserves the right to accept or reject any or all proposals, to revise the RFP, to request one or more re-submissions from all bidders or clarifications from one or more bidders, or to cancel the process in part or whole. All claims for functional/technical delivery made by the bidders in their responses to the RFP shall be assumed as deliverable within the quoted financials.
- 8.2 Bidders shall be entirely responsible for their own costs and expenses that are incurred while participating in the RFP and contract negotiation processes.

9 Bidding Process (Two Stages)

9.1 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 Bank's 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 and superscribing:

"Technical Bid For Integrated Cash Management Services (ICMS) "

The bid shall also be submitted 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.



DBDHO, CMSHUB, 3rd Floor, | Head Office: Plot No-5 | Sec-32, Gurugram | Haryana - 122001

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 shall be short-listed for commercial stage.

b) COMMERCIAL BID

Commercial BID shall be submitted **online only**. 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 in the Technical Evaluation Stage. And who obtain **minimum 75% marks** or more in Evaluation matrix Table (A).

9.2 Any bid document not conforming to any one of the above terms will be rejected.

9.3 Bidders who have NOT paid the cost of the RFP Document and EMD/BG will not be permitted to participate in the bid.

9.4 Commercial Bid will be opened for those Bidders only who will qualify in Technical Bid.

10 Instructions to Bidder

10.1 This RFP document is not transferable.

10.2 Bidders are advised to study and examine the RFP carefully before submission.

10.3 The response to this RFP should be full and complete in all respects. Incomplete or partial bids will be rejected. The bidder must quote for all the items asked for in this tender.

10.4 The bidder shall bear all costs associated with the preparation and submission of the bid, including cost of presentation for the purposes of clarification of the bid, if so desired by the bank. The bank will in no case be responsible or liable for those costs, regardless of the conduct or outcome of the bidding process.

10.5 The bank reserves the right to reject the bidder's assertion of compliance to a requirement, if the detailed response is found unsatisfactory or contradictory.

10.6 The cost of preparing the proposal including visit / visits to the Bank is not reimbursable.

10.7 The bank may extend the time for submission of the bids.

10.8 Joint bidding and consortium of any form is not allowed.

10.9 The Government has issued Public Procurement (Preference to Make in India)



DBDHO, CMSHUB, 3rd Floor, | Head Office: Plot No-5 | Sec-32, Gurugram | Haryana - 122001

Order 2017 vide the Department of Industrial Policy and Promotion (DIPP) Notification No.P-45021/2/2017-B.E.-II dated 15.06.2017 and 28-05-2018 to encourage 'Make in India' and to promote manufacturing and production of goods and services in India with a view to enhancing income and employment. Bidder can avail the opportunity as per the government guidelines with document of proof.

10.10 Pre-Bid Queries :

10.10.1 The prospective bidders may mail their queries through e-mail on cmshub@pnb.co.in; cms2@pnb.co.in as per the time line scheduled..

10.10.2 The bank shall hold pre – bid meeting as per the given time at DBD HO, Head Office PNB, Sector 32, Gurugram, Haryana to clarify the queries raised by bidders through mail. Up to two authorized persons shall be eligible to attend the Pre-bid meeting. The authorized persons shall produce the letter as per **Annexure(O)** while attending the Pre-Bid meeting. No request for change in date and time shall be entertained and the Bank shall hold the meeting even if any prospective bidder / some prospective bidders / their authorized representatives choose to remain absent during the meeting. No individual consultation with respect to this RFP other than the pre-bid meeting shall be entertained.

10.10.3 The Bank shall not consider any request for time extension for bid-submission on account of late receiving/downloading of RFP by any prospective bidder. The bids not accompanied by the Demand Draft / Pay Order/BG for participation fee and Earnest Money Deposit of requisite amount shall be out rightly rejected.

10.10.4 The bidder should provide support during the transit period in case any exercise of right to exit/terminate the contract due to any issue.

11 Amendment of Bidding Document

11.1 At any time prior to the deadline for submission of clarifications/bids mentioned in the schedule of activities, the Bank, for any reason, whether at its own initiative or in response to a clarification requested by a prospective bidder, may modify the bidding document by amendment / corrigendum.

11.2 Amendments if any will be published on Bank's Website and such amendments will be notified through advertisements in leading newspapers.

12 Technical BID Performa

The bidders are expected to examine all terms and instructions included in the documents. Failure to provide all requested information will be at bidders own risk and may result in the rejection of the proposal. The following documents



DBDHO, CMSHUB, 3rd Floor, | Head Office: Plot No-5 | Sec-32, Gurugram | Haryana - 122001
are to be submitted under technical bid.

- 1) Annexure - A (Acceptance of Terms and Conditions).
- 2) Annexure - B (Bid form) duly filled-in.
- 3) Annexure - C (Bidder Profile & Other information).
- 4) Annexure - D (Functional & Technical Requirements) duly filled-in.
- 5) Annexure - E (Documents for Eligibility Criteria) duly filled-in.
- 6) Annexure – G (Evaluation Matrix Self Assessment).
- 7) Annexure – H (Reference Site Details).
- 8) Annexure – I (Financial Position of the bidder for the 3 financial years).
- 9) Annexure – J (Implementation Team Profile).
- 10) Annexure – L (Self Declaration Not Blacklisted).
- 11) Annexure – M (Manufacturer Authorization Form / Letter (MAF)).

13 Cost of the RFP and Bid Security

13.1 The cost of RFP Document is Rs.2500/- (Rupees Two thousand five hundred only) (non-refundable), which should be paid by way of Demand Draft / Pay Order drawn in favor of Punjab National Bank payable at Gurugram, Haryana. The above demand draft/PO should be handed over to the Bank authorities in a separate envelope along with technical Bid document. The envelope should be duly super scribed as:

“Cost of RFP Rs.2500/- plus applicable GST”.

*MSE bidder is exempted from payment of cost of RFP if bidder can furnish requisite proof subject to the satisfaction of Bank

13.1 The Earnest Money Deposit / Bank Guarantee for this project is **Rs 20.00 Lac** (Rupees Twenty lakhs only). The bidder should furnish, this amount i.e. Rs 20.00 Lac (Rupees Twenty lakhs only) by way of Demand Draft / Pay order or bank guarantee issued by any schedule commercial bank in India other than Punjab National Bank in favor of **Punjab National Bank payable at Gurugram (Haryana)**. No interest will be payable on the EMD.

13.2 The EMD amount will be refunded to the unsuccessful bidders on completion of tender process. In case of successful bidder the EMD amount shall be refunded on production of Bank Guarantee equivalent as mentioned in the RFP.

13.3 The bid security may be forfeited, if a bidder withdraws its bid during the validity period specified by the Bank or if the successful bidder fails to sign the contract within the specified time of 30 days or if the selected bidder refuses to accept assignment or having accepted the assignment, fails to carry out his obligations mentioned therein or if the successful bidder fails to implement the project.

13.4 In case of Bank Guarantee submitted it should be for a minimum period of **3years** with an action/claim period of 30 days.



14 Price Composition

- 14.1 The commercial should be quoted in the commercial bid form attached to this bid (**Annexure F**).
- 14.2 The prices should be firm and not dependent on any variable factors and expressed in Indian Rupees.
- 14.3 The prices should be as per Annexure to be charged. During the offer validity and subsequent contract period, the bidder will absorb any upward revision of prices in case of custom duties, taxes, levies, Govt. duties etc and pass on the benefit to Bank in case of downward revision of Govt. taxes, levies, etc.
- 14.4 ATS charges and other maintenance expenses as applicable should also be mentioned in the offer. For ATS/AMC, any upward / downward change in GST/Service Tax will be to the account of Bank.
- 14.5 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. Bank will not pay any other price / cost /tax except that which has been quoted in the commercial bid.

15 Erasures or Alterations

There should be no hand-written material, corrections or alterations in the offer. Technical details must be completely filled up containing correct technical information of the product being offered. Filling up of the forms using terms such as "OK", "accepted", "noted", "as given in brochure/manual" are not acceptable to the Bank. Offers not adhering to these guidelines may not be accepted by the Bank.

16 Period of Validity of Bids

Bids should remain valid for the period of **1 year** from the date of opening of bid prescribed by the Bank. A bid valid for a shorter period shall be rejected by the Bank as non-responsive.

17 Format and signing of Bid

- 17.1 All pages of the bid shall be stamped and initialled by authorized person or persons signing the bid.
- 17.2 Any inter-lineation, erasure or overwriting shall be valid only if they are initialled by the person or persons signing the Bid. All such initials shall be supported by a rubber stamp impression of the bidder's firm.

18 Opening of Bids

A) Opening of Technical Bids

- a.1) The Bank will open the Part I of the bid (Technical bid) in the presence of bidders' representatives who choose to attend as per schedule given in Activity Schedule of RFP. No separate intimation will be given.
- a.2) In case the bid opening date falls on a holiday, the bids shall be opened at the same time on the next working day.
- a.3) The Bank may, at its discretion, extend this deadline for submission of bids by amending the Bid Documents.

B) Opening of Commercial Bids

- b.1) The Bank will open Part II (Commercial Bid) of the bidders shortlisted in the Technical evaluation.

C) Reverse Auction

The commercial bid opening shall be followed by Reverse auction as per the terms & conditions laid out by the Bank. The Bidder with Lowest TCO will be declared the successful bidder.

Technically qualified bidders will be eligible for the commercial evaluation process that is, shall be invited for commercial evaluation and thereafter, reverse auction.

The bank shall conduct reverse auction process basis upon the commercial proposal received by the Bank. (Refer Annexure for Reverse Auction details)

The bidder with the **Highest Marks** will be declared as successful bidder as per the evaluation process mentioned under point-20.

The bank will conduct reverse auction on Total Cost of Ownership (TCO) to the bank and shall exclude all taxes viz. Sales Tax, VAT, GST, octroi, entry tax but will include excise duty, custom duty, installation, commissioning charges/ expenses, comprehensive maintenance charges during warranty period including visit expenses, transporting and forwarding charges to respective sites, insurance for transit period and till installation, as applicable.

The Bank's decision in respect of evaluation methodology and short-listing of bidders will be final and no claims, whatsoever in this respect, shall be entertained. In the case of tie between two or more bidders a fresh commercial bid will be called upon from these bidders for evaluation and ultimate selection of the bidder. In such revised bids the bidders cannot quote more than what was originally quoted in the previous bid. Bank may call upon the ultimate short-listed bidder to make a detailed



DBDHO, CMSHUB, 3rd Floor, | Head Office: Plot No-5 | Sec-32, Gurugram | Haryana - 122001

presentation to the Evaluation Committee. The Bank reserves the right to float the RFP again. The Bank shall not incur any liability to the bidder(s) on account of reissue of RFP. Bank shall not be obliged to inform the bidder(s) of the grounds for the Bank's rejection. The Bank reserves the right to modify any items of the scope of the RFP. **Any decision in this regard by Bank shall be final, conclusive and binding on the bidders.**

19 RFP Clarifications

19.1 Queries / clarifications will not be entertained over the phone. All queries and clarifications must be sought in writing or email sent to :

cmshub@pnb.co.in;cms2@pnb.co.in

19.2 The bidder is requested to collate and submit queries together to seek clarifications / responses from Bank. The bidder should ensure that all the queries and clarifications are communicated in writing on or before the date and time mentioned as above. Bidders are requested to visit our banks website for clarifications and other communications.

20. Evaluation Process

Basis of Evaluation:

- 20.1 Completeness of the proposal, conformity with the RFP terms and conditions & the proposed systems meeting the technical specifications will form basis for the evaluation of technical proposals.
- 20.2 Those bidders satisfying the eligibility criteria and in unconditional acceptance of terms and conditions of this document shall be short-listed for further evaluation.
- 20.3 The evaluation shall include fulfilment of functionality requirements as given in the RFP. Any bid determined as not in order as per the specifications will be rejected by the Bank at any point of time of evaluation.
- 20.4 The bidders should exhibit the claimed functionalities / features in the demo and provide relevant experience certificates/purchase order from the Banks where the referred CMS solution is implemented. Confirmation of the same will be sought by the evaluation team by telephonic / email confirmation or referral site wherever required. The evaluation on functionalities/features is subject to bidders being able to exhibit the same in the demo and through experience certificates. The score allotted by the evaluation team of the bank will be final in this regard.
- 20.5 To assist in the examination, evaluation and comparison of bids the Bank may, at its discretion, ask the bidder for clarification. The response shall be in writing and no change in the price or substance of the bid shall be sought, offered or permitted.



