

# Punjab National Bank



## CORRIGENDUM-1

### REQUEST FOR EMPANELMENT OF FINTECHS FOR PROCUREMENT, DEVELOPMENT/CUSTOMIZATION OF PRODUCTS/SERVICES IN VARIOUS DOMAINS

#### **DBTD Division**

Plot No.5, Institutional Area,  
Sector-32, Gurugram, Haryana – 122 001

E-Mail : [dbtd.procurement@pnb.co.in](mailto:dbtd.procurement@pnb.co.in)

Website : [www.pnbindia.in](http://www.pnbindia.in)

**Dated: 17/10/2022**

CORRIGENDUM-I – Reference Number: PNB/HO/DBTD/PROC/01/2022-23 Dated:26/09/2022- REQUEST FOR EMPANELMENT OF  
FINTECHS FOR PROCUREMENT, DEVELOPMENT/CUSTOMIZATION OF PRODUCTS/SERVICES IN VARIOUS DOMAINS

S.No	RFE Page No.	RFE Clause	Existing Clause	Amendment in Clause
1.	8	3. Eligibility Criteria Point (e)	<p>The bidder must have been in operation for a period of at least 3 Years and providing similar services as on date of RFE with a proven track record of at least one successful collaboration with Scheduled Commercial Bank/NBFC in India for a minimum period of six months.</p> <p><b>Documentary Evidence to be submitted to the Bank.</b></p> <p>Satisfactory Performance Certificate from the Clients as per <b><u>Annexure-XIX.</u></b></p> <p>AND</p> <p>Purchase Order along with Customer Credential Letter <b><u>(as per Annexure-XIV)</u></b></p>	<p>The bidder must have been in operation for a period of at least 2 Years and providing similar services as on date of RFE with a proven track record of at least one successful collaboration with Scheduled Commercial Bank/NBFC in India for a minimum period of six months.</p> <p><b>Documentary Evidence to be submitted to the Bank.</b></p> <p>Bidders should submit Purchase order as per Indicative Segment of Scope of work of RFE along with <b><u>Annexure-XIII.</u></b></p>
2.	10	Other Conditions Point (5)	Bidders can apply for empanelment under in either one area, multiple areas or all the areas depending on the experience of the company as per <b><u>Annexure V.</u></b>	<p>Bidders can apply for empanelment in either one area, multiple areas or all the areas depending on the experience of the company as per <b><u>Annexure V.</u></b></p> <p><b>Addition: -</b></p> <p>The Bidder will be evaluated for Individual Indicative Segment and the Bidder have to submit experience and other relevant documents for the Indicative Segment they are participating.</p>
3.	15	<p>Technical Evaluation Criteria</p> <p>❖ Table-A Sl. (1)</p>	<p><b>Experience / Case studies of relevant experience of projects as per context of this RFE.</b></p> <p>Relevant Experience of working with Scheduled Commercial Bank / NBFC in India with <b>INR 1 Lakh Crore+ Business</b></p> <p><b>Marks: -</b></p>	<p><b>Experience / Case studies of relevant experience of projects as per context of this RFE.</b></p> <p>Relevant Experience of working with <b>Scheduled Commercial Bank in India with INR 1 Lakh</b></p>

