



**REQUEST FOR PROPOSAL FOR SELECTION OF SERVICE PROVIDER FOR THE
DEVELOPMENT, IMPLEMENTATION, MANAGEMENT & MAINTENANCE OF
A DIGITAL BUSINESS PLATFORM**

RFP REF NO. PNB/HO/DBTD/DBP/04/2023

DATED: 01/04/2023

DBT DIVISION

3rd Floor, Plot No. 5,
Institutional Area Sector 32,
Gurugram-122001

Email: dbtd.procurement@pnb.co.in

Website: www.pnbindia.in

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This RFP Document is not an agreement and is not an offer or invitation by the Bank Representatives and is meant only for the entities who are qualified to submit their Proposal hereinafter individually and collectively referred to as “Bidder” or “Bidders” respectively. The purpose of this RFP Document is to provide the Bidder with information to assist the formulation of their Proposal. This RFP Document does not purport to contain all the information each Bidder may require. This RFP Document may not be appropriate for all persons, and it is not possible for the Bank Representatives, their employees or advisors to consider the investment objectives, financial situation and particular needs of each party who reads or uses this RFP Document.

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

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

Following terms are used in the document interchangeably to mean:

1. Bank refers to ‘Punjab National Bank’.
2. Recipient, Respondent, Bidder means the respondent to the RFP document
3. RFP means the Request for Proposal document
4. Proposal, Bid means “Response to the RFP Document”
5. Tender means RFP response documents prepared by the Bidder and submitted.
6. Vendor means the successful bidder.
7. CBS means Core Banking Solution implemented in the Bank
8. DC means Data Centre located at Delhi
9. DR/DRC/DRS means Disaster Recovery Site located at Navi Mumbai
10. Purchaser here refers to Bank

11. Merged entity/Amalgamated entity means the entity created post amalgamation of Punjab National Bank, Oriental Bank of Commerce and United Bank of India

BID DETAILS & BRIEF DESCRIPTION

General Tender Details		
1.	Date of issue of Advertisement & Commencement of Bidding Process.	01/04/2023
2.	Last Date and Time for submission of Bidding Documents	01/05/2023
3.	Last Date and Time for receipt of pre-bid queries from bidders for Clarifications	13/04/2023
4.	Date of Pre-Bid Meeting	18/04/2023 at 11:00 Hrs
5.	Last Date and Time for Online Bid Submission [Both Technical & Commercial Bid] (or Hash submission)	01/05/2023 up to 16:00 Hrs
6.	Last date and time for Bid Re-Encryption	From 01/05/2023,17:01 Hrs to 02/05/2023 at 14:00 Hrs
7.	Last Date and Time for submission of Technical supporting document (Hard Copy)	From 01/05/2023,17:01 Hrs to 02/05/2023 at 14:00 Hrs
8.	Date and Time of Technical Bid Opening	02/05/2023 at 16:00 Hrs
9.	Place of Submission of Bids	The Assistant General Manager Punjab National Bank, Digital Banking Transformation Division, 3 rd Floor, Plot No. 5, Institutional Area, Sector 32, Gurugram – 122 001
10.	Place of opening of Bid	Punjab National Bank, Digital Banking Transformation Division, 3 rd Floor, Plot No. 5, Institutional Area, Sector 32, Gurugram – 122 001
11.	Address for communication & Contact Detail.	Punjab National Bank, Digital Banking Transformation Division, 3 rd Floor, Plot No. 5, Institutional Area, Sector 32, Gurugram – 122 001 Tel: (0124)-4126149 Tel: (0124)-4126277 And for Technical support:(0124)-4126287

12.	Publication	<p>RFP document can be downloaded from following websites: -</p> <ul style="list-style-type: none"> ➤ https://etender.pnbnet.in, ➤ https://www.pnbindia.in <p>Any amendments, modifications, Pre-Bid replies & any communication etc. shall be uploaded on above mentioned website. No individual communication will be sent to the individual bidder.</p> <p>The Bank reserves the right to Cancel or postpone the tender at any stage without assigning any reason whatsoever.</p>
13.	Cost of RFP	<p>₹25,000/-+18% GST*(Non-refundable) should be submitted online only in favour of Punjab National Bank before last date of bid submission in the following Account:</p> <ul style="list-style-type: none"> i. IFSC Code: PUNB0522800 ii. Account No: 0153002200175716 (16 digits) Imprest Account – Digital Banking Transformation Division. iii. Bank & Branch: Punjab National Bank, Centralized ATM Cell, New Delhi iv. *MSE (Micro and Small Enterprises) bidder is exempted from payment of cost of RFP if bidder can furnish requisite proof subject to the satisfaction of Bank. However, Traders/ Sole Agents/ Distributors etc. are excluded from this relaxation.
14.	Earnest Money Deposit	<p>₹1,80,00,000/- (Rupees One Crore eighty lakh only (Refundable))</p> <p>1. Earnest Money Deposit – (Bid Security) should be ₹1,80,00,000/- (Rupees One Crore eighty lakh only (Refundable)) submitted online before last date of bid submission or in the form of Bank Guarantee (BG) in favour of Punjab National Bank, Digital Banking Transformation Division payable at New Delhi. BG should be valid up to 12 months from the last date of submission.</p> <p>Please mention ‘RFP for Selection of Service Provider for Development, Implementation, Management and Maintenance of Digital Business Platform in Punjab National Bank’.</p>

		<p>For EMD Fee-</p> <p>Bank & Branch: Punjab National Bank, Centralized ATM cell, New Delhi</p> <p>IFSC Code: PUNB00522800</p> <p>Account No: 0153002200175716 (16 digits) Imprest Account –Digital Banking Transformation Division.</p> <p>Bidder should deposit EMD. The EMD of the unsuccessful Bidder(s) would be refunded by the Bank within 1 month of the Bidder being notified as being unsuccessful.</p> <p>*MSE (Micro and Small Enterprises) bidder is exempted from EMD Amount, if bidder can furnish requisite proof subject to the satisfaction of Bank. However, Traders/ Sole Agents/ Distributors etc. are excluded from this relaxation.</p> <p>Performance Security:</p> <p>Performance Bank Guarantee (Security Deposit) of 3% of Purchase Order amount to be submitted by successful bidder within thirty days of date of Purchase Order.</p>
15.	Contact to Bidders	<p>Interested Bidders are requested to send the email to dbtd.procurement@pnb.co.in, containing following information, so that in case of any clarification, the same may be issued to them:</p> <ul style="list-style-type: none"> (a) Name of Bidder (b) Contact person (c) Mailing address with Pin Code (d) Telephone No., Fax No., Mobile No. (e) e-mail etc.
16.	<p>The physical Technical Bids must be submitted in sealed envelope, enclosing a numbered file/ folder. All the pages submitted should be serial numbered. The bids should be accompanied with separate envelopes towards the Cost of RFP & Earnest Money deposit. The Bid Documents should be properly tagged in serial order with details of annexures, if any.</p>	

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 and 0124-4126287 or email us at eprocurement@pnb.co.in & dbtd.procurement@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. 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.
7. If Bidders have any queries, they may call us at Helpdesk Telephone No 011-23765468 from 10.00 am to 05.00 pm (except Sundays ,2nd & 4th Saturday and Bank holidays).

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1. About Punjab National Bank

Punjab National Bank is one of the leading nationalized Banks, has its head office at New Delhi and has more than 10,000+ Branches and more than 13000+ATMs (onsite and offsite) all over the country. These branches/ATMs besides specialized service branches, DC/DRS, training establishment and other offices. There are 9 RRBs (Regional Rural Banks) and having various offices at Dubai, Bhutan, UK etc.

The Bank offers wide range of products and services to both Corporate and Retails Customers. Bank also provides Credit Card, Bancassurance and depository services to its customers through alternate channels such as Internet Banking, Debit Cards and Mobile Banking, etc. To expand further reach, Bank is also forgoing ahead with cutting edge technologies and innovative new banking models. Additionally, bank has also developed various in-house software's, portals, and applications etc. to smoothen the day to day internal as well as external functions of the bank.

1.1 Introduction

1.2 Objectives of the RFP

- 1.2.1** To create a 'Digital Bank within the Bank', to ensure an exponential shift, guided by digital business model, customer-first values with new and vibrant innovative strategies and technologies.
- 1.2.2** To embark exponential shift, Bank envisage to design, build, operate world class digital bank guided by customer-first values and robust technology platform, as a powerful catalyst to business growth, architecture to interlace and orchestrate overlapping technology sub-platforms critical to digital business. Digital Bank will be a unified digital business technology platform for all its customers in different segments viz Retail, Corporate, Agri, NRI and MSME. The platform will work as one-stop solution to fulfil customer's banking needs, non-banking financial needs and non-financial lifestyle needs.
- 1.2.3.** To select the L1 bidder (based on the eligibility and technical scoring and commercial rates quoted by Bidders) for Development, Implementation, Management and Maintenance of integrated Digital Business Platform for STP (Straight Through Processing) as well as Assisted Journeys and lead generation, due- diligence, processing, sanction, disbursement, collection of all digital business products and services.
- 1.2.4.** To migrate the existing LMS (Loan Management System) to the proposed Digital Business Platform to have single platform for all the lending journeys whether STP or near STP/assisted journeys, where field officials' involvement is inevitable like personal visit, mortgage creation, etc. Proper change management will be ensured with gradual shifting of Schemes on proposed DBP from PNB Lens to have minimal disruption.

- 1.2.5.** The objective of LMS (Loan Management System) in Digital Business Platform is as under: -
- **Single Platform for all-digital journeys (Assets & Liability Products)**
 - **And Single Platform for the Branch Modules (For all Banking Products)**
 - **All the existing journeys which are already live in Bank/Under process to be migrated in phase manner. (to be decided by Bank)**
- 1.2.6.** By implementing a state-of-the-art Digital Bank as a Platform, the bank is looking to achieve the following objectives.
- 1.2.7.** Create an innovative and constantly evolving portfolio of digital offerings (Information enriched- leveraging the operational data on operational backbone in addition to data from other services) in response to rapidly changing technologies and customer demands.
- 1.2.8.** Redefine business model across all segments of banking viz. Retail, MSME, Agri, NRI, Corporate etc., to embrace innovation and opening services to integrate with partners to redefine the customer experience.
- 1.2.9.** Make Bank a preferred Digital Bank in every day-to-day life cycle of the customer and to Business partners in BFSI ecosystem.
- 1.2.10** To engage partners to leverage and expand portfolio of digital offerings.
- 1.2.11.** Design, development, configuration, commercialization, maintenance, support of digital offerings.
- 1.2.12** Acquire new customers on to Digital Bank with potential for exponential growth **Y-O-Y** and achieve adequate business mix of the bank acquired and serviced through the 'Digital Bank'.
- 1.2.13** Bidder to study of existing structure through which digital initiatives will be driven in the Bank and suggest the followings: -
- Cost benefit analysis of Major products and processes identified for digitalization.
 - On the basis of the benchmarking, devise various options available to position the digital transformation roadmap and evaluate the pros and cons of each option.
 - Develop an overall strategy and blueprint for the digital transformation.
 - Study of existing technology landscape of Bank and assessment of digital readiness.
 - Conduct an in-depth business process reengineering exercise to assess how much more “customer-centric” the bank would become post implementation of the current initiative. This is mandatory.

- Prepare Gap analysis on current digital framework and proposed strategy for digital transformation.
- Identify gaps in digital products like API Banking, Mobile Banking, Internet banking, POS, Bhim Aadhar pay/QR, CMS and other digital products of the Bank, in comparison to the similar products offered by domestic and global competitors and suggest best in industry model.

2. Broad Scope of Work

2.1. Business & Functional Requirement

The Digital Business Platform (DBP) should be a Multi-lingual, responsive web portal and Android & iOS-based Application, enabling Customers and Employees/Agents/Partners (field agents, Lawyers, valuers, etc. to record physical visits, give comments, upload documents, etc.) with common User Interface / User Experience (UI/UX) across Web, Mobile and Tab for all the Products.

The platform needs to be built on a modular architecture to achieve the desired scale while having the ease to configure/ enhance, and modify as per future requirements. Further, assisted journey would cover forwarding of recommendations/ in-principle approvals to the selected/specified branch/ back-office/ Agent/ partner for onward processing and sanction/rejection (including management of exceptions and deviations), create the Loan Account, create charge and share other relevant information to Bank's CBS system, including Documentation (soft copy and printable formats) and Disbursement.

The Bank is seeking a Bidder to Develop, Implement, Manage and Maintain a Digital Business Platform. The Platform will cover practically all the financial and non-financial journeys that a customer does today with the existing channels, products and systems and may be possible in future with the emerging technologies and business models. It will deliver Omnichannel experience with consistent UI/UX on any of the Digital Channels our customers can lay their hands on with the suggested differentiating factors.

The UI/UX feature of Digital Business Platform should deliver solutions that are interactive, seamless, intuitive, flexible and specifically designed keeping in view the spirit of the E-LOANS platform i.e. Straight Through Origination and Processing (One STOP) **or** near STP/assisted journeys. It shall extend digital experience through macro and micro details of its design.

The UI/UX of platform shall depict customer information, product offering, loan decision etc. in impactful manner for ensuring engaging experience during entire customer journey. The UI/UX should be drawn from the first principles of design thinking.

The bidder to enable use cases with AI Powered decision making with advance analytics and AI capabilities (Such as Customer Acquisition, Credit Decision, etc.,) as per business requirement.

The bidder will ensure that the digital channels built are in adherence to the bank's design requirements (provided either by the bank or by 3rd parties engaged by the bank) for both user experience as well as technology.

2.1.1 The Platform must address the needs of all Customer Segments of the Bank (viz. Retail, NRI, Corporate, MSME, Agri etc.) as well internal users (Bank employees, agents, officers, branches etc.) via digital channels.

- 2.1.2** The Platform is expected to cover all the Bank Business areas and Products.
- 2.1.3** The Platform will be commercially available off the shelf software customized for the Bank's use.
- 2.1.4** The Platform will integrate seamlessly with the back-end systems of the Bank like CBS, LOS, LMS, Trade Finance, DMS, CMS, CRM, Call center, etc. It would also integrate with external entities like Insurance, Fintechs, Government services and payment networks, etc.
- 2.1.5** The Digital Business Platform will provide the facility of complete automation during the entire loan life cycle of Account, starting from Lead Generation to final disbursement of loan.
- 2.1.6** Solution should have flexible integrating capabilities with third party database through formats such as APIs, JSON, XML, XBRL, flat file upload, Excel & Txt File upload etc. It should also be integrated with www.psbloansin59minutes.com to provide straight through credit experience to customer as well as enable bank to onboard such leads without manual intervention.
- 2.1.7** The Solution should be integrated with modules/ software and streamline process through Robotic Process Automation to reduce time & efforts and improve efficiency of the process.
- 2.1.8** The Solution should be available in Web Explorer version as well as Android & iOS Application version both and should be accessible through Tablet and Mobile also along with Computer.
- 2.1.9** Solution should have functionalities of User Management, Hierarchal Management, Committee based sanction approach etc.
- 2.1.10** The Solution should have multiple user access system, wherein bank may provide access of a specific part to its vendors, customers, empaneled third party service providers to input information and upload documents.
- 2.1.11** The Solution should be completely integrated with Bank's Core Banking Solution "Finacle" and other in-house developed & procured software i.e. Risk Rating Module, Bureau One, Preventive Monitoring System, CERSAI, HRMS, etc. and updated versions of these software to provide entire credit lifecycle experience on a single platform while conforming to bank guidelines of Maker/ Checker, Approval, Committee Approach etc.
- 2.1.12** Solution to be able to generate multiple assessment methodologies based on the loan type (output & input format).
- 2.1.13** The solution should have integrations with insurance companies and functionality to capture info related to insurance on basis of consent/non-consent - System to be capable of generating output format schemes wise (Crop, housing and others future requirements of Bank).

- 2.1.14** The DBS should provide credit functions of Lead Capturing, Due Diligence, Assessment, Monitoring (including EWS), Compliance, Audit, Recovery, Legal & Statutory in an integrated approach with the core banking solution of the Bank to provide End to End Credit Journey Experience on a single platform.
- 2.1.15** The Bidder will be evaluated based on the proposed Architecture and its resiliency, their capability to deliver and support such a platform, using the proposed team, its structure and the ecosystem, that will be high performing, and withstand the peaks and spikes of Customer activities, in a cost-effective manner.
- 2.1.16** The Bank wants to have this (DBP) Platform for minimum period of 5 years and thereafter can be extended on mutual consent for year on year basis for a Maximum tenure of 2 years.
- 2.1.17** **Annexure-XXII** has an indicative list of Journeys and an indicative list for MVP (Minimum Viable Product). Bidder has to finalize the journeys including those covered by MVP and subsequent future journeys as and when required by Bank.
- 2.1.18** The Platform will be deployed on On-Premise (DC & DR) of Punjab National Bank only. The Offered Solution should be capable of being shifted from On-premise to On-cloud model/Bank's cloud service provider/ Bank's cloud server/ Public cloud, if required by the Bank in future.
- 2.1.19** The Bank will provide Data Centers with necessary rack, spaces and power. Hardware will be provided by Bank. In future the Bank has an aspiration to being shifted from On-premise to On-cloud (Public/Private) [Within the physical boundary of the country] after obtaining the necessary permissions from the regulatory authorities in that case Bidder should have the capability to shift from On-premise to On-cloud (Public/Private).
- 2.1.20** The Solution Architecture shall be provided by the Bidder.
- 2.1.21** Bank expects implementation of 'Digital Business Platform basis Microservices, Restful API, On-premises & using Agile product development methodology and integration with bank's existing Core Banking & surround systems. In an event, Govt/RBI decides to issue license to Digital Bank in future, the proposed solution shall be able to run the business as an independent Bank leverage on Digital Bank License.
- 2.1.22** Bidder will need to provide technology assurance both the commercial components as well as custom built components to ensure longevity of support and technical validity for a time **period 5 years** and thereafter can be extended on mutual consent for year on year basis. **Maximum 2 years.**

High Level Scope of the solution will be led by following considerations:

3. Digital Channels

Bank wants to enable following channels for delivery of products and services to the customers:

- 3.1.1** Web Portals including Internet Banking for all Customer segments
- 3.1.2** Branch Portal (accessible through tablet devices and Branch Intra-net) to be used by Branch staff, marketing officers, agents (as assisted channel).
- 3.1.3** Call Centers.
- 3.1.4** The proposed solution should have app-based access.

4. Portfolio Monitoring and Delinquency Management

- a. The bidder shall provide a system for portfolio monitoring and delinquency management for the loans being sanctioned/renewed/reviewed through the Digital Business Platform.
- b. The system should integrate and fetch data from CBS, Banks MIS system and other reporting systems including LOS and proposed DBP to create hierarchy and geography wise segmentation of the portfolio for showing repayment status, approaching repayments, Status of funds in linked accounts, DPD (Days Past Due) status etc.
- c. The system should also provide analytical insights on repayments and DPD related data in relation to hierarchy and geography wise performance.
- d. The system should also be capable to send alerts and notification at different hierarchy levels based on pre-defined rules and trigger points for portfolio and repayment related data.
- e. The Portfolio Monitoring and Delinquency Dashboard shall be available under Web and App logins of designated users at different hierarchy levels of the Bank and its partners. The web and app mentioned here is the same that will be created as part of the Digital Business Platform.
- f. The customer facing web and mobile application shall also have provision to show details and notifications regarding the loan sanctioned, its current status in terms of balance, EMIs, due dates, interest rates, interest and service fee being charged periodically, statement of the account, repayment reminders etc.

5. Customer Experience

Excellent User Interface (UI) and Service Design Experience (UX) is one of the key requirements. Customer experience should be intuitive, and data driven such as organized customer data, enhanced customer segmentation and campaign planning etc.

- 5.1.** Omnichannel experience to customers/users i.e., initiate an activity in one channel and close in another with similar experience across all channel and ensure interaction across multiple touchpoints: Branch, contact center, mobile apps, online banking, ATMs, chat/email/text, chatbots, video, etc.,
- 5.2.** Consistent user experience and feature parity. Bank is looking for a customer experience with 'human touch', in other words, it should be intuitive and seamless.
- 5.3.** To create UI/UX design system with reusable digital asset library, for a unified omni channel experience.

5.4. The Solution should support Multi-Lingual UI/UX covering all major Indian Languages including support of their corresponding character set.

6. Functionalities:

To ensure reliable, efficient core process to support stable operations, what customers want, etc., Bank is looking for enabling delightful new /re-imagined end to end journeys (to reduce drop-offs, improved Turnaround Time (TAT) for the journeys, increase growth and market share) enabled for Bank's business portfolios of Retail, NRI, Agri, MSME, Corporate etc., multiple interaction leveraging transaction opportunity to engage customers.,

Additionally, the Bank is committed to implement EASE (Enhanced Access and Service Excellence) Reforms which are periodically rolled out by the Government of India to further the agenda of customer-centric digital transformation.

The bank is looking to provide following functionalities in the platform:

- 6.1. The existing digital journeys will also be shifted to this platform to have all digital offerings of the banks through single platform at Bank's discretion.
- 6.2. There are **102 Tentative swim lanes journeys** identified upfront in the scope of work. It can also increase /decrease as per requirement of Bank.
- 6.3. The platform shall have all the capabilities of Loan Management System also for processing of loans by the bank officials in addition to Straight through Processing or assisted journeys, so that going ahead, the platform being on latest technology can be used for the same as well. Qualified Bidder should have the capability to provide its own Loan Management System Platform or to further onboard a LMS vendor.
- 6.4. The platform should have the capability to offer liability, 3rd party, asset journeys in present and future as per required by Bank.
- 6.5. The platform should have the capability of CGTMSE Coverage Management in Loan Management System.
- 6.6. The Platform will cater to all segments and sub-segments of the bank's customers. The Bank presently have Retail, Corporate, MSME, Agriculture Segments etc. along with their sub-segments. And also, all liability and third-party products of Bank.
- 6.7. The platform will trigger and SMS alerts to customers in case of loan account slipped in SMA0, SMA1, SMA2 and NPA.
- 6.8. The platform should have the capacity of Dual authentication system .
- 6.9. The DBP has capability to inbuilt Legal & Valuation function for auto fetching/Uploading the report .

- 6.10.** The rules for Lending as per Bank Policy should be maintained through an interface, where the same can be amended/ updated as per updation policy in Bank Guidelines.
- 6.11.** The various modules in the proposed system should be interfaced with the tools like predictive analysis, scorecards, identity validation, business analytics, algorithms etc. based on Bank's requirement. The Solution should also be integrated with technology based automated credit underwriting module identified by Bank from any fintech companies/ third party vendors/ service providers.
- 6.12.** The Bank intends to build Co-lending capabilities with integration to Co-Lenders, fintech partners and other business partners. Bidder to enable End-to-End & parallel (e.g., parallel credit decision) automation of processes for different Loan Products across segments like Retail, MSME, NRI, Agriculture and Corporate. The proposed Platform should be able to integrate with these partner(s) through APIs/SDKs/APKs and enable Customers to initiate & conclude the loan application process on The Bank's 'Digital Bank' platform.
- 6.13.** In addition to the bank's products and services, customers will also be able to avail third party financial products (Financial Marketplace) and non - financial lifestyle products & services (Lifestyle Marketplace).
- 6.14.** Integrate with 3rd party providers for features such as embedded Finance with integration to Marketplace, Co-Lending, enable new revenue channels, increase engagement and distribution opportunities.
- 6.15.** Leveraging Account Aggregator services, Data Aggregation and Analytics Services etc.
- 6.16.** End-to-end automation of processes/workflows of the digital journeys, of All Customer, Bank's personnel, their partners, etc., will be necessary to improve their journey experience.
- 6.17.** Development, Implementation, Management & Maintenance of a Digital Business Platform for enabling STP, Non- STP, Pre-Approved, Fresh Loans, Digital Journeys to ETB, NTB as well as Assisted Journeys and Processing for all products across lending, deposits & third-party products (TPP) and services broadly.
- 6.18. The tentative list of Digital Business Journeys is as under:**

S.N.	Category	Swim lane/Journey	ETB	NTB
1.	TPP	Life Insurance - e2e journey	Yes	Yes
2.	TPP	Mutual Funds	Yes	Yes
3.	TPP	Loan against insurance	Yes	Yes
4.	Retail	Pre-Approved Personal Loan (incl, Govt Salaried, Pension, Pvt. Salaried, Non-Salaried)	Yes	NA

S.N.	Category	Swim lane/Journey	ETB	NTB
5.	Retail	Pre-approved Personal Loan – Top-up	Yes	NA
6.	Retail	Pre-Qualified Credit Card	Yes	NA
7.	Retail	OD against FD	Yes	NA
8.	Retail	Credit Card against FD	Yes	NA
9.	Retail	Pre-approved OTS (One-time settlement)	Yes	NA
10.	Retail	Unsecured Personal Loan	NA	Yes
11.	Retail	Unsecured PL- Top-up	Yes	NA
12.	Retail	electronic Bank Guarantee/Letter of Credit	Yes	Yes
13.	Retail	Debit Card EMI/Credit Card EMI/Cardless EMI	Yes	Yes
14.	Retail	HL - Approved Project Finance (Salaried/Self-Employed)	NA	Yes
15.	Retail	HL - Non-Approved Project Finance (Salaried/Self-Employed)	NA	Yes
16.	Retail	HL - Pre-approved (APF/Non-APF) (Salaried/Self-Employed)	Yes	NA
17.	Retail	HL - top up (Salaried/Self-Employed)	Yes	NA
18.	Retail	HL takeover/transfer) (Salaried/Self-Employed)	Yes	Yes
19.	Retail	Vehicle Loan (4W+2W) - New Car	NA	Yes
20.	Retail	Vehicle Loan (4W+2W) - Used Car	NA	Yes
21.	Retail	Vehicle Loan - Pre-approved (4W+2W) - (New/Used Car)	Yes	NA
22.	Retail	Vehicle Loan (4W+2W) - top-up	Yes	NA
23.	Retail	Vehicle Loan (4W+2W) - Refinance (Business transfer)	Yes	Yes
24.	Retail	Gold Loan	Yes	Yes
25.	Retail	Education Loan	Yes	Yes
26.	Retail	Loan against securities (like Term Deposits, Shares, Rent receivable)	Yes	Yes
27.	Retail	Consumer Durables	Yes	Yes
28.	Retail	Loan Against Mortgage	Yes	Yes
29.	Retail	NTB Credit Card	NA	Yes
30.	MSME	e-Mudra <1 Lakhs (WC & TL)	Yes	Yes
31.	MSME	Tarun mudra >1 Lakhs (WC & TL)	Yes	Yes
32.	MSME	MSME WC renewals < Rs. 10L	Yes	NA
33.	MSME	MSME WC renewals > Rs. 10L	Yes	NA
34.	MSME	MSME WC Enhancement limit	Yes	NA
35.	MSME	Fresh WC (exc. Mudra)	Yes	Yes
36.	MSME	MSME WC - Top-up	Yes	NA
37.	MSME	GST Express (Cashflow & turnover based product based on GST returns) WC & TL	Yes	Yes
38.	MSME	GST Sahay	Yes	Yes
39.	MSME	Pre-approved Business Loan	Yes	NA
40.	MSME	MSME Non-Collateralized Term Loans (excl., Mudra)	Yes	Yes

S.N.	Category	Swim lane/Journey	ETB	NTB
41.	MSME	MSME Term Loans (Equipment, Machinery, Commercial Vehicle)	Yes	Yes
42.	MSME	Supply Chain- Merchant/Seller Finance-Financing Scheme for Dealers & Vendors of Reputed Manufacturing Companies (RMCs)- Bill Discounting /Invoice Financing Facility on Revolving basis	Yes	Yes
43.	MSME	Warehouse Receipt Loan-Based on Warehouse receipt-WC & DL	Yes	Yes
44.	MSME	Mortgage Loan for Business purpose-LAP-WC & TL	Yes	Yes
45.	Deposit	Tab based Savings Account Opening	NA	Yes
46.	Deposit	Saving Account Opening via Video-KYC (DIY end to end digital customer journey)	NA	Yes
47.	Deposit	Tab based Current Account Opening	NA	Yes
48.	Deposit	Current Account Opening via Video-KYC (DIY end to end digital customer journey)	NA	Yes
49.	Agri	KCC Renewals (Up to 1.6L)	Yes	NA
50.	Agri	KCC Renewals (>1.6L)	Yes	NA
51.	Agri	Fresh KCC	Yes	Yes
52.	Agri	KCC Enhancements	Yes	NA
53.	Agri	Agri Business Financing	Yes	Yes
54.	Agri	Agriculture Term Loan Viz. Tractor loan, Equipment Loan etc- Financing Farm Machinery	Yes	Yes
55.	Agri	Agriculture Term Loan Viz. Tractor loan, Equipment Loan etc- Financing Vehicle for Farmers	Yes	Yes
56.	Agri	PNB Kisan Tatkal Rin Yojana	Yes	NA
57.	Agri	PNB Krishak Sathi Scheme	Yes	Yes
58.	Agri	Agriculture & Allied Activity Based WC/TL loan-Financing Dairy Development	Yes	Yes
59.	Agri	Agriculture & Allied Activity Based WC/TL loan-Financing Poultry Farming	Yes	Yes
60.	Agri	Crop Loan Agri	Yes	Yes
61.	Agri	Gold Loan Agri	Yes	Yes
62.	Agri	SHG / JLG Agri	Yes	Yes
63.	Recovery	Digital Journey by customer for OTS in NPA A/cs	Yes	NA
64.	Agri.	KCC, KGS & Krishak Unnati Renewal uptoRs.1.60 lakh (STP)	Yes	NA
65.	Agri.	KCC, KGS & Krishak Unnati Renewal >Rs.1.60 Lakh	Yes	NA
66.	Agri.	KGS + Krishak Unnati	Yes	Yes
67.	Agri.	KCC Enhancement	Yes	NA
68.	Agri.	Agriculture Term Loan	Yes	Yes
69.	Agri.	Agriculture Term + Cash Credit	Yes	Yes

Note: This is tentative list of journeys which are proposed in the scope of work. Journeys may be added/removed after the vendor onboarding basis the requirement of the bank. Further, the bidder should consider and provide solution for creating multiple sub- products within the product lines mentioned above. e.g., Personal loan product line will have multiple product sub types like Personal loan for Govt. Employees, Pensioners, Professionals etc. and Education loan may have sub products like Education loan for study within India/ loan for studies abroad etc. Apart from the above-mentioned.

Agriculture Segment points, agriculture loan will also include allied activities viz. animal husbandry, fisheries (marine, inland and aqua farming), sheep-goat poultry, horticulture etc. Further all the product and sub product types shall offer journey for ETB and NTB customers in STP and Assisted mode both. For development of the product and related journeys beyond the scope mentioned above shall be developed on Time and Material cost basis.

The Proposed Solution Should Broadly cover the following features and functionalities:

- The bidder shall setup, configure and customize core platform required for creating Digital Lending Journeys (STP, Near to STP & Assisted journeys) for all the products specified by the Bank.
- The bidder shall integrate with all the relevant internal and external systems viz. CBS, LOS, MIS, EDW, PNB ONE, CIC, UIDAI, NPCI, NSDL, Account Aggregators, e-Stamping & e-Signing, other Data and Analytical sources and Bank systems through Secured APIs and other secured available mechanisms. The proposed solution should be capable of integrating with various existing and future applications of the Bank and other outside third-party applications if required by the Bank.
- The platform should have the provision to on-board partners, fintech companies, other service providers for lead generation, marketing and any other purposes and ensure that the platform is able to configure service terms, manage partner performance & pay-out and integrates with Bank's system in plug and play mode.
- Platform shall also have functionality and modules for User Management, Product Configuration, Workflow Engine for Automatic and Secured Routing of Application, Business Rule Engine, Document Management, Reports and Dashboards, Analytics, Notification, Alerts. The platform shall have all the functionalities as per requirements of Customer Journeys (STP, Non-STP, Assisted, ETB & NTB etc.) Branch Journeys (Dashboards etc.) and Back Office Operations (for Administrative functionalities).
- The solution should also have the facility of uploading and capturing of documents across the digital lending journeys. System should be capable of scanning and analyzing the document using OCR and/or other capabilities. The uploaded/captured document should be indexed and stored within the system or Document Management system of the Bank as required by the Bank. The system should support document compression facility.
- The Solution shall have capability of Loan Management System for the lending activities of bank in addition to STP/near STP Digital Journeys.
- The bidder shall develop, implement, and manage device agnostic responsive web portal and Android & iOS-based Applications for Customer and Employees/Agents/Partners.

Customer and Employees/Agents/Partners App shall be separate from each other. Web applications should be compatible with all browsers e.g. Chrome, Edge, Firefox, Internet Explorer, Opera, Safari etc.

- The Bidder shall also make available SDK, Plug-in and/or API based integration facility along with required middleware/gateway, for all the products developed on the platform for integration with third party partner application/platforms.
 - The internal and external integration and development of Web-portal and mobile Applications, SDK, Plug-ins etc. shall be part of the Base solution without any extra cost to the Bank.
 - Product should be able to integrate with mobile banking solution of bank as required.
 - The vendor shall develop User Interface and Experience across Web, Mobile and Tab for all the Products.
 - Creation of End to End Digital & Assisted Omni channel journeys.
 - Integrated Lead Management for lead handling on the platform.
 - Admin, Business and Performance Monitoring Dashboards.
 - Training of Bank Personnel- Provide handholding support during integration/rollout of the services through different channels and platforms.
 - The Proposed solution should broadly cover but not limited to the following functionalities through the customer journey: -
 - I. Customer Acquisition/ Onboarding
 - II. Loan Application and KYC validation
 - III. Data Aggregation, Scrubbing and Analysis
 - IV. Credit Scoring Models and Underwriting:
 - V. Lead Generation and Management
 - VI. Due Diligence
 - VII. Assessment
 - VIII. Sanction
 - IX. Disbursement
 - X. Operation Monitoring
 - XI. Warning Signals including RBI's 42 Early Warning Signals
 - XII. Loan Monitoring
 - XIII. Periodic Compliance, Covenant Compliance & Monitoring
 - XIV. Opening of account in CBS as per Sanction
 - XV. Document Generation/ Letter Generation/ Reminder System
 - XVI. Document Management
 - XVII. Security Management
 - XVIII. Customer Portal for Document/ Information Submission
 - XIX. Legal & Securitization Module etc.
 - XX. MIS & Analytics for functions and users
 - XXI. Dashboard

- XXII. Turn Around Time Monitoring
 - XXIII. Loan Origination System.
 - XXIV. End-to-End workflow management.
 - XXV. Ability to define & manage different origination channels.
 - XXVI. Support different loan products and loan types /processes
 - XXVII. Secured access using profile definition.
 - XXVIII. Audit Function of Lending Process, Audit trail of data/ processes.
 - XXIX. Single implementation supporting multiple portfolios.
 - XXX. Powerful structured and configurable workflow for automatic routing of application.
 - XXXI. Supports multi-level loan product hierarchy.
 - XXXII. Support multi-tier & committee-based credit approval/ sanction structure.
 - XXXIII. Support multi-tier rate structure.
 - XXXIV. Supports application processing for individual and non-individual customers. Non-individual customers to include various constitutions like proprietorship, partnership, Companies, trusts, societies, Corporations, LLP, foreign entities, local branches of foreign entities, sovereign etc.
 - XXXV. User configurable parameters/ processes.
 - XXXVI. Configurable Risk policies. To be in built in the system once by the vendor at the time of installation and later to be allowed to be configured by the Bank internally, in case of need.
 - XXXVII. Rule based credit evaluation to provide internal credit checking, Credit rating, credit scoring, risk assessment and compliance check.
 - XXXVIII. Document flow, imaging and archiving.
 - XXXIX. Image processing abilities so that image fed as input is properly populated in output.
 - XL. Application details and status enquiry should be possible
 - XLI. TAT calculations and stages configuration
 - XLII. Generate letters, forms, loan legal documentation & all desired template automatically.
 - XLIII. Interface to external/internal systems.
 - XLIV. E-Signature/ Digital signature enabled.
 - XLV. Possibility of enhancement with add-ons like Analytics, third party users/ auditors/ valuers/ advocates/ stock auditors/ due diligence agencies.
 - XLVI. Ability to perform 3rd party Verifications, Valuations, Field Investigations etc.
 - XLVII. Output format to be flexible enough to have MS Word, Adobe Acrobat PDF, excel and HTML formats etc.
- The Solution should be able to process application in both- STP and Assisted mode Digital Documentation and Disbursement.
- All changes suggested by internal/external auditors, statutory & regulatory bodies and by

RBI, NPCI, SEBI, UIDAI etc. will be provided at no additional cost to the Bank during the tenure of the project awarded to the bidder.