DBDHO, CMSHUB, 3rd Floor, | Head Office: Plot No-5 | Sec-32, Gurugram | Haryana - 122001

The evaluation process for short listing of bidder will be based on the evaluation matrix provided under point 20.10. Reference checks would be conducted by bank either by contacting/visiting the reference sites or by a documented proof signed by the reference sites.

- 20.6 Bidder who obtains a minimum of **75% marks** or more will be considered as technically qualified and will be eligible for further evaluation process. The decision of Bank in this regard shall be final.
- 20.7 Shortlisted Bidder will be called for a demonstration/simulation of the solution. Date, time and venue will be conveyed separately. And if Bidder fails to demonstrate the solution as per the requirements, Bank will be free to invite next L2 bidder for demonstration and in that order.
- 20.8 Any effort by bidder to influence the Bank in the Bank's bid evaluation, bid comparison or contract award decision may result in the rejection of the Bidders' bid. Bank's decision will be final and without prejudice and will be binding on all parties.
- 20.9 Bank's decision in bidder selection is final. Bank reserves the right to reject any or all proposals. Similarly, it reserves the right not to include any bid in the final short-list. And Bidders support at Gurugram, Haryana is mandatory.

20.10 Evaluation matrix table is given below:

EVALUATION MATRIX (Table A)

(A)

1.	Requirement	Marks
	Functional and Technical Requirements	
1.1	The marks will be based on the proposed solution meeting the functional and technical requirements as specified in Annexure D (Functional and Technical Requirements)on proportionate basis to maximum marks.	100
	Total Marks (A)	100

B.1) Technical Bid Calculation =
$$\frac{\text{Marks obtained by bidder under Table A}}{100} \times 0.70$$

(70% of weightage will be consider for Total Marks (A)).



$$\text{B.2) Commercial Bid Calculation} = \frac{\text{Amount of Lowest Bid (in Rs)}}{\text{Amount by Bidder (in Rs)}} \times 0.30$$

(30% of weightage will be consider for Commercial Bid).

B.3)

$$\text{Final Marks} = (\text{B.1}) + (\text{B.2})$$

(C) Calculation and Evaluation Process:

C.1) Bidder who obtains a minimum of 75 % marks or more (in Functional & Technical requirement as given under Table (A)) will be considered as technically qualified and will be eligible for further evaluation process.

C.2) Commercial Bids of only bidders who obtains minimum marks (75% in technical Bid) and stands technically qualified shall be opened in the presence of bidders representatives who choose to attend at the time, on the date, and at the place that will be communicated to them. The bidder's representatives who are present shall sign a register evidencing their attendance.

C.3) Average Bidding Amount will be calculated of all eligible bidders. And the bidders whose bidding amount is in range of $\pm 40\%$ of Average amount will be eligible for further below evaluation /calculation. Other bidder will be eliminated for further processing.

C.4) **Base Price** will be fixed by bank and communicated to all eligible bidders (as in point B.3 above) for **Reverse Auction**. Bank will perform reverse auction of commercial bid between all eligible bidders.

C.5) After receiving Commercial Bid from Reverse auction, final marks will be calculated.

C.6) Final marks will be calculated as per the calculation given under B.1, B.2 & B.3.

C.7) The bidder with the **Highest Marks** will be declared as successful bidder.

Note:



DBDHO, CMSHUB, 3rd Floor, | Head Office: Plot No-5 | Sec-32, Gurugram | Haryana - 122001

D.1) If bidding amount given by bidders in reverse auction is same then the bidder with highest marks under A(1) i.e. Functional & Technical requirement will be declared as successful bidder.

❖ Onsite support at Gurugram, Haryana is mandatory

21. Award of contract

On completion of evaluation process of Technical & commercial bids as given in evaluation matrix and Calculation & evaluation process, Bank will determine the L1 bidder and contract will be awarded to the bidder.

21.1 The selected Bidder will sign the Contract/Agreement with the Bank.

21.2 Purchase order (PO) issued will be an annexure for such Contract/Agreement.

22. In case of merger of any other entity with our bank, the terms and conditions as per this RFP will remain valid till the **contract period of 5 years** or extended period as may be applicable.



ANNEXURE - AA

TERMS AND CONDITIONS

1. Definitions

1. "Applicable Law" means the laws and any other instruments having the force of law in India.
2. "Contract Price" means the price payable to the successful bidder under the Contract for the full and proper performance of its contractual obligations.
3. "CMS" means Cash Management Services meant to provide CMS facilities to Banks' clients.
4. "Goods" means all of the deliverables or other materials which the Bidder should deliver as per RFP.
5. "Party" means the Bank or the bidder, as the case may be and Parties means both of them.
6. "Personnel" means person's who are the employees of the successful bidder and assigned to the performance of the Services or any part thereof.
7. "Project Site", where applicable, means the places that were mentioned in the Scope of Work.
8. "Services" means those services ancillary to the deliverables of the bidder covered under the Contract.
9. Contract Period – The contract period will be **5 years** from the date of GO Live.
10. Warranty Period - The warranty Period will be **3years** from the date of sign off.
11. Third Party Seamless Migration - Vendor will ensure seamless migration of the application, data and solution after expiry of contract period, if Bank selects another vendor after the contract period or during the contract period due to any reason.
12. Law Governing the Contract: - This Contract, its meaning and interpretation, and the relation between the Parties shall be governed by the Applicable Law.
13. Language - English/Hindi shall be the binding and controlling language



DBDHO, CMShUB, 3rd Floor, | Head Office: Plot No-5 | Sec-32, Gurugram | Haryana - 122001

for all matters relating to the meaning or interpretation of the contract.

14. Address - Address of the Bank for Communication

15. Standards -The products and systems supplied under this Contract shall conform to the standards mentioned in the Technical Specifications

16. Contract Amendment -No variation in or modification of the terms of the Contract shall be made except by written amendment to the Contract signed by the parties.

- No other charges such as travel and Diem allowance etc. shall be paid for the selected bidder team for carrying out implementation, training, development, customization, presentations etc. Bank shall not provide nor make payment for Boarding & Lodging to the selected bidder implementation team at the place of implementation.
- Bidder shall allow third party audit of the system. Bank will conduct the audit of the solution implemented at onsite as per requirement and give 15 days prior intimation to bidder and frequency decided by the bank. Bank will give the prior notice in the form of email. Bank will bear the cost of such Audit. The bidder has to comply the audit observation without any additional cost.
- If the bank desires to upgrade to higher version of database or hardware, selected bidder shall be required to comply with banks requirement. The proposed solution should support the database and hardware version which are supported by OEM. Bank will take care of hardware and database upgradation activity. Bidder has to ensure that the application should be compatible with hardware and database etc. without any additional cost.
- Bidder should provide Secure Code Assurance of application Certificate. And The successful bidder(s) (hereinafter referred to as bidder) shall be required to enter into a Service level Agreement (SLA) with the Bank, within 15 days of the award of the tender or within such extended Period as may be specified by the Bank. The bidder(s) shall also be required to execute Non-Disclosure Agreement (NDA)& Integrity Pact (IP) along with SLA and Secure Code Assurance of application certificate. The SLA shall be based on the requirements of this RFP, the terms and conditions of letter of intent/ work order, 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 contained in a Memorandum of Understanding, to be signed at the time of execution of the Form of Contract.
- The price and other terms and conditions as agreed between the bidder and the Bank shall be valid for a period of 5 (Five) years from the date of signing the contract with the Bank having the right to extend it as per the guidelines of bank.

2 Notices

Any notice, request or consent made pursuant to this contract shall be in writing



DBDHO, CMSHUB, 3rd Floor, | Head Office: Plot No-5 | Sec-32, Gurugram | Haryana - 122001

and shall be deemed to have been made when delivered in person to an authorized representative of the party to whom the communication is addressed, or when sent by registered mail or courier to such party at the address specified above. A notice shall be effective when delivered or on the notice's effective date.

3 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.

4 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 PO value, within one month of acceptance of purchase order & valid for a period of 3 years 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) 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.
- d) No interest on PBG will be paid by Bank.

5 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.



6 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.

7 DELIVERY& INSTALLATION

Bidder shall be responsible for delivery and installation of the complete solution ordered at both DC & DR site within specified period from the date of 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.

8 IMPLEMENTATION

Bidder shall be responsible for complete implementation, as per Scope of work & technical specification, of both the solutions at both DC & DR as well as test set up at DC as per specified time.

9 ACCEPTANCE TEST

Delivery of CMS Solution 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.

10 PAYMENT

The terms of payments will be as follows:

- 10.1 No advance payment against purchase order.
- 10.2 No Octroi / Entry Tax will be paid after payment of final installation.
- 10.3 Payment will be made on the following basis:

S.No	Milestone	Payment
01.	On Successful installation of Hardware and customization of Solution.	50%



DBDHO, CMSHUB, 3rd Floor, | Head Office: Plot No-5 | Sec-32, Gurugram | Haryana - 122001

02.	On UAT signoff and training.	20%
03.	After 3 months of Successful Go live.	20%
04.	After a period of 1 year from date of Go –Live	10%
05.	Total	100%

*** 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, submission of implementation certificate by the OEM & testing of the solution deployed in our Bank.**

11 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 3 years 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.

12 UPGRADES AND UPDATES

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



13 PENALTIES

13.1 Penalties :

PENALTIES

<u>Service Level Category</u>	<u>SLA Measure</u>	<u>Penalty Calculation</u>
Application is not available due to application related issue.	<i>In Hours</i>	Downtime (D) Penalty D < 1 hr No Penalty 1 hrs ≤ D < 2 hrs Rs.1000 2 hrs ≤ D < 5 hrs Rs.2500 5 hrs ≤ D < 8 hrs Rs.3000 D ≥ 8 Hrs Rs.4000 + additional Rs.2000/hr for every hour beyond 8 hrs. in a day Monitoring will be done on daily 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.
Delay in Integration with the client or bank.	<i>Days beyond TAT</i>	Rs2000/- per day
Non-compliance of Regulatory requirements.	<i>Any Instance</i>	Full fee will be held back till the same is complied with. Any penalty by any agency on account of this would be made good by the Bidder.
Data Breaches	<i>Any Instances, either by insider or outsider</i>	Actual amount of loss incurred by Client/Corporate and the Bank will be made good by the Bidder. Any penalty by any agency would have to be made good by the Bidder. Cost of potential or actual exposure taken by the Bank for data breach would be recovered from the Bidder. Bank would be free to terminate the contract, blacklist the Bidder with various agencies or initiate other actions as deemed appropriate.

13.2 Penalty due to delay in Services

A-total software cost

B-Total Implementation cost

S.N	Item	Expected Timeline	Penalty	Max. Penalty	Threshold of Delay
1	Delivery of Complete Solution including all license	Within 4 weeks from the date of Purchase Order	1% of A for every week delay	10% of A	6 weeks from the date of PO
2	Complete Implementation including all integrations	Within one months from the delivery or within two months from the date of Purchase Order, whichever is later.	1% of (A+B) for every week delay	10% of (A+B)	three months from the date of PO



DBDHO, CMSHUB, 3rd Floor, | Head Office: Plot No-5 | Sec-32, Gurugram | Haryana - 122001

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.

13.3 PENALTIES DUE TO ABSENCE OF ENGINEER

During the Implementation period and 1 year post implementation- In the absence of the OTS (either bidder's resource or OEM's resource), 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, up to a maximum of 10%.

If the Bank avails Onsite Technical support- The Bidder has to deploy resource within 15 days from the date of PO, failing which penalty @ 2% of monthly OTS cost for each day, (no maximum limit) would be deducted from any future payment due. 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 @2% of the OTS Cost, for each day (no maximum limit).

Penalty as given above para's can be levied simultaneously. Maximum deducted penalty of one type will not affect any other type of penalty i.e. all the four types of penalties can be levied up to their maximum limit simultaneously.

14 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.

15 Non Delivery of Services

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 –

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

18 SIGNING OF PRE CONTRACT INTEGRITY PACT



DBDHO, CMSHUB, 3rd Floor, | Head Office: Plot No-5 | Sec-32, Gurugram | Haryana - 122001

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 given in RFP.