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			<p>Bidders having relevant Experience in <b>Scheduled Commercial Bank /NBFC’. (Maximum 15 marks)</b></p> <p><b>(3 marks for experience in each Scheduled Commercial Bank / NBFC) (Purchase Order along with customer credential letter / Completion Certificate to be submitted.</b></p>	<p><b>Core+ Business</b> and in NBFC in India with <b>INR 50,000 Crore Business.</b></p> <p><b>Marks: -</b></p> <p>Bidders having relevant Experience in Scheduled Commercial Bank /NBFC’. (Maximum 15 marks) (3 marks for experience in each Scheduled Commercial Bank / NBFC)</p> <p><b>(Satisfactory Performance Certificate and Purchase Order along with customer credential letter to be submitted)</b></p>								
4.	15	<p><b>TABLE-A</b></p> <p><b>Experience of the Fintech (Track Record)</b></p> <p><b>Sl. (2) Point (b)</b></p>	<p>Number of years of operation in India as on Date of RFE (Publication Date) <b>Max Marks: -5</b></p> <table><tr><td>Upto 3 years</td><td><b>3</b></td></tr><tr><td>&gt;3 years</td><td><b>5 (Additional 1 mark for each additional year. subject to max of 5 marks)</b></td></tr></table>	Upto 3 years	<b>3</b>	>3 years	<b>5 (Additional 1 mark for each additional year. subject to max of 5 marks)</b>	<p>Number of years of operation in India as on Date of RFE (Publication Date) <b>Max Marks: -5</b></p> <table><tr><td>Upto 2 years</td><td><b>3</b></td></tr><tr><td>&gt;2 years</td><td><b>5 (Additional 1 mark for each additional year. subject to max of 5 marks)</b></td></tr></table>	Upto 2 years	<b>3</b>	>2 years	<b>5 (Additional 1 mark for each additional year. subject to max of 5 marks)</b>
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5.	16	<p><b>TABLE-B</b></p> <p><b>Experience of the Fintech (Track Record)</b></p> <p><b>Sl. (2) Point (b)</b></p>	<p>Number of years of operation in India as on Date of RFE (Publication Date) <b>Max Marks: -5</b></p> <table><tr><td>Upto 5 years</td><td><b>3</b></td></tr><tr><td>&gt;5 years</td><td><b>5 (Additional 1 mark for each additional year. subject to max of 5 marks)</b></td></tr></table>	Upto 5 years	<b>3</b>	>5 years	<b>5 (Additional 1 mark for each additional year. subject to max of 5 marks)</b>	<p>Number of years of operation in India as on Date of RFE (Publication Date) <b>Max Marks: -5</b></p> <table><tr><td>Upto 3 years</td><td><b>3</b></td></tr><tr><td>&gt;3 years</td><td><b>5 (Additional 1 mark for each additional year. subject to max of 5 marks)</b></td></tr></table>	Upto 3 years	<b>3</b>	>3 years	<b>5 (Additional 1 mark for each additional year. subject to max of 5 marks)</b>
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6.	16	<b>Technical Evaluation Criteria</b>  ❖ <b>Table-B</b> <b>Sl. (1)</b>	<b>Experience/case studies of relevant experience of projects as per context of this RFE.</b>  Relevant Experience of working with Scheduled Commercial Bank / NBFC in India with <b>INR 1 Lakh Crore+ Business.</b>  <b>Marks: -</b>  Bidders having relevant Experience in <b>Scheduled Commercial Bank /NBFC'. (Maximum 15 marks)</b> <b>(3 marks for experience in each Scheduled Commercial Bank / NBFC) (Purchase Order along with customer credential letter / Completion Certificate to be submitted)</b>	<b>Experience/case studies of relevant experience of projects as per context of this RFE.</b>  Relevant Experience of working with Scheduled Commercial Bank / NBFC in India with <b>INR 1 Lakh Crore+ Business.</b>  <b>Marks: -</b>  Bidders having relevant Experience in Scheduled Commercial Bank /NBFC'. (Maximum 15 marks) (3 marks for experience in each Scheduled Commercial Bank / NBFC) <b>(Satisfactory Performance Certificate and Purchase Order along with customer credential letter to be submitted)</b>
7.	15	<b>Technical Evaluation Criteria</b> ❖ <b>TABLE-A</b>  <b>Point No:-2</b>	<b>Experience of the Fintech (Track Record)</b> <b>a). Similar Projects (as mentioned in below Table-C) experience Executed in Scheduled Commercial Bank / NBFC sector (Purchase Order along with Customer Credential letter/ Completion Certificate to be submitted)</b>	<b>Experience of the Fintech (Track Record)</b> <b>a). Similar Projects (as mentioned in Scope of work of RFE) experience Executed in Scheduled Commercial Bank / NBFC sector. (Satisfactory Performance Certificate and Purchase Order along with customer credential letter to be submitted)</b>
8.	16	<b>Technical Evaluation Criteria</b> ❖ <b>TABLE-B</b>  <b>Point No: -2</b>	<b>a). Similar Projects (as mentioned in below Table A) experience Executed in Scheduled Commercial Bank /NBFC (Purchase Order along with Customer Credential letter / Completion Certificate to be submitted)</b>	<b>a). Similar Projects (as mentioned in Scope of work of RFE) experience Executed in Scheduled Commercial Bank /NBFC sector. (Satisfactory Performance Certificate and Purchase Order along with customer credential letter to be submitted)</b>