Note: All integrations and capabilities mentioned above shall be provided to the Bank as a part of solution and at no additional cost bearing to the Bank.

7. Technical & Architecture Requirements

7.1.1. Modular Architecture: Bidder should have a ready “Digital Business Platform” based on modern micro services On-Premise, cloud native architecture. Or In future, Bidder should have a ready "Digital Business Platform" available on Cloud – Both Public and Private Native Solution. Solution should be ready for deployment On Public and Private Cloud if required by the Bank in future.

7.1.2. Minimum 3 such type of implementation with modern micro services-based cloud native architecture with Financial services Organizations in India, at- least 1 in SCB.or Minimum 3 Such types of implementation with modern micro services based on-Prem architecture with Financial Services Organization in India at least 1 in SCB.

7.1.3. Workflow Configuration: Platform should allow for new workflows to be created using configuration. Elements such as new workflow creation, modifying workflows such as sequence of steps, activities with steps and roles involved should be achievable through configuration.

The platform shall also have functionality and modules for User Management, Product Configuration, Workflow Engine for Automatic and Secured Routing of Application, Business Rule Engine, Document Management, Reports and Dashboards, Analytics, Notification, And Alerts. The platform shall have all the functionalities as per requirements of Customer Journeys (STP, Non-STP, Assisted, ETB & NTB etc.), Branch Journeys (Dashboards etc.) and Back Office Operations (for Administrative functionalities).

7.1.4. BRE Configuration: Rules, scorecards, assessment models should be Scalable / configurable. System should automatically check for internal inconsistencies in the rules defined.

7.1.4.1 The bidder shall provide functionality to assess aggregated data (internal, external, structured, and unstructured) and reports to create Credit Risk Assessment models and Scorecards for enabling automated and assisted credit decisioning.

7.1.4.2 The system shall provide functionality to configure risk scorecards, limit assessment models and credit policies as per the guidelines of the Bank.

7.1.4.3 The Business Rule Engine (BRE)/ Credit Decisioning Engine (CDE) shall be customizable as per Bank’s business and regulatory requirements with functionality to enable and disable selected rules as per the need. This facility should be provided via a user console.

- 7.1.4.4 The platform should be capable of configuring and deploying multiple credit scoring and Limit assessment models and risk scorecards for same or different products as per the needs of the Bank.
- 7.1.4.5 The system shall generate 360-degree customer profile and overall scorecard along with Credit Appraisal Memo (CAM) having application details, applicant (individual/proprietor/partner/Director etc.) details, financial details and analysis, credit history, assessed credit limits, risk scoring and grading, GST, Tax and other details as required by the Bank.
- 7.1.4.6 CAM should also provide explanations and reasonings for the end point processing outcomes with regard to each data point presented and analyzed through the platform.
- 7.1.5. **Ad-hoc Reports:** Platform should allow for easy formulation of ad-hoc reports through configuration.
- 7.1.6. **Integration:** Bidder should have ready integration platform with predefined APIs with key industry players.
- 7.1.7. **Cloud Readiness:** The solution should be deployable on cloud-both public and private. Initially, Bank will have fully on-premises solution and should be fully capable to migrate on private cloud as well as public cloud.
- 7.1.8. **Scalability:** The solution should be easily vertically and horizontally scalable. It should support auto scaling using frameworks such as dockers / kubernetes.
- 7.1.9. **Data and Analytics readiness:** The solution should expose data APIs to easily access all the data in the platform. Solution should provide easy access to Bank's EDW / metadata to address analytics requirements.
- 7.1.10. **Security:** Solution should have strong access controls through elements such as AD integration, support for AUTH2.0 / SAML based protocols, MFA support, etc. Solution should enable strong end to end encryption of both data in motion and data at rest. There should be suitable mechanisms for Personally Identifiable Information) PII and other sensitive data protection such as data masking, etc.

8. Integration and Digital Operations

1. Digital Marketing tools and services (not limited to)
 - i. Online activation and launch marketing
 - ii. Innovative campaigns
2. Application Program Interface (API) Management
 - I. Internal APIs
 - ii. External APIs
3. Any Other Integration required by the Bank.
4. Channel Partners Management Module
 - i. Channel partner on-boarding and service terms configuration etc,
 - ii. Performance management, etc.
 - iii. Payout management, etc.

8.1. Bidder should ensure integration of channels with banks existing internal systems including (but not limited to):

- Core Banking Solution (CBS)
- CRM
- LAS/LMS
- LoS
- Call Centre
- Document Management System (DMS)
- EWS
- Enterprise Fraud Risk Management
- Gateways (Email, SMS)
- Unified Payment Interface (UPI) Switch
- IMPS Switch
- Swift Gateway
- Payment gateways (PG)
- Treasury system
- Trade finance system
- Credit Card Management system
- Debit Card Management system
- ATM Switch
- DeMAT system
- Government Business Module
- Integrated cash management system
- Mandate management system
- Channel finance portal
- Channel finance/cash management system
- General Ledger
- Public fund management system
- GST Solution
- Liability management systems
- Credit Risk systems
- Crisil Risk system
- Ops Risk systems
- Early warning systems
- Market risk systems
- Bank's loan collection, recovery module etc.
- Third party products (insurance, mutual funds etc.)

8.2. Bidder should ensure integration of channels with banks existing (and any upcoming in the future) and external integrations (not limited to) such as:

- Multiple Credit bureaus
- PAN
- National Securities Depository Limited (NSDL)
- Aadhar UIDAI-Verification
- GSTN
- EPFO, SIDBI, Udyami-Mitra, CGTMSE, Customs, DGFT, NCGTC etc.
- ITR
- MCA portal
- DRT, DRAT, NCLT, NCLAT, Various Courts.
- DIN Verification
- Surrogate checks
- Utility Bills (Telecom, Electricity, Water),
- VAHAN-Database
- CERSAI
- Property title diligence
- Online due diligence evaluation report
- E-sign, e-document, e-stamp
- Video KYC
- Various Fintech Channel Partners
- Fintech Aggregators
- Any other innovative data source which could be suggested by Vendor.
- The system should have necessary scalability to augment from future available data sources
- Origination channels and various service providers etc.
- Market data & financial information sources provided by companies like capitaline neo etc.
- Equity market news service provider e.g. Bloomberg, Reuters, Money Control, cogencis etc.
- Borrower's Bank account statement with other Banks.
- Various news sites
- ICAI
- Various Defaulter list
- Social Media

- CFR/ CBI /ED/SFIO/Cyber Crime, EOW

Note: - All integrations and capabilities mentioned above shall be provided to the Bank as a part of solution and at no additional cost bearing to the Bank at any stage of this project duration.

8.3. Integrations (Internal and External):

8.3.1. Internal

8.3.1.1 The system shall have capability of integration with Bank's Core-Banking-Solution (CBS) with both push and pull functionality for automatic disbursement and management in CBS without repeat data entry.

8.3.1.2 Integration with Customer Relations Management System (CRMS), Contact Centre or any other internal integration as and when needed for the platform.

8.3.1.3 Integration with Document Management System (DMS):

- The system should be able to integrate with document imaging /processing systems, thus facilitating the rapid movement of applications across the processes without the need to paper flow.
- Ability to upload documents against checklist/data in different formats like pdf, jpg, jpeg, png, gif etc.
- Ability to track (stage wise), update, inquire and archive the documents, including marking of number of pages, date of receipt, location of the document while receiving it.
- Ability to have a verification of the documents by a different user.
- Integration with Bank's SMS, Email service, Mobile banking, internet banking, UPI and Payment gateway.
- Integration with Bank's/ Third Party's loan collection and recovery module etc.

8.3.2. External

8.3.2.1. The system should be capable of supporting various channels viz. Dealer showroom/ Digital partners, DBs, Fintech companies, Corporate Website, Mobile-platform, POS etc.

8.3.2.2. Controlled interface with external web links / Data sources/ Reference sources for Data Verification / Data & information feeding/ checking information.

8.3.2.3. Due diligence checks through interface.

8.3.2.4. System should have flexibility to enroll third party/ fintech companies/ service providers for lead generation/ marketing/ data analytics/ any other purpose and have ability to interface with their systems on a plug and play mode.

- 8.3.2.5.** Ability to allocate relevant cases to service providers and give controlled access to work or give them facility to upload their reports
- 8.3.2.6.** Ability to integrate with various functionality providers like chat-bot, cloud support, offers engine etc.
- 8.3.2.7.** Ability to provide Software Development Kit (SDK) to be integrated with third party apps.
- 8.3.2.8.** System should provide functionality to bank to enforce its policies through a parallel module which can be changed by Bank as per change in policies & processes.

8.4. The Digital Business Platform shall facilitate loan related functions in the Bank including, but not limited to:

8.4.1. Base Platform Setup

1. User interface and experience (UI/UX)
2. Product configuration and Management
3. Login Management and Dashboards solutions including:
 - I. Dashboards for applicants, channel partners, fintech companies, agencies, Bank's designated branches (DBs) like CGIs and for CLPCs, SIBs, LCBs and Administrative Offices as well as Back Offices.
 - II. Provision to upload scanned images/ files of documents at multiple stages in various formats.
4. Tablet/mobile application for origination and processing by internal user
5. Workflow Engine
6. Loan Processing and Loan Management
7. e-Sign module
8. Collection, Recovery and Digital Payment
9. Management Information System (MIS) and Audit trails
10. Analytical tools
11. Customer Assist (during entire loan life cycle)
12. Chatbot
13. Various communication channels including calls through Bank's Contact Centre, Email, SMS, missed call etc.
14. Various calculators – Eligibility, EMI etc.
15. Notification and Alerts Module for:
 - i. Channel partners/ Fintech companies/ Agencies/ POS/ DBs
 - ii. Feet on street/sales force through integration with SMS, App notification etc.
16. Organizational level(internal)

Requisite modules would need to be rolled out to all Branches, Circle offices, Zonal Offices, Loan Processing Centres, Head Office Departments and any other office as desired by the Bank, hence number of Users should be unlimited for Bank. Separate interfaces required for Customers, Vendors & Empaneled Service Providers may be created, for which bank may issue as many numbers of users as required and will have the right to suspend the users as per requirement. The DBP Solution shall be installed, implemented and maintained at the Bank's DC & DR site.

8.5. Analytics & Reporting

- 8.5.1.** The platform should have capability to collect and analyze data generated from the Analytics platform and from other applications of the bank to generate real time/near real time analytics as well as 3rd party Insights on usage to optimize the product offering, and continuous engagement experience using Advanced Analytics models such as – funnel analysis, customer segmentation, next best offer, cross sell/upsell, hyper personalization, Collection's scorecards, Treatment strategy, EWS, Settlement models, etc.,
- 8.5.2.** The bidder to build real time decisioning engine such as offer generation, personalization, credit decision etc., and create business rules as per use cases shared by Bank's business team in microservices layer by leveraging advanced analytical model developed by Bank's analytics center of Excellence in coordination with data lake.
- 8.5.3.** To acquire new customers at scale across segments, drive higher market share and increase in average product holding.
- 8.5.4.** To study and recommend Analytics usage in proposed digital platform with mandatory analytical models, real-time analytics, embedded analytics etc., for achieving the business success beyond the bank's (or bank's empaneled 3rd party's) recommendations and requirements.
- 8.5.5.** The platform shall be capable of leveraging analytical models developed by bank's Analytics Center of Excellence (ACoE) for deep analytics in coordination with Data Lake project team.
- 8.5.6.** Improve Customer lifetime value (CLTV) and Customer led metrics like, Average Revenue Per Unit (ARPU), Customer outcomes achieved, daily active use, engagement, etc.,
- 8.5.7.** To provide periodically Service Level Agreement (SLA), Key Performance Indicators (KPIs) for evaluating, other metrics & reports, Capacity Planning, etc., for internal review.
- 8.5.8.** Generate regulatory reports and Analysis with respect to Digital Banking Operations
- 8.5.9.** Once the Bank envisages to become digital in lending sphere, it needs to use more of data-driven rule engine powered by AI/ML models.

8.6. Differentiating/Innovative Features

8.6.1. Language

The App and Web should support Multi-Lingual UI/UX covering all major Indian Languages including support of their corresponding character set and implementation should be such that any language can be enabled on-the-fly.

8.6.2. Theme, spacing, font size, color contrast

Bidder should provide personalized accessibility for a user to customize light/dark mode, multiple grid view options (e.g. compact view), font size, color options for color blind etc.

8.6.3. Layout of features

8.6.3.1. App and web features should be personalized based on customer usage and should be customizable by the user.

8.6.3.2. App and web should have capability to have a list view, grid view etc.

8.6.4. Communication Channels

8.6.4.1. Bidder should provide the capability to reach out to customer for different campaigns via different mediums like SMS, email, WhatsApp etc.

8.6.4.2. Send emails, SMS, WhatsApp push notifications & in-app notifications at the optimal time for each contact.

8.6.4.3. Tracking across notifications sent, delivered, seen, opened, and completed journey with feedback to downstream systems should be there.

8.6.4.4. Instead of sending the same message across channels, bidder should send the communication to the channel that results in maximum engagement.

8.6.4.5. Bidder should set rules to automatically trigger notifications

8.6.4.6. Bidder should leverage bank's existing channel provider relationships (SMS/Email/WhatsApp etc.) wherever applicable.

8.6.5. Document Generation and Processing

8.6.5.1. The bidder should provide the capability for captured, generated and uploaded documents are stored and retrieved for omnichannel experience and on journey completion integrate with the bank's document management system.

8.6.5.2. The bidder should integrate with the bank's existing document management system as the final repository of all captured, generated and uploaded documents.

8.7. Technology Components and Architecture

8.7.1. Technology & Integrations:

- 8.7.1.1** To design and develop across all the architectural layers to enable scalability, higher performance, and availability with underlying agility to improve go to market and flexibility to integrate with Fintech, Bigtech solutions using open API framework.
- 8.7.1.2** Follow modern architecture paradigms such as composable architecture, domain driven approach etc. to ensure resilience and future proofing.
- 8.7.1.3** The platform to be developed using agile product development principles including DevSecOps enabling inbuilt security, automated testing, deployment, and release management.

8.8. Integrations:

✓ Architecture and Design

- 8.8.1.** The application's middleware (business logic, backend-for-frontend, integration layer etc.) should be built using headless microservices architecture. Design of the microservices should follow domain driven design, to ensure maximum reusability as well as separation of concerns. Replication of data across microservices should be avoided at all costs.
- 8.8.2.** Each microservice should be capable of being built, tested and deployed independently.
- 8.8.3.** Each microservice should be capable of stand-alone deployment/isolation in terms of environment, with communication to and from only in terms of APIs
- 8.8.4.** All interactions/integrations between microservices should be over APIs
- 8.8.5.** Design pattern of each microservice should be tailored to the domain/use case (e.g. asynchronous, command-query segregation etc.)
- 8.8.6.** Each microservice should be integrated with a centralized log aggregation tool, to ensure that no logs are locally produced and stored. All logs as well as the log aggregation tool should reside in the **on-premise environment**. Bidder should also procure, setup and maintain the central log aggregation tool. This tool should be a commercial solution with OEM support available (beyond bidder's support).
- 8.8.7.** The microservices should also be integrated with centralized monitoring and performance telemetry tools. The monitoring tool/solution as well as all aggregated monitoring related data should reside in the private cloud/on-premise environment. The bidder should procure, setup and maintain the central monitoring tools. The monitoring tools should be a commercial solution with OEM support available (beyond bidder's support).

9. Sandboxing

- 9.1.** API sandboxes will need to be setup for both internal and external consumers
- 9.2.** The sandbox should be an easily accessible environment for third party developers to use. The sandbox should be available 24/7, able to host multiple virtual APIs and define user limits and quotas.
- 9.3.** Virtual APIs should be available for developers to interact and work with. The virtual APIs should also have realistic data and examples to drive responses.

10. Enterprise Service Bus / API Gateway

The DBP Solution should be capable of Integrating with the Banks API Platform / Gateway and standard ESB Solution. The Bidder to integrate with the Bank's Existing Enterprise Service Bus / API Gateway.

11. External APIs

- 11.1.** Bank Existing credentials/Integrations need to be leveraged wherever applicable. All API integration should be routed through bank API Gateway.
- 11.2.** The Solution should have the capability to Integrate with External System Directly or through any Middleware as per requirement of the Bank.
- 11.3.** In-case of scalability/technical shortcomings of the existing API integrations, bidder will need to re-implement all integrations with 3rd Parties/external APIs through the bidder procured API gateway.
- 11.4.** Bidder should ensure external channels and third-party integrations should be there by API gateway.
- 11.5.** Bank's internal applications should communicate via ESB. Bidder should create or customize existing core system's APIs required for digital journeys.
- 11.6.** Bidder should allow seamless integration of existing dedupe services/system and establish technology platform for future dedupe logic.
- 11.7.** All Interface API and Data Dictionary to be shared with the bank and documentation to enable seamless integration with CBS or any other system.

12. Device types to be supported

12.1. Mobile Banking Devices

- a.** Android, Android One
- b.** iOS
- c.** Tablets, iPads, Phablets
- d.** Google Wear, Apple Watch
- e.** Innovative & Latest UI Design and Features
- f.** All e-sim based devices
- g.** Mobile Browser version.

12.2. Browser Based Application/Portal Mobile Phones

- 12.2.1.** The platform should support mobile browser form-factors with browser compatibility across all major providers (Google Chrome, Chromium, Safari, Opera, Samsung Browser, Mozilla etc.)
- 12.2.2.** The browser application/portal should be optimized for both screen size as well as mobile connectivity. Design of the platform should consider responsive design principles.
- 12.2.3.** Content delivery, especially of assets (images, java script, style sheets etc.) should be over a Content Delivery Network to ensure consistent user experience even in high-latency/low-bandwidth network coverage.
- 12.2.4.** Minimum browser versions to be supported (but not limited to) should include:
 - Google Chrome:
 - Chromium:
 - Safari:
 - Opera:
 - Samsung Browser:
 - Mozilla etc.

12.3. Tablets

- 12.3.1.** The platform should support tablet browser form-factors with browser compatibility across all major providers (Google Chrome, Chromium, Safari, Opera, Samsung Browser, Mozilla etc.)
- 12.3.2.** The browser application/portal should be optimized for both screen size as well as tablet connectivity. Design of the platform should consider responsive design principles
- 12.3.3.** Content delivery, especially of assets (images, java script, style sheets etc.) should be over a Content Delivery Network to ensure consistent user experience even in high-latency/low-bandwidth network coverage
- 12.3.4.** Minimum browser versions to be supported (but not limited to) should include:
 - Google Chrome:
 - Chromium:
 - Safari:
 - Opera:
 - Samsung Browser
 - Mozilla

12.4. Desktop/Laptop

- 12.4.1** The platform should support desktop/laptop browser form-factors with browser compatibility across all major providers (Google Chrome, Chromium, Safari, Opera, Samsung Browser, Mozilla etc.)

12.4.2 The browser application/portal should be optimized for both screen size as well as desktop/laptop connectivity. Design of the platform should consider responsive design principles

12.4.3 Content delivery, especially of assets (images, java script, style sheets etc.) should be over a Content Delivery Network to ensure consistent user experience even in high-latency/low-bandwidth network coverage

12.4.4 Minimum browser versions to be supported (But not limited to) should include:

- Google Chrome:
- Chromium:
- Safari:
- Opera:
- Samsung Browser:
- Mozilla
- Microsoft Edge.

12.5. Installed application Mobile Phones

12.5.1. The installable (Android/iOS) mobile banking application should be supported across all flavors of Android and iOS

12.5.2. Minimum device OS compatibility should be:

- Android version:
- iOS version:

12.5.3. App should not be specific to handsets make/model/Operating System/ Company/Country.

12.6. Tablets

12.6.1. The installable (Android/iOS) banking application should be supported across all flavours of Android and iOS on tablet

12.6.2. Minimum device OS compatibility should be:

- Android version:
- iOS version:

12.6.3. App should not be specific to tablets make / new handsets / model / Operating System / Company/Country.

12.7. Language Stack/Build Design for both Mobile Apps and Internet Banking Portal

a. The bidder should

12.7.1. Create useable, useful and enjoyable customer centric journeys across devices (mobile, tablet, laptop) and modalities (responsive web, native)

- 12.7.2.** Create artefacts to support pixel-perfect design delivery
- 12.7.3.** Design not only for hero use case, but also to support edge cases across journeys
- 12.7.4.** Create, evolve and maintain a comprehensive design language system (DLS) covering components, interaction and usage details
- 12.7.5.** Deliver wireframes, mock-ups / or prototypes for new user interfaces and interactions to front end developers, working closely with them to ensure designs are implemented in the best possible way.
- 12.7.6.** The solution developed shall be highly responsive, easy to navigate and user friendly. There should be quick tips and help available at relevant places to serve as easy customer guides.
- 12.7.7.** The mobile app should be developed using publicly available language frameworks. Proprietary software or proprietary library should not be used.
- 12.7.8.** Ensure best design practices for:
 - Branding, positioning and persuasion
 - Home screen, Layout and landing screens
 - Navigation
 - Information architecture
 - Graphics and Animation Text
 - System user dialogue and Forms
 - Accessibility
 - Task efficiency
 - Language
 - Visual Clarity
 - Control and Feedback
 - Functionality and features
 - Pop up Help for user understanding
 - Icons

12.8. Security

✓ Overall Platform/Component Security

- 12.8.1.** The solution architecture should be designed around the Zero Trust security Mode.
- 12.8.2.** The bidder should ensure all digital channels follow security guidelines set by the bank's CISO, RBI, MeitY (Ministry of Electronics and Information Technology) and Government guidelines.

- 12.8.3.** Bidder to ensure all software components are patched and up to date when it's delivered. Bidder should also ensure that security patches are installed as and when they are released,
- 12.8.4.** All interfaces (digital channels, APIs, web portals etc.) should have security features enabled for validating XML Documents and protecting against attacks such as XML, DoS, DdoS, brute-force and injection attacks (SQL, OS, XSS injection, etc.)
- 12.8.5.** Bidder should integrate with all existing security solutions such as SIEM,WAF, Firewalls/Anti DdoS /NIPS or any control mechanism as part of automatic Realtime or near real time response mechanism appropriate for a on-premises environment. The Bidder will coordinate with Bank's Security Team .
- 12.8.6.** Infra monitoring must be done 24hrx365days to make sure that all infrastructure (including on-premises and on later stage in private cloud), networks and resources are safe and protected.
- 12.8.7.** Bidder should implement various policies on detection and blocking mode of Web application firewall to mitigate application-level attack.
- 12.8.8.** Bidder should ensure all custom-built applications do not have exposed attack surfaces such as open ports, memory exceptions, un- validated form fields etc. Bidder should also ensure appropriate security configuration for both customs built as well as installed commercial applications and platforms.
- 12.8.9.** The platform's administrative portals (both for custom built platforms as well as commercial software installed) should have strong Authentication and authorization mechanism in place. There should be integration with the bank's access management such as IAM, SSO, AD, LDAP.
- 12.8.10.** Bidder should ensure that digital channels (mobile app and web portals) are integrated with MFA or 2FA (e.g. authenticator apps for soft token, access code over SMS/IVR call/email) for additional user authentication security. The mobile app should also support biometric authentication features such as face-ID, finger-print reader.
- 12.8.11.** Bidder should periodically evaluate the access device configurations and patch levels to ensure that all access points, nodes between (i) different VLANs in the Data Centre/DRC/Near DRC (ii) LAN / WAN interfaces (iii) Banks network to external network and extranet are securely configured for all hardware and network components setup by the bidder.
- 12.8.12.** Solution should have separate real time logging base on all Traffic, Threats, User IDs, Data filtering, Content filtering, unknown malware analysis, Authentication, Tunneled Traffic and correlated log view base on other logging activities. The login and tracking will be done by the bank through SIEM/ SOC solution. The bidder will need to ensure integration with the bank's existing SIEM and enable logging/tracking.

- 12.8.13.** Solution must have server load balancing algorithms like (but not limited to) round robin, weighted round robin, least connection, Persistent IP, Hash IP, hash Cookie, consistent hash IP, shortest response, proximity, SNMP, SIP session ID, hash header, Observed, Predictive, least session, least connections, super HTTP, least latency, weighted round robin and TCL based script for customized algorithm etc.
- 12.8.14.** Solution should protect session tokens, i.e., cookies:
- a. Sign cookies, to prevent clients from changing them
 - b. Encrypt cookies, to hide contents.
 - c. Prevent Cookie Replay attacks
 - d. Allow for exempting certain cookies from security checks.
- 12.8.15.** The platform (custom build and commercial installed applications) should be integrated with the bank's existing security ecosystem (where applicable) and in the case of tooling required for on-prem native specific use-cases, new tools and security related applications will need to be procured, installed, configured and managed. All new tools and security related software should have OEM support (beyond the bidder's support).
- 12.8.16.** Bidder should provide the Bank's internal / external auditors for conducting internal / external Vulnerability Assessment & Penetration Testing on the solution supplied.
- 12.8.17.** Bidder must ensure closure of all VAPT/ Information Security (IS) Audit observations pertaining to the proposed solution within time frame stipulated by Bank without any additional cost to the Bank. The observations may be made at any frequency by the bank or bank appointed external system audit team.
- 12.8.18.** Infrastructure) security algorithms. Data integrity and data protection should be maintained throughout the complete lifecycle.

12.9. Operational/Tooling Requirements

- 12.9.1.** The solution should have malware application detection as a part of the mobile app, to ensure prevention of access, data breach and customer privacy.
- 12.9.2.** Debugging steps document should be provided
- 12.9.3.** Security features should be implemented as per bank's CISO, RBI, MeITy, Digital Payment Security and government guidelines. The bidder will need to ensure ongoing compliance by providing patches, updates, fixes etc. at no extra cost to the bank. The security features should include, but is not limited to:
- Certificate pinning
 - Rooted device /Jail broken device detection
 - Debug mode detection
 - Clipboard access restriction

- Repacked Application Detection
- Blacklisted Application Detection
- Outdated OS Detection
- Screen Passcode Not Present
- Application integrity check
- Session handling
- Code obfuscation
- Device IP and details logging at server
- Proper permission handling
- Sim/Device binding

12.10. Deployment Architecture

- 12.10.1.** The On-Premises setup will need to have a single control plane, which allows for workloads to be seamlessly moved around.
- 12.10.2.** The setup should support features such as:
- Seamless migration of running workloads
 - Backup and disaster recovery (across On-prem DC, DR and private cloud (In future if agreed by Bank)).
- 12.10.3.** The setup should have operational consistency irrespective of hosting environment (in terms of provisioning, APIs etc.).
- 12.10.4.** The base assumption for deployment should be “build once, deploy anywhere”
- 12.10.5.** The architecture on the On-Premises should support quick and replicable tear-down and reconstruction, with complete state restoration.
- 12.10.6.** The bidder should also not make use of any components which have ambiguity of residency.
- 12.10.7.** The components should not be specific to any one private cloud environment, with equivalents present in others for seamless transition in case the need arises.
- 12.10.8.** The hardware must be provisioned for and include components such as:
- Server and Storage (usable capacity and RAID) requirement
 - Production Environment (Web, Application, Database, Middleware etc.) at DC and DRC
 - Pre-prod/staging, UAT, SIT and Dev Environment at DC d. Fiber channel SAN Switch with hardware level redundancy at DC and DR.
 - Any other hardware component required as part of the solution
- 12.10.9.** Server Planning should include:
- Configuration Management
 - Performance Management
 - Capacity Management

- 12.10.10. Solution architecture should be optimized in terms of cooling, power, and space requirements.
- 12.10.11. The setup should be sized and architected to run completely from the bank's premises. In the event of a data center failure, there should be provision to shift traffic to the DR site without any loss of data and end-user experience.

12.11. Source Code repository

- 12.11.1. Source code created for both custom built applications, services, UI etc. as well as configurations for platforms and commercial applications must be stored in a secure source code repository.
- 12.11.2. The source code repository must be hosted within bank premises and be under bank's security controls and they must comply with the Banks code quality and security standards.
- 12.11.3. All source-code should be periodically be backed-up to ensure no loss of data.

12.12. Documentation

- 12.12.1. A document repository should be used, supporting easy update, indexing, linking and search Access to the documentation should be available to all bank stakeholders as well as project team members.
- 12.12.2. Bidder shall provide necessary documentation to the Bank or its designee, for the effective management and maintenance of the Deliverables under this Agreement.
- 12.12.3. Bidder shall provide documentation (in English) in electronic form where available or otherwise a single hardcopy of all existing procedures, policies and programs required to support the Services. Such documentation will be subject to the limitations imposed by bidder's Intellectual Property Rights of this Agreement.
- 12.12.4. Bidder shall also demonstrate and provide required documentation for Business Continuity of service in every failure scenario.
- 12.12.5. Bidder will also be responsible to provide necessary documentation such as Project Plan, SRS (Software Requirement Specifications), DSD (Design Specification Document), UAT (User Acceptance Testing), Test Plans, DRP (Data Recovery Plan) & BCP (Business Continuity Plan), Installation / Operational Manual, etc.
- 12.12.6. Bidder should prepare User, Design & technical manuals and other documents for the developed solution in an easy to understandable and User-friendly language with proper diagram, screen-shots and charts where ever required.
- 12.12.7. The system shall facilitate e-stamping and e-signing (Aadhaar and other valid means) of the loan documents post sanction of the loan by/via the system.
- 12.12.8. System shall also have provision for generation of all documents related to customer application as required by the Bank in soft copy and printable formats.

- 12.12.9.** System after confirmation for completion of loan documentation shall be able to trigger and/or provide option to trigger disbursement in specified in account in one-go or phased manner as per terms of sanction.
- 12.12.10.** All changes suggested by internal/external auditors, statutory & regulatory bodies and by RBI, NPCI, SEBI, UIDAI etc. will be provided at no additional cost to the Bank during the tenure of the project awarded to the bidder.
- 12.12.11.** Provide handholding support during integration/rollout of the services through different channels and platforms.

12.13. Testing

- 12.13.1.** It is the responsibility of the Bidder to conduct SIT (System Integration Testing) for all the systems integrated with the Digital Business Platform.
- 12.13.2.** Bidder should carry out other testing like resiliency / benchmarking / load / performance testing etc. Bidder should submit result log for all testing to the Bank.
- 12.13.3.** System integration testing will be followed by user acceptance testing, plan for which has to be submitted by the Vendor to the Bank.
- 12.13.4.** UAT of the products (Retail/MSME/Agriculture, etc.) will be conducted by the respective user department of the Bank and UAT sign off will be given to the Bidder accordingly.
- 12.13.5.** Set up for regression/automated test software be provided wherever possible
- 12.13.6.** Bidder must ensure that all developed, configured or deployed software must be tested. The tests must include (where applicable), but not limited to:
 - Unit Testing
 - Integration testing
 - Functional Testing
 - User Acceptance Testing
 - Regression Testing
 - Performance Testing
 - Security and Compliance Testing
- 12.13.7.** The bidder must ensure all digital channel development is accompanied by Automation Testing, which in turn should be executed automatically through the CI/CD process on deployment as well as extensive manual testing. Bidder should ensure that each type of testing should equally be executed.
- 12.13.8.** The testing scope for automation testing should include (but not limited to) both Customer facing journeys as well as Backend/API based flows.
- 12.13.9.** Bidder must procure, setup, manage and maintain automation testing suites for both API testing as well as Functional/UI based automation testing for both Mobile and Web based channels.

- 12.13.10.** The Bidder must also setup Test Environment, appropriately reflecting real-world scenarios with Test Data. Test Data must be generated to be facsimiles of real-world data for all attributes related to customer, user, product etc., especially in the case of PII data.
- 12.13.11.** The bidder must also ensure anonymization of data in case live- data is used to replicate scenarios.
- 12.13.12.** The Bidder must ensure that all Test Environments are torn- down and re-built with freshly populated test data on a weekly basis.
- 12.13.13.** The bidder must ensure that Test environments are accessible and available for both developers as well as test engineers at all times (based on level of access and environment type).
- 12.13.14.** The bidder must ensure that test cases are written for all use cases, starting during the build phase itself. Test cases must accompany each user story and become a part of the acceptance criteria/definition of done.
- 12.13.15.** Bidder must ensure that > 85% test coverage in the case of unit- tests for all custom-built code. Automated execution of unit tests must be configured as a part of the CI/CD process, with unit-test execution reports becoming a part of the release artefacts.
- 12.13.16.** The bidder must also ensure performance testing is conducted for both synthetic as well as on real-world end-points in the case of mobile devices.
- 12.13.17.** The bidder must conduct performance tests on hosted components, ensuring coverage of all types (e.g. load, soak, stress, endurance, volume, peak scalability etc.) with numbers closely mirroring real world scenarios. The bidder will need to provide performance and stress reports to ensure that the overall platform meets the SLA and non- functional requirements.
- 12.13.18.** The bidder must ensure that performance testing environment is either an exact replica or a permissible and calculable factor of the actual production environment.
- 12.13.19.** The bidder must ensure that testing as a part of Development (TDD) is conducted with:
 - Unit Testing and code coverage
 - Integration Testing
 - Use of mock/stub APIs
- 12.13.20.** Bidder should adopt canary and blue-green deployment strategy depending on the layers being developed for the specified releases.
- 12.13.21.** A/B testing should be primarily used to review the effectiveness of new build and how the users react to the change.

12.14. Bidder's Responsibilities

- 12.14.1.** Setup of the platform along with provisioning of the required hardware, software, and infrastructure components. The bidder should have the capability to supply, install, commission and maintain/manage required hardware for the entire solution stack in High Availability and Data Center (DC), Disaster Recover (DR), Near DR.
- 12.14.2.** Integration with existing back-end and front-end systems like CBS, LAS, CRM, etc.
- 12.14.3.** The bidder should build and maintain reliable, scalable, and agile, resilience, stable, secure operational backbone- enhancing business processes and operations (Non-Functional Requirements). such as:
 - Support seamless end -to-end transaction processing.
 - Providing reliable, accessible master data (Single source of truth)
 - Provides visibility into transactions and other core processes
 - Automation of repetitive business processes.
 - Ensure operational efficiency and quality transaction and master data.
- 12.14.4.** The bidder will be responsible for notification of new versions / releases and supervise their implementation in mutually agreed deadlines.

12.15. System setup, Installation, Sizing and Performance:

- 12.15.1.** Supply, installation, commissioning and management of On-Premises solution required at Data Centre (DC) including Testing & Production, Disaster Recovery (DR) sites for the entire solution stack.
- 12.15.2.** Bank intends to maximize use all its software for which it already has Enterprise User Licenses. Bidders to evaluate them and select only when they believe that it is optimum for their solution. It should be provided by bidder without any cost to the Bank.
- 12.15.3.** The Bidder must provide requirement of optimal size of the Hardware, Operating System, Database, keeping in view the current and future business volumes and to extrapolate the same for the full TCO period (i.e., 5 years and extended on mutual consent for year on year basis Maximum 2 years). Some of the basic parameters (indicative) for sizing are given. Please refer to Annexure 'XXIV' and Annexure 'XXV for further Details.
- 12.15.4.** Bidder is also required to conduct at least one DR drill of the proposed Platform in a quarter or as per bank's requirement.
- 12.15.5.** The Bidder must provide comprehensive 24x7x365 onsite support after every release, for the contract period.
- 12.15.6.** The Bidder must support Launch of the Platform and provide continued maintenance of the same during each of the releases of every waves.