19 Indemnification

19.1 Subject to Section 28, each Party (the “Indemnitor” as applicable) shall indemnify, defend, and hold harmless the other Party (the “Indemnitee” as applicable) and its officers and directors, employees, agents, and representatives from and against any damages, costs, attorneys’ fees, penalties, fines, liabilities, or expenses that arise from third Party actions or claims against the Indemnity (collectively, “Losses”), to the extent the Indemnitor has proximately caused:

- a. Death or injury to persons;
- b. Damage to tangible property;
- c. Violation of applicable laws;
- d. Infringement of a third party’s intellectual property rights where such third party is located in either the country where the services were provided or received, provided however that bidder shall not have any liability to Bank under this section to the extent that any infringement or claim thereof is attributable to:
 - e. (1) The combination, operation or use of a deliverable with equipment or software supplied by Bank, which are not under the scope of the RFP/Agreement, where the deliverable would not itself be infringing;
 - (2) Use of a deliverable in an application or environment for which it was not designed or contemplated under the RFP/Agreement; Or
 - (3) Modifications of a deliverable by anyone other than bidder where the unmodified version of the deliverable would not have been infringing. Bidder will completely satisfy its obligations hereunder if, after receiving notice of a claim, bidder obtains for Bank the right to continue using such deliverables as provided without infringement, or replace or modify such deliverables so that they become non-infringing. Promptly after an Indemnitee receives notice of any claim for which it will seek indemnification pursuant to the RFP/Agreement, the Indemnitee will notify the Indemnitor of the claim in writing. No failure to so notify the Indemnitor will abrogate or diminish the Indemnitor’s obligations under this Section if the Indemnitor has or receives knowledge of the claim by other means or if the failure to notify does not materially prejudice its ability to defend the claim.

Within fifteen (15) days after receiving an Indemnitee’s notice of a claim, but no later than ten (10) days before the date on which any formal response to the claim is due, the Indemnitor will notify the Indemnitee in writing as to whether the Indemnitor acknowledges its indemnification obligation and elects to assume control of the defense and settlement of the claim (a “Notice of Election”). In issuing a Notice of Election, the Indemnitor waives any right of contribution against the Indemnitee unless the Notice of Election expressly states that Indemnitor believes in good faith that the



DBDHO, CSMHUB, 3rd Floor, | Head Office: Plot No-5 | Sec-32, Gurugram | Haryana - 122001

Indemnatee may be liable for portions of the claim that are not subject to indemnification by the Indemnitor, in which case the Indemnatee will have the right to participate in the defence and settlement of the claim at its own expense using counsel selected by it.

19.2 If the Indemnitor timely delivers a Notice of Election, it will be entitled to have sole control over the defense and settlement of the claim except as provided in the immediately preceding paragraph. After delivering a timely Notice of Election, the Indemnitor will not be liable to the Indemnatee for any attorneys' fees subsequently incurred by the Indemnatee in defending or settling the claim. In addition, the Indemnitor will not be required to reimburse the Indemnatee for any amount paid or payable by the Indemnatee in settlement of the claim if the settlement was agreed to without the written consent of the Indemnitor.

19.3 If the Indemnitor does not deliver a timely Notice of Election for a claim, the Indemnatee may defend and/or settle the claim in such manner as it may deem appropriate, and the Indemnitor will promptly reimburse the Indemnatee upon demand for all Losses suffered or incurred by the Indemnatee with respect to the claim.

19.4 The selected bidder shall indemnify the Bank and keep indemnified the Bank for any loss or damage, cost or consequences that the Bank may sustain, suffer or incur on account of violation of any Intellectual Property Rights including patent, trademarks, etc. by the bidder. The bidder shall always remain liable to the Bank for any Losses suffered by the Bank due to any technical error or negligence or fault on the part of the bidder. The bidder agrees to indemnify and keep indemnified the Bank against all losses, damages, costs, charges and expenses incurred or suffered by the Bank due to or on account of any breach of the terms and conditions contained in the RFP/ Documents.

20 Confidentiality

The successful bidder either during the term or after the expiration of this contract shall not disclose any proprietary or confidential information relating to the project, the services, this contract, or the client's business or operations without the prior written consent of the Bank. The successful bidder has to enter into Non-Disclosure Agreement with the Bank.

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



DBDHO, CMSHUB, 3rd Floor, | Head Office: Plot No-5 | Sec-32, Gurugram | Haryana - 122001

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.

Notwithstanding anything contained hereinabove, the Bank reserves the right to terminate the contact at any time without assigning any reasons.

In case of termination of contract for the reasons that the services of vendor are not found satisfactory", the Bank shall be free to Blacklist the vendor thereby debarring them from participating in future Bids/Tender processes.

22 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.

23 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.

24 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.



25 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.

26 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.

27 Implementation/ Onsite Support Services

27.2.1 The bidder shall provide all services specified hereunder and in the technical and functional specifications. If the Bank finds that any of the staff of the bidder assigned to work at the Bank's site is not responsive then the bidder will be notified, the bidder should resolve the issue to the satisfaction of the Bank.

28 Use of Contract Documents and Information

28.1 The successful bidder (and its employees) shall not, without the Bank's prior written consent, disclose the contract, or any provision thereof, or any specification, plan, drawing, pattern, sample or



DBDHO, CMSHUB, 3rd Floor, | Head Office: Plot No-5 | Sec-32, Gurugram | Haryana - 122001

information furnished by or on behalf of the Bank in connection therewith, to any person other than a person employed by the successful bidder in the performance of the contract. Disclosure to any such employed person shall be made in confidence and shall extend only as much as necessary for purposes of such performance. The employees or the third party engaged by the bidder will maintain strict confidentiality.

28.2 The successful bidder and its employees and agents shall not, without the Bank's prior written consent, make use of any document or information pertaining to this contract except for purposes of performing the contract.

28.3 The successful bidder has to enter into a Non-Disclosure Agreement (NDA) with the Bank. The format of NDA will be provided by the Bank to the successful bidder and will be executed within 15 days of award of contract.

28.4 This document contains information confidential and proprietary to the Bank. Additionally, the bidders will be exposed by virtue of the contracted activities to the internal business information of the Bank. Disclosures of receipt of this RFP or any part of the aforementioned information to parties not directly involved in providing the services requested could result in disqualification of the bidders, premature termination of the contract, and / or legal action against the bidders for breach of trust.

28.5 In case of breach the Bank shall take such legal action as it may be advised.

29 Advertisement

In case the name of the Bank is being referred by the bidder as a reference site or for publicity purposes it should be done only with the written approval from the Bank.

30 Information Security Compliance & Confirmation

The vendor shall take all efforts to ensure compliance to the information security and data security, which may broadly be summarized as under:

- The bidder shall ensure that the solution is compliant to the latest standards and mandate by Regulatory bodies etc. at no cost to the Bank.
- The solution should have capability to collect, aggregate and transmit transactions received through any connecting media.
- The Bidder should provide for Transaction Monitoring reports along with interfacing with the Fraud Monitoring solution of the Bank, if required by the Bank.
- Ensuring that the solution provided is end to end safe & secure.
- The offered solution should have built in feature of encryption and protection from MIMA (Man-In-Middle-Attack).



DBDHO, CMSHUB, 3rd Floor, | Head Office: Plot No-5 | Sec-32, Gurugram | Haryana - 122001

- Customer information shared by the Bank for customer identification shall be encrypted at Rest. Further, all data as per the extent of this RFP shall be encrypted at rest or motion.
- The vendor should submit the certificate to the Bank that their application is developed as per Top 2018 guidelines and is free from bugs or errors.
- Vendor shall comply with the Bank's information or cyber security guidelines or any other guidelines issued by Reserve Bank of India.
- Background check certificate of the teams deployed, if any at Bank's end should be submitted to Bank.
- All functionality and security testing with the Bank systems shall be undertaken by the Bank team in coordination with Bidder and other related Bank vendors. The Bidder shall fix all the vulnerabilities assigned to their system.
- Accounting & Reconciliation of the transaction as applicable shall be done by the vendor in co-ordination with Bank's team.
- Bank shall reserve the right to audit the vendor application through any third party auditor or by any regulator etc.
- The bidder shall scope for Production, DR & UAT environment which shall be installed in Bank's DR & DC environments along with requisite manpower & defined processes for upkeep, maintenance & performance monitoring.
- The application shall be installed at Bank's DC & DR environment.
- Bidder must ensure that the sensitive data (such as password, financial information, biometric information, personal information etc.) shared by the Bank will be kept within the geographical boundaries of India.
- Bidder shall ensure that application/software/future upgrades being offered do not contain any kind of malicious code such as Viruses, Trojan and Spyware that would obstruct desired function of hardware/ software, cause physical damage to the users equipments, tap the information regarding network, users and information stored on the network of the Bank or in its CBS Platform or otherwise or Culminate into software attack, theft of intellectual property rights, identity theft, theft of equipment or information, sabotage & information extortion.

Successful bidder shall be responsible for compliance of VA/PT requirements raised by Bank from time and time; in case of any upgrade of Hardware, OS, DB, middleware etc., as provided by the Bank, bidder shall be responsible for ensuring proper updation/ implementation and ensuring the application performance is maintained as per Bank's requirement.

- Bidder shall ensure that access to UAT environment is taken from Bank's premises only at all times for any installation, maintenance or upgradation.



DBDHO, CMSHUB, 3rd Floor, | Head Office: Plot No-5 | Sec-32, Gurugram | Haryana - 122001

- The Bidder should submit a certificate to the Bank that data is accessible from the specific or white-listed ports only and all other non-relevant ports have been closed/ disabled.

31 Delivery and Documents

28.2.1 Successful bidder to submit the following deliverables.

- Complete Roll Out plan
- System Requirements Study (SRS) Document.
- Complete architecture of the solution
- Details of customizations done & Project Schedule on completion of SRS.
- Sizing of the hardware, Storage etc.
- User Acceptance test plan and test cases
- User and System Manuals.
- Training.
- Delivery of the complete CMS Solution.

28.2.2 Delivery of required licenses must be as per the licensing policy of the specified product.

28.2.3 All plans, drawings, specifications, designs, reports and other documents submitted by the successful bidder shall become and remain the property of the Bank.

28.2.4 During the time of implementation, documents, CDs or any Media for all customization done should be delivered to the bank.

32 Amount for Annual Technical Support (ATS)

32.1 The ATS rate for the Software shall be valid for the period of 2 years after Warranty Period of three Year.

32.2 ATS will be paid quarterly in arrears.

33 Liquidated Damages

33.1 If successful bidder fails to deliver any or all of the service(s) / systems or perform the services within the time period(s) specified in the RFP/Contract/Agreement, the Bank shall, without prejudice to its other rights and remedies under and in accordance with the RFP/Contract / Agreement, levy Liquidated Damages (LD) from payments due to the successful bidder.

33.2 For calculation of LD, during Implementation:

The contract price for calculation of LD is Total Cost of Ownership (TCO) excluding AMC/ATS charges and on-site support charges.

The overall LD during implementation will be to a maximum of 10% of the contract



DBDHO, CMSHUB, 3rd Floor, | Head Office: Plot No-5 | Sec-32, Gurugram | Haryana - 122001
value.

LD for delay in completion of the Service(s) for each week of delay beyond the scheduled completion date or part thereof will be a sum equivalent to 1.0% of contract price per week. In case of undue delay beyond a period of 15 days after attaining the maximum penalty of 10% during implementation, Bank may consider termination of the contract or purchase order.

Part of week will be considered as full week.

Bank can deduct the amount of liquidated damages from any money belonging to the successful bidder in its hands (which includes Bank's right to claim such amount against successful bidder's Performance Bank Guarantee) or which may become due to the successful bidder.

Any such recovery or liquidated damages shall not in any way relieve the successful bidder from any of its obligations to complete the works / service(s) or from any other obligations and liabilities under the Contract/Agreement/Purchase Order.

Bank reserves the right to condone the delay, if it is not attributable to the successful bidder.

34 Termination for Default

- 34.1 The Bank, without prejudice to any other remedy for breach of contract, by written notice of default sent to the successful bidder, may terminate this contract in whole or in part.
- 34.2 If the successful bidder fails to deliver any or all of the deliverables within the period(s) specified in the contract, or within any extension thereof granted by the Bank; or;
- 34.3 If the successful bidder fails to perform any other obligation(s) under the contract.
- 34.4 If the successful bidder, in the judgment of the Bank has engaged in corrupt or fraudulent practices in competing for or in executing the contract.
- 34.5 When the value of the liquidated damages exceed 10% of the contract amount.
- 34.6 In the event the Bank terminates the contract in whole or in part, the Bank may procure, upon such terms and in such manner as it deems appropriate, Goods or Services similar to those undelivered, and the successful bidder shall be liable to the Bank for any excess costs for such similar Goods or Services. However, the successful bidder shall continue performance of the Contract to the extent not terminated.

35 Exit Option

- 35.1 The Bank reserves the right to cancel the contract in the event of happening one or more of the following Conditions:-
- 35.2 Failure of the successful bidder to accept the contract and furnish the



DBDHO, CMSHUB, 3rd Floor, | Head Office: Plot No-5 | Sec-32, Gurugram | Haryana - 122001

Performance Guarantee within 30 days from receipt of purchase contract as stated in the RFP.