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<b>9.</b>	<b>20</b>	<b>6.2. Eligibility cum Technical Bid</b>	<p>The Top Scoring Bidders will be selected for empanelment, as per discretion of Bank. However, the number of empaneled bidders for each parameter may vary (less or more) at the discretion of the Bank</p>	<p>The Top Scoring Bidders will be selected for empanelment, as per discretion of Bank. However, the number of empaneled bidders for each parameter may vary (less or more) at the discretion of the Bank.</p> <p><b>Addition: -</b></p> <p>In case there is a less number of bidders qualify or none of the participating bidders qualify the set Technical score (Cut Off), the Bank may, at its sole discretion may relax the Technical cut off to qualify the bidders on the basis of their scores (merit) for the particular segment.</p>
<b>10.</b>	<b>21</b>	<b>7.10 Empanelment Security Deposit</b>	<p>In the event of Empanelment by the Bank for Procurement, Development/ Customization of Products/Services in various Domains in Punjab National Bank.Bidders will submit an Amount of Rs. 1 Lac as Empanelment Security. If any of the empaneled bidders do not participate in minimum three closed tenders/ project during the contract period for any reason, even after getting an invitation to bid by the bank, then bank will delist the bidder. The decision of the Bank will be final and Bank will not entertain any correspondence in this regard and the Empanelment Security submitted by the bidder may be forfeited by the Bank. Bidders are required to submit Empanelment security <b>(as per Annexure II)</b>,</p> <p>In case of unsuccessful bidder, Empanelment Security will be returned either on completion of tender process or within one month of disqualification of the bidder, as per Bank's discretion. No interest will be payable on Empanelment Security amount</p>	<p>In the event of Empanelment by the Bank for Procurement, Development/ Customization of Products/Services in various Domains in Punjab National Bank.Bidders will submit an Amount of Rs. 1 Lac as Empanelment Security. If any of the empaneled bidders do not participate in minimum three closed tenders/ project during the contract period for any reason, even after getting an invitation to bid by the bank, then bank will delist the bidder. The decision of the Bank will be final and Bank will not entertain any correspondence in this regard and the Empanelment Security submitted by the bidder may be forfeited by the Bank. Bidders are required to submit Empanelment security <b>(as per Annexure II)</b>.</p> <p>Empanelment Security will be submitted by successful bidder (Empaneled Bidder).</p>

11.	7	<b>2.2 Objective</b>	<p>Punjab National Bank (hereinafter called as “Bank” or “the Bank”) have to collaborate with FinTechs/Startups to create innovative &amp; customer Friendly products and wishes to invite proposals from experienced and eligible Fintech/Startups (hereinafter referred to as “Respondent” or “Bidder” or “Vendor”) for Procurement, Development/ Customization of Products/Services in Various Domains with latest Features, Technologies and other Facilities, including Integration with already existing bank’s applications and accessing data from those applications accessible over the Bank’s Corporate WAN, Internet, Mobile and other channels as the Bank may deem fit.</p> <p>Punjab National Bank intends to issue this bid document, hereinafter called RFE, to eligible Fintech/Startup in India, hereafter called as “Bidders or Vendors”, to participate in the competitive bidding for Empanelment of Fintech for Procurement, Development/ Customization of Products/Services in various Domains.</p> <p>The period for Empanelment of Fintech in the bank will be for a period of 2 Years. The Empanelment period may be extended for a period of Maximum one year. Bank shall have the option of terminating the contract during the contract period by giving a 3 months’ notice. A Periodical review of the empanelled bidders will be conducted by the Bank. If deemed necessary, Bank may remove any of its vendors from Empanelment based on periodic review.</p>	<p>Punjab National Bank (hereinafter called as “Bank” or “the Bank”) have to collaborate with FinTechs/Startups to create innovative &amp; customer Friendly products and wishes to invite proposals from experienced and eligible Fintech/Startups (hereinafter referred to as “Respondent” or “Bidder” or “Vendor”) for Procurement, Development/ Customization of Products/Services in Various Domains with latest Features, Technologies and other Facilities, including Integration with already existing bank’s applications and accessing data from those applications accessible over the Bank’s Corporate WAN, Internet, Mobile and other channels as the Bank may deem fit.</p> <p>Punjab National Bank intends to issue this bid document, hereinafter called RFE, to eligible Fintech/Startup in India, hereafter called as “Bidders or Vendors”, to participate in the competitive bidding for Empanelment of Fintech for Procurement, Development/ Customization of Products/Services in various Domains.</p> <p>The period for Empanelment of Fintech in the bank will be for a period of 2 Years. The Empanelment period may be extended for a period of Maximum one year. Bank shall have the option of terminating the contract during the contract period by giving a <b>30 days’</b> notice. A Periodical review of the empanelled bidders will be conducted by the Bank. If deemed necessary, Bank may remove any of its vendors from Empanelment based on periodic review</p>
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12.	77	<b>Annexure: XIX</b>	Satisfactory Performance Certificate	The <b><u>Annexure XIX</u></b> is deleted and incorporated with <b><u>Annexure-XIV.</u></b>
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**Revised Annexure- II**