12.15.7. Bug Fixes and Performance Optimization: Bank is expecting periodical conduct of Performance Testing of API's, the platform, and other critical and key components. Bank expect that any bug in system should not cause back funnel and expect a data driven performance bug detection and fix.

12.16. Onsite Support and Training

- 12.16.1.** The Bidder is expected to provide 24x7 Support On-Site for the entire set-up for a period of the entire duration of the Contract period. The Support starts immediately after going live with MVP and subsequent Wave releases.
- 12.16.2.** The Bidder must setup a support center to provide L1, L2 & L3 Support. This support center will be linked with the Bank's centralized call center.
- 12.16.3.** The Bidder must ensure that the business application is up for 99.99% measured at a monthly basis.
- 12.16.4.** The Bidder must ensure that the uptime of the underlying infrastructure, software, middleware, containers, business applications, etc., are at the appropriate percentage to maintain overall business uptime as stated above.
- 12.16.5.** The Bidder must supply, setup and maintain a ticketing system where tickets can be raised by the support center, Bank's personnel, Chat/BOTs, Other Bank's call center and other Bank's systems.
- 12.16.6.** The Bidder should implement a suitable tool to monitor, record system performance and has an ability to raise automated tickets, based on the boundary conditions, into the ticketing system. This will help in:
- 12.16.7.** Proactive monitoring of health of the solution, including the, H/W, S/W, application, solution on various parameters such as CPU, memory, interface utilizations, etc.,
- 12.16.8.** Monitoring of communication/proper working of the solution with various integrated applications like Active Directory, Anti-Virus, SIEM, APT, VA/PT tool, etc.
- 12.16.9.** Monitoring the threshold of devices' utilization with respect to number of users, concurrent connections, etc. and reporting the same to the Bank on daily basis.
- 12.16.10.** Reporting abnormalities to the Bank as and when observed/occurred.
- 12.16.11.** The bidder is required to mandatorily conduct quarterly preventive and breakdown maintenance activities to ensure (without any impact on day-to-day operations) to maintain the required business uptime covering 24*7*365 days.
- 12.16.12.** The Bidder must track and close these tickets as per the severity levels. There will be three severity levels for the tickets as follows:
 - **Severity 1** – Any error or Events that halts the system or makes the system effectively in-operational, i.e., inability to initiate and close more than 25% of financial or non-financial transactions using the application. This will also include reports of Mobile/Internet Banking portal slowness (affecting end-user experience)

- **Severity 2** – Any error or Events that makes the system partially in- operational, i.e., inability to initiate and close less than 25% of financial or non-financial transactions using the application.
- **Severity 3** – Any error or Events that does not make the system in- operational but makes it inconvenient to use. For instance, Non- critical function not working, A specific customer or a regional issue, etc.

12.16.13. Root cause analysis of all tickets needs to be done first and the ticket can be closed in the following manner:

- It is not an error; it is working as designed
- The ticket is transferred to and accepted by the downstream application support team.
- The issue is closed, and the changes/instructions are sent to the Release process team for live production

12.16.14. Depending on the severity, in the event, the solution is not immediately available, then the Bidder is expected to suggest Workarounds as an intermediate solution. The same will be acceptable for SLA, provided the recurrence of the problem is avoided for the recent future. It may be noted that such workarounds will not qualify for closure of the ticket.

12.17. Training

The Bidder shall organize for training (familiarization) to the Bank’s team as follows:

- 12.17.1.** One-time Training to Bank’s Executives in 3 batches of 25 executive each across multiple discipline.
- 12.17.2.** Five working days training to the Bank’s Core Team is to be imparted before UAT. The training program may be conducted in 2 batches of 20 officers each.
- 12.17.3.** Training to be provided to bank’s IT team, Support & Front Office users on ‘Train the Trainer’ model. A total of 200 officers need to be trained in multiple batches.
- 12.17.4.** Module wise Job cards to be provided (in soft copies) to all the trainees along with illustrations and boundary conditions for each type of transactions, including relevant system generated transactions.
- 12.17.5.** The Bidder must provide comprehensive training (technical and functional separately) to the Bank Staff, once in a year (5 working days) during the contract period. The training shall be provided as and when required by the Bank. The Bidder shall train designated Punjab National bank officials on the configuration, operation / functionalities, maintenance, support & administration for software / middleware, application architecture and components, installation, troubleshooting processes.

12.17.6. The Training will be carried out onsite at the Bank's training centers. The training program may be split into 2 groups – Technical and Trainer level training. The groups may be covered in 2 batches of 20 officers each. The bidders are requested to indicate the optimum number of days / hours required for both Technical and User level training programs onsite. The Bidder can use the infrastructure at the Bank for this purpose.

12.17.7. Training to the IT team should cover the system administration viz.

- User management
- Management of Application software
- System/Application Housekeeping (tuning, tweaks, gotchas etc.)
- Data base administration
- Report writing
- Security management
- Backup & Disaster Recovery Operations
- Troubleshooting.
- Training to the User Groups of around 20 engaged with various domains
- of the Bank's operations about:
- Functionality available in the Module
- Parameterization
- Auditing Techniques
- Report Generation.
- Customization & Development walkthrough
- Customization Training

12.17.8. The Bidder should also train the Bank's Business Operations team to Onboard Partners and Use the Bidder Portal for Partner On- boarding, Catalogue Upload and view reports.

12.17.9. API Integration Training for PNB Business Operations to Integrate Partners with Standard API's – API Integration Training will be included Standard API Kit, Documentation and Integration Testing Method.

12.17.10. Successful bidder should provide self-paced on demand training content in audio video format for bank staff.

12.17.11. The Bidder shall also produce End Customer's training videos for different aspects of the system. These videos can be hosted at the Bank's premises as well as other social sites and their URL's be embedded in the mobile App at the appropriate location under 'Help' and/or made available in the "Chat/BOT".

12.18. Governance

12.18.1 The objective of the governance management process is to ensure the seamless delivery of quality Services to Punjab National bank, so that the Bank is able to

perform its Business with the Digital Platform effectively and mitigate risks emerging out of this platform. The teams are expected to operate as a single cohesive unit, working closely with relevant Bus, functional stakeholders and other associated vendors and partners as part of cross-functional agile garages, with each roles and responsibilities clearly defined.

12.18.2. The Bank is thus looking for an effective governance procedure and clear escalation matrix from the Bidder that would involve their Executives, Decision Makers and corresponding teams from the Bank. The process should cover:

- a. Day to Day operations during development and post Live
- b. Setup Change Control Board to manage scope creep and changes and yet be flexible to enhance end-customer experience from time to time
- c. Engage Senior Architects and Subject Matter Experts at important stages of the project (especially for solution designing, problem solving/issue resolution etc.)
- d. Encourage Design innovation and Digital Transformation.
- e. Bring in Industry and Technology Experts from time to time to resolve any long-standing issues and give certain path-breaking direction to the project.
- f. Define an escalation matrix in conjunction with the Bank and identify actions to be taken.
- g. Weekly progress meeting and action tracking
- h. Monthly/Quarterly meeting of Management to take critical decisions and resolve Disputes to protect the essence of the Bank's Digital Platform.
- i. Ensure that the CEO/Country Head of the vendor organization is a part of the senior management meetings with the Bank's counterparts
- j. Under extraordinary circumstances, the bank's senior management might invite the board members of the vendor organization to help resolve issues.

12.18.3. The Bank will set up a Technology Review Board to review the design and implementation of all components and their changes, if any, in the Platform. The Successful bidder will have to present their approach and get a sign-off from this board before developing/building the same.

12.19. Documentation / Technical Documentation to be submitted

12.19.1 Detailed documentation (functional and technical) shall be provided to the bank on all the implementation and customization done. Backup, archival, restoration and database maintenance (if any specific to application functioning) shall be provided by the successful bidder duly documented.

12.19.2. Documentation and data dictionary shall be updated and provided to bank after every customization. All installation and configuration reports, documents,

diagrams etc., are to be supplied before commissioning.

12.19.3. The following minimum documentation, but not limited to, (hard copy and soft copy) on any proposed software components must be made available in English on or before major release:

- i) Documentation of Business Requirement
- ii) Technical Architecture Manual
- iii) Documentation on Technical requirement
- iv) Definition of detailed technical project plan
- v) Documentation of architecture requirements
- vi) Functional Specification Document (FSD)
- vii) Design of High Level and Low-Level application architecture
- viii) Detailing of non-functional requirements like – exception handling, logging, archiving, monitoring, etc.
- ix) Preparation of interface design document and mapping specifications document.
- x) On-Premises deployment architecture
- xi) Technical Operation Management
- xii) Patch Deployment Manual
- xiii) General functional description
- xiv) Set up and installation guide
- xv) User guide including
 - a. Screen layouts
 - b. Report layouts
 - c. Transaction processing rules
 - d. Operation authorization descriptions
 - e. Error correction procedure descriptions
 - f. Error tracking and defect resolution documentation process.
- xvi) System administrator guide including:
 - Data base administration guide
 - Data backup guide
 - System security and access guide
 - System audit trail guide
 - Glossary of terms
 - Necessary training for version upgrades / system maintenance
 - Changes in usage of the system in case of major upgrades
 - Detailed SRS (System Requirement Specifications) Document
- xvii) High Level Architecture Document.

- xviii) Techno – Functional Risks and Mitigation Document
- xix) Functionality Traceability matrix
- xx) High Level Design Document
- xxi) Proof of Concept for the solution
- xxii) Low Level Design Document
- xxiii) Test Plans
- xxiv) Comprehensive Test Cases Document (Unit, Integration and UAT Test cases)
- xxv) Deployment Plan Document
- xxvi) Content Management Guide
- xxvii) Change Management Methodology Document
- xxviii) Security Guide
- xxix) User Management Guide
- xxx) Release Notes
- xxxi) BCP Guide

12.19.4. The bidder shall also provide the MIS reports as per requirements of the Bank. Any level/version changes and /or clarification or corrections or modifications in the above-mentioned documentation should be supplied by the bidder to the Bank, free of cost in timely manner.

13. Eligibility Criteria

Bidders are expected to meet the following eligibility criteria and submit the relevant documents as per **Annexure-III** and below table. Joint bids will not be entertained. Bidders failing to either meet these criteria or not furnishing the requisite supporting documents/documentary evidence is liable to be rejected and will not be considered for empanelment.

Sl.	Eligibility Criteria	Documentary Evidence to be submitted to the Bank
a.	Bidder should be a limited company (Public/Private) registered in India under the Companies Act, 1956/2013 or Partnership firm/LLP registered in India under Partnership Act 1932/2008 (as amended) at least for last 3 years as on RFP floating date. No two entities joining (JVs) specific to this project will be considered.	1. Certificate of Incorporation/ Registered Partnership Deed, 2. PAN, 3. TAN, 4. GSTIN Certificate and any other tax related document if applicable. 5. Copies of Memorandum of Association and Articles of Association are required to be submitted along with the eligibility of bids.
b.	The Bidder should not have been debarred/blacklisted for corrupt and fraudulent practices or any other reason by the Govt. of India / State Governments / Regulatory Agencies / PSU/other institutions.	Bidder should submit as per Annexure-XV.

c.	Bidder must provide Confirmation that any of its subsidiary or associate or holding company or companies having common promoter director/s or companies in the same group of promoters/ management or partnership firms/ LLPs having common partners have not participated in this RFP process.	Letter of confirmation on Bidder company's letter head signed by Authorized Signatory
d.	Bidder must provide an undertaking on their Letter head stating that all the technical features highlighted as a part of Technical Requirement in the RFP are covered in totality in their submitted proposal. The undertaking letter should be supported with relevant documents/ project details.	Letter of confirmation signed by authorized signatory from bidder along with duly filled Annexure-V(a) and Annexure-V(b) (Technical & Skill Set).
e.	The Bidder must have a minimum annual turnover of Rs. 500 crores in 3 Financial Years (2019-20, 2020-21, & 2021-22) from the Digital Business Platform .	Audited Financial Statements (Balance sheets, Profit & Loss statements, independent auditors report etc.) for the financial years (2019-2020, 2020-21 & 2021-22) along with the certificate duly certified by the Chartered Accountant as per Annexure-IX .
f.	Bidder must be operating in the field of Digital Business products and services for at least three years or more as on date of RFP. Bidder should have a ready "Digital Business Platform".	Reference Letter/ Purchase Order / Contract Document (Agreement) (to be submitted along with Annexure-XIV)
g.	The Bidder should have implemented or under implementation, similar End-to-End Digital Business Journey in MSME/Retail/Agri segments in at least 3 Scheduled Commercial Banks in India, in the last 2 years or more using the said Digital Business Platform. (One journey in each segments)	<p>a. Certificate from the authorized signatory of the company as per Annexure-XIV to be submitted.</p> <p>b. Reference letter from customers OR Proof of Go-live of journeys.</p>
h.	Bidders must have Development Centre and Technical Support Office in India.	Bidder has to submit Supporting document and declaration on its letter head duly signed by Authorized Signatory.
i.	The proposed solution (Digital Business Platform) is to be Deployed/Implemented/ Hosted in cloud native on-Premises architecture of Punjab National Bank and can be shifted to cloud Public/Private Architecture.	Letter of undertaking on Bidder company's letter head duly signed by Authorized Signatory.
j.	Bidder should provide 3 client references (Scheduled Commercial Banks) and contact details (email/ landline / mobile) of customers (as per criteria mentioned in point g) for whom the Bidder has executed similar projects in India (with	Bidder shall specifically confirm this on their letter head along with Client References as per Annexure-XII

	PO date and go live date of the Project), for Agriculture, MSME, Retail Journeys and Digital liability Products etc.	
k.	Bidder should have positive net worth in three Financial Years (2019-20, 2020-21, 2021-22) .	Audited Financial Statement (Balance sheets, Profit & Loss statements, independent auditors report etc.) for the financial years (2019-2020, 2020-21 & 2021-22) along with the certificate duly certified by the Chartered Accountant along with UDIN.
l.	The solution offered by the company should not violate any Intellectual Property Rights.	Letter of undertaking on Bidder company's letter head duly signed by Authorized Signatory.
m.	Past/present litigations, disputes, if any (Adverse litigations could result in disqualification of bidders, at the sole discretion of the Bank). Bank, at the time of award of contract, can disqualify the Bidder in case of any adverse litigation past/present found.	Brief details of litigations, disputes, if any, are to be given on Company's letter head. In case there is no Past/present litigations/ disputes, declaration regarding the same shall be provided on Company's Letter head as per Annexure – XVI
n.	Bidder should be an OSD (Original Solution Developer) or their Authorized representative in India. In case OSD participates in The Tender process directly Authorized Representative will not be permitted to participate in the same tender process.	Undertaking / Power of Attorney (PoA) from the OSD mentioning a clause that OSD will provide support services during warranty period if the bidder authorized by them fails to perform. In case of an authorized representative, a letter of authorization (OSD) from original manufacturer must be furnished in original duly signed & stamped (As per Annexure-XXIII) .
o.	Bidder should not be Bankrupt/Insolvent /In receivership or being wound up.	Letter of undertaking on Bidder company's letter head duly signed by the Authorized Signatory
p.	The bidder should have ability to provide on-site resources at the Bank's desired location for implementation and support as per need of the Bank with adequate number of engineers having expertise & experience in understanding & implementing the technical, operational Banking, business, functional, report level requirements of the Bank and regulatory requirements for each module of Proposed Digital Business Platform.	Undertaking from the bidder on bidder's letter head signed by the authorized signatory of the bidder.
q	Firm should be prime bidder and no consortium is allowed for the solution/ services to be offered. No two entities joining (JVs) specific to this project will be considered.	Undertaking from the bidder on bidder's letter head signed by the authorized signatory of the bidder.

Other Conditions:

- Bidder should submit detailed response along with documentary proof for all of the above eligibility criteria. The eligibility will be evaluated based on the bid and the supporting documents submitted. Bids not meeting the above eligibility criteria will be rejected.
- Providing any wrong information by the bidder will result in disqualification of the bidder. The Bank may cross check above parameters by any means / during site visit.
- The bidder has to adhere with the Govt. guidelines & banks internal policies issued from time to time.
- As per Advisory issued by Ministry of Skilled Development and Entrepreneurship Dated:12/09/2022, It is mandatory for the bidder to have formally certified skilled workforce or commitment by the bidders/Service providers to the effect that they would ensure that all their workers (on boarded at Bank) would be skilled through Recognition of Prior Learning (RPL) Program within two months from the date of commencement of work under the project, at the cost of the service provider/vendor.

RPL or prior learning assessment and recognition (PLAR), which is a component of Skill India's flagship scheme PMKVY, is an assessment process used to evaluate a person's existing skill sets, knowledge and experience gained either by formal, non-formal or informal learning. The process helps in aligning the competencies of the unregulated workforce of the country to the standardized National Skills Qualification Framework (NSQF) to enhance employability opportunities and reduce the skill gap.

14. Security Features

- 14.1.** The Bidder shall have to comply with Bank's IT & IS Security policy. Some of the key areas are as under. However, the bidder will have to comply with all the IT and IS security policies of the bank.
- 14.2.** The proposed solution should comply with the Bank's security policies.
- 14.3.** The proposed solution should conform to ISO 17799 standards, ISO 27001, IT Act 2000 and RBI Guidelines and their subsequent amendments from time to time.
- 14.4.** The Bidder shall be responsible for defining and regularly updating the baseline security standards in line with the above-mentioned security standards and any new statutory and regulatory guidelines throughout the contract duration at no extra cost to the Bank.
- 14.5.** The Bidder shall ensure the compliance with Bank's security policies w.r.t user level, data and information security.
- 14.6.** Bidder shall ensure that the proposed solution enables generation, monitoring and retention of logs and shall be compatible with SIEM.

- 14.7. Bidder shall ensure that solution provides comprehensive audit trail features and enable audit trail and access control list generation.
- 14.8. Bidder should ensure that baseline security configuration of Operating System, Database, Web Server etc. is in accordance with the industry best practices.
- 14.9. Bidder is required to ensure that the system provides tracking of the source IP, hostname and network interface address.
- 14.10. The Bidder should report and analyze security and other incidents and take corrective proactive measures to rectify the same immediately. The Bidder shall also proactively inform the Bank of the occurrence of such incidences and breaches.
- 14.11. Client account, transaction data or any sensitive information is encrypted when in transit. Encryption to be used for data traveling between Digital Lending Platform and other interfacing applications. Integrity of data to be maintained at 100% of time.
- 14.12. The product should comply with OWASP secure coding guidelines.
- 14.13. The Solution shall be compatible with all the major Anti-Virus Solutions.
- 14.14. The Solution shall be integrable with Bank's various security devices viz. WAF, DAM, SIEM etc. and shall have load balancing capabilities.
- 14.15. The Solution provided will be audited by Internal & External Agencies and observations of the audit has to be complied by the bidder at no extra cost to Bank as per the timelines stated in Banks policy.
- 14.16. Bidder to ensure that the solution is free of bugs & vulnerabilities.
- 14.17. The Bank and its authorized representatives, including Reserve Bank of India (RBI) or any other regulator shall have the right to visit any of the Bidder's premises without prior notice to ensure that data provided by the Bank is not misused. The Bidder shall cooperate with the authorized representative/s of the Bank and shall provide all information/ documents required by the Bank.
- 14.18. Vendor needs to conduct final testing and QA of all services before submission.

15. Hardware, Software and Tool Requirement

Bidders is required to offer the software/Hardware/Tools etc. proposed as a part of the offered solution which should be agnostic in nature and must be the latest version supplied by the OEM. Bidders' will be required to provide the specification and sizing for the necessary hardware, to operationalize the complete solution. Bank will discuss and finalize the hardware server, Storage, OS & Database License only to be used for the offered solution with the successful bidder and thereafter procure the software/Hardware/Tools etc. Any other Middleware or tool required for the successful operationalization of the solution should be factored in and provided by the successful bidder and requisite commercials should be

factored in as part of Commercial Bid. The bidder will be responsible for installation, configuration, performance management, monitoring and upkeep of the whole solution.

The bidder must design the solution with high availability & secure Infrastructure in Data Centre and Disaster Recovery site making the proposed solution adequate to fulfil PNB's requirements and make sure that they are as per Industry accepted security standards and best practices. The Offered Solution should be capable of being shifted from On-premise to On-cloud model/Bank's cloud service provider, if required by the Bank in future. The offered solution design should be such that it should be capable of deployment on-premise/private cloud/VM Ware etc

Offered Solution must use oracle database & should be compatible with Oracle 19c and its future updates throughout the contract period. Bidder to provide the Oracle license product details and no. of Oracle Licenses required for the complete operationalization of the solution clearly in BOM. Licenses available with the Bank are as follows:

- a. Oracle Database Enterprise Edition
- b. Oracle Database Real Application Cluster Enterprise Edition
- c. Oracle Database Diagnostic pack enterprise edition
- d. Oracle Database Tuning pack enterprise edition
- e. Oracle Enterprise Golden Gate License
- f. Oracle Database Partition License
- g. Oracle WebLogic enterprise edition.

Bidders should include the details of these Oracle licenses along with the no. of Cores in the server for which these licenses are required. The same should be provided to the Bank in the Bill of Material as per **Annexure XXIV & Annexure-XXV**.

The proposed hardware sizing must include:

- a. Setting up of Production Environment (Web, Application & Database Server)
- b. Setting up of DR site of equal capacity (Web, Application & Database Server)
- c. The Solution should also include testing setup (UAT) (Web, Application & Database Server).
- d. Storage (Prod/DR/Testing)
- e. Other components required for hosting the hardware including server racks, cables, HSM etc. (DC, DRC and UAT).

The proposed system must be capable of and compatible for Disaster Recovery Implementation with Recovery Point Objective (RPO)- 30 minutes and Recovery Time Objective (RTO)- 120 minutes or as per revision in Banks' BCP/DR Policy. The successful bidder should describe the provisions for disaster recovery and show that the proposed solution facilitates disaster recovery. It is required that the Bidder provides support in setting up of DC/DR/Near Line Site/UAT environments. The bidder needs to submit the technical architecture relating to data replication between primary and secondary site.

The successful bidder will be provided a staging area through SFTP for movement of code/patching the application.

The bidder has to carry out hardening of OS (Operating System/DB/App) at the time of configuration on OS/DB/App and its related software, etc. The proposed hardware needs to meet data, performance, load balancing, concurrent usage, scalability, availability requirements of the project. The bidder shall further ensure that at any point hardware parameters (like CPU, Memory, hard disk, NIC, etc.) should not cross the 75% utilization levels at the primary data center and Disaster Recovery Center. The bidder to provide the required hardware (if required) at no additional cost to the bank for maintenance and utilization of the platform.

Additionally, for bank to plan the hosting area, bidder will have to provide the following in DC and DRC:

- Space Requirements (per square feet)
- Power Requirements

If the Bank requires at a later stage the bidder should provide redundancy of hardware, software, licenses etc. at DC as well as DR for PNB sponsored RRBs/Subsidiaries separately.

Bidder to provide proposed software licenses which shall be on-premises software licensed to PNB. Bidder to ensure that the Supplied, Software and Solutions is built on Latest Technologies and latest software versions and should be compatible with higher version of OS. In case of any update or migration required in regard to OS or any other software shall be done by the vendor at no additional cost to the Bank. Beta versions of any software shall not be accepted.

The support for the solution should include the following:

- ❖ All minor version upgrades during the period of contract at no extra cost to the Bank
- ❖ Program updates, patches, fixes and critical security alerts as required Documentation updates.
- ❖ Any updates/migrations required in case of open source software used by the solution should be carried out by the bidder without any additional cost to the Bank.
- ❖ The proposed Application version should not become End of Support for the entire contract duration and minimum 7 years Any updates/migrations required in case of open source software used by the solution should be carried out by the bidder without any additional cost to the Bank.
- ❖ The proposed Application version should not become End of Support for the entire contract duration and minimum 7 years.

All hardware, network, security, storage related support and services shall be undertaken by the OEM under AMC/ATS contract. However, updates/patching/fine-tuning/monitoring/upkeep of the software (OS/DB/Middleware/Tools etc.) shall be undertaken by the bidders' resource (L1/L2 or any other resource as required for the activity) on Banks' premises without any additional cost to the Bank.

Any major version update required in OS/DB due to end of support by the OEM shall be undertaken by the Bank.

Bidder shall obtain a written permission from the Bank before applying any of the patches/upgrades/ updates. Bidder must support older versions of the hardware/ software/ operating system/middleware etc. in case the Bank chooses not to upgrade to latest version. During the entire period, the Bidder must undertake comprehensive support of the product or specified software and all new versions, releases, and updates for all standard product or specified

software that needs to be installed at no additional cost.

The solution should support horizontal and vertical scaling to meet the Bank's future requirement.

16. System Integration Testing & User Acceptance Testing

- a) It is the responsibility of the Bidder to conduct SIT (System Integration Testing) for all the systems integrated with the Digital Business Platform.
- b) Bidder should carry out other testing like resiliency / benchmarking / load / performance testing etc. Bidder should submit result log for all testing to the Bank.
- c) System integration testing will be followed by user acceptance testing, plan for which has to be submitted by the Vendor to the Bank.
- d) UAT of the products (Retail/MSME/Agriculture, etc.) will be conducted by the respective user department of the Bank and UAT sign off will be given to the Bidder accordingly.
- e) Set up for regression/automated test software be provided wherever possible.

17. Go-live

- a. It is the responsibility of the Bidder to provision for no. of onsite L1 and L2 resources and ensure that they are well-versed with Bank specific solution functionalities, integration and customizations throughout the contract period.
- b. Go-live shall be considered as complete when the respective application usage is tested and signed off by the bank.

18. Facilities Management (Onsite Resources)

- a. Bidders to ensure to manage and maintain software as mentioned in the RFP and as per the agreement the bidder should deploy at Bank's Site required number of onsite technical experts throughout contract period. The deployed resources (to have adequate skill, Good academics & be technically sound) should manage the above-mentioned scope of work and have experience for at least two years monitoring & management of the proposed solution or similar solution. The deployed resources should be able to work 24*7*365 days. The Bank reserves the right to deploy these **resources in Shifts/Holidays. The** bidder should recruit/deploy the resources within 30 days of placing the order for the onsite technical resource. Bidders to provide Dedicated Support Charges for the solution for 8 Hour shift per day. The Bank has discretion to avail dedicated support services and number of support engineers at person day cost given. However, for the TCO purpose the bidder to quote as per the commercial offer **Annexure - XVIII.** Bidder to bundle L3 support to meet Bank's desired SLAs & implementations as per requirement of the project.
- b. Bidders to ensure that deployed resources should be competent to Develop/ Configure/ Handle/ Integrate/ Maintain/ Manage/ Implement/ Test / Go-live the proposed Digital Lending Platform.
- c. Bidder should ensure that the onsite resources should perform testing, support, monitoring, implementation, Integration, Trouble Shooting, reporting, RCA reports,

coordination with bank's teams, Audit compliance, any other statutory compliance, Patch Installation (OS, DB, App, Software) fixes, analytics, fraud risk/rule management & monitoring, day to day MIS reports, Regulatory reports, conducting DR Drill, backup/restore. These activities are an indicative gist of activities which may increase depending upon the requirement of the Eco system. The detailed activities will be shared with the successful bidders.

- d. Specifically, for the development of journeys, Bidder should have at least 50 technical resources every month (In India) dedicated for the bank on its roles across areas such as, Engineering/ Development/ Testing in (Web/ Mobile), Design Engineering (UI/UX Designers), as on the date of RFP.
- e. During FM (Facilities Management) period, Bidder will be responsible for:
 - i. Overall maintenance and working of the Solution
 - ii. Bug fixing and delivery & deployment of patches/ version changes effected
 - iii. Creating knowledge repository for the bugs identified, resolution mechanism, version upgrade, future upgrade etc. of Application software, DR Drill document with detailed steps to be followed in case of DR Drill activity.
 - iv. Provision should be available for version control and restoring the old versions if required by the Bank
 - v. Enhancement, modifications, customization, patches, upgrades due to statutory, regulatory bodies like RBI, UIDAI, SEBI, NPCI, NSDL, SIDBI, MoF, DFS, GOI etc., changes are to be provided at no additional cost to the bank.
 - vi. Providing the sizing for anti-virus software, the Bank will provide the required anti-virus.
 - vii. Configuration changes, version up-gradations, performance monitoring, trouble shooting, patch installation, running of batch processes, database tuning, replacement/ support, technical support for application and data maintenance, recovery, query generation and management etc. of all software supplied under this detailed document.
 - viii. Bug fixing should be undertaken in the event of software failure causing an interruption of operation of the proposed applications as per the response/ resolution times defined by Bank.
 - ix. All the detected software errors must be notified and corrected, as per bank defined timelines.
 - x. Support the Bank in integrating any new applications with the proposed application.
 - xi. The Bidder shall be agreeable for on-call/on-site support during peak weeks (last and first week of each month) and at the time of switching over from DC to DR and vice-versa. No extra charge shall be paid by the Bank for such needs, if any,

during the support period.

- xii. The operational support staff should have onsite support experience for the proposed application.
 - xiii. Coordinate and assist in getting the DR drills in conjunction with the Bank's policies/ procedures.
 - xiv. Routing the requests through backup system in case the primary system fails
Switching to the DR site in case of system failure.
- f. The Bidder shall keep the Bank explicitly informed of the end of support dates on related products/hardware/firmware and should ensure support during warranty and AMC/ATS.
 - g. Bidder support staff should be well trained to effectively handle queries raised by the customers/employees of the Bank.
 - h. Bidder has to deploy competent resources for the team to provide necessary maintenance and support as per the requirements of the Bank. Bidder has to deploy adequate resources to ensure that the systems are up and services are not impacted. To ensure that the SLAs are met, the Bidder, if required, will need to deploy additional resources during the contract period including implementation schedule without any additional cost to the Bank.
 - i. Bank reserves the right to interview and reject resources deployed by the Bidder if they do not have the necessary skills to be staffed for the respective project.
 - j. Bidder to ensure that the background check of the resources who are deployed at Bank's projects and share the same with Bank.
 - k. Bidder to ensure that adequate number of resources are deployed onsite for development and end to end implementation of the project in line with the Scope of work such that SLA for development, User acceptance testing & Go-live timelines are not impacted for any digital lending product in the scope of work It is desired that the implementation of the three segments viz. Retail, MSME & Agri are done in parallel as such, three different domain experts be deployed till all the digital lending journeys in these segments are made live. However, for situations such as that of Covid-19 the bidder shall obtain prior permission in writing from the Bank for working from home or working remotely which shall be at Bank's discretion.
 - l. Kick-off meeting shall happen within 7 days after the receipt of the purchase order.
 - m. The successful bidder shall not change any member of the project team during the course of the project without written consent from bank.

19. Manuals & Documentation

- 19.1.** Bidder has to provide soft and hard copies of user manuals, system administration manuals and system manuals and manuals for all functionalities available/

customized for the solution proposed.

- 19.2.** Bidder has to follow leading industry practice and standards for documentation for the entire system development life cycle. The documents and manuals should be kept up to date with proper version control during the entire contract period. Bank may require the bidder to deliver the following documents in hard and soft copy to Bank during development and implementation of the solutions.
- a. Detailed System Requirements Specification Document
 - b. High Level architecture document
 - c. Customization retro fitment document
 - d. High Level Design document
 - e. Low Level Design document
 - f. Test cases with results during UAT, SIT and any other test cases
 - g. Deployment plan document
 - h. Change management methodology document
 - i. Security guide
 - j. User management guide
 - k. Release notes (patches, updation etc.)
 - l. Impact matrix
 - m. Application flow diagram
 - n. Process flow for each implementation
- 19.3.** The overall charter of the project envisaged by the Bank spans across multiple phases. The Bidder shall provide the commercial quote including the supply, implementation, maintenance and development for all products listed in this RFP.
- 19.4.** In addition to above bidder shall also ensure the compliance of requirement of the Technical & Functional requirement as per **Annexure-V (a)** and **Annexure- V(b)**.

20. Objective of The Evaluation Process

- a. The evaluation by Punjab National Bank will be undertaken by an Internal Committee formed by the Bank. The bank may consider recommendations made by External Experts/Consultants on the Evaluation. The decision of the committee shall be final.
- b. The Bank will scrutinize the offers to determine whether they are complete, whether any errors have been made in the offer, whether required eligibility and technical documentation has been furnished, whether the documents have been properly signed, and whether items are quoted as per the schedule. The Bank may, at its discretion, waive any minor infirmity, non-conformity, or irregularity in a Bid, which does not constitute a material deviation. This shall be binding on all Bidders and the Bank's decision in the matter will be final.
- c. Each Recipient acknowledges and accepts that the Bank may, in its sole and absolute discretion, apply whatever criteria it deems appropriate in the selection of bidder, not limited to those selection criteria set out in this RFP document.
- d. Bank may call for any clarifications/additional particulars on the Eligibility cum

Technical bids submitted. The Bidder has to submit the clarifications/ additional particulars in writing within the specified date and time. The Bidder's offer may be disqualified, if the clarifications/ additional particulars sought are not submitted within the specified date and time. Bank reserves the right to call for presentation/s, product walkthroughs, on the features of the solution offered etc., from the Bidders based on the technical bids submitted by them. Punjab National Bank also reserves the right to conduct Reference Site Visits at the Bidder's client sites. Through this Request for Proposal, Bank aims to select Bidder (s) / application provider (s) who would undertake the designing and implementation of the required solution. The Bidder shall be entrusted with end-to-end responsibility for the execution of the project under the scope of this RFP. The Bidder is expected to commit for the delivery of services with performance levels set out in this RFP with a Service Level Agreement.

- e. Adherence to Terms and Conditions: The bidders who wish to submit responses to this RFP should abide by all the terms and conditions contained in the RFP. The bidder is required to put in a no deviation bid as per **Annexure-I**. If the responses contain any extraneous conditions put in by the respondents, such responses may be disqualified and may not be considered for the selection **process**.
- f. The competitive bids shall be evaluated in two stage: Eligibility Cum Technical Bid and Commercial Bid.
- g. During evaluation of the Tenders, the Bank, at its discretion, may ask the Bidder for clarification with respect to the tender. The request for clarification and the response shall be in writing, and no change in the substance of the tender shall be sought, offered, or permitted. The Bank reserves the right to accept or reject any tender in whole or in parts without assigning any reason thereof. The decision of the Bank shall be final and binding on all the bidders to this document and bank will not entertain any correspondence in this regard. The objective of evolving this evaluation methodology is to facilitate the selection of the most suitable FinTech firms which meets the functional / technical requirement of the Bank.

21. Evaluation Methodology

The evaluation will be a conducted in the following stages:

1. Eligibility Evaluation
2. Techno Commercial Evaluation
 - a. Technical Evaluation
 - b. Commercial Bid Evaluation
 - c. Weighted Evaluation

The objective of evolving this evaluation methodology is to facilitate the selection of the most optimal solution that appropriately meet the business requirements of the Bank. All bids shall be evaluated by an Evaluation Committee set up for this purpose by the Bank. The evaluation shall be on the basis of quality of the solution & services offered and cost of the offered solution and services. Bidder's qualifying the Eligibility evaluation will be considered for Techno Commercial Evaluation.

The decision of the Bank would be final and binding on all the Bidders to this document. The Bank may accept or reject an offer without assigning any reason whatsoever. Bank may call for any clarifications/ additional particulars required, if any, on the technical/ commercial bids submitted. The Bidder has to submit the clarifications/ additional particulars in writing within the specified date and time. The Bidder's offer may be disqualified, if the clarifications/ additional particulars sought are not submitted within the specified date and time. Bank reserves the right to call for presentation(s), product walkthroughs, on the features of the solution offered etc., from the bidders based on the technical bids submitted by them. Punjab National Bank also reserves the right to conduct reference site visits at the Bidder's client sites.

21.1. Eligibility Evaluation:

The eligibility evaluation shall be done as per the eligibility criteria (**Annexure III**). Eligibility Criteria is also the part of Scope of RFP.

21.2. Techno Commercial Bid Evaluation:

21.2.1.The Criteria for Techno Commercial Evaluation will have weightage of **70:30** (**Technical: 70 Commercial: 30**).