35.3 Delay in delivery beyond the specified period.

35.4 Delay in completing installation / implementation and acceptance tests/ checks beyond the specified periods.

35.5 Serious discrepancy in functionality to be provided or the performance levels which have an impact on the functioning of the solution.

35.6 In addition to the cancellation of contract, Bank reserves the right to appropriate the damages through encashment of Bid Security /Performance Guarantee given by the Bidder.

36 Limitation of liability

Bidder's aggregate liability for actual direct damages shall be limited to a maximum of the Contract Value, provided that this limit shall not apply to (1) the infringement indemnity; or (2) bodily injury (including death) and damage to real property and tangible personal property caused by bidder's negligence. For the purposes of this Section, "Contract Value" at any given point in time, means the aggregate value of purchase orders placed by Bank on the bidder under this project.

37 Information System Service and Support

37.1 The Successful Bidder is obliged to provide for maintenance and support services, as per the terms of this contract, during the implementation and maintenance period of the system. The Maintenance period may be renewed on mutually agreeable terms for further period/s after expiry of Post warranty ATS period.

37.2 In case the Bank wishes not to renew the maintenance contract, after the term of this Agreement, the Bank has the right to maintain the system through its own employees or through any entity other than the bidder for providing the said maintenance services.

38 Customization Process

38.1 The successful bidder shall ensure that the software supplied meets all the functional requirements as given in the RFP. The successful bidders shall submit individual time frames, within overall time frame stipulated as per this RFP, required to change / modify / customize each part of the functional requirements which needs such change / modification /customization.

38.2 Any customization done by the successful bidder to provide the functionality already available in the functional requirements of the RFP shall be at no extra cost to the Bank, whatsoever.

38.3 In case of any additional functionality/new functionality in the



DBDHO, CMSHUB, 3rd Floor, | Head Office: Plot No-5 | Sec-32, Gurugram | Haryana - 122001

software/application is requested by the Bank subsequent to award of contract, which are not part of the functional requirements as given in the Contract document, the Bank shall place such a request in writing giving the required details. The selected successful bidder shall submit his commercial terms and shall carry out the desired change on mutually agreed terms. The cost agreed shall be a lump sum amount which shall include all expenses to be incurred for delivering such modifications / changes.

38.4 Any gaps identified during product demonstration, functional requirements specifications study, system testing, user acceptance testing, and pilot implementation should be included by the Successful bidder as Implementation efforts. The Bank will not pay the successful bidder any additional charges for all such customizations. The successful bidder shall take up all such functionality as required by the Bank on a priority basis.

38.5 The successful bidder shall provide all tools, testing instruments, drivers, consumables required to install and customize and test the software free of any fees or charges or any expenses. The successful bidder shall document and submit to the Bank all the testing activities, procedures and results. The successful bidder shall provide the Bank weekly progress report on the bugs/problems reported/ points taken up with schedule of date of reporting, date of resolving, and status for all kind of bugs and problems whether reported by branch/ Circle office/Zonal office / Head Office or successful bidder's staff.

39 Force Majeure

39.1 Force Majeure is herein defined as any cause, which is beyond the control of the selected successful bidder or the Bank as the case may be which they could not foresee or with a reasonable amount of diligence could not have foreseen and which substantially affect the performance of the contract.

39.2 There shall be no liability or responsibility, on the part of both bank and the bidder for consequences arising out of interruption of the business due to acts of God, riots, civil commotion, insurrections, wars or any other causes beyond their control or by any strikes or lock outs.

39.3 Any such interruption due to Force Majeure should be informed by the bidder to Bank in writing within two days of such event.

40. Arbitration

All disputes and differences of any kind whatsoever arising out of or in connection with the purchase order shall be referred to arbitration. The arbitrator may be appointed by both the parties or in case of disagreement each party may appoint an arbitrator and such arbitrators shall appoint an Umpire before entering on the reference. The decision of the Umpire shall be final. Such arbitration shall be governed by the provisions of Indian Arbitration and Conciliation Act 1996. All arbitration proceedings shall be at Gurugram, Haryana, India only.



41 Jurisdiction

Notwithstanding anything contained herein above, in case of any dispute, claim and legal action arising out of this RFP, the parties shall be subject to the jurisdiction of courts at Gurugram, Haryana, India only.

Date: _____

Place: _____

Signature of Authorized Signatory

Name of Signatory:

Designation:

Email ID:

Mobile No:

Telephone No.:

Seal of Company:



Annexure – A

Acceptance of Terms and Conditions

To
Divisional Head
Digital Banking Division (DBD HO),
Head Office -Punjab National Bank,
4th Floor, Plot No 5,
Sector – 32, Gurugram,
Haryana - 122001

Sir,

Ref: Our Bid for CMS Solution to Punjab National Bank

With reference to the above RFP, having examined and understood the instructions, terms and conditions forming part of the RFP, we hereby enclose our offer for Supply, Customization, Installation, Implementation, Integration and Maintenance of CMS Solution as detailed in your above referred RFP.

We further confirm that the offer is in conformity with the terms and conditions as mentioned in the RFP and all required information as per Annexure B to M and also photocopy of un-priced commercial bid is enclosed.

We also confirm that the offer shall remain valid for 1 year from the date of the offer.

We hereby undertake that supporting software/application supplied, if required will be licensed, legally obtained and with latest version.

We understand that the Bank is not bound to accept the offer either in part or in full and that the Bank has right to reject the offer in full or in part without assigning any reasons whatsoever.

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 at any time.
- 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. Unless and until a formal contract is prepared and executed, this bid together with your written acceptance thereof shall constitute a binding contract between us.



DBDHO, CMSHUB, 3rd Floor, | Head Office: Plot No-5 | Sec-32, Gurugram | Haryana - 122001

- If our bid is accepted, we are to be 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.
- Bidder means the bidder who is decided and declared so after examination of commercial bids.
- We enclose Demand Draft/Bank Guarantee for 20,00,000.00 (Rupees Twenty Lacs only) favouring Punjab National Bank and payable at New Delhi, towards bid security, details of the same is as under:

No :

Date :

Name of Issuing Bank :

Dated at _____ this _____ day of _____ 2019

Yours faithfully,

For _____

Signature: _____

Name: _____

Date : _____

Seal :



Annexure – B

Bid Form

Ref No.....

Place:

Date:

To,

**Divisional Head
Digital Banking Division (DBD HO),
Head Office -Punjab National Bank,
4th Floor, Plot No 5,
Sector – 32, Gurugram,
Haryana - 122001**

Dear Sir,

Having examined the Request for Proposal (RFP) Ref No._____ the receipt of which is hereby duly acknowledged, we, the undersigned, offer to supply, install, customize, integrate & implement the CMS Solution and other requirements in conformity with the said RFP for the sum mentioned in the Price Bid or such other sums as may be ascertained in accordance with the Schedule of Prices attached and made part of this Bid.

We undertake, if our Bid is accepted, to deliver the goods/ provide the services in accordance with the delivery schedule / implementation schedule specified.

If our bid is accepted, we will obtain the guarantee of a Bank other than Punjab National Bank in a sum equivalent to Rs 20 Lac for the due Performance of the Contract, in the form prescribed by the Bank.

We agree to abide by this bid for a period of 240 days from the last date of submission of Bid and shall remain binding upon us and may be accepted at any time before the expiration of that period.

We further confirm that, In case we offer system and/or other software manufactured by another company, such software operates effectively on the system offered by us and we are willing to accept responsibility for its successful operations.

Until a formal contract is prepared and executed, this bid, together with your written



DBDHO, CMSHUB, 3rd Floor, | Head Office: Plot No-5 | Sec-32, Gurugram | Haryana - 122001

acceptance thereof and your notification of award shall constitute a binding contract between us.

We undertake that, in competing for (and, if the award is made to us, in executing) the above contract, we will strictly observe the laws against fraud and corruption in force in India namely "Prevention of Corruption Act 1988".

Commissions or gratuities, if any paid or to be paid by us to agents relating to this Bid, and to contract execution if we are awarded the contract, are listed below:

—			
Name & address of agent	Amount & currency	Purpose of commission or gratuity	*(If none, state none)
—			

We understand that you are not bound to accept the lowest or any bid you may receive.

Dated this..... Day of 2019

(Signature)

(In the capacity of)

Duly authorized to sign bid with seal for & on behalf of (Name & Address of the Bidder)



Annexure – C

Bidder Profile & Other Information

S.No	Parameters	Response	
1	Name of the firm/Company		
2	Year of establishment		
3	Names of the Partners/Directors		
4	Name and address of the Principal banker		
5	Addresses		
	a) Head Office		
	b) Local Office in New Delhi		
6	Authorized contact person		
	a) Name		
	b) Telephone Number		
	c) E-mail ID.		
7	Bidder's experience in Design, Supply, Implementation and Maintenance of CMS Solution (in years)		
	a) Experience in India		
	b) Global experience		
8	No. of CMS projects carried out by the company during last 5 years in India.		
9	Details of projects executed as mentioned in point no. 8	Name of the Customer	No. of years in use
	Project 1		
	Project 2		
	Project 3		
10	Availability of centralized help desk	Yes / No	
11	Number of own support centers across the country	(Please submit full list of support centers with addresses separately)	
12	Support centre at New Delhi	Yes / No (If yes, please give full address of the support center with phone nos.)	

Authorized Signatories

(Name & Designation)

Seal of the Company:

Date:



Functional & Technical Requirements

Matrix for functional and Technical requirement points Mandatory requirements:

Following are mandatory functional and technical requirements for CMS collection/receivables, Payment solution and other module under ICMS. Bidder shall indicate in point/clause 2 (scope of work) the availability of each requirement as Standard product feature(S) or through Customization (C). The Software solution offered, however, should have at least 75% of the requirements as a part of standard product. The remaining shall be customized before the completion of the pilot run. Bidder should do the customization without any additional cost to the bank.

Matrix for Marking is given for the purpose of scoring in the Evaluation Process Point 20 of Evaluation Matrix Table (20.10). Scoring will be:

- a) **@ 5 marks** for each Standard product (S)
- b) **@ 3 marks** for each Customisation (C) product
- c) **@ 0 marks** for not feasible (NF), if any.

Filling-up of all the requirements is mandatory and will be marked as Standard/ Customization/ Not Feasible. The total marks scored here will be proportionately deducted to maximum score of 100 (Weightage of Evaluation Matrix Table (20.10)).

It may be noted that the claims of the bidders for "Standard" features will have to be demonstrated / simulated during product demo or site visit/mail/telephonic confirmations.

Bank's decision to accept features/requirements as "Standard" or "Customised" based on the demonstrations/simulation and confirmations from referrals shall be final and binding on the bidders.

S.No	Requirements	S/C/NF	Marks	Remarks
A	Web Based System and Interfaces			
1	System should be web based.			
2	External System should support 3 tier architecture (Web/App/DB).			
3	STP capability with Core Banking application for all accounting entries and necessary MIS. Transaction generated should be posted to CBS automatically.			
4	System should be capable to Integrate with Customer			



	ERP/SAP and Finacle X Core Banking for transaction processing (Adapter based/ API based / Web Service/File Based) and should capable to update the transactions in Finacle X on real time basis.			
5	System should be scalable and should comply with the functional regulatory authority from time to time.			
6	System should support latest versions of standard browser like internet explorer , Google chrome, Mozilla , opera etc.			
7	System should be capable of interfacing with mail clients to generate notification on mails and SMS and through auto mailers.			
8	The system should generate standard user definable error messages based on pre – defined parameters.			
9	System should support different parameterized SMS templates.			
10	Account Statement Viewing - (current/savings/time deposits/loan)			
11	User should be able to drilldown to transaction details of the accounts from account summary.			
12	Option to give an “Alias Name (Nick Name)” to any account.			
13	The system should support single login for all Cash Management modules			
14	Allow user to export the account statement in standard formats like Excel, PDF.			
15	The system should support easy of use, should be intuitive, and should support high degree of personalization.			
16	Does the portal provide real time reporting - balance and transactions?			
17	The system should support Account Aggregation – One View Account Summary for the Corporate to view all accounts (Both internal & external accounts)and its summary at single click.			
18	The customers should be able to view their account details (CASA, CC/OD, loans, deposits, credit card, etc.) and should be able to generate account statements / download data online in different formats (including MT940)			
19	Users should be able to initiate deposit request (Term deposit/recurring deposit) over the portal			
20	Offer users to change their password over the channel, without Bank user's intervention.			
21	Corporate Administrator can administer and manage user creation and profiles, Corporate roles and workflow			

	rules for their respective corporate.			
22	Support two factor authentication mechanism during login			
23	Support Bank's branding in term of logo, colour schemes, fonts and other branding content on the channel.			
24	System should have facility to enable customers to login and download MIS reports required by them over WEB.			
25	Does your solution support customizable dashboards with role-based widgets?			
26	In addition to the application login id/ password, system to support additional secondary authentication through - Soft token authentication and Hard token authentication.			
27	System should support selection of Anti-phishing image during corporate login.			
28	System to support Virtual keyboard option during password entry during corporate login.			
29	The system should be capable of displaying advertisement and marketing banners on the portal - On login page and on home page post login.			
30	The system should be capable of displaying the corporate logo on the portal.			
31	System should allow definition of approval workflow for approving transactions from bank side?			
32	The Unsuccessful attempts to log-in to the system should be recorded on the log files.			
B	SECURITY			
33	System should provide for user profiles to be controlled by a specific administrator.			
34	Verification of identity of users through User Id/ Passwords (As per banks password policy & in encrypted format).			
35	System should support authentication through Tokens /Soft Token, OTP, Digital Certificates, IP Address & Mobile Application.			
36	It should check/record/verify authentication of source of each transaction like user IDs, IP address, Mac address etcand maintain logs which is required for AUDIT purpose.			
37	It should support data entry / upload of files in various industry specific standard formats like XML, EXCEL, DOC(x), TXT, CSV, DAT centrally or from customers/banks location for Collections with due authentication and encryption.			