**Punjab National Bank**

**Corporate Office: Digital Banking Transformation Division, Plot No.5, Sector 32, Gurugram-122001**

**Tender Offer Forwarding Letter**

**RFE Reference No.: PNB/HO/DBTD/PROC/01/2022-2023**

**Dated XX.XX.2022**

To,  
The Assistant General Manager  
Punjab National Bank  
Digital Banking Transformation Division  
3rdFloor, Plot No. 5,  
Institutional Area, Sector 32,  
Gurugram – 122 001

Dear Sir,

**Sub: Request for Empanelment for Procurement, Development/ Customization of Products/Services in various Domains in Punjab National Bank**

With reference to the above RFE, having examined and understood the instructions including all annexure, terms and conditions forming part of the Bid, we hereby enclose our offer for Empanelment of FinTechs for Procurement, Development/ Customization of Products/Services in various Domains in Punjab National Bank using latest technology and to improve the business processes in Punjab National Bank in the RFE document forming Technical being parts of the above referred Bid.

In the event of acceptance of our Eligibility cum Technical Bids and empanelment of our firm by the Bank we shall undertake the development, customization, integration & maintenance work allotted as per your purchase orders.

In the event of our empanelment by the Bank for Procurement, Development/ Customization of Products/Services in various Domains in Punjab National Bank using latest technology and to improve the business processes in Punjab National Bank, we will submit an **Amount of Rs 1 Lac** as Empanelment Security as per Bank FinTech Policy.

We agree to abide by the terms and conditions of this tender offer till 6 Months from the last date of submission of bid prescribed by PNB and shall remain binding upon us which may be accepted by the Bank any time before expiry of 6 months

Until a formal contract is executed, this tender offer, together with the Bank's written acceptance thereof and Bank's notification of award, shall constitute a binding contract between us.



We understand that the Bank is not bound to accept any offer that the Bank may receive. Further, we understand that the Bank may reject any or all of the offers, without assigning any reason therefore.

The Account Detail for submission of cost of RFE as under: -

- **Account No:- 0153002200175716 (16 digits) Imprest account Digital Banking Transformation Division**
- **IFSC Code:-PUNB0522800**
- **Bank & Branch: Punjab National Bank, Centralized ATM Cell, New Delhi**

We enclose the following Details:

- Cost of RFE:
- NEFT of Rupees: -
- UTR No: -
- Dated: -

Dated: This day of.....2022

Signature:

(In the Capacity of)

Duly authorized to sign the tender offer for and on behalf of

**<<Name of the Bidder>>**

**Note:** *The Bidders shall necessarily provide a copy of ‘Power of Attorney’/ Board Resolution authorizing the signatory for signing the Bid on behalf of the Bidder in its Bid.*

**Revised Annexure- XIV**

**Punjab National Bank**

**Corporate Office: Digital Banking Transformation Division, Plot No.5, Sector 32, Gurugram-122001**

**Customer Credential Letter & Satisfactory Performance Certificate**

**(To be submitted on the letter head of the concerned organization)**

**RFE Ref No: PNB/HO/DBTD/PROC/01/2022-2023**

**Date: -XX.XX.2022**

To,

The Assistant General Manager  
Punjab National Bank  
Digital Banking Transformation Division  
3rdFloor, Plot No. 5,  
Institutional Area, Sector 32,  
Gurugram – 122 001

Dear Sir,

This is to certify that (Name of the Vendor) has provided of FinTechs for Procurement, Development/ Customization of products/services in various Domains Dated XX.XX.2022 in our Bank /Organization. The performance of the above said Solution is satisfactory and there are no adverse observations as regards to the performance of the services rendered by the (Name of the Vendor). Their services are prompt and complete.

S. No	Project Details	Platform in which Developed
1		
2		
3		

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4		
5		

Place:

Date:

Seal & Signature  
(For Concerned Organization)