21.2.2.Technical Evaluation shall be done as per Annexure V(b)

21.2.3.The minimum qualification marks in **Technical Evaluation is 70%**, The Commercial Bid of only Technically Qualified Bidders shall be opened.

21.2.4.In case there is only one Bidder having Technical Score of 70 or more, the Bank may, at its sole discretion, also consider the next highest Technical Score and qualify such Bidder. In case, none of the participating Bidders qualify on Technical Score of 70, then the Bank, at its sole discretion, may qualify three Bidders on the basis of the Top 3 Scores.

21.2.5.However, the Bank at its discretion may reject the proposal of the Bidder or not consider Bidder below cut-off marks by relaxing criteria as mentioned above, if in the Bank's opinion the Bidder could not present or demonstrate the proposed solution as described in the proposal or in case the responses received from the customer references are negative or the proposed solution does not meet the Bank's functional and technical requirement.

21.2.6.The bidder with the Highest Combined Score (CS-1) shall be selected. In case of tie between two or more bidders for the Highest Total Combined Score, then the bidder with Highest Technical Score amongst such bidders shall be the successful bidder.

21.2.7.During Technical Evaluation the score of the Bidders will not be shared.

21.2.8.The methodology to evaluate the Highest Total Combined Score is as follow;

21.2.9.The Technical Bids will be allotted weightage of 70% while Commercial Bids will be allotted weightage of 30%. A combined score (CS) will be arrived at after

considering the Commercial quote and the marks obtained in Technical evaluation with relative weights of 30 % for Commercial bid and 70 % for Technical Bid according to the following formula:

$$\text{Combined Score of A} = 70 \times \frac{\text{Technical Score of A}}{\text{Highest Technical Score}} + 30 \times \frac{\text{Lowest Commercial Bid}}{\text{Commercial Bid of A}}$$

The bidder obtaining the Highest Combined Score in evaluation of Technical and Commercial evaluation will be ranked CS-1 followed by proposal securing lesser marks as CS-2, CS-3 etc. Bidder securing Highest Combined Marks and ranked CS-1 shall be recommended for award of contract. Bank will follow the internal procedure for necessary approvals and thereafter proceed with notification of award of contract.

Example:

Sl.	Bidder	Technical Score (TS)	Commercial Bid (CB)	Weighted Technical score= [70 X TS/TS (highest)]	Weighted commercial Score = [30X CB lowest)/CB]	Weighted Combined Score (CS)
1	AA	85	600	66	30	96
2	BB	90	800	70	22	92
3	CC	80	700	62	25	87

22. Project Timeline

The Bidder shall be responsible for the overall implementation and roll-out of solution. If the Bidder fails to do so within the stipulated time schedule or by the date extended by the Bank, it will be a breach of contract. In such a case, Bank would be entitled to charge a penalty as specified in this document

Particulars	Activity	Timeline	Applicable Penalty for delayed deliverables
Kick Off Meeting	Kick off meeting to develop an understanding of the Digital Lending Product requirements from bank Side and way forward.	T* + 15 days	1 % of order
Deployment of Resources onsite	Onsite resource deployment for starting the development process including Bidder side Project Manager	T+21 days	
Solution and architecture designing. Finalization of Hardware	Bidders shall finalize the Hardware and Software and Database requirements with the Bank after	T+35 days	

& Software Sizing.	finalization of the purchase order. Bidder shall also finalize the solution architecture and design.		value for every week delay	
Delivery of Licenses (Enterprise Software Perpetual (Unlimited Users) License)	Bidder shall deliver the Licenses (Enterprise Software Perpetual (Unlimited Users) License) and as per the defined scope of work, and Annexure-V(a) and Annexure-V(b).	T+ 90 days or H+15 days whichever is later		
Delivery of Software Solutions & Tools	Bidder shall deliver the Software & Tools as per the defined scope of work and Annexure- V(a) and Annexure-V(b)	T+ 90 days or H+15 days whichever is later		
Digital lending Platform Core Solution Delivery and Installation alongwith installation of Integration of Hardware & Software provide by Bank with the solution	Bidder shall Install the Proposed Digital Lending Core Solution at bank's premises.	T+ 90 days or H+15 days whichever is later		
Creation of Digital Loan Journeys (Customer journey & Branch Journey) of 3 Digital Lending Journeys as per Bank's requirement & Priority on receipt of Purchase Order	Finalization of SRS & its Sign Off of 3 Digital Lending Products	T + 50 days	1 % of order value for every week delay	
	Completion of Development of 3 Digital Lending Journeys	T+ 95 days or H+45 days whichever is later		
	Completion of User Acceptance Testing & Audit compliance of 3 Digital Lending Journeys	T+ 110 days or H+60 days whichever is later		
	Go-Live of 3 Digital Lending Journeys	T+ 120 days or H+70 days whichever is later		
Creation of Digital Loan Journeys/TPP & Deposit product journey (Customer journey & Branch Journey) On further intimation to the Bidder in Phases by Bank. Bank may at its discretion have parallel	Finalization of SRS & its Sign Off of 1 Digital Lending Journey/ TPP & Deposit product journey	I* + 15 days		
	Completion of Development of 1 Digital Lending Journey	I + 45 days		
	Completion of User Acceptance Testing & Audit compliance of 1 Digital Lending Journey/ TPP & Deposit product journey	I + 50 days		

implementation of 1 or more Digital Lending Journey/ TPP & Deposit product journey.	Go-Live of 1 Digital Lending Journey/ TPP & Deposit product journey	I + 60 days	
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***T is the date of Purchase Order**

*I is the date of Intimation/ Indent/Purchase Order for development of digital lending journey.

*H is the date of supply of hardware by the Bank as per the agreed solution sizing.

Note:

1. Overall penalty deduction on account of delay in deliverables is capped at 10% of Purchase order value.
2. No penalty shall be levied in case of delay(s) in deliverables of the contract for the reasons where there is a delay due to Bank readiness. The same shall be at the sole discretion of the Bank.
3. Bank reserves the right to Cancel the Purchase Order, Terminate the Contract, Forfeit the Performance Bank Guarantee and Blacklist the Successful bidder, in case the Successful bidder 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 Successful bidder, in such circumstances.
4. Bank reserves its right to recover Penalty amounts by any mode such as adjusting from any payments to be made by Bank to the Bidder. Further, the above payments will be released only after submission of PBG and signing of SLA (including Do & Don't), IP and NDA by Successful Bidder.

22.1. Project Review

The progress in the project implementation will be closely monitored and reviewed periodically by the Bank. The members of the committees will be finalized after selection of the bidder for the project.

22.2. Escalation Matrix

The bank as well as the Bidder will decide an escalation matrix to resolve any issues that may crop up during project period. Both the bank and the system integrator shall inform the names of the persons, designation, Email ids and their telephone numbers for the escalation matrix to be effective. Updated escalation matrix shall be made available to the Bank once in each quarter and each time the matrix gets changed.

23. Payment Terms

The payment terms are as follows:

Deliverable	%of Payment	Stage
Solution Cost		
One-time Enterprise Software Perpetual (Unlimited Users) License fee for the proposed solution and its component if any	100%	1 Month after post go-live of any one journey in each segment. viz Retail, MSME, Agri, TPP, Recovery & Liability Products
One-time Base Implementation Platform Cost	25%	On one Journey in each segment viz Retail, MSME, Agri, TPP, Recovery & Liability Products.
	25%	On completion of 25% of the journeys of all the segments viz Retail, MSME, Agri, TPP, Recovery & Liability Products.
	25%	On completion of 50% of the journeys of all the segments viz Retail, MSME, Agri, TPP, Recovery & Liability Products.
	25%	On completion of 75% of the journeys of all the segments viz Retail, MSME, Agri, TPP, Recovery & Liability Products.
Training Cost	100%	100% cost would be payable post successful completion of the training to the designated officials as per Bank's Requirement i.e. Minimum 3 Batches for 50 Officials each.
Cost of Implementation of End to End Digital Journey.	Actual in Arrears	Payable in arrears on completion of journeys of each products post go-live signoff of each journey and in each variant (ETB/NTB) as per Annexure – XXII
ATS/AMC Cost for the full solution (The ATS % should not be less than 10% of the solution cost as table a in this Annexure). The ATS will be charges 1 year after warranty.	Quarterly in Arrears	ATS shall commence on completion of warranty period and will be paid quarterly in arrears.

Resource Cost Facility Management Cost	Quarterly in Arrears	The payment will be paid in arrears at the end of every quarter. This will be based on the resources availed by Bank from the bidder.
Cost of Additional Work Successful Bidder to quote for 1 Man-day rate. The bidder to quote for this cost for any additional work to be done by the bidders which is not covered under the scope of this RFP Document and required for any future integrations.	In Arrear	100 % payment will be released on actual calculation of the Work to be done and Man-days efforts. The payment shall be released after completion of the Work allotted.

All out of pocket expenses, travelling, boarding and lodging expenses for the entire term of this detailed document and subsequent agreement is included in the amounts and the Bidder shall not be entitled to charge any additional costs on account of any items or services or by way of any out of pocket expenses, including travel, boarding and lodging etc.

The price would be inclusive of all applicable taxes under the Indian law like customs duty, freight, forwarding, insurance, delivery, etc. but exclusive of only applicable GST, which shall be paid / reimbursed on actual basis on production of bills with GSTIN. Any increase in GST will be paid in actuals by the bank or any new tax introduced by the government will also be paid by the bank the entire benefits / advantages, arising out of fall in prices, taxes, duties or any other reason, must be passed on to Bank. The price quoted by the bidder should not change due to exchange rate fluctuations, inflation, market conditions, increase in custom duty. The bank will not pay any out of pocket expense.

24. Instruction to Bidders

Power of Attorney/ Authorization Letter or Resolution Copy

In case of company, Board Resolution in favor of authorized person and Power of Attorney/Authorization letter in case the authorized person delegates authority to another person of the company to sign the Bid documents is to be submitted with bid documents.

In case of partnership firm, an undertaking from all partners authorizing the managing partner or any other partner of the firm to sign and execute all the documents/ agreements for and on behalf of the firm in relation to the present bid should be submitted. In case of LLP, Board Resolution in favor of authorized partner by all the partners of the LLP to sign the Bid documents should be submitted along with bid documents.

24.1. Cost of Bidding

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

24.2. Bidding Document

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

24.3. Language of Bids

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

24.4. Authentication of Erasures/ Overwriting etc.

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

24.5. Amendment of Bidding Documents

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

24.6. Validity of Bid Documents

Bid shall remain valid for 180 days from last date of submission of bid prescribed by PNB or amalgamated entity. A bid valid for shorter period shall be rejected by the purchaser as nonresponsive.

24.7. Late Bids

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

24.8. Bid Currency

Prices shall be expressed in the Indian Rupees only.

24.9. Bid Earnest Money

Bidder has to submit the Bid Earnest Money (EMD) of Rs.180 lakh, (Rupees one Crore Eighty lac only) which may be submitted in the form of online deposit or Bank Guarantee (BG) favoring PUNJABNATIONAL BANK, DBTD New Delhi and filling all the details as per specified Performa at **Annexure-XXVI**. The Bank Guarantee should be issued by any Public Sector Bank or scheduled Commercial Bank other than Punjab National Bank. The BG

should have a validity of 12 Months from the last date of submission of bid. Bidder shall be responsible to get the same extended for a further period of 6 months, if required by the Bank. The BG should be submitted at the time of bid submission. MSE bidder is exempted from payment of EMD if bidder can furnish requisite proof subject to the satisfaction of Bank. This exemption is not applicable for traders, sole agents, distributors etc. In case of unsuccessful bidder, EMD will be returned either on completion of tender process or within 30 Days of disqualification of the bidder, as per Bank's discretion. No interest will be payable on EMD amount. The EMD will be returned to the successful bidder upon submission of Performance Bank Guarantee and no interest will be payable on EMD amount.

Details for online payment:

Bank & Branch: Punjab National Bank, Centralised ATM Cell, New Delhi
Imprest Account No.: 0153002200175716 favoring Digital Banking Transformation Division.
IFSC Code: PUNB0522800.

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

24.10. Procurement Through Local Suppliers (Make In India)

Procurement through Local Supplier (Preference to Make in India) will be done as per the "Public Procurement (Preference to Make in India) Order 2017 issued vide Department of Industrial Policy and Promotion (DIPP) Notification No. P-45021/2/2017- B.E-II dated 15.06.2017 and thereafter revised vide Notification No. P-45021/2/2017-PP (B.E-II) dated: 28.05.2018, No. P-45021/2/2017- PP(BE-II) dated 04.06.2020 & No. P-45021/2/2017-PP(BE-II) dated 16.09.2020. Please also refer to Notification No. F.No.33(1)/2017-IPHW dt:14.09.2017 for the list of Electronic Products that are notified under the Public Procurement (Preference to Make in India) Order 2017. 'Local Supplier' means a supplier or service provider whose product or service offered for procurement meets the minimum local content as prescribed under this Order. The minimum local content shall be 50%. The bidder (if local supplier) will have to submit a self-certification that the offered item meets the minimum local content and shall give details of the Locations at which the local value addition is made. The bidder will also submit a certificate from statutory auditor or cost auditor of the company or from a practicing cost accountant or chartered accountant giving the percentage of local content.

24.11. Bidding Process

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

- ❖ **Eligibility cum Technical Bid (Both Hardcopy and Online)**
- ❖ **Commercial Bid (Online only)**

The bidders will have to submit the technical bid in Banks e-procurement system as well as in hard copy and commercial bid submission online only. All documents/letters, addressed to the Bank, should be submitted in Original and duly signed by authorized signatory of company and stamped. (No Photocopies will be acceptable). Authorized signatory shall be as per Board Resolution mentioned in Annexure-I.

a) Eligibility cum Technical Bid

- The Eligibility cum Technical bid must be submitted in hard bound file in a sealed envelope super scribing “Eligibility cum Technical Bid response against RFP for Digital Lending Platform Services in Punjab National Bank” & also online. Unsealed envelopes will not be accepted. Eligibility cum 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 should not contain any pricing or commercial information at all. Eligibility cum Technical bid documents with any commercial information may be rejected
- In the first stage, only **Eligibility Cum Technical** bids will be opened and evaluated. Bids of only those bidders would be evaluated further who comply with all the eligibility criteria mentioned in the tender. Only those satisfying the technical requirements (mentioned in the RFP) as determined by the Bank and accepting the terms and conditions of this document shall be short-listed.

b) Commercial Bid

In the second stage, the COMMERCIAL BID of only those bidders will be opened, who will comply with all the eligibility criteria's and will confirm compliance to all the terms & conditions of RFP document in the Technical Evaluation Stage.

24.12. Pre-Bid Meeting

Bidders are required to submit pre-bid queries (as per **Annexure-XI**), within the stipulated timelines as given in the General Tender Details, through **email** (In excel format only) to dbtd.procurement@pnb.co.in with subject “Pre-bid Queries for Digital Business Platform RFP”.

Bidders are also required to bring hard-copy of the same queries on their letter head, duly-signed and stamped by their authorized signatory at time of pre-bid meeting.

The queries submitted before last date of pre-bid submission and submitted in hard copy/E-mail as mentioned in Annexure-XI, will only be discussed in the Pre-Bid meeting and their subsequent responses will be uploaded onto Bank's websites.

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

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

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

24.13. Submission of Bids

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

All the Annexure and bid documents are to be uploaded in PDF format during the online bid submission along with eligibility cum technical bid supporting documents should be submitted manually and in separate envelopes before the final date & time of bid submission at the following address:

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

The hard copy of the technical bid to be submitted should contain all the required annexure in original. Bidder to ensure submission of bid strictly as per the requirement of the RFP. Kindly do not submit any extra documents/ certificates which are not required.

At the time of physical submission of bid, bidder has to show acknowledgement e-mail received after completion of the bid submission in proof of having submitted the bid online.

24.14. Deadline for Submission of Bids

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

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

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

of Technical Bid will be received only after successful Hash Submission and Online bid Re-encryption.

24.15. Modification and/ or withdrawal of Bids

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

24.16. Contacting the Bank

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

24.17. Terms and Conditions of the Bidding Firms

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

Failure of selected vendors to adhere to said agreed terms & conditions of RFP or, any attempt to get the same changed from Bank at any stage shall not be accepted by Bank under any circumstances and may lead to cancellation of empanelment and penal action against such bidder, as the Bank may found suitable including invoking PBG and black-listing of such vendor.

24.18. Local Conditions

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

24.19. Purchaser's Right to accept or Reject any Bid or All Bids

The Bank reserves the right to accept or reject any offer without assigning any reason thereof. Any decision of the Bank in this regard shall be final, conclusive and binding upon the Bidders. The bank reserves the right to accept or reject any bid, and to cancel the bidding process and reject all bids at any time prior to contract award, without thereby incurring any liability to the affected Bidder or Bidders or any obligation to inform the affected Bidder or Bidders of the grounds for bank's action. During the evaluation process at any stage if it is found that the Bidder does not meet the eligibility criteria or has submitted false / incorrect information the bid will be rejected summarily by the bank's notification of rejection of bid.

24.20. Opening of Bids

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

24.21. Clarifications of Bid

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

24.22. Preliminary Examination

The Bank will examine the bids to determine whether they are complete, whether any computational errors have been made, whether required information have been provided as underlined in the bid document, whether the documents have been properly signed, and whether bids are generally in order.

Arithmetical errors will be rectified as follows:

- If there is any discrepancy in total amount and multiplication of unit rate and Multiplication factor, unit rates will prevail and the total amount shall be recalculated on the basis of Unit rate and multiplication factor.
- If there is any discrepancy between words and figures, the amount in the words will prevail.
- The bid determined as not substantially responsive will be liable for rejection by the purchaser and may not be made responsive by the bidder by correction of the non- conformity. The decision of the Bank in this regard will be final.
- AMC/ATS amount, if asked for in specified range, and quoted under or beyond the specified range, would also be recalculated.

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

24.23. Revelation of Prices

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

24.24. Evaluation and Award Criteria

After opening of the eligibility cum technical bids & commercial documents/ price schedule all the documents and annexure will be evaluated by the Bank.

❖ First Stage: (Eligibility cum Technical Evaluation)

1. Bid document must be submitted in a single hard-bound file. (No loose pages must be submitted). All pages of the Bid Document must be serially numbered and must be properly signed by the authorized signatory and stamped by Bidder's Official seal. All Annexure must be on the letter head of the Bidder, except those which are to be provided on stamp paper. All documents, addressed to the Bank, should be submitted in Original. (No Photocopies will be acceptable).
2. Eligibility cum Technical bid opening will be done in presence of authorized representatives of all the bidders (if they choose to be present) who have submitted technical bid successfully (both online & in Hard-Bound File) within the stipulated time lines set by the Bank.
3. First of all, the RFP Cost and Earnest Money Deposit (Bid Security) of all bidders will be verified. If any RFP Cost/ Bid Security (EMD) is not found in order, that bidder will be declared ineligible for further participating in the tender process. After that eligibility cum technical bid will be evaluated based on the eligibility criteria defined in the RFP document. Bids complying with all the eligibility criteria and confirming compliance to all the terms & conditions of RFP document would be further evaluated on technical parameters.
4. Bidders satisfying the technical requirements (mentioned in the RFP) as determined by the Bank and accepting the terms and conditions of this document shall be short-listed for Commercial Evaluation.
5. PNB will determine to its satisfaction whether the bidder selected as having submitted the best evaluated responsive bid is qualified to satisfactorily perform the contract. The decision of PNB will be final in this regard.
6. The Bank reserves the right to accept or reject any product/ item/ technology/ module/ functionality proposed by the bidder without assigning any reason thereof. The Bank also reserves the right to reject any Bid, in case any of the Technical Specification is not in compliance to Bank's requirement. Decision of the Bank in this regard shall be final and binding on the bidders.

❖ Second Stage: (Commercial Evaluation: Price Schedule)

In the second stage, the **Commercial Bid** of only those bidders will be opened who will be qualified in **Eligibility and Technical Evaluation Criteria**.

The commercial bids shall be opened in the presence of shortlisted bidders, if they choose to be present. The intimation of time and place of opening of commercial bids will be informed separately to the shortlisted bidders only. If the shortlisted bidders or their duly authorized representatives are not present, the commercial bids will be opened in their absence. No information regarding the Commercial opening will be provided later to the bidders who did not attend the commercial opening, neither telephonically nor through mail.

After opening of commercial bids as above, commercial evaluation & verification of the bids will be done by the Bank. Any arithmetic errors will be rectified as per **clause-24.22** Preliminary Examination.

1. The bidders will be required to quote for all the items required by the Bank.

2. **Price Variation Factor**

If a bidder quoting higher prices, higher by more than 40% as compared to the average quoted prices (of all technically qualified bidders) for all items in aggregate, the same bidder shall not be called for reverse auction process". If due to such price variation factor, a bidder is not found eligible to be called for reverse auction and only one bidder is left commercially eligible, in such a situation, Bank reserves the right to negotiate with the L1 bidder. Bank at its discretion may even call for Reverse Auction Process for Commercial Bid Evaluation.

24.25. Normalization of bids

The Bank will go through a process of evaluation and normalization of the bids to the extent possible and feasible to ensure that bidders are more or less on the same ground of evaluation. After the normalization process, if the Bank feels that any of the bids needs to be normalized and that such normalization has a bearing on the price bids; the Bank may at its discretion ask all the shortlisted bidders to resubmit the commercial bids once again for scrutiny. The Bank can repeat this normalization process at every stage of bid submission or till the Bank is satisfied. The bidders agree that they have no reservation or objection to the normalization process and all the bidders will, by responding to this RFP, agree to participate in the normalization process and extend their co-operation to the Bank during this process. The bidders, by submitting the response to this RFP, agree to the process and conditions of the normalization process.

24.26. Bid Validity Period

The offer (Bid) should hold good for a period of 180 days from the last date of bid submission.

24.27. Cancellation of Bid/ Bidding Process

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

24.28. Delay in the Bidder's Performance

The performance of the services shall be made by the bidder in accordance with the terms and conditions mention in the RFP. Any delay will attract penalty in terms of RFP.

24.29. Use of Contract Document and Information

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

24.30. Force Majeure (Applicable to Successful Bidder/Vendor)

The Successful bidder or the Bank shall not be responsible for delays or non-performance of any or all contractual obligations due to any Force Majeure cause which is beyond the control of the bidder or Bank, as the case may be and not foreseeable and which substantially affects the performance of the obligations under the contract such as including:

- a) Acts of God, natural calamities, including but not limited to floods, droughts, earthquakes and epidemics;
- b) Acts of any country, domestic or foreign, including but not limited to war, declared or undeclared priorities, quarantines, embargoes;
- c) Acts of public enemy, accidents and disruptions including but not limited to fires, explosions, breakdowns of essential machinery or equipment;
- d) Blockade
- e) Strikes, lockouts and sabotages;
- f) Riots and civil commissions; etc.
- g) The said act of force majeure will not cover cases of commercial hardship

Provided that the Successful bidder and the bank shall within fifteen (15) days from the occurrence of such a cause notify the other in writing of such causes. Unless otherwise directed by the Bank in writing, the Successful bidder shall to the extent possible mitigate the consequences of the force majeure event and make all necessary alternative arrangements to perform their obligations and accordingly continue to perform its obligations under the contract as far as possible, and shall seek all means for performance of all the obligations, not prevented by the Force Majeure event.

Provided further that in case of delay in Services, which shall be solely decided by the Bank, the Bank shall not be held liable for non-performance of its obligations under the contract and the Bank shall have the right to terminate the contract/PO without giving any further notice to the bidder. The Bank reserves the right to assign the work to other service providers without any consequences and claims.

24.31. Non-Disclosure

By virtue of Contract, as and when it is entered into between the Bank and the successful bidder, and its implementation thereof, the successful bidder may have access to the confidential information and data of the Bank and its customers. The

successful bidder will enter into a Non-Disclosure Agreement to maintain the secrecy of Bank's data as per following: -

That the successful bidder will treat the confidential information as confidential and shall not disclose to any third party. The successful bidder will also agree that its employees, agents, sub-contractors shall maintain confidentiality of the confidential information.

- That the successful bidder will agree that it shall neither use, nor reproduce for use in any way, any confidential information of the Bank without consent of the Bank. That the successful bidder will also agree to protect the confidential information of the Bank with at least the same standard of care and procedures used by them to protect its own confidential Information of similar importance. Without limitation of the foregoing, the successful bidder shall use reasonable efforts to advise the Bank immediately in the event that the successful bidder learns or has reason to believe that any person who has had access to confidential information has violated or intends to violate the terms of the Contract to be entered into between the Bank and the successful bidder, and will reasonably cooperate in seeking injunctive relieve against any such person.
- That if the successful bidder hires another person to assist it in the performance of its obligations under the Contract, or assigns any portion of its rights or delegates any portion of its responsibilities or obligations under the Contract to another person, it shall cause its assignee or delegate to be bound to retain the confidentiality of the confidential information in the same manner as the Bidder is bound to maintain the confidentiality. This clause will remain valid even after the termination or expiry of this agreement.

That the successful bidder will strictly maintain the secrecy of Bank's data and obligation as detailed above shall survive the term of agreement entered with Bidder.

Non-Exclusivity

Notwithstanding anything contained in the present Agreement, the arrangement hereby agreed between the parties, shall be on a non-exclusive basis. Bank reserves its right to appoint/engage one or more service provider(s) to provide like services concurrently or otherwise during the currency of this Agreement.

Severability

The invalidity, illegality or unenforceability of any provision (in whole or part) of this Agreement in any jurisdiction shall not affect such provision in any other jurisdiction or invalidate or affect the remaining provisions (including in case of partial invalidity, the valid part of the affected provision) of this Agreement.

Survival

The Parties have expressly agreed that any liabilities or obligations set forth in this contract by their nature and content are intended to survive the performance hereof, shall so survive despite such completion/expiration or termination of this contract.

Inspection and Audit

It is agreed by and between the parties that the Service Provider shall get itself annually audited by internal/external empanelled Auditors appointed by the Bank/ inspecting official from the Bank, Reserve Bank of India or any regulatory authority, covering the risk parameters finalized by the Bank/ such auditors in the areas of products (IT hardware/ software) and services etc. provided to the Bank and the service provider shall submit such certification by such Auditors to the Bank. The service provider and or his / their outsourced agents /sub – contractors (if allowed by the Bank) shall facilitate the same. The Bank can make its expert assessment on the efficiency and effectiveness of the security, control, risk management, governance system and process created by the Service Provider. The Service Provider shall, whenever required by such Auditors, furnish all relevant information, records/data to them without any delay or/and protest. All costs for such audit shall be borne by the Bank.

Where any deficiency has been observed during audit of the Service Provider on the risk parameters finalized by the Bank or in the certification submitted by the Auditors, it is agreed upon by the Service Provider that it shall correct/ resolve the same at the earliest and shall provide all necessary documents related to resolution thereof and the auditor shall further certify in respect of resolution of the deficiencies. It is also agreed that the Service Provider shall provide certification of the auditor to the Bank regarding compliance of the observations made by the auditors covering the respective risk parameters against which such deficiencies observed.

Service Provider further agrees that whenever required by the Bank, it will furnish all relevant information, records/data to such auditors and/or inspecting officials of the Bank/ Reserve Bank of India and or any regulatory authority required for conducting the audit. The Bank reserves the right to call and/or retain for any relevant material information / reports including audit or review reports undertaken by the Service Provider (e.g., financial, internal control and security reviews) and findings made on the Service Provider in conjunction with the services provided to the Bank.

The Bank has the right without notice to inspect immediately as per circumstances as decided by bank, and test the infrastructure, software and procedures being followed for this engagement by Service Provider at any time.

The Bank may audit Service Provider's records during normal business hours related to the Services covered under this Agreement.

The bidder shall provide unrestricted access to its premises and records being maintained with regard to the job being performed as per its contract with the Bank, to the authorized personnel of the Bank / its auditors (internal and external)/ any statutory / regulatory authority / authorized personnel from RBI to carry out any kind of process of audit including that of its operations and records related to Bank's Card Management Services, as per its own satisfaction at the card processing bureau of the bidder, in the presence of representatives of the bidder, at any point of time by giving advance notice.

All the clauses specified under this point shall be applicable and extended to any entity to which the bidder has outsourced any part of the prescribed activity under Bank's Card Management Services. It shall be the responsibility of the bidder to ensure unrestricted access to the authorities/officials as mentioned above to the places where such services are outsourced, for

inspection and verification.

24.32. Service Level Agreement

The Service Level Agreement is developed to provide Bank with optimal services rendered by the successful bidder. This will be based on quality of reports, uptime, response time, handling of peak demand for the services bidder has been selected.

The SLA parameters for different services will be defined on a case to case basis. The bidder has to abide by the timelines and other parameters mentioned by the bank or else bank will take appropriate action which may include deduction of penalty from residual payment or even invoking the PBG.

i. The SLA parameters shall be monitored on a monthly basis as per the individual SLA parameter requirements. However, if the performance of the services is degraded significantly at any given point in time during the contract period and if the immediate measures are not implemented and issues are not rectified to the complete satisfaction of the Bank, then the Bank will have the right to take appropriate action including deducting penalty from residual payment or invoking the PBG/Empanelment Bid security.

ii. A Service Level violation will occur if the successful bidder fails to meet Minimum Service Levels, as measured on a quarterly basis, for a particular Service Level. Overall Availability and Performance measurements will be on a monthly basis for the purpose of Service Level reporting. An "Availability and Performance Report" will be provided by the bidder on monthly basis in the Bank's suggested format and a review shall be conducted based on this report. A monthly Availability and Performance Report shall be provided to the Bank at the end of every month containing the summary of all incidents reported and associated bidder performance measurement for that period.

iii. Review Committee and Review Mechanism: The designated review committee / members, on a quarterly basis, shall review and discuss the services, delivery and performance standard compliance of the selected bidder. The review would be at the discretion of the Bank and would include but not be limited to:

- Service provided during the review period
- Major incidents during the review period
- Problems that remains outstanding
- Review of Change requests
- Future events or business developments that will affect the Service
- Review any potential changes required to the SLA
- Agree items for submission to the executive decision making
- Review schedules for Services provided

iv. The bidder is expected to provide service levels as defined by the bank on case to case basis depending on the criticality of project during the warranty period. In case these service levels cannot be achieved at service levels defined in the project, it shall result in a breach of agreement and invoke the penalty clause. Payments to the bidder are linked to the compliance with the SLA metrics laid down by the Bank

on case to case basis. During the contract period, it is envisaged that there could be changes to the SLA, in terms of addition, alteration or deletion of certain parameters, based on mutual consent of both Bank and the selected bidder.

v. Penalty for downtime: If the selected bidder fails to deliver the required services due to reasons attributable to him like non-accessibility of the application, non-availability of the technical personnel / manpower, etc. the cumulative penalty, as applicable, would be imposed as mentioned below while processing the payment for respective milestone

The sum total of penalties will not exceed 10% of order value. Thereafter, the contract/purchase order may be cancelled and Performance Bank Guarantee/Empanelment Bid security may be invoked and the bidder will be de- empaneled.

24.33. Source Code Escrow Agreement

- a. Service Provider shall deposit the source code of the Software and everything required to independently maintain the Software, to the source code escrow account and agrees to everything mentioned in source code escrow agreement.
- b. Service provider shall deposit the latest version of source code in escrow account at regular intervals as mentioned in source code escrow agreement.
- c. The Bank shall have the right to get the source code released and will receive no opposition/hindrances from the escrow agent and Service provider under the following conditions: -
 - (i) In the event wherein Service provider files a voluntary petition in bankruptcy or insolvency or has been otherwise declared Insolvent/Bankrupt; or
 - (ii) In the event wherein Service provider has declared its expressed/written unwillingness to fulfill his contractual obligations under this Agreement; or
 - (iii) Service Provider is wound up, or ordered wound up, or has a winding up petition ordered against it, or assigns all or a substantial part of its business or assets for the benefit of creditors, or permits the appointment of a receiver for the whole or substantial part of its business or assets, or otherwise ceases to conduct its business in the normal course; or
 - (iv) Service Provider discontinues business because of insolvency or bankruptcy, and no successor assumes Service Provider's Software maintenance obligations or obligations mentioned in the Agreement; or
 - (v) Service Provider dissolves or ceases to function as a going concern or to conduct its operation in the normal course of business or intends and conveys its intention to do so; or
 - (vi) Any other release condition as specified in source code escrow agreement.
- d. Service provider agrees to bear the payment of fees due to the escrow agent.
- e. The escrow agreement shall ipso-facto would get terminated on delivery of source

code to either of the parties upon the terms & conditions mentioned in source code escrow agreement.

25. Terms and Conditions

25.1. Award of Contract

25.1.1. Notification of Selection of Bidder

- 25.1.1.1** Prior to expiration of the period of bid validity, the Bank will notify the successful Bidder in writing or cable/fax/email, further confirmed in writing by registered letter, that the bidder has been selected as vendor by the Bank for discrete procurement of standard items.
- 25.1.1.2** Upon receiving the notification of selection, the selected vendors will have to provide acceptance (**as per Annexure-XVII**) within Fifteen (15) days from date of receipt of the notification.
- 25.1.1.3** The notification of selection will constitute the basis for formation of the Contract
- 25.1.1.4** Bank has a right to cancel the order 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.
- 25.1.1.5** Upon notification of selection to successful bidders, the Purchaser will promptly notify each unsuccessful Bidder.

25.1.2. Signing of Contract

- 25.1.2.1.** The successful bidder shall mandatorily sign Non-Disclosure Agreement (NDA) and integrity Pact (IP) with Bank, within 30 working days from the date of acceptance of Letter of Empanelment.
- 25.1.2.2.** The successful bidder shall sign a detailed Service Level Agreement (SLA) with the Bank.
- 25.1.2.3.** Within 15(Fifteen) days from notification of successful bidder, the successful bidder shall sign the contract and return it to the Bank.
- 25.1.2.4.** 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.
- 25.1.2.5.** Failures of vendors to adhere to said agreed terms & conditions of RFP or, any attempt to get the same changed from Bank latter on, shall not be accepted by Bank under any circumstances and may lead to cancellation of empanelment and penal action against such bidder, as the Bank may found suitable including invoking the PBG and/or black-listing of such vendor.

25.1.3. Duration of Contract

The duration of contract will be initially for 5 years (including 1-year warranty period) and thereafter can be extended on same rate for year on year basis for an maximum tenure of 2 years depending on the performance of the Successful Bidder. Bank reserves right to cancel/terminate the contract at any time without assigning any reason in case vendor fails to meet any of the requirements as mentioned in the RFP/Contract.

The Successful Bidder will be the single point of contact and responsible for ATS for the solution provided (warranty of 1 year of Software from the date of Go-Live Signoff).

Warranties pertaining to Software/ Applications, other Peripheral (tools) starts post Installation (post Go live Signoff) of the license in Production with the period of warranty as one year. ATS for Software/ Application shall begin post Completion of Warranty and will be valid for 5 years and may extend further period of 2 year at the same rate, subject to satisfactory performance of successful bidder and mutual agreement on the terms and conditions. Further in case the Bank wants to extend the ATS it may be done on same terms and costing.

During shifting of the services to new bidder, the selected bidder shall provide necessary help for smooth switch over, and necessary information support to PNB's staff and / or PNB appointed third party, for running the Solution without any additional cost, thus ensuring continuity of service to the Banks' customers.

25.1.4. Performance Bank Guarantee

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

- The successful bidder will have to submit Performance Bank Guarantee amounting to 3 % of Total Purchase Order value in the format as per **Annexure-XVIII**, within 21 days from the date of issue of purchase order/Letter of Intent (LOI), & valid for a period of 5 years plus 6 months from the date of entering into contract. The Bank Guarantee should be issued by any Public Sector Bank or scheduled Commercial Bank other than Punjab National Bank.
- The successful Vendor shall ensure that the Performance Bank Guarantee to be issued at its request in the favor of Beneficiary Bank, under the terms of the RFP/SLA, shall be submitted to the Beneficiary Bank directly by the issuing bank under Registered Post (A.D.)
- One Month before the expiry of PBG, successful bidder has to extend the validity of the PBG for a further period of 2 years, and it should be further extended on extension of agreement.
- In case successful bidder submits any false information or declaration letter during the tender process or period of rate contract, Bank shall invoke the Performance Bank Guarantee submitted by the bidder to recover penalty/damages. The Performance Guarantee shall contain a claim period of six months from the last date of validity. The successful Bidder shall be responsible for extending the validity date and claim period of the Performance

Guarantee as and when it is due on account of non-completion of the project and/or Warranty period.