38	It should be capable of logistics control and tracking of courier. It should have a facility to record details like bill no, name of courier/delivery mode, POD details etc in the database for future query.			
39	Support for file upload with digital signature/ RSA token/ encryption.			
40	Two or more users should authorize file upload, with provision for multi level authorization for bulk/individual uploads depending on Bank's requirement (e.g. Multilevel authorization for amount exceeding a ceiling limit). Maker checker concept should be present.			
41	System should support forgot password retrieving facility.			
42	System should support inactivity period number or retries for login feature , last login time ,session time out time etc.			
43	System should support SSL certificate.			
44	System should support CAPTCHA authentication.			
45	The system should allow having a day-end back-up process.			
46	The system should also have recovery features in case of system failures.			
47	Backup should be possible in external media tapes for off-site storage.			
48	System should support DR application.			
49	The functionalities should be menu driven. The menu structure of the system should be standard.			
50	The system should generate error logs if the calculation fails during time of data processing. And descriptive enough to allow traceability of the data/function error to the most granular level.			
51	The system should allow users to print reports directly from the system.			
52	Movement of data should be in a secured way between Host to Host.			
53	Duplicate Checking at file name level, account level and transaction level with an option to enable or disable to facility.			
54	System should support security features such as SFTP, Digital Certificates, encryption , decryption and support digitally signed data transmission and verification.			

C	Detail Capturing Master			
55	Master Details of customer should be captured.			
56	System should support Multiple debit accounts of customer or other account facilitated by bank.			
57	System should be capable of defining the charges / Invoices at client level/product level at various frequencies like monthly/quarterly/yearly etc.			
58	System should be capable of defining customer product wise input / output file format as per the requirement of client.			
59	System should have the feature of capturing the details of the person/s collecting amount in form of DD/Cheque/cash/instrument, Day basis arrangements like day 0, day 1, day 2 and provide necessary vouchers, transaction details accordingly.			
D	Masters Maintenance			
60	System should be capable of maintaining Bank/Branch Masters (Data entry and File upload system).			
61	System should be capable of maintaining Holiday masters: national / state / district / branch / day wise.			
62	System should be capable of maintaining bank employee details including Circle office , Zonal office etc.			
63	System should be capable of maintaining client wise authorization / escalation matrix.			
64	Customer master should support single account, multiple account, limits for each account and charges.			
65	System should have the ability to do setup at one go. Maker will perform all making steps. Post completion, authorizer will authorize all pending tasks at one time. Ability to avoid step wise making and checking should be there.			
66	System should have the ability to bulk upload for creating Users, Group, Authorization engine, maintain list, create rules, Account linking etc.			
67	System should have the ability for bulk uploading functionality to upload customers data file with overwrite function/ deletion / addition function.			
68	System should have the ability for modification/addition of multiple accounts in existing group at one go.			
69	System should provide features for disabling a user, temporarily suspending rights to a user and automatic deactivation of user in case of inactivity for a defined period			
70	System should have the ability to upgrade and downgrade the user.			
71	System should have the ability to import currently on			

	boarded data/old data of clients.			
E	Collections through Cash / Transfer / Cheque / Instruments			
72	System should support collection through e- payment, paper payment and based on type of transaction, separate & consolidate transaction files and MIS should be created in relevant formats as required by client.			
73	System should support inward NEFT/RTGS collections on virtual account basis with auto mailer facility.			
74	System should support Unique file naming techniques with related unique header and footer information so that no files are processed twice.			
75	System should support Online STP, bulk and Batch process and should be able to segregate different modes of processing as per the defined file data. It should be able to split/generate/control the file, in case of manual upload to desired limit as per users requirement, amount wise.			
76	System should be capable of displaying the total records and amount before authorizing the entry with an option to cancel or proceed with authorizations.			
77	System should be capable of reprocessing of entries based on the banks requirement.			
78	Prioritization of collections should be allowed based on customer / bank requirements.			
79	System should support Multiple Debit Single Credit Collections/Payments and vice versa.			
80	If transaction is not verified within a specified time, appropriate alert should be sent.			
81	System should allow enrichment and repair of data (for both bulk and onscreen transactions) by the client till upload into the Core Banking system viz; Additions, Modifications, Rejections, Recall etc.			
82	System should have the provision to make beneficiary registration mandatory or optional at client level and product level.			
83	System should support user wise limit (fixed amount or percentage basis) for credit to client. It should also allow authorization of transaction depending on funds availability. User wise and account wise access to restrict user to view / initiate transaction for specified accounts only.			
84	User should have dashboard for transaction and activity monitoring with ability to filter items on multiple criteria such as processing time, batch or online, FTP/STP mode of processing, exceptions, success, failures, amount etc.			
85	User should have dashboard for transaction and activity			

	monitoring with ability to filter items on multiple criteria such as processing time, batch or online, FTP mode, exceptions, success, failure, amount, in transit mode etc. Dashboard should be provided to client also for download MIS and tracking.			
86	Bank Users should be able to define workflow, queues and priorities based on various criteria, such as queue for items needing manual intervention with proper notification, if item in queue is awaiting or exception has occurred.			
87	Relevant details of failure transactions like reason for failure etc should be updated and should provide to client in MIS format with reason.			
88	System should update the status of all types of transaction based on unique reference number / CBS transaction number etc for all transaction done through FTP/Bulk/single.			
89	There shall be provision for maintaining client-wise data (UNIQUE NUMBER) for RTGS / NEFT /Mandate Number etc for data validation prior to processing the transactions. Data Validation is to be done for single or multiple criteria like amount, CBS account number or combination of them against data maintained for each client. Provision shall be there to update/modify/delete the data through upload process or manually.			
90	System should be capable of validating the transactions. Option should be there at master level to process files/data. And in MIS client name & Unique number should be available to identify the entry.			
91	The system should support image based cheque clearing through integration with cheque truncation system.			
92	Allow definition of Transaction limits at corporate level			
93	Cash collected for the corporate is credited into the customer's account at the end-of-day or as per credit arrangement e.g. Day-0,1			
94	System should have facility to capture denomination details of deposited cash.			
95	The application should also be capable of posting these cash collection transactions to the core banking system.			
96	System should support additional information / enrichments capture in Cash Collection.			
97	Cash report generation for the client to perform reconciliation			
98	Ability to define pick-up locations and points for each customer.			

99	The system should support capturing additional details/enrichments at cheque and deposit slip level.			
F	Routing			
100	Identification of transaction and accordingly segregating the data and creating transactions with appropriate format required for Core Banking System /Other System.			
101	Any Standard Settlement Instruction (SSI) defined for the beneficiary should be taken care of while making payment / collection.			
102	System should be able to identify and define routing rule/Business Rules for different business partners for all settlement systems and it should support all formats / systems in case if its needed in future.			
103	System should have Web service/ API/FTP based interface with CBS for all types of collections / transactions and for Reconciliation report generation of all transactions.			
G	Multiple file formats and initiation methods			
104	System should support multiple file formats such as txt, csv, excel, PDF, xml, swift etc, with or without headers and blank lines, with any, delimiters as required by clients.			
105	It should support MT940, MT950, ISO20022, ISO8583, SWIFT messaging formats.			
106	Data entry module (for single and multiple payment instructions).			
107	Format Mapper - Ability to define & map file formats (collection file as well as response file) as per customer's unique requirements.			
H	Maintenance of Standing instructions			
108	System should support capturing of all details for SI with proper authorization.			
109	System should support activation and deactivation of SI with prior notice/alerts. Activation and Deactivation can be done automatically as well as manually.			
I	Authorization Matrix			
110	Different levels of authorization should be available, system should be capable to allow users to access /create/ modify object or functionality as per their roles.			
111	Comprehensive authorization matrix – ability to replicate “Mode of operations’ as per the clients resolution in the portal.			
112	Sequential Authorization - Ability to set up hierarchy for authorizations in the portal as 1+1 or			

	1+1+1.			
113	Remote authorization should be available for multiple levels of users on the web portal. It should be available via internet in various modes like desktop/internet etc through secure mechanism.			
114	Instrument level as well as batch/file level authorization should be available. (Batch/file level authorization should have capability to compute and show through pop-up box, no. of records and amount before authorization with option to proceed or reject). If there are two levels of authorization; one authorizer should be able to do individual authorizations and the other must be able to do it at a file level/individual level.			
115	Client should be allowed to create users & passwords with limited access like view / generate report etc (Self user management).			
116	System should be able to provide internal notification for pending authorization, final authorization to authorized users/approvers.			
117	System should be capable to import the data of banks employee like name, designation, BO, CO, ZO etc from banks system.			
J	Alerts and Notifications			
118	System should support notification through various modes such as email, SMS etc automatically as per banks requirements. System should support schedule based generation and mailing of various reports through scheduler and auto mailer as per banks requirement.			
119	System should be able to collect the balances of the clients from Core Banking on real time basis through seamless integration with FINACLE X and provide alerts to the customer/bank regarding the availability of funds for carrying out their instructions for transfer of funds.			
120	Email/ SMS to the customers prior to the execution of Standing Instruction as defined in the SI and reprocessing of instructions.			
121	System should have OTP enablement (through SMS) for select transactions and for creation of user ids / passwords.			
122	System should support various hierarchy based housekeeping reports like Branch manager should have access to his branch report and zonal office , circle office , head office have access to have overall report etc rule and role based.			
123	There should be provision to send variety of reports			

	(including client specific reports defined in the client master) through AUTOMAILER and on required frequencies minimum up to 30 minutes.			
124	Provision to send similar type of reports to specific group of customers through auto mailer. Parameterization required for selection of customers/clients for sending auto mailer reports.			
125	System should support E-mail and SMS alerts for Exceptions.			
K	Reports, Dashboards and Queries			
126	Various reports such as summary report, detail report, Invoices etc should be available for management reporting.			
127	Repository of Canned reports to be shared. System should have the ability to automate the generation of canned reports.			
128	Exception reports should be available.			
129	All Reports should be customizable and available in formatted PDF, txt, HTML, CSV, excel, XML etc. and should be downloadable. Should support standard formats available in the industry.			
130	Report writer should be provided to the Bank to generate their own reports and queries.			
131	System should be capable of providing the status of each instrument during the period in the report and downloadable format.			
132	System should be capable of sending the MIS in the standard formats as requested by the customer System should be capable of generating the query on successful/ failure transactions made in different modes during the period.			
133	System should be capable of generating the income wise query during the period. Option to generate charges report location wise, division wise, company as a whole.			
134	Dashboard and multiple charts should be available for viewing things such as total transactions processed on any day, number of transactions across various stages of processing, charges , income, relationship value across products, successful v/s failed transactions, system errors etc.			
135	Dash boards should be available to see the trend and			

	volume of transactions processed in a day/period as a whole or customer wise/industry wise/product wise.			
136	Instrument Query module which is enabled at both the end (corporate front end as well as bank side) to do query based on various parameters so that status and other details can be tracked.			
L	Parameterization			
137	System should be highly parameterized to support the bank's policy requirements and statutory policy requirements e.g. Future changes proposed by the monetary authority about timings of process, limit of process, normalization etc			
138	System should be capable of setting the cut off time at Batch end.			
M	Audit Trail			
139	All logs should be maintained for each action taken with timestamp, user ID and IP address etc where action is performed.			
140	Audit Logs for Core and Customer transactions.			
141	Audit trail for actions performed by information security administrators (at security module level).			
142	Logs for all/any modification done should be available with the required details for audit.			
143	Audit trails should contain sufficient details to reconstruct events to determine the cause of the security violation or malfunction.			
144	Application should control amendments/deletion to Audit Trails, Transaction Journal and Logs, and should keep record of all such modifications.			
N	Reconciliation			
145	System should provide for all kinds of reconciliation for the bank, client/customer and for collections in an Auto reconciliation mode by total integration with CBS, ERP etc using respective transaction reference numbers. Reconciliation should be available in General ledger format on daily basis with CBS. Response/Reverse MIS of successful and failed transaction in various desired formats to be available.			
146	System should provide reports of all type of in-transit / pending transactions in desired format for reconciliation.			
147	System should provide mismatch entries which is not updated in CBS and proposed solution.			
148	System should provide all required search option like search on the basis of transaction id , amount , branch wise etc.			