- In case further orders are placed with the same successful vendor during the period of agreement, the successful vendor shall amend the previously submitted PBG/shall provide a new PBG.
- In case the successful Bidder fails to submit performance guarantee within the time stipulated, the Bank, at its discretion, may cancel the order placed on the selected Bidder without giving any notice. Bank shall invoke the performance guarantee in case the selected Bidder fails to discharge their contractual obligations during the period, breaches the terms of the RFP/Agreement or Bank incurs any loss due to Bidder's negligence in carrying out the project implementation as per the agreed terms & conditions.
- The Performance Bank Guarantee shall be denominated in Indian Rupees and issued by Public Sector Bank or scheduled Commercial Bank other than Punjab National Bank, acceptable to the Bank. The format of the PBG will be provided with the request for proposal for projects, when initiated by the bank under the scope of this RFP.
- No interest on PBG will be paid by Bank.

25.1.5. Acceptance of Orders to successful vendors

The successful bidder shall have to accept and acknowledge orders within 7 working days from the date of work order placement. In case of acceptance, vendor has to submit separate PO-wise PBG within 30 days of purchase order.

Bank has a right to cancel the order and also Bank reserves the right to blacklist/debar the said successful bidder if the order is not accepted within a period of 7 working days from the date of order, otherwise it will be considered as accepted.

25.1.6. Not Acceptance/ Non-Execution of Order

In case the empaneled bidder shortlisted through this RFP process (hereinafter called "vendor") refuses to execute the work, Bank will have all the rights to invoke PBG. 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.

25.1.7. Payment

The rates quoted in the tender shall be inclusive of all taxes excluding of GST. No escalation in rates will be allowed under any circumstances.

Bank will place the orders and deployment of application will be at the offices as mentioned at the time of requirement raised by the Bank. The successful bidder out of the empaneled bidders shall make necessary arrangements for processing the purchase orders. The Bidder must accept the payment terms proposed by the Bank. The commercial bid submitted by the empaneled bidders must be in conformity with the payment terms proposed by the Bank. Any deviation from the proposed

payment terms would not be accepted. The Bank shall have the right to withhold any payment due to the bidder, in case of delays or defaults on the part of the bidder. Such withholding of payment shall not amount to a default on the part of the Bank. If any of the items / activities as mentioned in the price bid is not taken up by the bank during the course of the assignment, the bank will not pay the professional fees quoted by the bidder in the price bid against such activity / item.

There shall be no escalation in the prices once the prices are fixed and agreed to by the Bank and the bidder. Payment will be released by the bank as per above payment terms on submission of relevant documents.

The Bank will pay invoices within a period of 30 days from the date of receipt of undisputed invoices, subject to submission of all documents to Bank's satisfaction. Any dispute regarding the invoice will be communicated to the selected bidder within 15 days from the date of receipt of the invoice. After the dispute is resolved, Bank shall make payment within 30 days from the date the dispute stands resolved.

25.1.8. Cancellation of Purchase Order

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

- a Non-submission of acceptance of order within 7 working days of placement of Purchase Order.
- b Non-submission of Performance Bank Guarantee within stipulated time as specified in the RFP.
- c Non-signing of contract within the time specified by Bank

25.1.9. Signing of Pre-Contract Integrity Pact

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

25.1.10. Delay in Bidder's Performance

Delivery of the service and performance of the Services shall be made by the Bidder in accordance with the time schedule specified by purchaser. Any delay in performing the obligation by the Bidder will result in imposition of liquidated damages @ 1% per week of delay over and above the agreed delivery period, and/or termination of rate contract for default.

25.1.11. Indemnity

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

the bidder has assumed responsibilities under the purchase contract including those imposed under any contract, local or national law or laws, or in respect to all salaries, wages or other compensation to all persons employed by the bidder or bidders in connection with the performance of any system covered by the purchase contract. The bidder shall execute, deliver such other further instruments to comply with all the requirements of such laws and regulations as may be necessary there under to conform and effectuate the purchase contract and to protect the Bank during the tenure of Contract/purchase order. Where any patent, trade mark, registered design, copyrights and/ or intellectual property rights vest in a third party, the bidder shall be liable for settling with such third party and paying any license fee, royalty and/ or compensation thereon.

In the event of any third party raising claim or bringing action against the Bank including but not limited to action for injunction in connection with any rights affecting the deliverable supplied by the bidder covered under the purchase contract or the use thereof, the bidder agrees and undertakes to defend and / or to assist the Bank in defending at the bidder's cost against such third party's claim and / or actions and against any law suits of any kind initiated against the Bank. Successful bidder will also assume full responsibility of any loss or damage caused due to any of their onsite engineer/representative. PNB shall not be held liable for and is absolved of any responsibility or claim/litigation arising out of the use of any third-party services and the bidder shall compensate the bank for any such financial loss arising out of such claim/litigation.

Bidder further agrees that it shall, at its own expense, defend or cause to be defended or, at its option, settle any claim or action ("Claim") brought against the Bank by a third party alleging that the use of the Licensed Material by the Bank infringes any Intellectual property Rights of that third party. Subject to the other conditions of this section, Bidder shall pay any compromise, settlement or judgment entered against the Bank with respect to any Claim and fully indemnify the Bank in respect of all costs and expenses relating to the Claim provided that the Bank notifies Vendor in writing of the Claim immediately on becoming aware of it.

No settlement of claim shall be deemed to be an admission of any liability by the Bank for the infringement alleged.

If any Licensed Material becomes the subject of any Claim or if a court judgment is made that any Licensed Material does infringe, or if the use of licensing of any part of any Licensed Material is restricted, Vendor at its option and expense shall:

- a. Obtain for the Bank the right to continue to use the Licensed Material;
- b. Replace or modify the Licensed Material so that it becomes non-infringing;
- c. If none of the above (a) or (b) is possible, return the entire consideration received from the Bank for the Licensed Material on a pro rata portion basis,

25.1.12. Termination of Contract

- The quality of services given by the bidder & performance of the services provided by the bidder will be reviewed monthly and if the services are not found satisfactory, the

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

- a) Excessive delay in execution of order placed by the Bank or non-capable resources.
 - b) Discrepancies / deviations in the agreed processes and/or products
 - c) Failure of successful bidder (Vendor) to complete implementation of solution within the time as specified in the RFP document
 - d) Violation of terms & conditions stipulated in this RFP/Agreement.
 - e) Exceeding any of the threshold limits of Delay as per clause.
 - f) Penalty as per Clause mentioned in the RFP reaches its max. Limit.
- If the contract is terminated under any termination clause, the Bidder shall handover all documents/ executable/ Bank's data or any other relevant information to the Bank in timely manner (3 Months) and in proper format as per scope of this RFP and shall also support the orderly transition to another vendor of Bank's choice or to the Bank. Failure to do so may result in invocation of PBG.
 - During the transition, the Vendor shall also support the Bank on technical queries/support on process implementation or in case of software provision for future upgrades.
 - The Bank's right to terminate the Contract will be in addition to the penalties/ liquidated damages and other actions as deemed fit.
 - In the event of failure of the Service Provider to render the Services or in the event of termination of agreement or expiry of term or otherwise, without prejudice to any other right, the Bank at its sole discretion may make alternate arrangement for getting the Services contracted with another vendor/bidder. In such case, the Bank shall give prior notice to the existing Service Provider. In the event of termination of the SLA/PO, the Bank shall be entitled to claim extra cost borne by Bank in making alternate arrangement or substitution with the Vendor of its choice. The existing Service Provider shall continue to provide services as per the terms of contract until a 'New Service Provider' completely takes over the work. During the transition phase, the existing Service Provider shall render all reasonable assistance to the new Service Provider within such period prescribed by the Bank, at no extra cost to the Bank, for ensuring smooth switch over and continuity of services. If existing vendor is breach of this obligation, they shall be liable for paying a penalty of an amount equivalent to 10% of the contract values on demand to the Bank, which may be settled from the payment of invoices or Performance Bank Guarantee for the contracted period or by invocation of Performance Bank Guarantee.
 - Bank may also terminate the contract anytime during its currency, pursuant to change in guidelines issued by government / RBI and other statutory bodies affecting the

Scope of Work defined under the contract. However, the Bank shall make outstanding payments towards all pending work orders executed by the vendor for which payment has not been made. Further, Bank reserves the right to recover any dues payable to the Vendor from any amount outstanding to the credit of the Vendor, including pending bills and/or by invoking Bank Guarantee, if any, under the SLA/Purchase Order.

- Notwithstanding anything contained, the Bank reserves the right to terminate the contract 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.
- In case of order cancellation any payments made by the Bank to the vendor would necessarily will have to be returned to the bank with interest to the bank @ 15% per annum, further the vendor will also be required to compensate the Bank for any direct loss incurred by the Bank due to cancellation of the contract any additional expenditure incurred by the Bank to appoint any other vendor. This is after repaying the original amount paid.

25.1.13. Governing Laws and Disputes

All disputes or differences whatsoever arising between the parties out of or in relation to the construction, meaning and operation or effect of these Tender Documents or breach thereof shall be settled amicably. In case of failure to resolve the disputes or differences between the parties amicably, the matter may be referred to a sole arbitrator appointed mutually by the parties after issue of at least 30 days’ notice in writing to the other party clearly setting out there in the specific disputes and the same shall be settled by arbitration in accordance with the Indian Laws relating to arbitration, i.e. in accordance with the provision of the Indian Arbitration and Conciliation Act, 1996 and its amendments from time to time. The award made in pursuance thereof shall be binding on the parties. Any Dispute/ appeal pertaining to above will be subject to the exclusive jurisdiction of courts at Delhi. All arbitration proceeding shall be conducted in English and a daily English record of such proceeding shall be maintained. Each party to bear their own cost.

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

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

25.1.14. Use of Contract Documents and Information

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

25.1.15. IPR Rights

- The Vendor claims and represents that it has obtained all the appropriate rights to provide the Deliverables upon the terms and conditions contained in this contract. The Bank agrees and acknowledges that save as expressly provided in this agreement, all Intellectual Property Rights in relation to the Software, Services and Documentation and any adaptations, translations and derivative works thereof, whether protectable as a copyright, trade mark, patent, trade secret design or otherwise, provided by the Vendor during, in connection with or in relation to fulfilling its obligations under this contract belong to and shall remain a property of the Vendor or its licensor.
- The Vendor shall be responsible for obtaining all necessary authorizations and consents from third party licensors of Software, if any, used by Vendor in performing its obligations under this Project.
- If a third party's claim endangers or disrupts the Bank's use of the Software, the Vendor shall at no further expense, charge, fees or costs to the Bank, (i) obtain a license so that the Bank may continue use of the Software in accordance with the terms of this contract and the license agreement; or (ii) modify the Software without affecting the functionality of the Software in any manner so as to avoid the infringement; or (iii) replace the Software with a compatible, functionally equivalent and non-infringing product.
- The Successful Bidder shall indemnify and keep harmless 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 Bidder shall, at their own expense, defend and indemnify and keep the Bank harmless against all third party claims or infringement of intellectual Property Right, including Patent, trademark, copyright, trade secret or industrial design rights arising from use of the products or any part thereof in India or abroad.
- The supplier shall expeditiously extinguish any such claims and shall have full rights to defend itself there from. If the Bank is required to pay compensation to a third party resulting from such infringement, the Bidder shall be fully responsible to compensate the bank against such financial loss, including all expenses and court and legal fees.
- The Bank will give notice to the Bidder of any such claim without delay, provide reasonable assistance to the Bidder in disposing of the claim, and shall at no time admit to any liability for or express any intent to settle the claim.
- The Bidder 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 bidder, including-all inventions, designs and marks embodied therein in perpetuity.

25.1.16. Assignment

- (i) The successful bidder shall not assign to anyone, in whole or in part, its obligations to perform under the contract, except with the Bank's prior written consent and PNB reserves its right to terminate the Agreement, if no such consent is obtained by the successful bidder.
- (ii) If the Bank undergoes a merger, amalgamation, take-over, consolidation, reconstruction, change of ownership etc., this contract shall be considered to be assigned to the new entity and such an act shall not affect the rights and obligations of the successful bidder and such amalgamated/merged entity.

25.1.17. Contract between Bank and Selected Bidder

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

25.1.18. Principal to Principal Relationship

The employees engaged by the successful bidder shall be deemed to be the employees of successful bidder only, and the Bank shall not be connected with the employment or the terms and conditions thereof in any way. The successful bidder 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/joint venture 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 nor there is no master-servant relationship between the parties. The relationship is on principal to principal basis.

The successful bidder shall be responsible for payments of all statutory dues with respect to each of its personnel/ employees engaged by it to render service under Service Level Agreement under applicable Labor 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. and amendments thereto; if substituted with other enactments, by the terms of such Acts. No dues/ contributions under any future laws/labor legislations, as applicable, are payable by the Bank with respect to the successful bidder's personnel/ employees. The successful bidder will have no claims whatsoever against the Bank with respect to payment of statutory dues/contributions to personnel/employees of under applicable labor legislations.

25.1.19. Limitation of Liability

Successful Bidder's aggregate liability under the contract shall be limited to a maximum of the contract value. In the following circumstances limitation of liability shall not apply and the bidder shall be liable for amount of cost, damages, compensation, penalty etc. suffered by the bank:

- a) Breach of the confidentiality provisions;
 - Liability of Vendor (including third party claims) in case of bodily injury (including death),
 - Liability of Vendor (including third party claims) in case of damage to real property and tangible property caused by Vendor's gross negligence,
 - Liability of the Vendor in case of gross negligence or willful misconduct attributable to the Vendor while providing services under the Agreement;
 - Liability of the Vendor in case of fraudulent acts or willful misrepresentation attributable to the Vendor regarding the services provided under the Agreement
- b) Liability for an infringement of a third party's IPR by the bidder;
- c) Employment liabilities for bidder's staff relating to the period of their employment within contractual period while working with purchaser Bank and;
- d) Any other liability that cannot be capped or excluded as a matter of applicable law and imposed by the statutory authority/ government bodies/ court tribunals etc.
- e) Any other breach caused due to the non-performance of the obligations of the bidder under the Agreement.
- f) This limit shall not apply to third party claims.

25.1.20. Liquidated Damages

The Bank will consider the inability of the Successful bidder to deliver services or install the equipment/ software within the specified time limit as a breach of contract and would entail the payment of Liquidated Damages on the part of the Successful bidder. The liquidated damages represent an estimate of the loss or damage that the Bank may have suffered due to delay in performance of the obligations (relating to delivery, installation, operationalization, implementation, training, acceptance, warranty, maintenance etc. of the proposed solution/services) by the bidder.

Installation will be treated as incomplete in one / all of the following situations:

1. Non-delivery of any component or other services mentioned in the order
2. Non-delivery of supporting documentation
3. Delivery / availability, but no installation of the components and/or software
4. No integration
5. Non-Completion of Transition within suggested timeline
6. System operational, but not as per SLA, Timelines and scope of the RFP

Bank may at its option demand and recover from the Successful Bidder(s) an amount equivalent to 1(one) percent of the undelivered portion of contract value for every week of delay or part thereof, subject to a maximum of 10% of the overall contract value.

Once the maximum is reached, the Bank may consider termination of the contract. Similarly, for delay in Services, subject to a maximum of 10% of the overall contract value Bank may at its option demand and recover from the Vendor(s) an amount equivalent to 1 (one) percent of the incomplete portion of services for every week of delay or part thereof.

Further, the Bank also reserves the right to cancel the order and invoke the Performance Bank Guarantee in case of inordinate delays in the delivery/installation of the equipment/software. Bank may provide a cure period of 15 days and thereafter foreclose the performance bank guarantee without any notice. In the event of Bank agreeing to extend the date of delivery at the request of Successful Bidder(s), it is a condition precedent that the validity of Performance Bank Guarantee shall be extended by further period as required by Bank before the expiry of the original bank guarantee. Failure to do so will be treated as breach of contract. In such an event Bank, however, reserves its right to foreclose the bank guarantee. For the purpose of this RFP, the total of penalties as per SLA and the Liquidated damages will be subject to a maximum of 10% of the overall contract value.

Both Penalty and Liquidated Damages are independent of each other and are applicable separately and concurrently. The penalty is for delay of performance and not for termination, whereas the liquidated damages are applicable only on event of termination on default.

Penalty or/and liquidated damage is not applicable for reasons attributable to the Bank and Force Majeure. However, it is the responsibility of the selected Bidder to prove that the delay is attributable to the Bank and Force Majeure. The selected Bidder shall submit the proof authenticated by the Bidder and Bank's official that the delay is attributed to the Bank and/or Force Majeure along with the bills requesting payment.

Any financial loss to the Bank including reputational and goodwill damage on account of fraud/data breach/loss/damage, third party claims of infringement of patent, trademark or industrial design, etc taking place due to the acts of successful bidder, its employees or due to successful bidder's or its employee's negligence shall be recoverable from the successful bidder along with the damages. Decision of the Bank in this regard shall be final and binding on the successful bidder.

Regulatory Compliance: Successful bidder shall be held liable for any non-compliance or delay in compliance to Regulatory/Statutory guidelines. Any new advisory/guidelines issued by regulatory authorities like RBI, MoF, DFS, GOI etc. need to be implemented free of cost. Any penalty imposed by the Regulator on Bank will be the responsibility and liability of the successful bidder and the bank shall be compensated for the same.

26. Penalty

- The Successful Bidder shall perform its obligations under the agreement entered into with the Bank, in a professional manner.
- If any act or failure by the Successful Bidder under the agreement results in failure or inoperability of systems and if the Bank has to take corrective actions to ensure

functionality of its property. The Bank reserves the right to impose penalty, which may be equal to the cost it incurs or the loss it suffers for such failures.

- Bank may impose penalty to the extent of loss incurred, if the loss was due to the actions directly attributable to the staff of Bidder
- If the Successful Bidder fails to complete the due performance of the contract in accordance with the specification and conditions of the offer document. The Bank reserves the right either to cancel the order or to recover a suitable amount as deemed reasonable as Penalty / Liquidated Damage for non-performance
- Failure to maintain uptime SLA will attract penalty
- If the bidder fails to deliver the journeys as per timelines mentioned in **Section 22.** (Project Timelines) the bank may at its option demand and recover from the Successful Bidder(s) an amount equivalent to 1(one) percent of the undelivered portion of contract value for every week of delay or part thereof, subject to a maximum of 10% of the overall contract value.
- The overall penalty is limited to 10% of the total contract value if not specified otherwise.

26.1. Penalty due to delay in Services:

As mentioned in [Clause 22](#) Project Timeline

26.2. Penalty due to Downtime or due to performance below the expected Turnaround time of any application integrated with the Solution, which may impact Banks business:

After implementation of the complete solution, Penalty will be deducted for partial or complete downtime of the system (Application failure), The uptime will be calculated based on 24/7 excluding the planned downtime on monthly basis and penalty will be charged as specified below:

Uptime (U)	Penalty
U >=99.95	No Penalty
99.50<=U< 99.95	0.1 % of cost of quarterly recurring payment.
99.00<=U< 99.50	0.2 % of cost of quarterly recurring payment.
98.50<=U< 99.00	0.3 % of cost of quarterly recurring payment.
98.00<=U< 98.50	0.4 % of cost of quarterly recurring payment.
And so, on	For every 0.5 % drop in the Uptime, Penalty @ 0.1% of cost of quarterly recurring payment.
Max. Limit	10% of order value, beyond which Bank may terminate the contract.

SLA will be monitored on Quarterly basis and the penalty will be levied accordingly.

The downtime will be calculated after deducting after deducting the downtimes due to hardware failures/network outage/scheduled downtimes etc. which are not attributable to the solution provider. The same will be done on the sole discretion of the Bank after going through the detailed Root Cause Analysis provided by the vendor for issues/failures reported.

Penalty due to downtime, during contract period will be deducted from any subsequent payment to be made to the Successful bidder. The above penalty criteria shall be applicable on per node basis as well.

Penalty due to downtime, during AMC/ATS period will be deducted from AMC/ATS payment or PBG or any future payable.

26.3. Penalty due to erroneous behavior of the Solution

If the solution or any of its components behaves erroneously which results in monetary or business loss to the Bank, then the entire amount of such loss shall be recovered from the bidder on actual basis.

26.4. Penalty due to Absence of Onsite Engineer (Resource & Team Lead)

During the Implementation period - 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 times (double) of one day per man salary of the Resource cost, for each day during the implementation period, up to a maximum of 10% of project cost.

Team lead/Project manager is required to be present Onsite throughout the contract period. Failure to do so will attract a penalty of 2 times (double) of one day per man salary of the Implementation Cost for each day up to a maximum of 10% of Project Cost.

26.5. Management, Reporting and Governance

Service Details	SLA Measurement	SLA	Penalty
Report Generation	Adherence to delivery of SLA Report	100%	The SLA Report is to be shared with the Bank on 7th of every month. For each default, penalty of INR 2,000/- per week or part thereof may be charged to the Bidder.
Resource Availability	Attendance for L1 and L2 engineers. Minimum attendance level on any day is 90% of agreed deployment	No. of days absent	Penalty shall be INR 1,000/- for every 2% of default or part thereof below the agreed threshold.
RCA Submission	Adherence to delivery of RCA Reports for issues/gaps/ bugs within 48 hours of the issue being identified/ notified	100%	The RCA reports to be shared within 48 hours of the issue being identified/ notified. For each default the penalty of INR 1,000/- per day or part thereof maybe charged to the bidder.

26.6. Bug Reporting & Resolution

Level	Description	Calculation	Periodicity	MSL	Penalty
Bug Reporting	Bidder shall ensure that all bugs reported by the users / testing team shall be duly logged and assigned a unique ID for reference purposes. Users shall be informed about the reference ID maximum within 15 minutes from recording the complaint.	Manually through various communication channels.	Monthly	100%	Penalty of INR 500/- will be levied for every 15 minutes delay or part thereof
Bug Resolution	Bidder shall ensure that all bugs reported by the users / testing team as agreed with the Bank and resolved maximum within 3 calendar days. The reference ID post resolution should be closed in concurrence with the Bank	NA	Monthly	Per Instance	Penalty of INR 1,000/- will be levied for every day delay or

26.7. Audit Gaps

Item	Issue Categorization	Resolution Period	Penalty Amount
Audit Gaps Resolution	High	Within 7 days	5,000/- per issue per day post the resolution period till the issue/gap closure date.
	Medium	Within 10 days	2,500/- per issue per day post the resolution period till the issue/gap closure date.
	Low	Within 15 days	1,000/- per issue per day post the resolution period till the issue/gap closure date.

****Bidder is required to submit the compliance document confirming that the gaps identified by Bank's appointed third party have been closed.**

The bidder shall not be penalized for any SLA breach outside the scope of bidder and for any reason not attributable to the Bidder.

Penalty as in 26.1, 26.2, 26.3, 26.4, 26.5, 26.6 and 26.7 can be levied simultaneously. Maximum deducted penalty of one type will not affect any other type of penalty i.e. All the types of penalties can be levied up to their maximum limit simultaneously.

- Bank may also impose penalty to the extent of loss incurred, if the loss was due to the actions directly attributable to the staff of Bidder.
- If the Successful Bidder fails to complete the due performance of the contract in accordance with the specification and conditions of the offer document. The Bank reserves the right either to cancel the order or to recover a suitable amount as deemed reasonable as Penalty / Liquidated Damage for non-performance

The overall penalty is limited to 10% of the total contract value if not specified otherwise.

26.8. Taxes

The rates quoted in 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.

26.9. Compliance with Law

Compliance of Order No. 6/18/2019-PPD dated 23rd July 2020 issued by Ministry of finance Department of Expenditure, Govt. Of India:

This RFP and process incidental thereto shall remain subject to the guideline/order issued by Ministry of finance Department of Expenditure, Govt. Of India vide its Order No. 6/18/2019-PPD dated 23rd July 2020. The Model Clause for the tender as prescribed in terms of para 4 of aforesaid order, is hereby disclosed as under:

- I. Any bidder from a country which shares a land border with India will be eligible to bid in this tender only if the bidder is registered with the Competent Authority.
- II. Bidder” for the purpose of aforesaid order (including the term ‘tenderer’, ‘consultant’ or ‘service provider’ in certain contexts) means any person or firm or company, including any member of a consortium or joint venture (that is an association of several persons, or firms or companies/proprietorship firm/partnership firm/LLP), every artificial juridical person not falling in any of the descriptions of bidders stated hereinbefore, including any agency branch or office controlled by such person, participating in a procurement process.
- III. “Bidder from a country which shares a land border with India” for the purpose of aforesaid Order means: -
 - a. An entity incorporated, established or registered in such a country; or
 - b. A subsidiary of an entity incorporated, established or registered in such a country; or
 - c. An entity substantially controlled through entities incorporated, established or registered in such a country; or
 - d. An entity whose beneficial owner is situated in such a country; or

- e. An Indian (or other) agent of such an entity; or
- f. A natural person who is a citizen of such a country; or
- g. A consortium or joint venture where any member of the consortium or joint venture falls under any of the above

IV.The beneficial owner for the purpose of (iii) above and aforesaid order will be as under:

1. In case of a company or Limited Liability Partnership, the beneficial owner is the natural person(s), who, whether acting alone or together, or through one or more juridical person, has a controlling ownership interest or who exercises control through other means. Explanation:
 - a. “Controlling ownership interest” means ownership of or entitlement to more than twenty-five per cent, of shares or capital or profits of the company;
 - b. “Control” shall include the right to appoint majority of the directors or to control the management or policy decisions including by virtue of their shareholding or management rights or shareholders agreements or voting agreements;
2. In case of a partnership firm, the beneficial owner is the natural person(s) who, whether acting alone or together, or through one or more juridical person, has ownership of entitlement to more than fifteen percent of capital or profits of the partnership;
3. In case of an unincorporated association or body of individuals, the beneficial owner is the natural person(s), who, whether acting alone or together, or through one or more juridical person, has ownership of or entitlement to more than fifteen percent of the property or capital or profits of such association or body of individuals;
4. Where no natural person is identified under (1) or (2) or (3) above, the beneficial owner is the relevant natural person who holds the position of senior managing official;
5. In case of a trust, the identification of beneficial owner(s) shall include identification of the author of the trust, the trustee, the beneficiaries with fifteen percent or more interest in the trust and any other natural person exercising ultimate effective control over the trust through a chain of control or ownership.

V.An Agent is a person employed to do any act for another, or to represent another in dealings with third person.

VI.The successful bidder shall not be allowed to sub-contract works to any contractor from a country which shares a land border with India unless such contractor is registered with the Competent Authority.

VII.The Parties will comply with all laws and regulations applicable to their respective businesses including without limitation, all privacy, database, copyright, trademark, patent, trade secret, export and Anti-Bribery Laws.

The selected service provider hereto agrees that it shall comply with Labor Laws and all applicable union, state and local laws, ordinances, regulations, CVC / RBI guidelines / statutory requirements and codes in performing its obligations hereunder, including the procurement of licenses, permits and certificates and payment of taxes where required at no additional cost to the Bank.

The selected service provider has represented that their company holds all valid, licenses/registrations as may be required under the laws prevalent from time to time, in particular but not limited to, The Contract Labor (Abolition and Regulation Act) and other labor laws. The service provider shall ensure that all such registrations/licenses where required, are kept valid and subsisting throughout the term of the agreement.

If at any time during the term of the Agreement, if Bank is informed or information comes to its attention that the selected service provider is or may be in violation of any terms and conditions mutually agreed between the Bank and the service provider, which proves to be unsatisfactory to the Bank, then the Bank shall be entitled to terminate the Agreement by giving not less than one-month notice in writing.

26.10. Subcontracting

Subcontracting is prohibited. However, if due to some unavoidable circumstances, such requirement is needed in part or full, then the successful bidder will have to obtain specific written permission from the Competent Authority of the Bank under whose jurisdiction tender has been floated, before contracting any work to subcontractors. Bank at its own discretion may permit or deny the same. In case sub-contracting is permitted by the Bank, the contracting vendor will be responsible for all the services provided to the Bank regardless of which entity is conducting the operations. The contracting vendor is also responsible for ensuring that the sub-contractor comply with all the terms and conditions of this RFP. PNB shall deal with successful bidder only and any third-party contract made by it and terms & conditions associated therewith will not be binding on PNB. The successful bidder shall be responsible for managing the activities of its personnel and any sub-contracted personnel, and will hold itself responsible for any misdemeanor of civil and criminal nature.

Security requirements of the contract and the Bank can obtain independent audit report for the same. In such a case, the successful bidder shall provide subcontracting details to the Bank and if require, Bank may evaluate the same.

26.11. Confidentiality

Except as required by law, the parties shall ensure that all the confidential information-business or otherwise as disclosed by one party to other/s during negotiation/ implementation/execution of this Agreement or which may in any manner by any of its officers comes into the other party's knowledge or possession or control, shall not be used for any purposes other than those required or permitted by this Agreement and shall remain confidential and shall not be disclosed to any other party (including a subcontractor) except insofar as may be required for the proper implementation of this Agreement or permitted by other party expressly in writing.

For the purpose of this RFP/SLA/PO "Confidential Information" mean all information

which is material to the business operations of either party or its affiliated companies, in any form including, but not limited to, proprietary information and trade secrets, whether or not protected under any patent, copy right or other intellectual property laws, in any oral, photographic or electronic form, whether contained on computer hard disks or floppy diskettes or otherwise without any limitation whatsoever. Without prejudice to the generality of the foregoing, the Confidential Information shall include all information about the party and its customers, costing and technical data, studies, consultants reports, financial information, computer models and programs, software, contracts, drawings, blue prints, specifications, operating techniques, work of authorships, Bank's board notes, circulars, internal policies, letters including correspondences received or exchanged via electronic or web-based mediums in confidence, employee's personal information having bearing on right to privacy, processes, models, diagrams, data sheets, reports and other information with respect to any of the foregoing matters. All and every information received by the parties and marked confidential hereto shall be assumed to be confidential information unless otherwise provided. It is further agreed that the information relating to the Bank and its customers is deemed confidential whether marked confidential or not. This clause shall survive even after the expiry / termination of the agreement.

All information relating to the accounts of the Bank's customers shall be confidential information, whether labelled as such or otherwise.

All information relating to the infrastructure and Applications (including designs and processes) shall be deemed to be Confidential Information whether labelled as such or not. Service Provider personnel/resources responsible for the project are expected to take care that their representatives, where necessary, have executed a Non-Disclosure Agreement similar to the provisions of the Non-Disclosure Agreement signed between the Bank and Service Provider.

Each party agrees that it will not disclose any Confidential Information received from the other to any third parties under any circumstances without the prior written consent of the other party unless such disclosure of Confidential Information is required by law, legal process or any order of any government authority. Service Provider in this connection agrees to abide by the laws especially applicable to confidentiality of information relating to customers of Banks and the banks per-se, even when the disclosure is required under the law. In such event, the Party must notify the other Party that such disclosure has been made in accordance with law, legal process or order of a government authority.

Each party, including its personnel, shall use the Confidential Information only for the purposes of achieving objectives set out in the Agreement. Use of the Confidential Information for any other purpose shall constitute breach of trust of the same.

Each party may disclose the Confidential Information to its personnel solely for the purpose of undertaking work directly related to the Agreement. The extent of Confidential Information disclosed shall be strictly limited to what is necessary for those

particular personnel to perform his/her duties in connection with the Agreement. Further each party shall ensure that each personnel representing the respective party agree to be bound by the terms of the Agreement.

Vendor agrees to regard and preserve as confidential all information related to the business and other activities of the Bank, its customers, suppliers and other entities with whom Bank is presently or in future may enter into business, as may be obtained by Vendor or may be developed as a result of this Agreement. Vendor agrees to hold such information in trust and complete confidence for Bank and not to disclose such information to any person, firm or enterprise or use (directly or indirectly) any such information for its own benefit or the benefit of any other party, unless expressly authorized by Bank in writing, and further agrees to limit access to and disclosure of such confidential information to Vendor's employees on a strictly "need to know" basis only and who have signed or are bound by confidentiality agreements/undertakings at least as stringent as those contained herein. Vendor shall not without the consent of Bank make use of any document or reproduce in any way the information which it may come to know or have, except for the purpose of performance of this Agreement.

The Vendor agrees to protect the confidential information of the Bank with the same standard of care and procedures used by it to protect its own confidential Information. Without limitation of the foregoing, the Vendor shall use reasonable efforts to advise the Bank immediately in the event Vendor learns or has reason to believe that any person who has had access to confidential information has violated or intends to violate the terms of the Agreement and shall reasonably cooperate in seeking injunctive relief against any such person.

That if the Vendor hires another person to assist it in the performance of its obligations under the terms of this Agreement, or assigns any portion of its rights or delegates any portion of its responsibilities or obligations under the Agreement to another person in any manner, it shall cause its assignee or delegate to be bound to retain the confidentiality of the confidential information in the same manner as the Vendor is bound to maintain the confidentiality.

Even if a Vendor's employee leaves the job or his services are terminated/expires, the Vendor shall ensure that he does not share any confidential information of the Bank with third parties nor uses such it to derive unauthorized profits out of it. Vendor shall continue to be responsible for any such act of its ex-employee and agrees to indemnify the Bank against any loss suffered by Bank due to disclosure of confidential information in such circumstances.

The non-disclosure obligations herein contained shall not be applicable only under the following circumstances:

- (i) Where Confidential Information comes into the public domain during or after the date of the Agreement otherwise than by Disclosure by a Party in breach of the terms hereof.
- (ii) Where any Confidential Information was disclosed after receiving the written consent of the other Party.
- (iii) Where if a Party is requested or required by law or by any Court or governmental agency or authority to disclose any of the confidential information, then that Party will provide the other party with prompt notice of such request or requirement prior

to such disclosure.

- (iv) Where any Confidential Information was received by the Party from a third party which does not have any obligations of confidentiality to the other Party.
- (v) Where any Confidential Information is required to be disclosed pursuant to a requirement of a governmental agency or law so long as the parties provide each other with timely prior written notice of such requirement and provide all reasonable co- operation in respect to taking protective action against such disclosure requirement.

Service Provider shall abide with the Bank's IT and IS policy in key concern areas relevant to the project. Specific requirements will be shared as and when required.

Service Provider shall ensure to filter all phishing / spamming / overflow attacks in order to ensure availability and integrity on continuous basis. Service Provider shall also implement any enhanced solutions mandated by security requirements for any / all types of Software / support.

The Service Provider shall not, without the Bank's prior written consent, make use of any document or information received from the Bank except for purposes of performing the services and obligations under the Agreement.

Any document received from the Bank shall remain the property of the Bank and shall be returned (in all copies) to the Bank on completion of the Service Provider's performance under the Agreement.

Upon expiration or termination of the Agreement and on all amounts as due and payable to Service Provider under the Agreement having been received by Service Provider, all proprietary documents, software documentation, programs partially or wholly completed, or materials or any data provided by the bank and data gathered from sites which are directly related to any project under the Agreement shall be delivered to the Bank or at the Bank's written instruction destroyed, and no copies shall be retained by Service provider without the Bank's written consent. The security aspect of the solution / software will be comprehensively reviewed periodically by the Bank, and Service Provider shall carryout modifications / updates based on the security review recommendations on case to case basis without any cost to Bank.

26.12. Publicity

Any publicity relating to the work to be carried out in BANKS towards this project is strictly prohibited. No information of any nature related to this project shall be disclosed to any third party unless otherwise necessary prior permission to Banks.

26.13. Non-exclusivity

It is expressly agreed by the successful bidder that the contract shall be on a non-exclusive basis. PNB reserves its right to appoint/engage one or more agency(ies) to provide like services concurrently during the currency of this contract.

26.14. No Right to Set Off

In case the Bidder has any other business relationship with the Bank, no right of set-off, counter-claim and cross-claim and or otherwise will be available under this empanelment to the Bidder for any payment's receivable under and in accordance with that business.