O	Fee and Charge Management			
149	System should be capable of calculating Interest under post funding as per Bank norms which should be parameterisable.			
150	Allow to define different types of charges such as Inter-bank charges, cheque charges, account maintenance charges (if any), per transaction charges etc.			
151	Business rules for charging should be configurable and should allow change, based on business conditions.			
P	Charging Support			
152	Ability to generate a billing statement/ Invoices periodically or on demand. Flexibility of calculations for Division-wise/ client wise should also be made available.			
153	Charging module should be able to define transaction level, customer specific, charges based on volume, value, slabs/tiers, thresholds, flat fees, using nested and multiple layer conditions / decision rules which can use a mathematical /logical operands to define the charging logic.			
154	Charging system should be able to support transaction based charging/ fee based charging and float based charging as well as support application of both fees and interest on discounting / recoveries.			
155	Charging module should allow for all setups to be carried out through user-interface in the front-end. For each of the modules namely collection , payments to nodal account etc parameterization should be available from the front end with ADMIN rights/users.			
155	Charging module should allow for customer / location profitability calculation and internal transfer pricing and income allocation / sharing for internal entities.			
156	Charging module should interface with the accounting module for applying charges as direct/deferred debits & also as separate charging statements to be sent to customer and presented to the client systems as receivables for the bank.			
157	Charging module should be able to calculate charges in a standalone scenario generation mode using all charging rules and logic.			

Q	Payments			
158	System should provide module for clients for different types of payment like Fund transfer, NEFT & RTGS.			



159	System should support various payment formats as per regulatory guidelines. This should be possible at banks level without vendor intervention.			
160	System should have the ability to provide scheduling of payments, accept data in advance and processing as per requirement.			
161	System should support SFTP, H2H, web service /API, Bulk and batch process and should be able to segregate different modes of processing as per the defined file data. It should be able to split /generate/control the file as per the user requirements.			
162	System should be capable of displaying the total records and amount before authorizing the entry with an option to cancel or proceed with authorizations.			
163	System should be capable of reprocessing of entries on the basis of user requirements.			
164	Prioritization of payments should be allowed based on client and banks requirements.			
165	System should support Single Debit Multiple Credit payments.			
166	System should support Multiple Debit Multiple Credit payments.			
167	System should support Multiple Debit Single Credit payments.			
168	If transaction is not verified within a specified time, appropriate alert should be sent.			
169	System should allow repair of data for both bulk and on screen transactions by the client.			
170	System should have an interface for client to capture data in the format required by bank for payments.			
171	Client should have dashboard for transaction and activity monitoring with ability to filter items on multiple criteria like processing time, user related information, exceptions, success, failure , intransit ,amount etc			
172	System should be able to take a request from the client and provide it to CBS for debit to corporate account and credit beneficiaries.			
173	System should be capable of giving the details of cheque printing to the core system via SFTP, web services /API based etc			
174	System should be capable of printing cheques onsite at bank as well as offsite at the customer locations.			
175	System should support capturing of details of cheques, instrument design including logo etc as per clients requirement.			
176	It should support single Cheque format and multiple			

	cheque format / size and CTS compliance.			
177	System to have advance feature to select signature printing mechanism as per the rule set by the bank and the client.			
178	System should be capable to provide MIS in any format required by client like txt, csv, xlsx, xml etc.			
179	System should provide separate and consolidate MIS for collection as well as payments in the format required by client.			
180	Logs should be maintained at every level.			
	Payment setup			
181	The system should validate the transactions both for cut-off time as well as for holidays defined before arriving at the processing date.			
182	The system should enable the capture of additional information with transactions.			
	Payment Types			
183	The system should support below Payment Types: Own account transfers, Internal funds transfers within in bank, External funds transfers, SWIFT for international transfers, Customers Cheques, Pay orders / Demand drafts, MT 101 payment initiation			
	Payment Initiation			
184	The payments application should support physical and electronic payments.			
185	The system should provide the capability to process single payment transactions.			
186	The system should allow upload of payment instructions in the form of bulk file upload.			
187	System should support multiple type of payment transactions clubbed in single file			
188	System can manage scheduled payments /standing instructions with Options for setup of frequency, expiry period etc.;			
189	The application should allow partial or full rejection of file			
190	Should support file duplicate check for bulk payments			
191	Multi-level and Multi-amount based transaction approval workflow rule definition			
192	Set approval/authorization matrix for each transaction type/service			
193	Allow to re-upload the file after data correction outside the system			

	Printing			
194	Customer Cheque Printing (Centralized and Decentralized).			
195	System should support Advice Printing			
196	The system should support marking of wastage.			
197	Support Instrument Printing at Corporate level through CMS portal and with all validation.			
198	Support printing of Customer Signature and Logo on Instruments			
199	The system should support dynamic printing of signatures based on authorizers.			
200	Cheque signature printing (up to 3 signature)			
201	Bulk cheque printing should be supported			
202	Cheque with Invoice printing (customizable template)			
203	Should support 3 cheques printed on single A4 size paper			
204	Should support cheque printing at the top and advice at the bottom			
205	Should support advice printing at the top and cheque at the bottom			
	Inventory Management			
206	Inventory should be managed centrally by the bank or assigned to specific branches in case of pre-printed stationary			
207	Ability to allocate stationaries to corporates for printing at corporate site			
208	Corporate inventory management.			
209	Manage Cheque inventory at bank			
210	Features required for Bank Cheques Printing: Cheques without cover notes, MICR pre-printed (1 Cheque or 3 Cheques per A4)			
	Other Payment Features			
211	System should support cancelling Unprocessed Payment Request.			
212	System should support viewing online transaction status.			
213	User should be able to see in real-time, the number of messages, files processed by the system and the number of pending items through dashboard			
214	Comprehensive Authorization Matrix - Ability to replicate 'Mode of Operation' as per the client's authorization workflow in the portal			
215	Instrument level as well as batch/file level authorization should be available.			
216	System should be able to provide internal notification			

	for pending authorization, final authorization to authorized users/approvers			
217	Authorization Matrix definition and execution at Group level			
218	System should be capable of generating the query on successful/ failure transactions made in different payment modes during the period.			
219	Support for Payment of Utility Bills.			
R	AUTO DEBIT MANDATE- DIRECT DEBIT			
220	Provision for acting as a Sponsor Bank for registering Direct Debit Authorization Forms/ Mandates for customers and processing transactions based on the registered mandates.			
221	The system should be capable of requesting for New Applications of Mandate registration			
222	Validation of transactions based on mandates maintained			
223	Provision for upload of mandate data by the customers themselves through front-end or by the Bank operations team through the back-end on behalf of the customers.			
224	There should option to attach the scanned Mandate copies/ Direct Debit Authorization Forms during mandate registration.			
225	For some customers, defining the cycles of collection and include the mandates with dates falling within the cycle range			
226	The system should support both Auto generation as well as file base transaction initiation of direct debit transactions.			
227	The application should support the user viewing upload history of the mandates.			
228	System should have the facility for execution of Auto debit mandates (direct debit) facility.			
229	System should have the ability to upload scan images of auto debit mandates for client side through dash board with valid user id and passwords.			
230	System should have the ability to provide SMS & mail of mandate registration as well as transaction related messages. It should be customizable.			
231	The complete Hardware, software and storage space should be capable of following indicative volumes of transactions, for Primary and DR site. i.e. 1 st year 500000 per day, 2 nd year 800000 per day and 3 rd year 1200000 per day.			
S	VIRTUAL CODES			
232	Virtual code can define as Dynamic or Static as per			

	corporate requirement for inward NEFT/RTGS collections.			
233	Dynamic fields can be defined at start , end or middle of the Virtual code			
234	Corporate wise allocation of Virtual code			
235	Standard MIS for Collection through Virtual code			
236	Customized MIS for Collection through Virtual code			
237	Customer end Viewing facility for Standard MIS for Collection through Virtual code			
T	Other Requirements			
238	System to support transactions type as follows : a. One to one b. One to many c. Many to one d. Many to many			
239	System should enable the user to view the full details of a customer/ transactions. Account aggregation – one view account summary of all accounts in a single or multiple reports.			
240	System should support, fixing limits for their Customers, the system should maintain such limits and in case excess is sanctioned, should maintain details of such excesses provided, date wise. System should also provide client wise Uncleared / Cleared / Float / Out of funds details at any point of time.			
241	System should support calculation of all charges, including interest.			
242	System should support entry of multiple transactions against one collection and support entry of items in each transactions.			
243	System should have facility to enable customers to login and download MIS reports required by them over web.			
244	Self & automated Reconciliation of all collection / payment using unique reference numbers generated in CBS and CMS. System should provide daily reconciliation reports as required by bank.			
245	System should support file upload facility for creation of various masters (new master or migration from old to new master).			
246	System should have ability to define holidays , day begin and day end facility.			
247	System should have a facility to create virtual code for the collection for inward neft/rtgs payments.			
248	System should support for the integration with Internet payment gateway for the collections.			
249	The bidder should provide the complete details of Help			

	desk support with different levels of escalation matrix as per the working day of bank or whenever required.			
250	Solution with its all component must be deployed with high availability for DC and DR site.			
251	Real time backup / replication of data should be available between DC and DR site.			
252	System should be fault tolerance in respect of software as well as hardware, to prevent crash of system and focusing of system uptime and downtime.			
U	Financial Supply Chain Management (FSCM)			
253	System should provide users with a dashboard to track pending items?			
254	The system shall be able to provide access rights to users as per the user roles.			
255	System should be capable of maintaining Bank/Branch Masters			
256	System should be capable of maintaining Holiday masters state wise/national/branch wise/day wise.			
257	System should be capable of maintaining bank employee details including suspension /transfer etc.			
	Master Setup			
258	Does your solution support onboarding of principals, suppliers and dealers using information in core banking system?			
259	Does your solution support segregating customers into principals, suppliers and dealers?			
	Static information, like company name, company address, client basic, account with BANK (if any)			
260	System Should support to create a closed user group between anchor customer and their counterparties (supplier and dealer side)			
261	Provision to link same vendor / dealer/distributor to multiple corporate and vice versa. Multiple seller and buyer relationships should be possible.			
262	Provision to handle supplier who can also be a distributor/dealer for the corporate			
263	Provision to link vendor / Distributor-Dealer to a particular corporate with specific vendor / dealer/distributor code (relationship code) used by that corporate in its system			
264	System should support settlement account information, i.e. the account name, number and currency as well as the bank name, address and BIC. It can be BANK account or non-BANK account			
265	Parameters to define different types of commissions and charges			
266	System should be able to define invoice and purchase			

	order formats			
267	Definition of follow-up schedules number of days before, on or after the Invoice due date/Upload data entry date.			
268	The system should have the feature to send notifications through various channels like mail, SMS and system alert to the next level performer			
269	Ability to Sets alerts for automatic notification of significant Invoice events (e.g., new Invoices, approvals, delays, financing, etc.)			
270	System should be capable of maintaining Bank/Branch Masters			
	Program setup			
271	System should be capable of handling vendor financing as well as Distributor-Dealer financing			
272	Provision "Electronic Invoice Presentment and Payment" without financing option. In case of only EIPP, no discounting possible. Still payment information can be routed through the portal			
273	Does your solution support complex limit structure for Supply Chain product? Please explain all the structure that being supported by the solution			
274	Does your solution support creation of limits to the principal customers?			
275	Does your solution support creation of sub limits from principal limits, product wise for the supplier and dealer customers?			
276	Provision to fix limits on corporate with/without recourse.			
277	Does your system has the ability to interface the limit info to a product system such as Trade or Core Banking?			
278	Does your solution support capturing of Working Capital financing rate of the supplier and dealer customers?			
279	Does your solution support marking the product for automatic or manual finance request?			
280	Does your solution support mapping of limits set-up in other system to the principal, supplier and dealer customers?			
281	System Should support to track, monitor and successfully manage its supply chain through customized workflows and continuous information sharing.			
282	Solution provides various stages of work flow with an option to configure required work flows.			
283	System should allows flexible workflow definition which			

	allows definition of the transaction workflow.			
284	Does your solution support automatic acceptance of invoices?			
285	Does your solution support the workflow process for PO and Invoice acceptance?			
286	Does your solution support acceptance of multiple PO and Invoice at a time?			
287	Payment including partial/full payment and auto payment			
288	The application should be able to update the payment as overdue, to calculate the overdue interest (e.g. as per the interest rate on overdue input by users or integrated from front-end channel) and to update the booking			
289	Liquidation of invoice discounting			
290	Does your solution support automatic liquidation or trigger liquidation process on due date?			
291	Does your solution support manual liquidation or trigger liquidation process on or before due date?			
292	Interest accrual/ amortization			
293	Fee and charge modules			
294	Support daily amortization for monthly recognition of commission value collected in advance.			
295	Provision to define the penal rate in case of overdue for this product			
296	System should support interest sharing ratio between Supplier & Dealer.			
297	System should support definition of interest Slabs.			
298	System should support capturing Exposure details.			
299	System should support defining margins.			
300	System Should support to create products			
301	System Should support to define valid counter-parties for every product			
	Transactions			
302	System should support PO Entry/ Acceptance			
303	System should support Invoice Entry/ Acceptance			
304	System should support Invoice upload containing multiple invoices			
305	System should support PO upload containing multiple POs			
306	Does the system allows upload of Invoice files in an encrypted form?			
307	Provision to configure file upload functionality for upload of Invoice data, Manual creation of Invoices and optionally receive Invoices automatically from Corporate's ERP system			

308	System Should support to capture of additional information with every invoice or purchase order which may be displayed to the counter-party based on customer's discretion			
309	System Should support Buyer and supplier to request bank for financing during various stages of the trade cycle			
310	At all time, client can see the available limit especially at the time of applying finance.			
311	System Should support to for download of reconciled information to customer			
312	System Should support to counter-parties to accept purchase orders and invoices and also reject invoices if required			
313	Real-time updation of Limit and online real-time limit check with backend automatically while processing transactions.			
314	The system should support disbursement of loan in customer's CASA account as maintained in the CBS via interface with CORE Banking			
315	The application should provide for an internet based front-end for customers to initiate transactions and undertake other activities such as queries, reports etc.			
316	System should be capable of generate accounting entries			
317	There should be an option to retrieve the complete cycle of transactions using the single common reference number			
318	Transaction reference no. – on entering the transaction reference no. the system should display the tracking information			
319	All settlements should be mapped to the corresponding loan and in turn to the corresponding Invoice			
	Solution should support creation of Invoice through file transfer and H2H.			
320	System should support transfer of encrypted files over the H2H channel.			
321	System should support handling debit notes and credit notes during invoice payment?			
	Alerts & Notifications			
322	The system should provide for event notification. Please state the modes in which the notifications can be sent.			
323	Does your system support sending reminders to users "x"Number of days before, on or "x" no of days after the Invoice due date?			
	Reports			



324	Audit trail reports should be provided.			
325	Does the system provide a document life cycle report to track all the stages of document right from entry into the system upto recovery or NPA?			
326	Does your system provide user with a invoice due report to track what all invoices are due in next few days?			
327	Does your system provide user with a invoice overdue due report to track what all invoices are overdue?			
328	System should provide details of limits granted, availed limits and available limit reports to customers to track their limit position on real time basis? The report should be : 1. Customer wise 2. Zone/branch/region wise 3. Industry/sub industry wise			
329	System should provide bank with details of all accounting entries passed through the system. It should be filtered down to individual invoices.			
330	Does your system provide details of invoices paid through the system along with their statuses?			
331	Does your system provide a turn over report to track turnover for each customer?			
332	Does your system provide option to bank to track statuses of the finance request from the customers?			
V	Trade Finance Management (TFM)			
333	System should support below Trade related products			
334	Letter of Credits			
335	Bank Guarantees			
336	Shipping Guarantees			
	Trade requirements for importers			
337	The system should support Manual initiation of Letter of credit (LC) request from the corporate front end			
338	The system should be capable of Request Letter of credit(LC) initiation using template			
339	The system should provide the corporate with flexibility to Initiate LC request through file upload			
340	The corporate should be able to request for LC amendment			
341	The corporate should be capable of manual initiation of Bank Guarantees			
342	The corporate should be capable of manual initiation of Shipping Guarantees			
343	The corporate should be able to view the trade bills provided by the exporter and initiate payments against those bills.			

345	The corporate should be able to View credit line summary			
	Trade requirements for exporters			
346	The system should allow the corporate to view and Accept Letter of credit(LC) provided by the importer.			
347	The corporate should be capable of manual initiation of Bank Guarantees			
	The corporate should be capable of manual initiation of Shipping Guarantees			
348	The corporate should be able to View credit line summary			
349	System should support of downloading of copy of SWIFT			
	Mid office transaction processing			
350	The bank should be able to view the requests initiated by the corporate and have option to either Approval/ Reject the transactions.			
351	The system should provide the bank user with Transaction Query module to view details of the trade requests initiated by the corporate from front end.			
W	Receivables and Inventory Managements (RIM)			
	Functional Requirements			
353	Functionality to support auto reconciliation of payments/receivables against invoices/bills generated			
354	The solution should allow customers to upload invoices via bulk upload and RMS should do automatching.			
355	Corporate customer should be able Upload Invoice/Receivables details in a specific format.			
356	System should support one to one, one to many and many to one payment to invoice reconciliation			
	System should support Manual reconciliation of collections and invoices			
357	System should allow partial reconciliation i.e. when transaction amount is more than invoice amount or vice-versa			
358	System should be integrated with CBS after necessary verification at different stages. All related swift messages should be delivered.			
359	Ability to Upload Invoice/Receivables Details in a Specific Format: 1. Invoice Data(Invoice Amount, Date, Additional Info), 2. Payment Data (Deposit Slip Number, Instrument Number, Instrument Date, Additional Info,etc) to run the automatic reconciliation			

360	Tolerance Limit should be maintained for reconciliation.(e.g if Invoice is 100 INR and Payment is 100.50 INR and tolerance limit set is 50 Paise "Excess", then system should reconcile the data). Tolerance should be available for both +/- Side of the desired Invoice/Payment Amount.			
361	In case of Erroneous Reconciliation, user should be able to de reconcile (Roll back the reconciled entries) the invoices and payments.			
362	The User should be able to conduct manual reconciliation(manual matching of Invoices/Reconciliation)			
	Reports & charges:			
363	Pre Canned Reports on Invoices/Reconciliation details should be available for the User.			
364	There should be availability of Charges for carrying out Reconciliation activity (This is applicable, if recon is applied by bank)			
X	FOREX SERVICES (FX Services)			
	Functional Requirements			
	FX Card			
365	The system should provide option for corporate to request for FX card from the portal.			
366	The system should provide option for corporate to request for reloading the FX card from portal.			
367	There should be provision for corporate to initiate refund of forex card from portal.			
368	The corporate should be able to view the status forex cards issued for the corporate.			
369	The user can view the status of the request on the portal.			
	FX Demand Draft			
370	The system should provide option for corporate to initiate a request for issuance of foreign demand draft from the portal.			
371	The user can view the status of the request on the portal.			
	FX Currency			
372	The system should provide option for corporate to request for buying foreign currency from the portal.			
373	The system should provide option for corporate to request for selling foreign currency from the portal.			
374	The corporate should be able to view the status of the buy/ sell request initiated for the foreign currencies.			
375	The user can view the status of the request on the portal.			

	FX Traveler Cheques			
376	The system should provide option for corporate to request for traveler cheque from the portal.			
377	The corporate should be able to view the status of traveler cheque requested by the corporate.			
378	The user can view the status of the request on the portal.			
	FX Cheque			
379	The system should provide option for corporate to initiate request for foreign cheque collection from the portal.			
380	The corporate should be able to view the cheque collection status from portal.			
	FX Inward			
381	The system should provide corporate with provision to view details of the inward remittance received by the corporate.			

Authorized Signatories

(Name & Designation,
seal of the company)

Date:

Annexure – E

Documents for Eligibility Criteria

S. No	Eligibility Criteria	Documents Requested	Details	Ref Page No	Remarks	Supporting Document Provided by bidder
1.	The bidder must be a company/firm incorporated / registered in India and operating for the past 2 (Two) years in India.	Copy of the "Letter of Incorporation/ registration"				
2.	The bidder must have minimum annual turnover of Rs. 20Crores for the last 3 (Three) financial years viz. 2016-17,2017-18,2018-19 and should also be in operating profit in atleast 2 financial years.	Certified / Audited Balance Sheets and P&L statements for last 3 years				
3	The bidder should have implemented CMS complete solution Or CMS collections Or CMS Payments during the last 4 years from the bid submission date, in any 1 bank (in public sector / foreign / private bank)in India or branch working in India and the solution should be currently running for atleast past 1 year.	Proof of Successful implementation vis-a-via Experience certificates / purchase orders along with Go Live Certificates.				
4	The bidder should be original Equipment manufacturer (OEM) or its authorised representative of the CMS Solution. a. 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. b. If any Solution of Principal / Original Equipment	Duly filled in , signed and stamped Annexure –M (MAF)				



	<p>Manufacturer (OEM) is being quoted in the tender, the OEM Company cannot bid for any other OEM's product.</p> <p>c. 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.</p>					
5	<p>The companies or firms, bidding for the above tender, should have not been black listed by any of the Government Authorities or Public Sector Undertaking Banks. The bidder shall give an <u>undertaking</u> (on their letter head) that they have not been black listed by any of the Govt. Authority or PSBs or foreign banks / organizations. In case, in the past, the name of their Company was black listed by any of the Govt. Authority or PSBs, the name of the company or organization must have been removed from the said list as on date of submission of the tender, otherwise the bid will not be considered.</p>	Duly filled in signed and stamped , Annexure L				
6	<p>Bidder must comply with all the guidelines laid out by RBI & other regulatory authorities.</p>	Self Undertaking				

**Authorized Signatories
(Name & Designation,
seal of the company)
Date:**



ANNEXURE-F

PERFORMA FOR INDICATIVE COMMERCIAL OFFER

RFP for Integrated
CASH MANAGEMENT SERVICES(CMS)

Sr.No.	Mandatory Items	Unit Cost (a)	Multiplication Factor (b)	Total Cost (c=a*b)
1.	Total Software cost including Database licenses (for UAT set up, HA at DC & DR)		1	
2.	End-to-End Implementation Cost (UAT, DC, DR etc)		1	
3.	ATS for software per year (range Minimum 10%-Maximum 20% of Sr.No.2)		2	
4	Onsite Technical Support (OTS) Cost of L2 resource (per year charges post one year after Sign OFF)		4	
5	Customization cost (in days) (as and when required)		50*	
Total of Table A (1+2+3+4+5)				

Terms & Conditions

- The Commercial Offer should be given in the above format only.
- There should be no conditions mentioned in the Commercial Offer.
- Commercial offers with conditions will be rejected.
- All costs should be only in Indian Rupees and all payments will also be only in Indian Rupees without GST .
- 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.
- Any column left blank by the bidder will result in disqualification of the bid.
- Price of software quoted should be inclusive of 3 years warranty.



DBDHO, CMSHUB, 3rd Floor, | Head Office: Plot No-5 | Sec-32, Gurugram | Haryana - 122001

- AMC/ATS will be applicable after expiry of warranty period of three years.
 - 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 5% it will be recalculated at 5% and if quoted higher than 10% it will be recalculated at 10%.
- * The multiplication factor as mentioned in above table Sr No 7, is only indicative and for the purpose of deriving the Total Cost for determining the L1 bidder. The actual quantity of this item to be ordered may vary according to the requirement of the Bank. Bank may place subsequent orders for this item, if required, at any time during the contract period of 5 years, at the unit rate finalized after Reverse Auction. Bank is not bound to place any minimum order for this item.