26.15. Compliance with Laws

The Parties will comply with all laws and regulations applicable to their respective businesses including without limitation, all privacy, database, copyright, trademark, patent, trade secret, export and Anti Bribery Laws.

- Inspection of Records and Audit
 - a. The bank shall at its discretion audit the software and services of the vendor by its internal/external auditors.
 - b. Vendor shall ensure that sub-Contractors if engaged by Vendor shall be with the prior written consent of the Bank only and the said sub-Contractors shall comply with the provisions of this Agreement. It is clearly understood that the Vendor shall be solely and primarily responsible to fulfil its obligations and adhere to the time limits agreed upon and stated in this Agreement. It is clarified that the Bank shall not be liable or answerable to the sub-contractors under any circumstances.
 - c. The Vendor shall provide various audit tools for auditing all the components proposed by the Vendor as part of the solution. The audit tools will need to be provided by the Vendor in the form of application audit reports that can be used by the internal, external, Bank appointed and statutory auditors. The Vendor is required to facilitate the same at no additional cost and shall provide uninterrupted access to the documents required by the auditors.
 - d. The Vendor shall at all times whenever required furnish all information, records, data stored in whatsoever form to inspecting auditors of the Bank and/or of RBI and extend full cooperation in carrying out of such inspection. The Vendor will also undertake to co-operate with the RBI to carry out its supervisory functions and objectives and will furnish all records and other information as RBI may call for to carry out inspection and/or other functions. The cost that is to be paid to RBI or any government agency for doing the audit/inspection has to be reimbursed to the Bank by the Vendor. The Bank also, reserves the right to call for any material information/report etc. during the subsistence of the contract to verify continuous adherence to the terms of contract.
 - e. Bank will also conduct review on the financial and operational condition of the Vendor to assess its ability to continue to meet its outsourcing obligations.
 - f. The Bank, Statutory & Regulatory body, National Payment Corporation of India, Reserve Bank of India, and/or their auditors (whether internal or external) shall be

authorized to make inquiries and conduct audit in connection with Vendor's and sub- Contractor's compliance with its obligations as per this Agreement and the Vendor agrees to provide the Bank with such information and access for audit of the Vendor and sub-Contractors, as requested for by the Bank, Reserve Bank of India, NPCI , MoF and/or their auditors. At all times, the Bank, Reserve Bank of India, and/or their auditors shall have the right to audit the records of the Vendor & sub-Contractor directly or through its representatives. All Vendor's & sub-Contractor's records with respect to any matters covered by this Agreement and/or as may be required by Bank, Reserve Bank of India, and/or their auditors shall be made available to the Bank or its designees as often as the Bank deems necessary, to audit, examine, and make excerpts or transcripts of all relevant data, except costs, internal price structures or any other commercially sensitive information at the sole discretion of the Vendor. Vendor is aware that any failure to provide the data or refusal by them to permit audit as above may attract penalty being imposed on the Bank/Vendor by the RBI and in such case the entire penalty shall be payable by the Vendor irrespective of whether the penalty is being levied on Bank or the Vendor. This shall be without prejudice to the right of the Bank to terminate this agreement in such case. The Vendor shall accordingly incorporate the necessary clauses to that effect in the agreement with the Sub Contractor also.

- g. The Vendor shall address all such audit findings and mitigate the same in coordination with the Bank.

27. Glossary of Terms

S.No.	Abbreviation	Description
1	2FA	Two Factor Authentication
2	ACoE	Analytics Centre of Excellence
3	AD	Active Directory
4	AES	Advanced Encryption Standard
5	AI	Artificial Intelligence
6	AMC	Annual Maintenance Contract
7	AMQP	Advanced Message Queueing Protocol
8	API	Application Programming Interface
9	APK	Android Application Package
10	APT	Anti-Persistent Threat
11	ARPU	Average Revenue Per Unit
12	ATM	Automated Teller Machine
13	ATS	Annual Technical Support
14	BCP	Business Continuity Plan
15	BFSI	Banking & Financial Services
16	CAPTCHA	Completely Automated Public Test to tell computers and humans apart
17	CBS	Core Banking Solution
18	CDN	Content Delivery Network
19	CDSL	Central Depository Services Limited
20	CERSAI	Central Registry of Securitization Asset Reconstruction and Security Interest of India
21	CI/CD	Continuous Integration/Continuous Deployment / Continuous Delivery
22	CISO	Chief Information Security Officer
23	CLTV	Customer lifetime value
24	CMS	Cash Management System
25	CORS	Cross Origin Resource Sharing
26	CRM	Customer Relationship Management
27	CSP	Cloud Service Provider
28	CSS	Cascading Style Sheet
29	CTA	Call to Action
30	CUG	Closed User Group
31	DAM	Digital Asset Management
32	DC	Data Centre
33	DDOS	Distributed Denial of Service
34	DES	Data encryption standard
35	DEV	Development
36	DLS	design language system
37	DMS	Document Management System
38	DoS	Denial of Service
39	DPIIT	Department for Promotion of Industry and Internal Trade
40	DR	Disaster Recovery
41	DRM	Digital Right Management

42	EASE	Enhanced Access & Service Excellence
43	ESB	Enterprise Service Bus
44	ETB	Existing to Bank
45	EWS	Early Warning Signal
46	FSD	Functional Specification Document
47	GDPR	General Data Protection Regulation
48	GIGW	Govt. of India Guidelines for websites
49	GPRS	General Packet Radio Service
50	GST	Goods & Services Tax
51	HA and DR	High Availability & Disaster Recovery
52	HSM	Hardware Security Module
53	HTTP	Hyper Text Transfer Protocol
54	IAM	Identity & Access Management
55	ICO	Icon
56	ICT	Information & Communication Technology
57	IOS	Apple iOS
58	IPRs	Intellectual Property Rights
59	ISDN Lines	Integrated Services Digital Network
60	IVR	Interactive Voice Response
61	KPIs	Key Performance Indicators
62	LAN	Loan Application Network
63	LAS	Loan Automation System
64	LDAP	Lightweight Directory Access Protocol
65	LMS	Loan Management System
66	LOS	Loan Origination System
67	MACH	Microservices-based, API-first, Cloud-Native and Headless
68	MAU	Monthly Active Users
69	MeitY	Ministry of Electronics and Information Technology
70	MFA	Multi factor Authentication
71	ML	Machine Learning
72	MVP	Minimum Viable Product
73	NIPS	Network Intrusion Protection System
74	NPCI	National Payment Corporation of India
75	NSDL	National Securities Depository Limited
76	NSIC	National Small Industries Corporation Limited
77	OCEN	Open Credit Enablement Network
78	OEMs	Original Equipment Manufacture
79	ONDC	Open Network for Digital Commerce
80	OWASP	Open Web Application Security Project Guidelines
81	PA-DSS	Payment Application - Data Security Standard
82	PG	Payment gateways
83	PII	Personal Identifiable Information
84	PKI	Public Key Infrastructure
85	POS	Point of Sale
86	RBI	Reserve Bank of India

87	RCA	Root Cause Analysis
88	REST	Representational State Transfer
89	RFP	Request for Proposal
90	RPO	Recovery Point Objective
91	RTO	Recovery Time Objective
92	SAML	Security Assertion Markup Language
93	SAN	Storage Area Network
94	SI	System Integrator
95	SIEM	Security Information & Event Management
96	SIP	Session Initiation Protocol
97	SIT	System Integration Testing
98	SL	Service Level
99	SLAs	Service Levels Agreement
100	SNMP	Simple Network Management Protocol
101	SOAP	Simple Object Access Protocol
102	SQL	Structure Query Language
103	SSO	Single Sign on
104	STP	Straight Through Process
105	TCL	Transaction Control Language
106	TCO	Total Cost of Ownership
107	TDD	Test Driven Deployment
108	TTLs	Time To Live
109	UAT	User Acceptance Testing
110	UI	User Interface
111	UPI	Unified Payment Interface
112	UX	User Experience
113	VA/PT	Vulnerability Assessment / Penetration Testing
114	VAPT	Vulnerability Assessment Penetration Testing
115	VSATs	Virtual Small Aperture Terminal
116	W3C	World Wide Web Consortium
117	WAF	Web Application Firewall
118	WAN	Wide Area Network
119	WCAG	Web Content Accessibility Guidelines
120	XML	Extended Markup Language

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Annexure-I

Checkpoints to ensure accuracy of the same before Physical Submission of the Technical Bid

	(To be submitted with Part A – Conformity to Eligibility and Technical Proposal)	Submitted (Yes/No)
1	Eligibility Criteria Declaration	
2	Bid Covering Letter Format	
3	Authorization Letter Format / Board Resolution (For Authorized Signatory)	
4	Applicant's Profile	
5	Technical Bid Covering Letter Format	
6	Proposed Team Profile	
7	Technical Specifications for Digital Business Platform	
8	Compliance Statement	
9	Undertaking Letter Format	
Annexure 1: Other Clauses		
		Bidder's Response (Yes/No)
		Page No. at which details are enclosed
1	Whether Receipt / Proof for the Cost of Tender document is submitted along with the Part A Conformity to Eligibility Criteria?	
2	Whether the Bid is authenticated by authorized person? (Copy of Power of Attorney or Authorization letter from the company authorizing the person to sign the bid document to be submitted in Part A-Conformity to Eligibility Criteria)	
3	Whether all pages are authenticated with signature and seal (Full signature to be affixed and not initials). (All pages are numbered with proper binding) Erasures / Overwriting /Cutting / Corrections authenticated Certification / Undertaking is authenticated?	

4	Whether ensured that, the separately sealed envelopes containing Eligibility Criteria & Technical Proposal for Selection of Bidder for Digital Business Platform. The Name of the Bidder, RFP No. and Due date of the RFP is specified on the top of the envelope.		
5	Whether ensured indexing of all Document Submitted with page numbers?		
6	Ownership letter by the bidder (Undertaking letter by the bidder taking the ownership of the project execution in case third party also involved in project execution either fully or partially. The bidder shall also submit the ownership certificate issued by the system integrators, if any clearly mentioning the extent of ownership)		

Bidders to verify the above checklist and ensure accuracy of the same before submission of the bid.

Date:

Place:

Yours faithfully

Signature of Authorized Signatory:

Name of Signatory:

Designation:

Seal of Company:

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

Annexure-II

Undertaking from The Bidder

To,
The Assistant General Manager
Punjab National Bank
Head Office: DBT Division
Plot No.5, Sector-32,
Gurugram– 122001

Sir,

Reg: Our bid for RFP for Request for Proposal for Digital Business Platform in Punjab National Bank.

We submit our Bid Documents herewith. We understand that

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

Date: _____

Place: _____

Yours faithfully

Signature of Authorized Signatory

Name of Signatory:

Designation:

Email ID:

Mobile No:

Telephone No.:

Seal of Company:

Punjab National Bank
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Gurugram-122001

Annexure-III

Eligibility Criteria of The Bidder

Sl.	Eligibility Criteria	Documentary Evidence to be submitted to the Bank
a.	Bidder should be a limited company (Public/Private) registered in India under the Companies Act, 1956/2013 or Partnership firm/ LLP registered in India under Partnership Act 1932/2008 (as amended) at least for last 3 years as on RFP floating date. No two entities joining (JVs) specific to this project will be considered.	1.Certificate of Incorporation/ Registered Partnership Deed, 2.PAN, 3.TAN, 4.GSTIN Certificate and any other tax related document if applicable. 5.Copies of Memorandum of Association and Articles of Association are required to be submitted along with the eligibility of bids.
b.	The Bidder should not have been debarred/blacklisted for corrupt and fraudulent practices or any other reason by the Govt. of India / State Governments / Regulatory Agencies / PSU/other institutions.	Bidder should submit as per Annexure-XV.
c.	Bidder must provide confirmation that any of its subsidiary or associate or holding company or companies having common promoter director/s or companies in the same group of promoters/ management or partnership firms/ LLPs having common partners have not participated in this RFP process.	Letter of confirmation on Bidder company's letter head signed by Authorized Signatory
d.	Bidder must provide an undertaking on their Letter head stating that all the technical features highlighted as a part of Technical Requirement in the RFP are covered in totality in their submitted proposal. The undertaking letter should be supported with relevant documents/ project details.	Letter of confirmation signed by authorized signatory from bidder along with duly filled Annexure-V(a) and Annexure-V(b) (Technical & Skill Set).
e.	The Bidder must have a minimum annual turnover of Rs. 500 crores in 3 <u>Financial Years</u> (2019-20, 2020-21, & 2021-22) from the <u>Digital Business Platform.</u>	Audited Financial Statements (Balance sheets, Profit & Loss statements, independent auditors report etc.) for the financial years (2019-2020, 2020-21 & 2021-22) along with the certificate duly certified by the Chartered Accountant as per Annexure-IX.

f.	Bidder must be operating in the field of Digital Business products and services for at least three years or more as on date of RFP. Bidder should have a ready "Digital Business Platform".	Reference Letter/ Purchase Order / Contract Document (Agreement) (to be submitted along with Annexure-XIV)
g.	The Bidder should have implemented or under implementation, similar End-to-End Digital Business Journey in MSME/Retail/Agri segments in at least 3 Scheduled Commercial Banks in India, in the last 2 years or more using the said Digital Business Platform. (One journey in each segments)	<p>a. Certificate from the authorized signatory of the company as per Annexure-XXX to be submitted.</p> <p>b. Reference letter from customers OR Proof of Go-live of journeys.</p>
h.	Bidders must have Development Centre and Technical Support Office in India.	Bidder has to submit Supporting document and declaration on its letter head duly signed by Authorized Signatory.
i.	The proposed solution (Digital Business Platform) is to be Deployed/Implemented/ Hosted in on-Premises of Punjab National Bank and can be shifted to cloud Public/Private Architecture.	Letter of undertaking on Bidder company's letter head duly signed by Authorized Signatory.
j.	Bidder should provide 3 client references (Scheduled Commercial Banks) and contact details (email/ landline / mobile) of customers (as per criteria mentioned in point g) for whom the Bidder has executed similar projects in India (with PO date and go live date of the Project), for Agriculture, MSME, Retail Journeys and Digital liability Products etc.	Bidder shall specifically confirm this on their letter head along with Client References as per. Annexure-XII
k.	Bidder should have positive net worth in three Financial Years (2019-20, 2020-21, 2021-22).	Audited Financial Statement (Balance sheets, Profit & Loss statements, independent auditors report etc.) for the financial years (2019-2020, 2020-21 & 2021-22) along with the certificate duly certified by the Chartered Accountant along with UDIN.
l.	The solution offered by the company should not violate any Intellectual Property Rights.	Letter of undertaking on Bidder company's letter head duly signed by Authorized Signatory.
m.	Past/present litigations, disputes, if any (Adverse litigations could result in disqualification of bidders, at the sole discretion of the Bank). Bank, at the time of award of contract, can disqualify the Bidder in case of any adverse litigation past/present found.	Brief details of litigations, disputes, if any, are to be given on Company's letter head. In case there is no Past/present litigations/ disputes, declaration regarding the same shall be provided on Company's Letter head as per Annexure – XVI

n.	Bidder should be an OSD (Original Solution Developer) or their Authorized representative in India. In case OSD participates in The Tender process directly Authorized Representative will not be permitted to participate in the same tender process.	Undertaking / Power of Attorney (PoA) from the OSD mentioning a clause that OSD will provide support services during warranty period if the bidder authorized by them fails to perform. In case of an authorized representative, a letter of authorization (OSD) from original manufacturer must be furnished in original duly signed & stamped (As per Annexure-XXIII) .
o.	Bidder should not be Bankrupt/Insolvent /In receivership or being wound up.	Letter of undertaking on Bidder company's letter head duly signed by the Authorized Signatory
p.	The bidder should have ability to provide on-site resources at the Bank's desired location for implementation and support as per need of the Bank with adequate number of engineers having expertise & experience in understanding & implementing the technical, operational Banking, business, functional, report level requirements of the Bank and regulatory requirements for each module of Proposed Digital Business Platform.	Undertaking from the bidder on bidder's letter head signed by the authorized signatory of the bidder.
q	Firm should be prime bidder and no consortium is allowed for the solution/ services to be offered. No two entities joining (JVs) specific to this project will be considered.	Undertaking from the bidder on bidder's letter head signed by the authorized signatory of the bidder.

Date: _____

Place: _____

Signature of Authorized Signatory

Name of Signatory:

Designation:

Email ID:

Mobile No:

Telephone No.:

Seal of Company

Punjab National Bank

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

Annexure-IV

Technical Specification of the Offered Solution

S.I	COMPONENT	TECHNICAL PARAMETERS		SCORE																				
	<p>Digital Journey Implementation (E2E) from On- boarding to Disbursement (STP/ Near STP). Experience in Banking Sector (SCB).</p> <p>*Bidder has to submit the customer credentials from the clients. (credential should contain the details of products (LIVE) implemented)</p> <p>* Any credential letter from the Bidders subsidiary or associate or holding company or companies having common promoter director/s or companies in the same group of promoters/ management or partnership firms/ LLPs having common partners will not be considered for evaluation process in this RFP process.</p>	<p>Maximum 25 Marks</p> <ul style="list-style-type: none"> Journeys implemented in SCBs (Scheduled Commercial Banks) (Maximum Marks 25) using the modern microservices based, On-Prem native architecture <table border="1" data-bbox="659 688 1347 1478"> <thead> <tr> <th data-bbox="659 688 1013 970">Journeys implemented (The journey as mentioned in the Annexure-XXII will be considered for the scoring purpose.)</th> <th data-bbox="1013 688 1347 970">Marks</th> </tr> </thead> <tbody> <tr> <td data-bbox="659 970 1013 1026">More than 20</td> <td data-bbox="1013 970 1347 1026">25</td> </tr> <tr> <td data-bbox="659 1026 1013 1083">18-20</td> <td data-bbox="1013 1026 1347 1083">20</td> </tr> <tr> <td data-bbox="659 1083 1013 1140">16-17</td> <td data-bbox="1013 1083 1347 1140">17</td> </tr> <tr> <td data-bbox="659 1140 1013 1197">13-15</td> <td data-bbox="1013 1140 1347 1197">15</td> </tr> <tr> <td data-bbox="659 1197 1013 1253">11-12</td> <td data-bbox="1013 1197 1347 1253">12</td> </tr> <tr> <td data-bbox="659 1253 1013 1310">8-10</td> <td data-bbox="1013 1253 1347 1310">10</td> </tr> <tr> <td data-bbox="659 1310 1013 1367">6-7</td> <td data-bbox="1013 1310 1347 1367">7</td> </tr> <tr> <td data-bbox="659 1367 1013 1423">3-5</td> <td data-bbox="1013 1367 1347 1423">5</td> </tr> <tr> <td data-bbox="659 1423 1013 1478">1-2</td> <td data-bbox="1013 1423 1347 1478">2</td> </tr> </tbody> </table>		Journeys implemented (The journey as mentioned in the Annexure-XXII will be considered for the scoring purpose.)	Marks	More than 20	25	18-20	20	16-17	17	13-15	15	11-12	12	8-10	10	6-7	7	3-5	5	1-2	2	<p>30</p>
Journeys implemented (The journey as mentioned in the Annexure-XXII will be considered for the scoring purpose.)	Marks																							
More than 20	25																							
18-20	20																							
16-17	17																							
13-15	15																							
11-12	12																							
8-10	10																							
6-7	7																							
3-5	5																							
1-2	2																							

- **Journey implemented in SCBs (Schedule Commercial Bank) Max Marks- 5**

Journeys Implemented	Marks
More than 15	5
12-15	4
8-11	3
4-7	2
2-3	1

- **Maximum 5 marks given as per under mentioned journey implemented by the bidder**
- a. Digital Journey Implemented in all three segments (Retail, MSME & AGRI) -5
- b. Digital Journey Implemented in any two of three segments (Retail, MSME & AGRI) -3
- c. Digital Journey Implemented in any one of three segments (Retail, MSME & AGRI) -1

2	Functional and Technical Compliance	Based on Technical and Functional specification compliance captured in Annexure-IV	30
3	Presentation	Technical Presentation-10 *Presentation shall cover: <ul style="list-style-type: none"> • Background • Brief overview of implementation • Solution Overview (Reference to requirements in RFP with Sub section heading will be desirable), Understanding of RFP, Scope of Work. • Implementation Approach • Project Management, Planning, Resource Management and Execution Timelines • Business benefits realization & Value creation • Key Functionalities in proposed solution will be taken care to be covered as part of presentation • Executive Summary 	20

		Demo- 10 *Bidder has to demonstrate at least 2 Live Journeys, nearer to bank's requirement from two different SCB and it should not be prototypes / videos. Scoring based on end-to-end assessment of select complex journeys across workflows, integrations, BRE etc.													
5	Customer References	Based on conversations with customer reference provided in Annexure-IV(b) <table border="1"> <thead> <tr> <th>No of SCB (Scheduled Commercial Bank)</th> <th>Marks</th> </tr> </thead> <tbody> <tr> <td>More than 7</td> <td>10</td> </tr> <tr> <td>6-7</td> <td>8</td> </tr> <tr> <td>4-5</td> <td>6</td> </tr> <tr> <td>2-3</td> <td>4</td> </tr> <tr> <td>1</td> <td>2</td> </tr> </tbody> </table>	No of SCB (Scheduled Commercial Bank)	Marks	More than 7	10	6-7	8	4-5	6	2-3	4	1	2	10
No of SCB (Scheduled Commercial Bank)	Marks														
More than 7	10														
6-7	8														
4-5	6														
2-3	4														
1	2														
6	Team Profile	Technical Team size available for implementation <table border="1"> <tbody> <tr> <td>>=500</td> <td>5</td> </tr> <tr> <td>250-500</td> <td>3</td> </tr> <tr> <td><250</td> <td>2</td> </tr> </tbody> </table> Onsite availability of team <table border="1"> <tbody> <tr> <td>>=90% of total implementation team available onsite</td> <td>5</td> </tr> <tr> <td>Key members (Project manager, BA) and 50% of developers / QA available onsite.</td> <td>2</td> </tr> <tr> <td>Only key members available onsite</td> <td>2</td> </tr> </tbody> </table>	>=500	5	250-500	3	<250	2	>=90% of total implementation team available onsite	5	Key members (Project manager, BA) and 50% of developers / QA available onsite.	2	Only key members available onsite	2	10
>=500	5														
250-500	3														
<250	2														
>=90% of total implementation team available onsite	5														
Key members (Project manager, BA) and 50% of developers / QA available onsite.	2														
Only key members available onsite	2														
		Total	100												

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Annexure-IV (a)

Credentials and Experience of The Team

- **Each of the Key Personnel must fulfil the following conditions of Eligibility**

S. No	Key Personnel	Educational Qualification	Length of Professional experience	Experience on eligible assignments
1	Project Manager (Techno Functional)	B.Tech, with PMP/ MBA / PSM/ CSM	12 Years	4 Years in Project Management
2	Solution/ Technical Architect	B. Tech with TOGAF (preferred)	10 Years	4 Years
3	Business Analyst	B.Tech with MBA (preferred)	8 Years	3 Years
4	UI/UX Design Team	B. Tech with relevant certifications	Minimum years 4	2 years (min.)
5	Development Team (as required for successful delivery of the project)	B. Tech with relevant certifications	Minimum years 4	2 years (min.)
6	Testing Team	B. Tech with relevant certifications	Minimum years 4	2 years (min.)
7	Maintenance Team(ops.)	B. Tech with relevant certifications	Minimum years 4	
8	Data Scientist	Degree in any one Science, Technology, Engineering, Mathematics	Minimum years 6	4 Years

Date: _____

Place: _____

Signature of Authorized Signatory Name
of Signatory:

Designation:

Email ID: Mobile

No: Telephone

No.:

Seal of Company:

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

Annexure-IV (b)

Customer Reference

Format for Submission of Client References

S.NO	PARTICULARS	DETAILS
1	Name of the client	
2	Address of the client	
3	Name of the contact person and designation (Not below the Rank of AGM or equivalent)	
4	Phone number of the contact person	
5	E-mail address of the contact person	
6	Name of the Project implemented	
7	Name and Details of Products implemented	
8	List of the End to End journeys implemented	1. 2. 3.And so, on
9	Start Date of the Project	
10	End Date of the Project	
11	Current Status (In Progress / Completed)	
12	Brief Scope of Work	

Date:

Place:

Signature of Authorized Signatory

Name of Signatory:

Designation:

Email ID:

Mobile No.:

Seal of Company

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

Annexure-V(a)

Mandatory Technical and Functional Compliance Requirement

Sr No.	Specification/Features	Bidder's Compliance (Y/N)
1	All the components of the application should have the ability to be reused and replaced without affecting the rest of the system fostering agility, efficiency and resilience.	
2	The solution should be responsive, i.e., the solution version should automatically detect the screen resolution of any device and respond with a view of the site that is optimized specifically for that screen.	
3	The website should be created to be fully functional across different operating systems of mobile and tablet UI – iOS and Android	
4	Bidder should warrant all the software against defects arising out of faulty design, workmanship etc. throughout the contract period	
5	The bidder should ensure that the Personally Identifiable Information (PII) is encrypted / masked, and all such PII should be masked accordingly in-line with access control mechanisms (for vendor teams including Support Engineers L1, L2, L3) as specified by the bank.	
6	System should have the facility that in case of any failure, it should be possible to return the System to the state following the last committed transaction.	
7	Following a failure, system should have the capability to be restarted from the point of failure, once the cause of the failure has been removed, without the restart requiring any special parameters having to be issued to the job.	
8	DR related documentation to be provided (Disaster Recovery Plan, Disaster Recovery Procedure, Disaster Recovery Test Plan)	
9	Minimum uptime to be maintained 99.9%, calculated on a monthly basis.	

10	Vendor to guarantee that at no point of time hardware parameters like Memory, CPU utilization, etc. will cross 75%.	
11	The solution should be bundled with all the required software along with the licenses valid for the entire duration of the contract period.	
12	The system should support integration with the Bank's AD, DAM, SIEM, WAF, etc. without any additional cost to the Bank.	
13	The solution should ensure that the log collection, storage, management, integrations are done in a secured and tamper proof manner.	
14	The solution provider should not store or share any data outside the Bank's infrastructure.	
15	System should maintain technical Audit Log trail reports for access control logs. Application should generate and store audit trails of all the transactions, modifications/changes for audit purpose	
16	System should provide dashboard with the provision of providing customized reports as per banks' requirement.	
17	Bidder should be able to integrate with any third-party solution for performance monitoring of the proposed solution selected by the Bank at no additional cost to Bank.	
18	Solution should be capable to resume operations from an alternate site with minimum downtime whenever required	
19	The solution proposed should be able to consume web services / APIs and integrate with different applications using APIs. Also, the application shall be capable of creating/exposing web services for complete application functionality and data	
20	The system should provide Website Analytics - An administrative centre for reviewing, filtering and exporting overall website statistics, including the ability to view statistics by page or section and presenting the information in a graphical representation.	
21	The solution provided should be horizontally and vertically scalable.	
22	The solution should protect both data in rest, data in motion and data in use.	

23	The system should support containerized / multi-VM deployment for scalability, load balancing and fault tolerance.	
24	The product / platform should be modular / microservices based. There should be clearly identifiable domain microservices and common microservices. There should be a suitable service discovery platform for all the microservices. The database should also be segregated by microservice – in terms of different schema / tables / databases for each microservice	
25	System should have the ability to provide system performance metrics.	
26	The bidder should be able to develop a mobile application on native platform that supports integration with the existing applications in PNB to provide a seamless experience to the users.	
27	The platform should be able to integrate with banks systems to generate SMS/E-mail/notifications etc.	
28	Solution proposed should include design, development and maintenance of all the components involved like middleware etc.	
29	System should be omni-channel. It should allow customers to move across digital channels without losing context.	

- **ANY NON-COMPLIANCE MAY RESULT IN DISQUALIFICATION OF YOUR BID**

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Gurugram-122001

Annexure-V (b)

Technical, Functional, Integration Requirement of the Offered solution

Sl.	Symbol	Description	Marks
1	F	Available as a part of solution i.e. Fully complied (already implemented in any other SCB and needs to be demonstrated to the bank during site visit/online)	10
2	C	Will be provided as a part of customization i.e. Partially complied (to be demonstrated by the Bidder through a demo. Prototypes will not be accepted as a part of display of customization capabilities)	5
3	N	Not supported/ Not Available	0

Formula for calculation of marks obtained as per Technical & Function Specifications:

$$\frac{\text{Marks Obtained in T\&F Specifications}}{\text{Total Marks}} \times 30$$

* Total Marks (Component of Technical, Functional & Integration Requirements)

* (Each component of Technical, Functional & Integration carries 10 marks)

S No.	Technical, Functional and Integration Requirements	Bidder's Compliance (F/C/N)	Bidder's Remarks, if any
1	User management, Registration and Login		
1.1	User Management shall be provided for Customers as well as employees, agents, partners etc. in this DBP platform.		
1.2	Users of the platform (Customer, staff and partners) shall be able to self- register using various authentication methods like Aadhaar OTP/Biometric, Mobile/email OTP, Bank Account based, Social Media accounts, HRMS etc. There should also be option of pre-registration based on available details with the Bank.		
1.3	Platform should allow use of AD based authentication, oAuth2.0 and SAML for authentication and authorization. It should be able to support MFA.		

1.4	System should maintain audit trails of all key transactions including login, financial transactions, KYC and on-boarding related processes, key document submissions. Audit trails should contain details of the transaction, related user, timestamp		
1.4	Bank admin(s) at different hierarchies should be able to add new users, update and remove existing users to/from designated business unit/ branch/ processes/ roles as per user rights. Also, the user/roles of the users to be uploaded through XLS/CSV etc. or integrated with Bank HRMS / Attendance System.		
1.5	DBP shall provide role-based access to users of the platform for securing critical user information captured on the platform. Specified user should have access to manage the user journey screens including making a field editable, read-only, completely hidden or even create new fields specified for the roles based on hierarchy and function.		
1.6	DLP shall enable specified users to Define and modify the approval limits, branches and organization structure		
1.7	Platform to integrate with Bank's HRMS, Single Sign on and AD System etc. for enabling seamless registration and login of employees on the platform.		
1.8	Automation of user data updates (like Branch, Circle, Zone update) on the basis of HRMS/AD Data and other changes.		
2	Product Configuration		
2.1	The platform shall have the functionality to create, configure, modify, update and delete products and its subtypes by specified users of the Bank.		
2.2	The configurable parameters include but not limited to product type, product details, eligibility norms, Interest rate, formulas for interest calculation, service charges, repayment type, appraisal methodology etc.		

2.3	Platform shall have the functionality of Configuration, calculation and integration with internal bank system for pre-approved products.		
2.4	Platform shall be highly parameterized and should be able to configure the new change / modification in parameters/new products and workflows from admin portal.		
3	Workflow Engine		
3.1	The platform shall provide End-to-end workflow Management.		
3.2	The platform shall provide Structured and configurable workflow for automatic and secured routing of application.		
3.3	The platform should allow for new workflows to be created using configuration.		
3.4	The platform should allow for defining stages of the workflow, fields within stages, validations on fields through configuration.		
3.5	The platform should allow for modification of existing workflow in terms of changing sequence of steps, changing fields within steps through configuration.		
3.6	The platform should allow for addition of new fields through configuration.		
3.7	The platform shall have the configurable workflow depending on channel, product, scheme, source, and any other available to assign applications to specific loan officers by type of loan or loan amount		
3.8	Platform should have functionality to allocate application to specific approvers/users and allocate cases based on preset logic		
3.9	Platform should have the ability to add users to designated business unit/ branch/ processes/ roles		
3.10	Platform should allow creation and modification of the approval limits for branch wise and role wise users across the organization structure.		

3.11	Platform should be configurable to have more user types/ levels to accommodate process changes/ audit or any other functional/ reporting requirement		
3.12	Platform should have the functionality to define STP approval method as well as Assisted mode approval method with single or multiple approver levels across the organizational structure of the Bank.		
3.13	Platform should have the functionality of Sequential and/or parallel movement of approval.		
3.14	Platform shall have the functionality of auto assigning and assigning by specified users with Escalation/Reallocation of cases, if not attended by the assigned user due to any reason.		
3.15	Platform should have the functionality of configurable maker checker facility under assisted mode for different activities like data entry, documents, approval etc. as per the Bank's requirement.		
3.16	Platform shall store every version of workflow change. Option to choose whether to run existing processes on an older version or force them to run a newly configured iteration		
3.17	Platform should have start date and end date for a particular work flow/loan product based on set parameters.		
3.18	The workflow engine should support computation of time spent at each stage. It should be possible to set time limits at each stage and if the limit is exceeded, the activity gets auto-escalated.		
4	Business Rule Engine		
4.1	The platform shall provide functionality to configure rules, risk scorecards, limit assessment models and credit policies as per the guidelines of the Bank.		
4.2	Rules, scorecards, assessment models should be configurable. These could be a combination of logical operators (AND, OR, etc) and numerical operators (+, -, etc).		

4.3	It should be possible to define sequences of rules and nested rules, conditional rules through configuration.		
4.4	All fields added at any point in time in the tool should be automatically added to the field list for configuring the business rules / scorecards.		
4.5	For nested rules or a hierarchy of rules, the system should automatically prevent or flag internal inconsistencies in the rule set.		
4.6	The system should allow for A/B testing of rules and scorecards.		
4.7	The Business Rule Engine (BRE)/ Credit Decisioning Engine (CDE) shall be customizable as per Bank's business and regulatory requirements with functionality of enable and disable selected rules as per the need.		
4.8	The platform should be capable of configuring and deploying multiple credit scoring and Limit assessment models and risk scorecards for same or different products as per the needs of the Bank		
4.9	Platform shall provide functionality to assess aggregated data (internal, external, structured, and unstructured) and reports to create Credit Risk Assessment models and Scorecards for enabling automated and assisted credit decisioning.		
4.10	DBP shall have Credit decision making based on the proposal evaluation analysis and credit risk rating.		
4.11	DBP shall Facilitate users/reviewers in understanding assessments through detailed credit appraisal memo generated by the system.		
4.12	The system shall generate 360-degree customer profile and overall scorecard along with Credit Appraisal Memo (CAM) having application details, applicant (individual / proprietor /partner/Director etc.) details, financial details and analysis, credit history, assessed credit limits, risk scoring and grading, GST, Tax and other details as required by the Bank.		

4.13	The CAM generated by BRE should also provide explanations and reasonings to the users/reviewers for each data point presented, analyzed and decisioning made through this platform.		
4.14	The platform should be able to process application in STP and Assisted mode both. Applications can be rejected by attributing proper reasoning or sanctioned on compliance to Bank's STP guidelines in real-time and automatic manner without any manual intervention by the system.		
4.15	Applications requiring Assisted journey as per Bank's guidelines shall be recommended and or in-principle approved and forwarded by the system to the selected / specified branch / back-office / official / agent/ partner etc. for onward processing and sanction.		
4.16	The platform shall have the facility to reject the application with reasons and allow review of rejected applications through user interface that includes the reason for rejection.		
4.17	The platform should provide exception and deviation management related to credit policies across hierarchy with defined TAT parameters and approval chain.		
4.18	The platform shall have easy configuration and change of credit assessment models within the credit rules engine		
4.19	The platform shall have functionality to simulate new credit assessment models		
5	Document Management		
5.1	Platform shall have the functionality to configure and customize document management processes and create a seamless association of digital content across all loan products & Liability products in the digital business ecosystem		
5.2	The platform shall have the functionality of de-duplication and smart indexing functionality for faster searching and smart document suggestion.		
5.3	Platform shall have the functionality of mapping document type to products, journeys and roles.		

5.4	Platform shall have the functionality of Version control mechanism to track the documents while also allowing rollbacks		
5.5	Platform shall have the functionality of instant results and quicker retrieval of key documents by advanced content management capabilities and advanced filtering criteria		
5.6	Platform shall have the functionality of Instantaneous document search by text content, metadata or any other file attributes such as name, extension, etc.		
5.7	Platform shall support smart archival of documents of multiple and varying formats		
6	Reports & Dashboards		
6.1	The system should allow for easy formulation of reports through configuration. These would be ad-hoc reports.		
6.2	The business user should have an user interface where he / she should be easily able to pull together reports and dashboards as per ad-hoc requirements.		
6.3	The standard Dashboards and reports available from the system shall be customizable and will provide archived and live data about Administration, Business and Performance metrics of the Bank including its agents and partners available on the platform. The wireframes for the Dashboard shall be prepared and shared by the bidder.		
6.4	The platform shall provide access to multiple dashboards with flexibility of adding filters to slice the data as per requirement.		
6.5	User status (active, inactive, disabled, etc. across geography and hierarchy) reports should be made available on the dashboard.		
6.6	Reports related to various business parameters like product-wise total sanctions, pending, rejected loans, reason of rejections etc. across journey stages, geography, and hierarchy.		
6.7	Reports related to TAT at various stages across geography and hierarchy		

6.8	Comparative analysis and presentation of Business and performance data		
6.9	AI, ML based Analytical study on customer profile, sanctioned loans, rejected loans etc. at Bank level with geographical segmentation.		
6.10	Reports related to system performance metrics.		
6.11	The platform shall provide Dashboard for customers on web as well as mobile application to provide information like application status, loan availed, repayment, outstanding, payment option, statement generation, historical transactions, customized offering, servicing request, post disbursal intimations etc.		
6.12	The platform shall provide Dashboards to be shared with partners / other stakeholders either as snapshot or updated metrics throughs share mode and, on the Dashboard, & reports section on the agent / partner application developed as part of the platform.		
6.13	The platform shall provide Reports like SLA reports, Stage wise pending reports, Scorecard parameter and overall score Report, User Access Rights Report, Executive Summary Report, Audit Reports etc.		
6.14	The platform shall provide Statistical report like Number of, proposals assigned, Number of proposals completed, Time taken to complete each proposal, Process History Report etc.		
6.15	Platform shall provide Exception reports/ Deviation Reports to be available to specified users of the Bank.		
6.16	Platform shall provide MIS Reports as per regulatory/statutory guidelines/requirements		
6.17	Platform shall have flexibility of defining new reports which can be generated periodically. Reports to be made downloadable across different formats as well as support the sharing of reports through various distribution methods (email/notification/webhook etc.)		

6.18	System should be able to generate different kind of reports keeping in mind hierarchy of reporting required in the bank.		
6.19	Platform shall provide the functionality to extract standard reports in PDF and exportable to Word or Excel or other data analysis formats		
7	Data and Analytics		
7.1	DBP shall extract any or all data for analytical functions or for other purposes for end users or other systems at Bank in desired format		
7.2	System should provide data APIs or equivalent mechanisms to extract data as required. System should allow for easy access to metadata.		
7.3	DBP shall support Lending Analytics for data-driven insights in areas such as identifying new products for specific customer segments, targeting the right customers, optimizing marketing campaigns, offering risk-based pricing.		
8	Lead Management, Notifications & Alerts		
8.1	The bidder shall provide complete Lead Management Lifecycle including lead allocation and distribution, tracking of lead through its lifecycle and event-based alerts and notifications.		
8.2	Platform shall automatically and manually allocate leads to respective agents and/ or Bank users for processing the leads. The allocation can be based on workload, geography, product, loan amount, branch, customer segment, hierarchy etc.		
8.3	The system should also integrate with Bank's internal lead management/CRM solution and with other third-party partners, aggregators, websites and external lead generation system as required by the Bank.		
8.4	The platform shall have the functionality to send automated e-mails, SMSs, Notifications to ETB and NTB customers during their loan journey with details, timing and frequency specified by the Bank.		

8.5	The Web and Mobile applications developed as part of the platform shall provide functionality to send in-app and push notifications to its users. Bank's specified users shall be given access to a interface for managing the content, frequency etc of the notifications.		
8.6	The platform shall provide the functionality to send both normal as well as exception alerts users of the platform which can be required as part of promotional efforts, operational information flow, pendency monitoring or for any other requirement of the Bank		
8.7	Platform shall have the functionality to alert/notify the branch/back-office/agent/partners about the customer loan journey depending on the actionable/events defined by the Bank. e.g. if KYC fails, Documents are not submitted etc.		
8.8	Platform shall have the functionality to Store all e-mail/electronic communications/SMS (external and internal) for recommendations, concurrence etc. electronically as part of all loan documentations		
8.9	DBP shall have the functionality to provide configurable communications basis various communications in entire journey		
9	Audits Trails & error Logs		
9.1	The platform shall have the functionality to provide audit trail report on all activities performed on the system/ proposal including data modification		
9.2	The platform shall have the functionality to provide history of each of parameters change		
9.3	Where any deficiency has been observed during audit of Solution Provider on the risk parameters finalized by the Bank or in the certification submitted by the Auditors, Solution Provider shall correct/resolve the same at the earliest and shall provide all necessary documents related to resolution thereof and the auditor shall further certify in respect of resolution of the deficiencies. The resolution provided by Solution Provider shall require to be certified by the Auditors covering the respective risk parameters against which such		

	deficiencies have been observed.		
9.4	The platform shall have the functionality to provide error log management.		
10	Others		
10.1	Functionality to upload and capture documents and read/extract text, images etc. through OCR.		
10.2	Functionality to validate the account via penny drop and other available mechanism.		
10.3	Platform shall support all types of applicants like individual, joints, proprietorship, company etc.		
10.4	Platform shall support Multi Channel Lead management, monitoring and processing including TAT management		
10.5	Platform shall have functionality to configure Bank's Risk and security policies		
10.6	Platform shall provide facility to all users of the platform to fetch application details and status enquiry should be possible within the system.		
10.7	Platform should be able to generate letters, forms, loan legal documentation & all desired template automatically. The generated forms should be modifiable/ configurable/ editable from backend by Bank		
10.8	Platform should enable E-Signature & E-Stamping wherever possible or it to be applied at any stage of processing.		
10.9	Platform should have functionality to resume and login back at the same stage where the customer has left		
10.10	Platform shall provide the functionality by which customer can be able to create his profile, login and password.		
10.11	Platform should have the capability of enhancement with add-ons like Analytics, third party users/ auditors/ valuers / advocates/ stock auditors/ due diligence agencies.		
10.12	Platform should have the capability of customizable data entry screens designed for a given customer type.		

10.13	Platform should have the capability of De-duplication based on parameters specific to customer type.		
10.14	In case an application is unattended in the queue for a specified period, DBP should have the provision for auto-triggered escalations.		
10.15	Platform should have the ability to generate automated e-mails / SMSs during whole lead to Bank's employees, business units and agents/partners as per Bank's requirement.		
10.16	Platform should support a business rules engine to support different types of Application routing mechanism including Sequential routing, Parallel routing, Rule based routing & Ad-hoc routing		
10.17	Platform should have the ability to capture and red flag customers who re-apply for the same loan		
10.18	Platform should have a comprehensive training manual with built-in "help" menu in system.		
10.19	Platform should have the ability to generate bank specified documents (compatible with Bank's watermark and digital signature) like application forms, sanction letter and documentation with prefilled data.		
10.20	Platform should functionality to extract required data for further analytical functions or for other purposes for end users or other systems at Bank in desired format.		
10.21	Platform shall provide a portal for the call center team to assist the customers in completing their loan journey as per banks requirement.		
10.22	Platform should provide Legal, CPV and technical valuation and other verification agencies and partners of the Bank, the ability to view the list of loan profiles shared with them and also perform their investigation and submit reports online using the web and mobile app interface developed for them		
10.23	Platform should be capable of supporting product features. This may be as:		
	- Regular product parameters.		
	- Special campaign or category parameters		

	- Exceptions (approved through a defined process)		
10.24	Platform should have parallel processing abilities where at any point of time more than one user can view the case.		
10.25	Platform should have notification facility i.e. when an application is approved, ability to send auto-notification via Email/SMS to the receiving personnel/ other defined users to inform the application status.		
10.26	Platform should able to function two-way interactions with Core Banking System where loans approved in this system can be automatically open in Core Banking.		
10.27	Platform should have full version control along with ability to keep old versions retrievable in case of need.		
10.28	Dashboard builder should be available to allow the System Administrator to create and configure dashboard templates. This should be drag and drop based.		
10.29	Platform should have the ability to fetch and capture customer information on a detailed level. Details should include but not limited to:		
	1. Customer Name		
	2. Customer Address		
	3. Customer Account Number and ID		
	4. Customer KYC Details		
	5. Employment Details		
	6. Cust ID & Risk profile of the customer		
	*Final list of details to be fetched will be finalized during SRS		
10.30	Platform should be able to flag and alert (pop up message) the user for missing essential information and further should be redirected to the path for updating the same.		
10.31	Platform must generate a unique request number for every loan application request and the application enquiry should be possible on specific keys definable parameter. The unique loan number generated should be easy to trace by the various users who may wish to track the application.		

10.32	Platform should have the ability to capture the date and time details of application like date of receipt, date of Login and other dates as defined by the Bank.		
10.33	Platform should have the ability to generate and notify pre-printed offer letter & Loan Documents for the customer.		
10.34	The platform should have a dash board system where branch user or controlling offices can view or track the post sanction details (repayment status & Delinquency management), depending upon the configuration of parameters set up, as per the Bank's policy.		
10.35	Platform shall functionality to change font size, colour, contrast view and bank's watermark.		
10.36	Platform shall provide real-time customer analytics & predictive analytics from lead management system.		
10.37	Platform feedback page should have Option for "Leave Feedback", email, Visit PNB's official website, PNB's Social Media Accounts.		
10.38	DBP should have the capability to support online survey for targeted customers to get customer feedbacks and measure satisfaction.		
10.39	Customer Mobile app should have the functionality of SMS Scrubbing as per requirement of the Bank		
10.40	Solution should have the capability to process the documents in languages other than English and Hind as well.		
11	The Platform shall support following Integrations:		
11.1	CBS, LMS/LOS, CRM, DMS, EDW/MIS system, EWS, AePS, IMPS, UPI, e-Banking Application, mobile banking application, HRMS system, e-NACH etc.		
11.2	Video KYC & Customer On-boarding System, Bank's NPA Management System, Bank's Risk Rating Application, Bank's Active Directory System, SMS & Email gateways		
11.3	UIDAI (e-KYC and other Aadhaar related		

	services), e-Sign system, Stamping system, CERSAI, NSDL. These services should be available as ready APIs.		
11.4	Credit Bureau (CIBIL, Equifax, Highmark, Experian). This should be available as a ready API.		
12	The Platform shall integrate with Bank's Data Aggregation and Analysis Service Provider(s). Many / all of these should be available as ready APIs		
12.1	Identity Verification for Individuals		
	Aadhaar, PAN, Driving License, Voter Identity Card, Passport, CKYCN etc.		
12.2	Identity Verification for Non-Individuals GST Number, Udyam Registration Number, FSSAI Registration, EPFO Registration, Shop Establishment, Importer Exporter Code (IEC), CIN, TIN, DIN etc.		
12.3	Identity Verification Professionals:		
	CA & CS Registration, Doctor Registration, Cost Accountant, Architect Registration etc.		
12.4	Identity Verification Utility Bills Verification		
	Electricity, Water, Gas, Mobile/Telecom, DTH etc.		
12.5	Vehicle Verification		
	VAHAN(Public/Commercial)		
12.6	Financial Data Analysis		
12.6.1	GST Data Validation & Analysis		
12.6.2	ITR, Form 26AS validation & Analysis		
12.6.3	MCA data fetch & Analysis		
12.6.4	EPFO data fetch & Analysis		
12.6.5	Account Statement Analysis		
12.6.6	Financial Statement Analysis and Automated CAM.		
13	Legal & Compliance Details-Integration with Banks system for the purpose of generation of report for individuals and corporate for present and past cases related to legal, security and regulatory authorities and their details. MCA defaulter List, Willful defaulter List Central Fraud Registry, CBI, ED, SFIO, Cybercrime etc.		

14	Fraud Checks like tampered document, irregular salary credit, Face Match, Name Match etc.		
15	Digital Footprint & Social Media Data- Digital footprint of the users to be captured and analyzed to identify fraud risk and customer sentiment using Email, IP Address, Device etc.		
16	Third Party Business Partner integration and support (15)		
17	Solution should be capable of migration from on-prem to cloud and cloud to on- prem.		
18	Should have provided BRE with capabilities to leverage AI & ML.		
19	Should have worked on data collection, processing, and analysis with Indian Schedule Commercial Banks.		
20	Should have experience of Onboarding customer as Indian KYC standards.		
21	Technical Architecture		
21.1	System should have a highly modular / microservices based architecture. All core services including BRE, product configurator, interest calculator, service charge calculator, KYC related services, etc should be available as microservices.		
21.2	There should be well defined cross-cutting services for areas such as user management, exception handling, audit trails and logs, security management, etc		
21.3	All domain microservices should have separated out schema in the database.		
21.4	System should be On-Prem native. It should also be ready for deployment on public (AWS, GCP, Azure) / private cloud.		
21.5	System should be ready for deployment in containers – dockers / Kubernetes.		
21.6	System should be vertically and horizontally scalable. It should support auto-scaling.		

21.7	System should have a service discovery mechanism through which APIs and microservices can be easily identified.		
22	API and Integration Ready		
22.1	System should have ready, fine grained APIs for all internal microservices.		
22.2	System should have ready APIs for common fintechs for areas such as KYC, PAN, e-Sign, etc.		
22.3	Adding these APIs as part of workflow should be achievable through configuration.		
22.4	There should be an API portal where all APIs are published and customization toolkits are available for developers to customize these APIs for their needs		
23	Customizations		
23.1	Customizations should be limited to front end app changes and APIs and integrations,		
23.2	There should be ready customization SDKs / toolkits.		
24	Omnichannel		
24.1	System should allow the customer to move from one digital channel to another without losing the context of the interaction.		
25	Security		
25.1	Solution should have strong access controls through elements such as AD integration, support for oAUTH2.0 / SAML based protocols, MFA support, etc.		
25.2	Solution should enable strong end to end encryption of both data in motion (eg. SSL) and data at rest (eg. AES256)		
25.3	There should be suitable mechanisms for PII and other sensitive data protection such as data masking, DBP, etc		

Compliance Statement

Request for Proposal for “Selection of Service Provider for the Development, Implementation, Management & Maintenance of Digital Business Platform.

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

Compliance	Description	Compliance (Yes/No)
Terms and Conditions	<p>We hereby undertake and agree to abide by all the terms and conditions including all annexure, corrigendum(s) etc. stipulated by the Bank in this RFP. (Any deviation may result in disqualification of our bid).</p> <p>We understand & agree that in event of being successful in the bid and being empaneled, we shall comply to the terms & conditions of RFP in future and shall not attempt to get the same changed from Bank later on in process of empanelment, contract signing and/ or subsequent purchase order/s from Bank.</p> <p>We understand and agree that such attempts and non-compliance to RFP terms may lead to cancellation of our such empanelment and suitable penal action may be taken by Bank against us including invoking the PBG and/or black-listing.</p>	
Scope of work and Technical & Functional Specification	<p>We certify that the systems/services offered by us for tender conform to the Scope of work and technical specifications stipulated by you. (Any deviation may result in disqualification of our bid)</p>	
RFP, Clarifications & subsequent Corrigendum/s, if Any.	<p>We hereby undertake that we have gone through RFP, clarifications & Corrigendum/s issued by Bank and agree to abide by all the terms and conditions including all annexure, corrigendum(s) etc. stipulated by the Bank in this RFP. (Any deviation may result in disqualification of our bid)</p>	

Experience of The Team	We hereby undertake that we have gone through the mandatory Credentials and Experience of The Team in the RFP, clarifications & Corrigendum/s issued by Bank and confirm compliance to all items included in the Annexure-IV(a) , corrigendum(s) etc. stipulated by the Bank in this RFP. (Any deviation may result in disqualification of our bid).	
Mandatory Technical and Functional Compliance Requirement	We hereby undertake that we have gone through the mandatory Technical Compliance Requirements mentioned in RFP and agree to abide by all the terms and conditions.	
Compliance	in the RFP, clarifications & Corrigendum/s issued by Bank and confirm compliance to all items included in the corrigendum(s) etc. stipulated by the Bank in this RFP. (Any deviation may result in disqualification of our bid)	
Labour Law Compliance	We undertake that we are complying to 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.	

Date: _____

Place: _____

Signature of Authorized Signatory

Name of Signatory:

Designation:

Email ID:

Mobile No:

Telephone

No.:

Seal of Company:

Bidder's Information

1. Bidder's Name :
2. Constitution and year of establishment :
3. Registered Office/Corporate office Address :
4. Mailing Address :
5. Name and designations of the persons authorized to make commitments to the Bank:
6. Telephone, Fax, e-mail :
7. Name & Addresses of Directors/Promoters :
8. Description of business, service profile & client profile:
9. Gross annual turnover of the bidder **(Amt. in lac): (Not of the Group)**

Year 2019-20: -

Year 2020-21: -

Year 2021-22: -
10. Out of Sl. No 9, Software development and Digital Business Products and Services turnover (Amt. in lac): **(Not of the Group)**

Year 2019-20: -

Year 2020-21:-

Year 2021-22:-
11. Positive net worth of the bidder **(Amt. in lac): (Not of the Group)**

Year 2019-20: -

Year 2020-21:-

Year 2021-22:-

DECLARATION

We hereby declare that the information submitted above is complete in all respects and true to the best of our knowledge. We understand that in case any discrepancy or inconsistency or incompleteness is found in the information submitted by us, our application is liable to be rejected. **Note: Details provided above must be accompanied by sufficient documentary evidence, in order to verify the correctness of the information.**

Date: _____

Place: _____

Signature of Authorized Signatory

Name of Signatory:

Designation:

Email ID:

Mobile No:

Telephone

No.:

Seal of Company:

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

Annexure - VIII

Commercial Offer

❖ **Table A: One-Time Cost**

➤ **A.1: Software License**

Category	Cost Items	Total for 5 years	Total Amt (in Rs.) *
On-Premises Cloud native Architecture	Software Cost for Production DC		
	Software Cost for Production DR		
	Software Cost for UAT		
	Any other Software required for Solution Implementation #		
	Software cost for Development / Customization, Implementation, Integration and Testing of the DBP Solution		

❖ **Table B: ATS Cost of Software**

ATS Cost for Software	Year – 1	Year - 2	Year - 3	Year - 4	Year - 5	Total Amt in 5 Years (in Rs.) *
Production Deployment at DC						
Production Deployment at DR						
UAT Deployment						
Any other Software required for Solution Implementation #						
Total ATS Cost of the Software for 5 Years						

Add Rows for additional line item.

❖ **Table C: Training, Resource & Customization Cost**

➤ **C.1: Training Cost**

S.I.	Training Type	Description	Training Objective	Duration (days)	Location	Batches	No of trainees per batch	Rate per batch	Total Amt (in Rs.) *
1	Bank's core team (train the trainer)			10		2	10		
2	End users training/ Front Office users			5		2	25		
3	Technical Training			15		2	20		

➤ **C.2: Customization Cost**

Segment	Unit Cost for each man-day [A]	Qty (Days) [B]	Total cost [Rs.] C = [A] x [B]
Retail		500	
MSME		300	
Agri		200	
TPP and Recovery		300	
Liability Products		200	

Note: The quantity mentioned in Table-C2 is indicative only.

* Bank at its discretion can avail onsite / offsite resources based on the requirement. Bank can at its discretion decide the number of resources in case of Onsite/Offsite support. The selected bidder has to provide 500 man-days (Retail), 300 man-days (MSME), 200 man-days (Agri), 300 man-days (TPP and recovery) and 200 man-days (Liability Products) at no additional cost to the Bank during the term of the contract.

➤ **C.3: Support Cost**

Sl.	Item Description	Year - 1		Year - 2		Year - 3		Year - 4		Year - 5		Total Cost in 5 years C = [C1] + [C2] + [C3] + [C4] + [C5]
		Qty	Cost [C1]	Qty	Cost [C2]	Qty	Cost [C3]	Qty	Cost [C4]	Qty	Cost [C5]	
1.	Support Cost for L1	X	XX	XXXX								
2.	Support Cost for L2	X	XX	XXXX								
3.	Support Cost for L3	X	XX	XXXX								
4	Business Analyst	X	XX	XXXX								
5	Project Manager (Techno-Functional)	X	XX	XXXX								
6	Others #	X	XX	XXXX								
Total Resource Cost (in Figures and Words)												XXXX

Add Rows for additional line item

❖ **Table E: Total Cost of Ownership**

S.No.	Cost Items	Table	Amt (in Rs.) *
1	One-time Cost	A	
2	ATS /AMC Cost	B	
3	Training, Customization & Resource Cost	C	
	TCO (Total Cost of Ownership) A + B + C + D		

***Note- All amount is Inclusive of Taxes excluding GST**

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

Annexure-IX

Bidder Turnover & Profits

(To be submitted on Company's Letter Head)

RFP Ref. No.: PNB/HO/DBTD/DBP/04/2022-23

Name of the Bidder Company / Firm: _____

Details of turnover and profit for last three years:

S.I.	Financial parameters of the bidder Business Results	Annual Turnover (INR)	Annual Turnover from Software Development and Digital Business Platform (INR)	Profit/(Loss) (INR)	Net Worth (INR)
1	2019-2020				
2	2020-2021				
3	2021-2022				
	Only Bidder company / Firm figures need to be mentioned. <i>(Not to include subsidiary, affiliate or group entities figures)</i>	(Mention the above amount in INR only)			

Also, copies of Audited Financial Statements (Balance-Sheet, Profit & Loss accounts, Independent Auditor Report etc.) for the **years 2019-20**, **2020-21** & **2021-22** should be submitted along with this Annexure.

Certified By:
(Chartered Accountant)

UDIN:

Place:

Date:

Seal & Signature of

Authorized signatory

(For Bidder)

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

Annexure-X

Details of Offices

(To be submitted on Company's Letter Head)

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

Sir,

We have Permanent & Technical Support offices at the following locations across India: -

S.No	Location & Address	Contact Person and details	Contact No and email address

Signature of Authorized Signatory

Name of Signatory:

Designation:

Date: _____

Place: _____

Seal of Company:

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

Annexure-XI

Format of Pre-Bid Queries to be submitted by the Bidder (s)

- Name of the Bidder Company:
- Name of the Authorized Person of the Bidder (to whom Bank may contact):
- Contact Number of the Authorized Person:
- Email id of the Authorized Person:

Pre-bid Queries

Sr. No.	RFP Page Number	RFP Clause Name and No.	RFP Clause	Bidder's Query / Suggestion / Remarks

Signature of Authorized Signatory

Name of Signatory:

Designation:

Date: _____

Place: _____

Seal of Company

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

Annexure-XII

Customer Credential Letter
(To be submitted on the letter head of the concerned organization)

Ref No: PNB/HO/DBTD/DBP/04/2022-2023

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

Subject: Request for Proposal for “Selection of Service Provider for the Development, Implementation, Management & Maintenance of Digital Business Platform.

Dear Sir,

This is to certify that (name of the Vendor) has provided Digital Business Platform for various Products and Services in our Bank/Organization. The performance of the above said Solution is satisfactory. (Name of the Vendor).

S. No	Project Details	Platform in which Developed
1		
2		
3		
4		
5		

Place:
Date:
Seal & Signature
Name:
Designation:
Landline:
Mobile:

For reference call by the Bank.

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

Annexure-XIII

Proposed Team Format

(To be submitted by selected Vendors Only during RFP of Project)
RFP Ref No: PNB/HO/DBTD/DBP/04/2023-2023

A. Bidder Implementation Capability for the Proposed Solution

Requirement	Response
Current strength of employees in the bidder 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	

B. Team Profile

Sr. No.	Name of Proposed Project Manager/ Team leaders /Proposed Team members	Position proposed for (Project Director/Team Leader/Team Member)	Professional qualifications and Certifications/ Accreditations	Total years of experience in similar projects	Please provide details about the projects undertaken and responsibilities on the project etc.)

Please enclose Documentary proofs to substantiate the claims made.

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

Place:

Date:

Seal and Signature of The Bidder:



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

Annexure-XIV

Performance Statement Format

Tender Reference No.: PNB/HO/DBTD/DBP/04/2022-2023

Name of the Bidder: _____

Name and the Full Address of The Purchaser	Order Number and Date	Name and Description of Digital Business Platform provided	Technologies used	Date of Go Live/ Production	
				As per PO order	Actual

Attach copy of **Purchase Orders / Agreement Copy, and Installation & Go Live certificate (Hardcopy / Through Email)** of the above- mentioned products.

Signature of Authorized Signatory:

Name of Signatory:

Designation:

Date:

Seal of Company

Note: All client reference details required as mentioned above needs to be provided as per the table of reference briefed below:

❖ **Table of Reference:**

S.No.	Client Reference	Details to be Provided
1.	Reference Company Details	Contact Person Details a) Name b) Designation c) E-mail id d) Contact No. Along with Company Reference Purchase Order / Contract Document / Customer Credentials / self-certified letter on the bidder letter head clearly mentioning the complete customer details like: - <ul style="list-style-type: none">• Organization Name:• Address:• Contact id:• Contact no:• etc.
2.	Name of the Project	Brief Description of project executed
3.	Project Details	a) Total number of Persons worked on the project b) Start and End date of the Project c) Duration of the Project
4.	Technologies used	Details of Technology used during the Project execution

Date:

Seal and Signature of Authorized Signatory:

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

Annexure-XV

Undertaking for Not being Blacklisted
(To be submitted on CA or CS Letter Head)

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

Sir,

REG: Request for Proposal for “Selection of Service Provider for the Development, Implementation, Management & Maintenance of Digital Business Platform

M/s _____, a company incorporated under the companies act,
1956/2013 with its headquarters at,

_____ do hereby
confirm that company/ entity has not been debarred/ blacklisted for corrupt and
fraudulent practices or any other reason by the Govt. of India/ State Governments/
Regulatory Agencies/ PSU/ other institution.

Thanking You,

Yours faithfully,

Signature of Chartered Accountant/ Company secretary

Name of Signatory:

Designation:

Email ID:

Mobile No:

Telephone No.:

Seal of Company:

UDIN:

Date: _____

Place: _____

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

Annexure – XVI

Litigation Certificate

Reg: Request for Proposal for “Selection of Service Provider for the Development, Implementation, Management & Maintenance of Digital Business Platform

To be provided by Statutory Auditor/Chartered Accountant

This is to certify that M/s _____, a company incorporated under the companies act, 1956 & 2013 with its headquarters at, _____ is not involved in any litigation which threatens solvency of the company.

Date: _____

Place: _____

Signature of CA/Statutory Auditor

Name of CA/Statutory Auditor:

Designation:

Seal of Company

Email ID:

Mobile No:

Telephone No.:

Seal of Company:

UDIN:

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

Annexure-XVII

Acceptance Letter

Note: This letter should be on the letterhead of the Bidder and should be signed by an authorized person.

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

Dear Sir/ Madam,

Subject: Request for Proposal for “Selection of Service Provider for the Development, Implementation, Management & Maintenance of Digital Business Platform.

REF: Your Letter No: - _____ Date _____.

This has reference to your letter on the subject, notifying us about the selection for development of Digital Business Platform in Punjab National Bank. We hereby convey our absolute, unconditional and unqualified acceptance for the work and activities as per the Scope of Work mentioned in the subject RFP & its addendums.

We understand & agree that in event of being successful in the bid and being empaneled, we shall comply to the terms & conditions of RFP in future and shall not attempt to get the same changed from Bank later on in process of empanelment, contract signing and/ or subsequent purchase order/s from Bank.

We understand and agree that such attempts and non-compliance to RFP terms may lead to cancellation of our selection and suitable penal action may be taken by Bank against us including invoking the PBG and black-listing.

Authorized
Signatory Name-

Designation-
Company Seal:

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

Annexure-XVIII

Performance Bank Guarantee Format
(To be stamped in accordance with stamp act)

Ref: Bank Guarantee #
Punjab National Bank

Date: _____

Digital Banking Transformation
Division, Head Office Plot No.5,
Sector-32, Gurugram, Haryana

Dear Sir,

In accordance with your bid reference no. _____ Dated
_____ M/s (Name of the Vendor) having its registered office at

_____ herein after Called 'vendor' and shall include their assigns, successors, agents, legal representatives, etc) has participated in the said bid for _____ and is L1 vendors and has received Purchase Order No _____ dated: _____ in relation to the RFP for Digital Business Platform Services in Punjab National Bank (hereinafter called as 'beneficiary' and shall include their assigns, successors, legal representatives, etc). M/s _____ (Name of the Vendor) has approached us and requested

us _____ (Name of Bank) having its office at

_____ (Address of Bank) to issue an irrevocable Performance Bank Guarantee (issued by a nationalized / scheduled commercial Bank) as per requirement of the Purchase Order dated _____ amounting (3% of Contract value) to Rs. _____ Rupees (in words _____) valid up to _____ which is required to be submitted by M/s (Name of the Vendor) in favour of Punjab National Bank, as per the requirement of the Purchase Order _____ dated

_____, Service level Agreement (SLA) and Non- Disclosure Agreement (NDA), and which is liable to be invoked by the beneficiary on happening of any contingencies or under the terms and conditions mentioned in the Purchase Order/SLA/NDA, as the case may be.

1. We, (NAME OF THE BANK BE MENTIONED) _____ (hereinafter referred to as "the Bank") at the request of _____ Vendor/Contractor(s) do hereby undertake to pay to the Punjab National Bank an amount not exceeding

_____ against any loss or damage caused to or suffered by or would be caused to or suffered by the Punjab National Bank by reason of any breach by the said vendor/ Contractor (s) of any of the terms or conditions contained in the Service Level Agreement, purchase order and Non- Disclosure Agreement.

2. We, (NAME OF THE BANK BE MENTIONED) (Address of the Bank) having our Head office at _____ and the branch office at _____, do hereby unconditionally and irrevocably undertake to pay the amounts due and payable under this guarantee without any demur, merely on a demand from the Punjab National Bank stating that the amount claimed is due by way of loss or damage caused to or would be caused to or suffered or penalty imposed or cost borne by the Punjab National Bank by reason of breach by the said Vendor/Contractor(s) of any of the terms or conditions contained in the said Agreements or by reason of the Vendor/Contractor(s) failure to perform the terms and conditions of the said Agreement. Any such demand made on the Bank shall be conclusive as regards the amount due and payable by the Bank under this guarantee. However, our liability under this guarantee shall be restricted to an amount not exceeding Rs. .

3. We, (NAME OF THE BANK BE MENTIONED), undertake to pay to the Punjab National Bank any money so demanded notwithstanding any dispute or disputes raised by the Vendor in any suit or proceeding pending before any Court or Tribunal relating thereto, our liability under this present being absolute and unequivocal.

4. We.....(name of the bank) further agree that if PNB extends the schedule dates of performance under the said Agreement, as per the terms of the said Agreement, the vendor shall get the validity period of this guarantee extended suitably and we agree to extend the guarantee accordingly at the request of the Vendor Failure on part of the Vendor to do so shall be treated as a breach committed by the Vendor and accordingly the amount under this guarantee shall at once become payable on the date of receipt of demand made by you on payment during the validity of this guarantee or extension of the validity period.

5. We, (NAME OF THE BANK BE MENTIONED), further agree with the Punjab National Bank that the Punjab National Bank shall have the fullest liberty without our consent and without affecting in any manner our obligations hereunder to vary any of the terms and conditions of the said Agreements or to extend time of performance by the said Vendor/ Contractor(s) from time to time or to postpone for any time or from time to time any of the powers exercisable by the Punjab National Bank against the said Vendor/Contractor(s) and to forbear or enforce any of the terms and conditions relating to the said Agreement and we shall not be relieved from our liability by reason of any such variation, or extension being granted to the said Vendor/ Contractor(s) or for any forbearance, act or omission on the part of the Punjab National Bank or any indulgence by the Punjab National Bank to the said Vendor/Contractor(s) or by any such matter or thing whatsoever which under the law relating to sureties would, but for this provision, have effect of so relieving us.

6. In order to give full effect to the guarantee here in contained you shall be entitled to act as if we are your principal debtors in respect of all your claims against the supplier hereby guaranteed by us as aforesaid and we hereby expressly waive all our rights of surety ship and other rights if any which are in any way inconsistent with the above or any other

provision of this guarantee.

7. This guarantee will not be discharged due to change in the constitution of the Bank or the Vendor/ contractor.

8. Notwithstanding anything to the contrary contained herein:

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

II. This Bank guarantee shall be valid up to _____.

III. We are liable to pay the guaranteed amount or any part thereof under this Bank guarantee only if you serve upon us a written claim or demand not later than _____ months from the said expiry date i.e. _____, on or before hours (Indian Standard Time) where after it ceases to be in effect in all respects whether or not the original Bank guarantee is returned to us at following address:

.....
.....

Contact No.Email Address: In witness whereof the Bank, through its authorized officer has set its hand stamped on this _____ Day of _____ 2023 at _____

Name of signatory
Designation

Email ID:

Contact No.

Bank Common Seal

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

Annexure-XIX

Performa for Integrity Pact

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

Subject: Request for Proposal for Selection of Service Provider for the Development, Implementation, Management & Maintenance of Digital Business Platform.

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
(To be stamped in accordance with stamp act)

Punjab National Bank, a body corporate constituted under the Banking Companies (Acquisition and Transfer of Undertaking) Act 1970 (Act no V of 1970) and having its Head Office at Plot no. 4, Sector 10, Dwarka, New Delhi 110075, hereinafter referred to as “The Principal”, which expression shall mean and include unless the context otherwise requires, its successors in office and assigns of the First Part.

And _____
M/s. _____ having its registered office at _____
_____ hereinafter referred to as “The Bidder/Contractor”,
expression shall mean and include unless the context otherwise requires, successors
and permitted assigns of the Second part.

Preamble

The Principal intends to award, under laid down organizational procedures, contract/s for.....The Principal values full compliance with all relevant laws of the land, rules, regulations, economic use of resources and of fairness/transparency in its relations with its Bidder(s) and/or Contractor(s).

In order to achieve these goals, the Principal will appoint Independent External Monitors (IEMs) who will monitor the tender process and the execution of the contract for compliance with the principles mentioned above.

Section 1- Commitments of the Principal

- (1) The Principal commits itself to take all measures necessary to prevent corruption and to observe the following principles: -
 - a. No employee of the Principal, personally or through family members, will in connection with the tender for, or the execution of a contract, demand, take a promise for or accept, for self or third person, any material or immaterial benefit which the person is not legally entitled to.
 - b. The Principal will, during the tender process treat all Bidder(s) with equity and reason. The Principal will in particular, before and during the tender process, provide to all Bidder(s) the same information and will not provide to any Bidder(s) confidential/additional information through which the Bidder(s) could obtain an advantage in relation to the tender process or the contract execution.
 - c. The Principal will exclude from the process all known prejudiced person.
- (2) If the Principal obtains information on the conduct of any of its employees which is a criminal offence under the IPC/PC Act, or if there be a substantive suspicion in this regard, the Principal will inform the Chief Vigilance Officer and in addition can initiate disciplinary actions.

Section 2- Commitments of the Bidder(s) / Contractor(s)

(1) The Bidder(s)/Contractor(s) commit themselves to take all measures necessary to prevent corruption during any stage of bid process/contract. The Bidder(s)/Contractor(s) commit themselves to observe the following principles during participation in the tender process and during the contract execution.

a. The Bidder(s)/Contractor(s) will not, directly or through any other person or firm, offer promise or give to any of the Principal's employees involved in the tender process or the execution of the contract or to any third person any material or the other benefit which he/she is not legally entitled to, in order to obtain in exchange any advantage of any kind whatsoever during the tender process or during the execution of the contract.

b. The Bidder(s)/Contractor(s) will not enter with other Bidders 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 introduce cartelization in the bidding process.

c. The Bidder(s)/ Contractor(s) will not commit any offence under the relevant IPC/PC Act; further the Bidder(s)/Contractor(s) will not use improperly, for purposes of competition or personal gain, or pass on to others, any information or document provided by the Principal as part of the business relationship, regarding plans., technical proposal and business details, including information contained or transmitted electronically.

d. The Bidder(s)/Contractor(s) of foreign origin shall disclose the name and address of the Agents/representatives in India, if any, similarly the Bidder(s)/Contractor(s) of Indian Nationality shall furnish the name and address of the foreign principals, if any. Further details as mentioned in the "Guidelines on Indian Agents of Foreign Suppliers" shall be disclosed by the Bidder(s)/Contractor(s). Further, as mentioned in the Guidelines all the payments made to the Indian agent/representative have to be in Indian Rupees only.

e. The Bidder(s)/Contractor(s) will, when presenting their bid, disclose any and all payments made, is committed to or intends to make to agents, brokers or any other intermediaries in connection with the award of the contract.

f. Bidder(s)/Contractor(s) who have signed the Integrity Pact shall not approach the Courts while representing the matter to IEMs and shall wait for their decision in the matter.

(2). The Bidder(s)/Contractor(s) will not instigate third persons to commit offences

outlined above or be an accessory to such offences.

Section 3-Disqualification from tender process and exclusion from future contracts.

If the Bidder(s)/Contractor(s) before award or during execution has committed a transgression through a violation of Section 2, above or in any other form such as to put their reliability or credibility in question, the Principal is entitled to disqualify the Bidder(s)/Contractor(s) from the tender process or take action as per the existing provisions of GFR, 2017, PC Act, 1988 and other Financial Rules/Guidelines etc.

Section 4- Compensation for Damages

(1). If the Principal has disqualified the Bidder(s) from the tender process prior to the award according to Section 3, the Principal is entitled to demand and recover the damages equivalent to earnest Money Deposit/Bid Security.

(2). If the Principal has terminated the contract according to Section 3, or the Principal is entitled to terminate the contract according to Section 3, the Principal shall be entitled to demand and recover from the Contractor liquidated damages of the contract value or the amount equivalent to Performance Bank Guarantee.

Section 5- Previous Transgression

(1) The Bidder declares that no previous transgression occurred in the last three years immediate before signing of this integrity pact with any other Company in any country conforming to the anti-corruption approach or with any Public Sector Enterprises or central/state government department in India that could justify his exclusion from the tender process.

(2). If the Bidder makes incorrect statement on this subject, he can be disqualified from the tender process or action can be taken as per the procedure mentioned in " Guidelines on Banning of business dealing".

Section 6- Equal treatment of all Bidders/Contractors/Subcontractors

(1) In case of sub-contracting, the Principal contractor shall take the responsibility of the adoption of IP by the sub-contractor. It is to be ensured that all sub-contractors also sign the IP.

(2) The Principal will enter into agreements with identical conditions as this one with all Bidders and Contractors.

(3) The Principal will disqualify from the tender process all the Bidders who do not sign this Pact or violate its provisions.

Section 7- Criminal charges against violating Bidder(s)/ Contractor(s)/ Subcontractor(s)

If the Principal obtains knowledge of conduct of a Bidder, Contractor or Sub contractor, or of an employee or a representative or an associate of a Bidder, Contractor or Subcontractor which constitutes corruption, or if the Principal has substantive suspicion in this regard, the Principal will inform the same to the Chief Vigilance Officer.

Section 8- Independent External Monitor

(1) The Principal appoints competent and credible Independent External Monitor (IEM) Sh. Deepak Anurag (IA & AS, Retd.), (email ID: anuragd@cag.gov.in) (Mob no.9810676339) & Dr. Sarat Kumar Acharya (Ex-CMD, NLC India Ltd.), (email ID: sarat777@rediffmail.com), (Mob no. 9442118060) for this Pact after approval by 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 the agreement.

(2) The Monitor is not subject to instructions by the representatives of the parties and performs his/her functions neutrally and independently. The Monitor would be provided access to all documents/records pertaining to the contract for which a complaint or issue is raised before them, as and when warranted. However, the documents/ records/ information having National Security implications and those documents which have been classified as Secret/Top Secret are not to be disclosed. It will be obligatory for him/her to treat the information and documents of the Bidders/Contractors as confidential. He/she reports to the Managing Director and CEO, Punjab National Bank.

(3) The Bidder(s)/Contractor(s) accepts that the Monitor has the right to access without restriction to all project documentation of the Principal including that provided by the Bidder(s)/Contractor(s). The Bidder(s)/Contractor(s) will also grant the Monitor, upon his/her request and demonstration of a valid interest, unrestricted and unconditional access to their project documentation. The same is applicable to Sub-contractor.

(4) The Monitor is under contractual obligation to treat the information and documents of the Bidder(s)/Contractor(s)/Subcontractor(s) with confidentiality. The Monitor has also signed declarations on "Non-Disclosure of Confidential Information" and of "Absence of Conflict of Interest". In case of any conflict of interest arising at a later date, the IEM shall inform MD & CEO, Punjab National Bank and recues himself/herself from that case.

(5) The Principal will provide to the Monitor sufficient information about all meetings among the parties related to the Project provided such meetings could have an impact on the contractual relations between the Principal and Contractor. The parties offer to the Monitor the option to participate in such meetings.

(6) As soon as the Monitor notices, or believes to notice, a violation of this agreement, he/she will so inform the Management of the Principal and request the Management to discontinue or take corrective action, or to take other relevant action. The monitor can in this regard submit non-binding recommendations. Beyond this, the Monitor has no right to demand from the parties that they act in a specific manner, refrain from action or tolerate action.

(7) The Monitor will submit a written report to the MD & CEO, Punjab National Bank within 8 to 10 weeks from the date of reference or intimation to him by the Principal and, should the occasion arise, submit proposals for correcting problematic situations.

(8) If the Monitor has reported to the MD& CEO, Punjab National Bank, a substantiated suspicion of an offence under relevant IPC/PC Act, and the MD & CEO, PNB has not, within the reasonable time taken visible action to proceed against such offence or reported it to the Chief Vigilance Officer, the Monitor may also transmit this information directly to the Central Vigilance Commissioner.

(9) The word 'Monitor' would include both singular and plural.

Section 09- Pact Duration

This Pact begins when both parties have legally signed it. It expires for the Contractor 12 months after the last payment under the contract, and for all other Bidders 6 months after the contract has been awarded. Any violation of the same would entail disqualification of the bidders and exclusion future business dealings.

If any claim is made/lodged during this time, the same shall be binding and continue to be valid despite the lapse of this pact as specified above, unless it is discharged/ determined by MD & CEO, PNB.

Section 10- Other provisions

- (1) This agreement is subject to Indian Law. Place of performance and jurisdiction is the” Place of award of work”.
- (2) The actions stipulated in this Integrity Pact are without prejudice to any other legal action that may follow in accordance with the provisions of to the extant law in force relating to any civil or criminal proceedings.
- (3) Changes and supplements as well as termination notices need to be made in writing. Side agreements have not been made.
- (4) If the Contractor is a partnership or a consortium, this agreement must be signed by all partners or consortium members.
- (5) Should one or several provisions of this agreement turn out to be invalid, the remainder of this agreement remains valid. In this case, the parties will strive to come to an agreement to their original intentions.
- (6) Issues like warranty/Guarantee etc. shall be outside the purview of IEMs.
- (7) In the event of any contradiction between the Integrity Pact and its Annexure, the Clause in the Integrity Pact will prevail.

(For & On behalf of the Principal)
(Office Seal)

(For & On behalf of Bidder/Contractor)
(Office Seal)

Place.....
Date.....

Witness 1:
(Name & Address) *(Name & Address)*

Witness 2:

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

Annexure-XX

Non-Disclosure Agreement

This Confidentiality–cum-Nondisclosure Agreement (herein after referred to as 'Agreement') is entered into at New Delhi on this _____ day of _____ 2023,

Between

M/s _____, a company registered under meaning of Companies Act, 1956, having its Registered Office at _____ (herein after called 'Vendor');

And

Punjab National Bank, a Body Corporate constituted under the Banking Companies (Acquisition & Transfer of Undertakings) Act, 1970 having its Head Office at Plot No 4, Dwarka Sector 10 New Delhi – 110075 and inter-alia, its Digital Banking Transformation Division at 3rd Floor, Plot No. 5, Institutional Area, Sector 32, Gurugram – 122 001 (herein after referred to as 'Bank').

Vendor and the Bank shall hereinafter jointly be referred to as "Parties" and individually as a "Party".

WHERE AS: -

i. Vendor inter-alia is engaged in the business of providing _____, *IT related solutions & services to various business entities in India.*

ii. The Bank has agreed to disclose, transmit, receive, and/or exchange certain "confidential information" to cover the business transaction between parties for the provision of services related to" ("the Purpose") as more particularly described in Purchase Order no Ref: _____ Dated _____, issued by the Bank in favor of M/s. _____

The Vendor and the Bank would be having discussions and negotiations concerning the establishment of and during continuance of a business relationship between them as per Service Level Agreement dated _____ (hereinafter referred to as 'Agreement'). In the course of such discussions and negotiations, it is anticipated that either

party may disclose or deliver to the other party certain of its trade secrets, confidential or proprietary information for the purpose of enabling the other party to evaluate the feasibility of such a business relationship. The parties have entered into this Agreement, in order to assure the confidentiality of such trade secrets and confidential and proprietary information in accordance with the terms of this Agreement.

As used in this Agreement, the party disclosing Proprietary Information (as defined below) is referred to as the 'Disclosing Party' and will include its affiliates, associates, joint ventures partners, sub-contractors and subsidiaries, the party receiving such Proprietary Information is referred to as the 'Recipient', and will include its affiliates and subsidiaries.

NOW THIS AGREEMENT WITNESS:

1. Interpretation

In this Agreement "**Confidential Information**" means

- a) As used in this Agreement, the term 'Confidential Information' shall not be limited to all trade secrets or confidential or Proprietary Information designated as such in writing by the Disclosing Party, whether by letter or by the use of any appropriate prominently placed Confidential stamp or legend, prior to or at the time such trade secret or confidential or Proprietary Information is disclosed by the Disclosing Party to the Recipient. Notwithstanding the foregoing, information which is orally or visually disclosed to the recipient by the Disclosing Party or is disclosed in writing unaccompanied by a covering letter, confidential stamp or legend, shall constitute confidential information if the disclosing party, within 10 (ten) days after such disclosure, delivers to the Recipient a written document or documents describing such confidential information and referencing the place and date of such oral, visual or written disclosure and the names of the employees or officers of the Recipient to whom such disclosure was made.
- b) The term 'confidential information' shall include all written or oral information (including information received from third parties that the 'Disclosing Party' is obligated to treat as confidential) that is (i) clearly identified in writing at the time of disclosure as confidential and in case of oral or visual disclosure, or (ii) that a reasonable person at the time of disclosure reasonably would assume, under the circumstances, to be confidential.
- c) Confidential information shall also include, without limitation, information identified as being proprietary and/or confidential or pertaining to pricing, marketing plans or strategy, volumes, financial or technical or service matters or data, employee/ agent/ consultant/ officer/ director related personal or sensitive data software programs, technical data, passwords encryption tools, methodologies, know-how, processes, designs, new products, development work, marketing requirements, marketing plans, disaster recovery plans, customer names, prospective customer names, customer information, customer databases, business information and any information which might reasonably be presumed to be proprietary or confidential in nature of the "Disclosing Party".

2. Confidentiality

- 2.1. Except to the extent as agreed herein, the Receiving Party agrees to regard, preserve and keep as secret and confidential all Confidential Information of the Disclosing Party or its clients or any member of their group disclosed under this Agreement. In maintaining confidentiality hereunder, the Receiving Party agrees and accepts that it shall not, either on its own account or jointly with or for any other person, firm, company or any other entity, without obtaining the written consent of the disclosing party.
- I. disclose, transmit, reproduce or make available any such Confidential Information to any person firm, company or any other entity other than its directors, partners, advisers, agents or employees, who need to know the same for the purpose of evaluating, preparing, considering, negotiating, advising in relation to or in furtherance of the purpose aforesaid; or
 - II. use the Confidential Information for any purpose other than evaluating, preparing, considering, negotiating, advising in relation to or in furtherance of the purpose for which it is disclosed; or
 - III. disclose, announce or otherwise publicize the existence of its association with the Disclosing Party or the existence of the project with the Disclosing Party or any other arrangement (existing or possible) between the disclosing party, its clients or itself in connection with any project/assignment; or
 - IV. use any such Confidential Information for its own benefit or the benefit of others or do anything prejudicial to the interests of the Disclosing Party or its clients or any member of their group or their projects.

2.2 The Receiving Party also agrees and accepts that it may endeavor:

- 2.2.1 Use at least the same degree of care in safeguarding such Confidential Information as it uses for its own Confidential information of like importance and such degree of care shall be at least that which is reasonably calculated to prevent such inadvertent disclosure;
- 2.2.2 Keep the Confidential Information and any copies thereof secure and in such a way so as to prevent unauthorized access by any third party;
- 2.2.3 Limit access to such Confidential Information to those of its (including its Affiliates") directors, partners, advisers, agents or employees who are directly involved in the consideration/evaluation of the Confidential Information and bind each of its directors, partners, advisers, agents or employees so involved to protect the Confidential Information in the manner prescribed in this Agreement; and
- 2.2.4 upon discovery of any disclosure or suspected disclosure of Confidential Information, to take reasonable effort to as per the circumstances, to inform the Disclosing Party of such disclosure in writing and immediately return to the Disclosing Party all such Information, in whatsoever form, including any and all copies thereof.

3. Non-Disclosure of Proprietary / Confidential Information

For the period during the Agreement or its renewal, the Recipient will:

- a. Use such Proprietary Information only for the purpose for which it was disclosed and without prior written authorization of the Disclosing Party shall not use or exploit such Proprietary Information for its own benefit or the benefit of others
- b. Protect the Proprietary Information against disclosure to third parties in the same manner and with the same degree of care and responsibility, with which it protects its confidential information of similar importance and nature: and
- c. Limit disclosure of Proprietary Information received under this Agreement to persons within its organization and to those third-party contractors performing tasks that would otherwise customarily or routinely be performed by its employees, who have a need to know such Proprietary Information in the course of performance of their duties and who are bound to protect the confidentiality of such Proprietary Information.

4. Limit on Obligations

The obligations of the Recipient specified in clause 3 above shall not apply and the Recipient shall have no further obligations, with respect to any Proprietary Information to the extent that such Proprietary Information

- a. is generally known to the public at the time of disclosure or becomes generally known without any wrongful act on the part of the Recipient
- b. is in the Recipient's possession at the time of disclosure otherwise than as a result of the Recipient's breach of a legal obligation
- c. becomes known to the Recipient through disclosure by any other source, other than the Disclosing Party, having the legal right to disclose such Proprietary Information
- d. Is independently developed by the Recipient without reference to or reliance upon the Proprietary Information; or
- e. Is required to be disclosed by the Recipient to comply with applicable laws or governmental regulation, provided that, the recipient provides prior written notice of such disclosure to the Disclosing Party and takes reasonable and lawful actions to avoid and/or minimize the extent of such disclosure.

5. Return of Documents

The Recipient shall, upon the request of the Disclosing Party, in writing, return to the Disclosing Party all drawings, documents and other tangible manifestations of Proprietary Information received by the Recipient pursuant to this Agreement (and all copies and reproductions thereof) within a reasonable period. Each party agrees that in the event it is not inclined to proceed further with the engagement, business discussions and negotiations, or in the event of termination of this Agreement, the Recipient party will promptly return to the other party without any extra cost/charge or with the consent of the other party, destroy the Proprietary Information of the

other party all Confidential Information of disclosing party provided under or in connection with this Agreement including all copies, portions and summaries thereof. The receiving party shall provide a written certification of such return or destruction by the authorized representative of the disclosing party.

6. Communications

Written communications requesting or transferring Proprietary/Confidential Information under this Agreement shall be addressed only to the respective designees as follows (or to such designees as the parties hereto may from time to time designate in writing).

7. Term

The obligation pursuant to Clause 2 and 3 (Confidentiality and Non-Disclosure of Confidential Information) will be valid for perpetual basis from the date of execution of Service Level Agreement which term may be extended by mutual consent in writing of both the parties. This Agreement may be terminated by the BANK by giving thirty

(30) days' notice in writing to the other party without assigning any reason whatsoever. The obligations of each party hereunder will continue and be binding irrespective of whether the discussion between the parties materialize into a specific understanding/ business relationship or not, however, this agreement on Confidentiality and Non-Disclosure of Confidential Information) is perpetual basis even after termination/ expiry of the Agreement.

Nothing herein contained shall be construed as a grant by implication, estoppels, or otherwise or a license by either party to the other to make, have made, use or sell any product using confidential information or as a license under any patent, patent application, utility model, copyright or any other industrial or intellectual property right, etc covering same.

8. Damages

(a) Both parties acknowledge that the Confidential Information coming to the knowledge of the other may relate to and/or have implications regarding the future strategies, plans, business activities, methods, processes and or information of the parties, which afford them certain competitive and strategic advantage. Accordingly, neither party shall use the Confidential Information in a manner that will jeopardise or adversely affect in any manner such future strategies, plans, business activities, methods, processes, information, and/or competitive and strategic advantage of the Disclosing Party.

(b) The provisions of this Agreement are necessary for the protection of the business goodwill of the parties and are considered by the parties to be reasonable for such purposes. Both the parties agree that any breach of this Agreement will cause substantial and irreparable damages to the other party

and, therefore, in the event of such breach, in additional to other remedies, which may be available, the party violating the terms of Agreement shall be liable for the entire loss and damages on account of such disclosure.

(c) Each party agrees to indemnify the other against loss suffered due to breach of terms of this agreement and undertakes to make good the financial loss caused directly or

indirectly by claims brought about by its customers or by third parties.

- (d) The parties hereto acknowledge and agree that in the event of a breach or threatened breach by the other of the provisions of this Agreement, the party not in breach will have no adequate remedy in money or damages and accordingly the party not in breach shall be entitled to injunctive relief against such breach or threatened breach by the party in breach.
- (e) No failure or delay by either party in exercising or enforcing any right remedy or power hereunder shall operate as a waiver thereof, nor shall any single or partial exercise or enforcement of any right, remedy or power preclude any further exercise or enforcement thereof or the exercise of enforcement of any other right, remedy or power.

9. Permitted disclosure

The provisions of paragraph 2 shall not restrict any disclosure required by law or by any court of competent jurisdiction, the rules and regulations of any recognized stock exchange or any enquiry or investigation by any governmental, official or regulatory body which is lawfully entitled to require any such disclosure provided that, so far as it is lawful and practical to do so prior to such disclosure, the Receiving Party shall promptly notify the other party of such requirement with a view to providing the opportunity for the Provider to contest such disclosure or otherwise to agree the timing and content of such disclosure.

10. Ownership of Information

Except to the extent as agreed herein, the Confidential Information and copies thereof, in whatsoever form shall at all times remain the property of the Disclosing Party or its clients and its disclosure shall not confer on the Receiving Party any rights (including any intellectual property rights) over the Confidential Information whatsoever beyond those contained in this Agreement.

11. No Representation

Neither the disclosure, transmission receipt or exchange of Confidential Information nor anything else in this Agreement will constitute an offer by or on behalf of the Disclosing Party or be construed as soliciting any business or organization changes or any assurance of any business commitment or an inducement to incur / undertake

any obligations not specified herein and neither party will be under any obligation to accept any offer or proposal which may be made by the other or on behalf of such other party.

12. Remedies and Relief

The parties hereto acknowledge that remedies at law may be inadequate to protect the Disclosing Party or its clients against any actual breach of this Agreement by the Receiving Party, and, without prejudice to any other right and remedies otherwise available to the Disclosing Party or its clients, the Receiving Party agrees that Disclosing

Party has a right to seek injunctive relief in its favor upon proof of actual damage and upon establishment of the fact that such actual damage has taken place due to reasons directly attributable upon the Receiving Party. Such injunctive relief shall be in addition to any other remedies available hereunder, whether at law or equity. Disclosing Party shall be entitled to

recover its cost and fees, including Advocate's fees, incurred in obtaining any such relief. Further, in the event of litigation relating to this Agreement, the prevailing party shall be entitled to recover its penalty, cost and expenses including Advocate's fees.

13. No Assignment

This Agreement shall not be assigned by either party, by operation of law or otherwise, without the prior written consent of the other party. This Agreement shall inure to the benefit of and will be binding upon the parties" respective successors and permitted assigns.

14. Severability

In the event that any of the provisions contained in this Agreement is found to be invalid, illegal or unenforceable in any respect by a Court of competent jurisdiction, the validity, legality, or enforceability of the remaining provisions contained in this agreement will not be in any way affected or impaired by such a finding.

15. Notices

Notices as required by this Agreement shall be sent to the Parties at the addresses mentioned first herein above or such other addresses as the Parties may designate from time to time, and shall be sent by certified or registered mail with acknowledgement due on receipt.

16. Delay or Waiver

No delay or failure of either Party in exercising any right hereunder and no partial or single exercise thereof shall be deemed of itself to constitute a waiver or an expectation of non-enforcement of such right or any other rights hereunder. No waiver of any provision of this Agreement shall be valid unless the same is in writing and signed by the party against whom such waiver is sought to be enforced. A waiver or consent given by either party on any one occasion is effective only in that instance and will not be construed as a bar to or waiver of any right on any other occasion.

17. Governing Law

The provisions of this Agreement shall be governed by the laws of India and shall be subject to the exclusive jurisdiction of courts in Delhi.

18. Indemnity

The Receiving Party agree to indemnify and hold harmless the Disclosures against all costs, liability, losses and claims etc. incurred by the Disclosing Party as a result of a breach of this Agreement.

19. Modification

Modification to any of the provisions of this Agreement shall be void unless it is writing and duly executed by Parties.

20. Arbitration & Governing Law

If any dispute arises between the parties hereto during the subsistence or thereafter, in connection with or arising out of this Agreement, the dispute shall be referred to arbitration under the Arbitration and Conciliation Act of 1996 by a sole arbitrator appointed mutually by

the Parties. The Arbitration conducted under the Arbitration and Conciliation Act, 1996. The Arbitration shall be held in Delhi, India. The proceedings of arbitration shall be in the English language. The arbitrator's award shall be final and binding on the parties.

This Agreement will be governed by Indian laws. Subject to clause on Arbitration above, The Courts of Delhi shall have exclusive jurisdiction to the extent the judicial intervention is permitted by the Arbitration and Conciliation Act, 1996.

21. Miscellaneous:

- a. This Agreement shall not be modified, changed or discharged, in whole or in part, except by a further Agreement in writing signed by both the parties
- b. This Agreement will be binding upon and ensure to the benefit of the parties hereto and it also includes their respective successors and assigns
- c. The Agreement shall be construed and interpreted in accordance with the laws prevailing in India.
- d. Each party will bear its own costs in connection with the activities undertaken in Connection with this Agreement.
- e. Nothing in this Agreement is intended to confer any rights/ remedies under or by Reason of this Agreement on any third party.
- f. This Agreement supersedes all prior discussions and writings with respect to the confidential Information and constitutes the entire Agreement between the parties with respect to the subject matter hereof. If any term or provision of this Agreement is determined to be illegal, unenforceable, or invalid in whole or in part for any reason, such illegal, unenforceable, or invalid provisions or part(s) thereof shall be struck off from this Agreement and such provision shall not affect the legality, enforceability, or validity of the remainder of this Agreement.
- g. The confidentiality terms of the Service Level Agreement and of this Agreement shall be construed harmoniously. However, in case of inconsistency, the terms, having wider ramifications, shall prevail.

22. Counterparts

- h. This Agreement has been signed in duplicate, each of which shall be deemed to be an original. The exchange of a fully executed Agreement (in counterparts or otherwise) by fax shall be sufficient to bind the parties to the terms and conditions of this Agreement.

In witness where of, the parties hereto have agreed, accepted and acknowledged and signed these presents, on the day, month and year mentioned here in above

Bank For and on behalf of Punjab National

Witness:

For and on behalf of (Name of the Company)

Witness:

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

Annexure – XXI

Information Security Certificate

(To be provided by the Bidder)

To,
The Assistant General Manager Punjab National Bank
Digital Banking Transformation Division
3rd Floor, Plot No. 5, Institutional Area, Sector 32,
Gurugram – 122001

Sir,

Subject: Request for Proposal for “Selection of Service Provider for the Development, Implementation, Management & Maintenance of Digital Business Platform.

We hereby undertake that:

1. Solution being offered does not contain any kind of malicious code such as Viruses, Trojan, Spyware. The provided solution is free of any obvious bugs and does not tap the information regarding network, users and information stored on the network of the Bank or in its CBS Platform or otherwise.
2. We shall be liable in case of any loss that may be caused to the Purchaser due to the breach of any of the aforesaid assurances & representations and also for any physical damage, loss of information, loss of reputation and those relating to copyright and Intellectual Property Rights (IPRs), caused due to activation of any such malicious code in the hardware / software supplied.
3. We will make sure that the sensitive data shared by the Bank will be kept within the geographical boundaries of India.
4. We will provide quarterly compliance certificate through internal audit process for all subsequent versions/modifications done in the solution.

Yours faithfully

Signature of Authorized Signatory:

Name of Signatory:

Designation:

Seal of Company:

Date:

Place:

Punjab National Bank

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

Annexure – XXII

Details of Journeys in Each Segment & Products

S.N.	Category	Swim lane/Journey	ETB	NTB
1.	TPP	Life Insurance - e2e journey	Yes	Yes
2.	TPP	Mutual Funds	Yes	Yes
3.	TPP	Loan against insurance	Yes	Yes
4.	Retail	Pre-Approved Personal Loan (incl, Govt Salaried, Pension, Pvt. Salaried, Non-Salaried)	Yes	NA
5.	Retail	Pre-approved Personal Loan – Top-up	Yes	NA
6.	Retail	Pre-Qualified Credit Card	Yes	NA
7.	Retail	OD against FD	Yes	NA
8.	Retail	Credit Card against FD	Yes	NA
9.	Retail	Pre-approved OTS (One-time settlement)	Yes	NA
10.	Retail	Unsecured Personal Loan	NA	Yes
11.	Retail	Unsecured PL- Top-up	Yes	NA
12.	Retail	electronic Bank Guarantee/Letter of Credit	Yes	Yes
13.	Retail	Debit Card EMI/Credit Card EMI/Cardless EMI	Yes	Yes
14.	Retail	HL - Approved Project Finance (Salaried/Self-Employed)	NA	Yes
15.	Retail	HL - Non-Approved Project Finance (Salaried/Self-Employed)	NA	Yes
16.	Retail	HL - Pre-approved (APF/Non-APF) (Salaried/Self-Employed)	Yes	NA
17.	Retail	HL - top up (Salaried/Self-Employed)	Yes	NA
18.	Retail	HL takeover/transfer) (Salaried/Self-Employed)	Yes	Yes
19.	Retail	Vehicle Loan (4W+2W) - New Car	NA	Yes
20.	Retail	Vehicle Loan (4W+2W) - Used Car	NA	Yes
21.	Retail	Vehicle Loan - Pre-approved (4W+2W) - (New/Used Car)	Yes	NA
22.	Retail	Vehicle Loan (4W+2W) - top-up	Yes	NA
23.	Retail	Vehicle Loan (4W+2W) - Refinance (Business transfer)	Yes	Yes
24.	Retail	Gold Loan	Yes	Yes
25.	Retail	Education Loan	Yes	Yes
26.	Retail	Loan against securities (like Term Deposits, Shares, Rent receivable)	Yes	Yes
27.	Retail	Consumer Durables	Yes	Yes
28.	Retail	Loan Against Mortgage	Yes	Yes
29.	Retail	NTB Credit Card	NA	Yes
30.	MSME	e-Mudra <1 Lakhs (WC & TL)	Yes	Yes
31.	MSME	Tarun mudra >1 Lakhs (WC & TL)	Yes	Yes

S.N.	Category	Swim lane/Journey	ETB	NTB
32.	MSME	MSME WC renewals < Rs. 10L	Yes	NA
33.	MSME	MSME WC renewals > Rs. 10L	Yes	NA
34.	MSME	MSME WC Enhancement limit	Yes	NA
35.	MSME	Fresh WC (exc. Mudra)	Yes	Yes
36.	MSME	MSME WC - Top-up	Yes	NA
37.	MSME	GST Express (Cashflow & turnover based product based on GST returns) WC & TL	Yes	Yes
38.	MSME	GST Sahay	Yes	Yes
39.	MSME	Pre-approved Business Loan	Yes	NA
40.	MSME	MSME Non-Collateralized Term Loans (excl., Mudra)	Yes	Yes
41.	MSME	MSME Term Loans (Equipment, Machinery, Commercial Vehicle)	Yes	Yes
42.	MSME	Supply Chain- Merchant/Seller Finance-Financing Scheme for Dealers & Vendors of Reputed Manufacturing Companies (RMCs)- Bill Discounting /Invoice Financing Facility on Revolving basis	Yes	Yes
43.	MSME	Warehouse Receipt Loan-Based on Warehouse receipt-WC & DL	Yes	Yes
44.	MSME	Mortgage Loan for Business purpose-LAP-WC & TL	Yes	Yes
45.	Deposit	Tab based Savings Account Opening	NA	Yes
46.	Deposit	Saving Account Opening via Video-KYC (DIY end to end digital customer journey)	NA	Yes
47.	Deposit	Tab based Current Account Opening	NA	Yes
48.	Deposit	Current Account Opening via Video-KYC (DIY end to end digital customer journey)	NA	Yes
49.	Agri	KCC Renewals (Up to 1.6L)	Yes	NA
50.	Agri	KCC Renewals (>1.6L)	Yes	NA
51.	Agri	Fresh KCC	Yes	Yes
52.	Agri	KCC Enhancements	Yes	NA
53.	Agri	Agri Business Financing	Yes	Yes
54.	Agri	Agriculture Term Loan Viz. Tractor loan, Equipment Loan etc- Financing Farm Machinery	Yes	Yes
55.	Agri	Agriculture Term Loan Viz. Tractor loan, Equipment Loan etc- Financing Vehicle for Farmers	Yes	Yes
56.	Agri	PNB Kisan Tatkal Rin Yojana	Yes	NA
57.	Agri	PNB Krishak Sathi Scheme	Yes	Yes
58.	Agri	Agriculture & Allied Activity Based WC/TL loan-Financing Dairy Development	Yes	Yes
59.	Agri	Agriculture & Allied Activity Based WC/TL loan-Financing Poultry Farming	Yes	Yes
60.	Agri	Crop Loan Agri	Yes	Yes
61.	Agri	Gold Loan Agri	Yes	Yes

S.N.	Category	Swim lane/Journey	ETB	NTB
62.	Agri	SHG / JLG Agri	Yes	Yes
63.	Recovery	Digital Journey by customer for OTS in NPA A/cs	Yes	NA
64.	Agri.	KCC, KGS & Krishak Unnati Renewal uptoRs.1.60 lakh (STP)	Yes	NA
65.	Agri.	KCC, KGS & Krishak Unnati Renewal >Rs.1.60 Lakh	Yes	NA
66.	Agri.	KGS + Krishak Unnati	Yes	Yes
67.	Agri.	KCC Enhancement	Yes	NA
68.	Agri.	Agriculture Term Loan	Yes	Yes
69.	Agri.	Agriculture Term + Cash Credit	Yes	Yes

The above Journeys should be STP/Near STP, Customer Initiated/Assisted Journeys/Branch Journey/Agency (DSA/Car Dealer/Supplier).

Punjab National Bank

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

Annexure – XXIII

**Letter to be submitted by the OSD on firm's official letter head) Original Solution Developer
Form (OSDF)**

**To,
The Assistant General Manager
Punjab National Bank
DBTD Division
Plot No. 5,
Institutional Area, Sector 32,
Gurugram – 122001**

Dear Sir, Ref: RFP for selection of service provider for the Development, Implementation, Management & Maintenance of a Digital Business Platform. We (Name of the Developer) who are established and reputable developer of having factories at,, and do hereby authorize M/s (Name and address of Bidder) who is the bidder submitting its bid pursuant to the Request for Proposal issued by PNB Bank on behalf, to submit a Bid and negotiate and conclude a contract with you for supply of solution developed by us against the Request for Proposal received from your Bank by the Bidder and we have duly authorized the Bidder for this purpose.

We hereby extend our guarantee/ warranty and AMC as per terms and conditions of the **RFP Ref No.PNB/HO/DBTD/DBP/04/2023** and the contract for the equipment and services offered for supply against this **RFP Ref No.PNB/HO/DBTD/DBP/04/2023** by the above-mentioned Bidder, and hereby undertake to perform the obligations as set out in the **RFP Ref No.PNB/HO/DBTD/DBP/04/2023** respect of such equipment and services.

We undertake to provide back-to-back support for spare and skill to the bidder for subsequent transmission of the same to the Bank. We also undertake to provide support services during the entire contract period if the above bidder authorized by us fails to perform in terms of the RFP. Yours Faithfully Authorized Signatory (Name: Phone No. Fax E-mail)

(This letter should be on the letterhead of the Manufacturer duly signed by an authorized signatory)

Yours faithfully

Signature of Authorised Signatory

HARDWARE BILL OF MATERIAL (BOM)

Deployment Location	Hardware Item (eg Server or any other item)	Make & Model	Role (eg App Server, DB server, Mgmt Server etc)	No. of VMs or servers	No. of Cores per VM or per server	RAM per VM or per server	Local Usable SAN storage	Any other Info/ Remarks
DC								
DR								
UAT								

* add as many rows as required.

Note:- Proposed Architecture Deployment of Solution to be Submitted along with Annexure-XXIV

Date: _____

Place: _____

Signature of Authorized Signatory

Name of Signatory:

Designation:

Email ID:

Mobile No:

Telephone No.:

Seal of Company:

(Please note: this is merely for understanding the hardware sizing, which will be provided by the Bank)

SOFTWARE BILL OF MATERIAL (BOM)

Deployment location	Item	Name & Version	Quantity	To be deployed on which server
DC	OS Licenses			
	Database licenses			
	Middleware licenses			
	Application software License			
	Any other license			
DR	OS Licenses			
	Database licenses			
	Middleware licenses			
	Application software License			
	Any other license			
UAT	OS Licenses			
	Database licenses			
	Middleware licenses			
	Application software License			
	Any other license			

Date: _____

Place: _____

Signature of Authorized Signatory

Name of Signatory:

Designation:

Email ID:

Mobile No:

Telephone No.:

Seal of Company:

(Please note: this is merely for understanding the sizing, which will be provided by the Bank)

PERFORMA FOR THE BANK GUARANTEE FOR EARNEST MONEY DEPOSIT

(To be stamped in accordance with stamp act)

Annexure – XXVI

Ref: Bank Guarantee # Date
Punjab National Bank
DBTD Procurement Department,
3rd Floor, Plot No. 5, Institutional Area,
Sector 32, Gurugram – 122 001

Dear Sir,

In accordance with your bid reference no. _____

Dated _____ M/s _____ having its registered office at _____ herein after

Called 'bidder') wish to participate in the said bid for **RFP for Selection of Service Provider for the Development, Implementation, Management and Maintenance of a Digital Business Platform.** an irrevocable Financial Bank Guarantee (issued by a nationalized / scheduled commercial Bank) against Earnest Money Deposit amounting to Rs. _____ Rupees (in words _____) valid up to is required to be submitted by the bidder, as a condition for participation in the said bid, which amount is liable to be forfeited on happening of any contingencies mentioned in the bid document.

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

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

This guarantee shall be irrevocable and shall remain valid up to _____. If any further extension of

this Guarantee is required, the same shall be extended to such required period on receiving instructions in writing, from Punjab National Bank, on whose behalf guarantee is issued.

"Notwithstanding anything contained herein above Our liability under this Bank guarantee shall not exceed Rs _____ Rupees (in words _____).

This Bank guarantee shall be valid up to. We are liable to pay the guaranteed amount or any part thereof under this Bank guarantee only if you serve upon us a written claim or demand, on or before hours (Indian Standard Time) where after it ceases to be in effect in all respects whether or not the original Bank guarantee is returned to us."

In witness whereof the Bank, through its authorized officer has set its hand stamped on this _____ Day of _____ 2023 at _____

Name of signatory

Designation

Email ID:

Contact No.

Bank Common Seal