Authorized Signatories

(Name & Designation, seal of the company)

Date:



Annexure – G

Evaluation Matrix :Self Assessment

1	Implementation Experience	
	Requirement	<u>Bidder's Score & Remarks</u>
	Functional and Technical Requirements	
2.1	The marks will be based on the proposed solution meeting the functional and technical requirements as specified in Annexure D (Functional and Technical Requirements)on proportionate basis to maximum marks.	
	<u>Total Marks</u>	100

Authorized Signatories

(Name & Designation,
seal of the company)

Date:



Reference Site Details

The reference sites submitted must be necessarily of those banks where the proposed vendor/OEM's product has been awarded the contract prior to 3 year from the date of floating of the RFP. Please provide reference details for two banks in the format defined below:

Particulars	Response
Name of the Bank/ Financial Institution	
Address of the Organization	
Annual Turnover of the Organization for the completed immediate last three Financial Years.	
Date of commencement of Project	
Date of completion of Project	
Scope of Work for Solution	
Number of concurrent users and the geographical spread of the implementation	
Average Team size for the entire project	
Name of the contact person for reference	
Contact person mobile numbers	
Contact person office numbers	
Mail ids	

Authorized Signatories
(Name & Designation,
seal of the company)

Date:



Annexure - I

Financial Position of Bidder for last 3 financial years (Rs. Crores)

Paid Up Capital	2017-18	2018-19	2019-20
Annual Turnover			
Annual Operating Profit.			

Note: Enclose

1. Copies of Audited Balance Sheets and P&L statements along with enclosures for last 3 financial years.
2. Copies of Articles of association and Memorandum of Association.
3. Copies of certificate of incorporation/certificate of commencement of Business.

Authorized Signatories

(Name & Designation,
seal of the company)

Date:



Annexure - J

Implementation Team Profile

Vendor Implementation Capability

Requirement	Response
Current strength of employees in the vendor organization with experience on the proposed solution.	
Current strength of employees in the vendor organization with experience in similar projects.	
Does the team possess in-depth knowledge of the industry and is thereby capable of bringing independent market knowledge to the bank?	
Certifications possessed by the Bidder in connection with the quality of internal processes and services delivered/ methodology used in delivery.	
Approach to ensure adequate quality control throughout the course of the project	

Team Profile

Name	Response
Designation	
Professional Qualifications	
Experience with the bidding firm	
Experience with other companies	
Membership in any professional body	
Details of projects handled with details of client, representing which organization, as member of the team or team leader etc	

Note:

- Include details of team members who will be involved in the project.
- Relevant experience refers to the experience of the employee on either exactly the same product / set of products being proposed or on similar projects.
- Proposed team structure with count, profile and skills to be provided by bidder along with proposed solutions profile, #, skills, etc to be provided in RFP response

Authorized Signatories
(Name & Designation,
seal of the company) Date:



Format of Bank Guarantee

To,

Divisional Head
Digital Banking Division (DBD HO),
Head Office -Punjab National Bank,
4th Floor, Plot No 5,
Sector – 32, Gurugram,
Haryana - 122001

Dear Sirs,

In response to your invitation to Request for Proposal (RFP) for Integrated **Cash Management Services (CMS)** published in newspapers and website, on _____ and subsequent corrigendum/amendments. _____ (vendor name) with its registered office at _____ (hereinafter called the 'Vendor') wish to respond to the said Request for Proposal (RFP) and submit the proposal for **CMS Solution**. Whereas the 'Vendor' has submitted the proposal in response to RFP, We _____ Bank incorporated under the Companies Act 1956 and carrying on the business of banking under the Banking Regulation Act, having its registered office at _____ and one of its branch office at _____ (hereinafter referred to as the '**Bank**' which expression shall, unless repugnant to the context or meaning thereof, includes its successors, administrators, executors and assigns) hereby irrevocably guarantee an amount of Rs _____/- (Rupee only) as bid security as required to be submitted by the 'Vendor' as a condition for participation in the said process of RFP. The Bid Condition for which this guarantee is given is liable to be enforced/ invoked:

- 1) If the order is cancelled in the event of delay, Or
- 2) If the Vendor withdraws his proposal during the period of the proposal validity, Or
- 3) If the Vendor, having been notified of the acceptance of its proposal by the Bank during the period of the validity of the proposal fails or refuses to enter into the contract in accordance with the Terms and Conditions of the RFP ,Or
- 4) Due to any other deviation from RFP terms.

We undertake to pay on receipt of a written demand on or before to Punjab National



DBDHO, CMSHUB, 3rd Floor, | Head Office: Plot No-5 | Sec-32, Gurugram | Haryana - 122001

Bank, the said amount of Rs _____/- (Rupeesonly) without any reservation, protest, or demur. The said guarantee is liable to be invoked/ enforced on the happening of the contingencies as mentioned above and also in the RFP document and we shall pay the guaranteed amount on written demand made by PUNJAB NATIONAL BANK on or before the expiry of this bank guarantee which shall be conclusive and binding on us irrespective of any dispute or difference raised by the vendor.

Notwithstanding anything contained herein:

1) Our liability under this Bank guarantee shall not exceed Rs _____/- (Rupees only)

2) This Bank guarantee will be valid up to _____

3) We are liable to pay the guarantee amount or any part thereof under this Bank guarantee only upon service of a written claim or demand by you on or before _____

The Bank, through the authorized officer has sets its hand and stamp on this

_____ day of _____ at _____.

Name of the Signatory
Designation
Bank Common Seal

Date:



Self Declaration Not Blacklisted

Date :

To,

Divisional Head
Digital Banking Division (DBD HO),
Head Office -Punjab National Bank,
4th Floor, Plot No 5,
Sector – 32, Gurugram,
Haryana - 122001

Dear Sir,

Sub : Not Blacklisted by Govt. Authorities or PSBs

We hereby declare that (Bidder's Company Name) is not blacklisted by any Government Authorities or Public Sector Undertaking Banks in India in the Past.

Thanking you.

Yours faithfully,

Company Name

Company Seal

Date



Manufacturer Authorization Form / Letter (MAF)

To,

**Divisional Head
Digital Banking Division (DBD HO),
Head Office -Punjab National Bank,
4th Floor, Plot No 5,
Sector – 32, Gurugram,
Haryana - 122001**

Dear Sir,

Sub: RFP for Integrated Cash Management Services (ICMS)

Ref: Supply, Installation, Customization, Integration, Implementation and Maintenance of a Centralized 3 tier web-based CMS Solution (ICMS).

We, (OEM Company Name) who are established and reputable manufacturer / producer / solution provider of _____, having office at _____ do hereby authorize M/s (Bidder's Company Name) having its office at _____ to offer their quotation, negotiate and conclude the contract with you against the above invitation of tender offer.

We (OEM Company Name) hereby extend our full guarantee and warranty as per terms and conditions of the tender and contract for the solution, products/equipment and services offered against this invitation for tender offer by the above firm. We also will extend technical support and updates for our products.

In case of any queries, please feel free to contact us at following contact details. For and on behalf of the manufacturer

Signed : _____

Seal : _____

Date : _____

Name : _____

Address and Contact Details: _____

Email Id : _____



PERFORMA FOR INTEGRITY PACT

To,

**Divisional Head
Digital Banking Division (DBD HO),
Head Office -Punjab National Bank,
4th Floor, Plot No 5,
Sector – 32, Gurugram,
Haryana - 122001**

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 – 32, Plot 5, Gurugram, Haryana 122001 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:

1. 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.



DBDHO, CMSHUB, 3rd Floor, | Head Office: Plot No-5 | Sec-32, Gurugram | Haryana - 122001

2. 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.

3. 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 Asstt. General Manager 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)

4.1 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.

4.2 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:

5.1 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.

5.2 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.



DBDHO, CMSHUB, 3rd Floor, | Head Office: Plot No-5 | Sec-32, Gurugram | Haryana - 122001

5.3 The Bidder/Contractor will not commit any offence under the relevant IPC/PC Act. Further the Bidder/Contract 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.

5.3 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.

5.4 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.

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

5.6 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.

5.7 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). Coercie 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



DBDHO, CMSHUB, 3rd Floor, | Head Office: Plot No-5 | Sec-32, Gurugram | Haryana - 122001

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) Sh. M Deena Dayalan, IA&AS(Retd)9818696406, dayalan1951@gmail.com & Sh. Raj Kumar Singh, IRS(Retd) 8141488880,mrrajksingh@gmail.com 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.

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

8) 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:



DBDHO, CMSHUB, 3rd Floor, | Head Office: Plot No-5 | Sec-32, Gurugram | Haryana - 122001

..... (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:

PUNJAB NATIONAL BANK



PRE – BID QUERIES FORMAT

The queries should be submitted in the below mentioned format by prospective bidders only preferably in excel sheet:

S. No.	Page No./ Point No	RFP Clause	Suggestion/Concern	Justification
1				
2				
3				
4				
5				

Queries should be mailed to following e-mail ids as per scheduled date:

- a) cmshub@pnb.co.in
- b) cms2@pnb.co.in

Yours faithfully

Signature of Authorized Signatory

Name of Signatory:

Designation:

Seal of Company

Date:



ANNEXURE – P

LETTER OF AUTHORITY FOR PARTICIPATION IN REVERSE AUCTION

To,

**Divisional Head
Digital Banking Division (DBD HO),
Head Office -Punjab National Bank,
4th Floor, Plot No 5,
Sector – 32, Gurugram,
Haryana - 122001**

1. We _____ (name of company) have submitted our bid for participating in Bank's RFP reference number _____ (ref no of RFP) dated _____ for different modules under Integrated Cash management services (CMS).
2. We also confirm having read and understood the terms of RFP as well as the Business Rules relating to the Reverse Auction for this RFP process.
3. As per the terms of RFP and Business rules, we nominate Mr./ Ms. _____, designated as _____ of our company to participate in Reverse Auction.
4. We accordingly authorize Bank to issue user ID and password to the above named official of the company, if any.
5. Bank shall contact the above named official for any and all matters relating to the Reverse Auction.
6. We, hereby confirm that we will honour the Bids placed by Mr./ Ms. _____ on behalf of the company in the auction process, failing which we will forfeit the EMD. We agree and understand that the bank may debar us from participating in future tenders for any such failure on our part.



Signature with company seal

Name :

Designation within Company / Organization:

Company / Organization:

Address of Company / Organization –

Date :

Name of Authorized Representative:

Designation of Authorized Representative:

Signature of Authorized Representative:

Verified above signature

Signature of Verifying Authority:

Date: _____

ANNEXURE – Q

AUTHORIZATION LETTER FORMAT

(Pre – Bid meeting)

(On organizations letter head)

To,

**Divisional Head
Digital Banking Division (DBD HO),
Head Office -Punjab National Bank,
4th Floor, Plot No 5,
Sector – 32, Gurugram,
Haryana - 122001**

Dear Sir,

SUB: Authorization Letter for attending the Pre-bid meeting and Bid Opening.

REF: YOUR RFP NO:

This has reference to our above RFP for Collection / Receivables & Payment solutions under Cash Management Services , Mr. / Ms. _____ is hereby authorized to attend the Pre-bid meeting & Bid opening of the subject RFP _____ on _____ on behalf of our organization.

The specimen signature is attested below:

Attested photograph
of authorized persons

Specimen Signature of Mr./Ms

Signature of Authorizing Authority Signature of Attesting Authority

Name and designation of Authorizing Authority

Place , Date & Seal



ANNEXURE – R

Referral Feedback

To,

**Divisional Head
Digital Banking Division (DBD HO),
Head Office -Punjab National Bank,
4th Floor, Plot No 5,
Sector – 32, Gurugram,
Haryana - 122001**

Dear Sir,

SUB: Referral feedback information

REF: Your RFP NO:

This has reference to our above RFP for Collection / Receivables& Payments solutions under Cash Management Services , we are providing details for Referral feedback from the banks regarding the implementation, robustness, user friendliness, support & services, Change request, functionalities etc.

1stBanks Name:

	1 st Person	2 nd Person
Name		
Designation		
Office Address		
Mobile numbers		
Office numbers		
Email id		

2nd Banks Name:

	1 st Person	2 nd Person
Name		
Designation		
Office Address		
Mobile numbers		
Office numbers		
Email id		

Signature

Name and designation of Authorizing Authority

Place , Date & Seal



ANNEXURE – S

To,

**Divisional Head
Digital Banking Division (DBD HO),
Head Office -Punjab National Bank,
4th Floor, Plot No 5,
Sector – 32, Gurugram,
Haryana - 122001**

Dear Sir,

Sub: Hardware& Other Components requirement

Following items i.e. hardware, components , peripherals , servers , storage space, Data base, all types of Licenses related to hardware or software and any other component (related to Software & Hardware) is required for proposed ICMS solution required by bank in the RFP :

S. No.	To be deployed at (DC/DR/UAT)	Hardware type & Model	No. of Units	Specification/Configuration	Justification
1					
2					
3					
4					
5					
6					
7					

Bank may provide hardware equivalent to the specification of hardware mentioned by us in above table.

Yours faithfully

Signature of Authorized Signatory
Name of Signatory:
Designation:
Seal of Company Date:

