

Punjab National Bank



Corrigendum & Addendum1

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

DBT Division

Head Office ;2nd Floor East wing

Plot No.4, Sector-10,

Dwarka, New Delhi – 110075

E-Mail : dbtd.procurement@pnb.co.in

Website: www.pnbindia.in

Dated 23/05/2023

S.No	RFP Page No.	RFP Clause	Existing Clause	Amendment in Clause
1.	51	13. Eligibility Criteria Point (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.	The Bidder must have a minimum cumulative annual turnover of Rs.110 crores in 3 Financial Years (2019-20, 2020-21, & 2021-22).
2.	51	13. Eligibility Criteria Point (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 ".	Bidder must be operating in the field of Digital Business/Lending products and services for at least three years or more as on date of RFP. Bidder should have a ready " Digital Lending Platform / Digital Business Platform / Digital Journey in SCBs ".
3.	51	13. Eligibility Criteria Point (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)	The Bidder should have implemented or under implementation, similar End-to-End (Sourcing to Sanction/Disbursement) Digital Business Journey in MSME/Retail/Agri segments in at least 2 Scheduled Commercial Banks in India, in the last 2 years or more using the Digital Business/Lending Platform. (One journey in each segment across all Banks)
4.	51	13. Eligibility Criteria Point (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 should provide 2 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.

5.	-	13. Eligibility Criteria Point (r)	New addition-	<p>The bidder's implemented solution must have achieved a minimum cumulative business of 500 crores in 3 Financial Year (2019-20, 2020-21, 2021-22) from Digital Lending platform / Digital Business Platform / Digital Journey in SCBs.</p> <p>Documentary Evidence to be submitted to the Bank</p> <p>Reference letter OR email from customers/clients. OR Letter of confirmation on Bidder company's Letter head signed by Authorized Signatory OR Certificate duly certified by the Chartered Accountant.</p>
6.	-	13. Eligibility Criteria Point (s)	New addition-	<p>Bidder should have a ready "Digital Business Platform"/Digital lending Platform based on modern micro services On-Premise, cloud native architecture. Or in future, Bidder should have a ready "Digital Business Platform"/Digital Lending 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.</p> <p>Documentary Evidence to be submitted to the Bank</p> <p>Purchase Order Or license contract document Or self-declaration to prove that the software version implemented is a micro services architecture based version.</p>

7.	50	13. Eligibility Criteria Point (t)	New addition-	The Bidder should not be indulged in security lapses/ data leakage. Documentary Evidence to be submitted to the Bank Bidder should submit Letter of confirmation on Bidder company's letter head signed by Authorized Signatory .
8.	58	18. Facilities Management (Onsite Resources)	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.	Specifically, for the development of journeys, Bidder should make available expert technical team at bank's premises dedicated to suffice bank's requirement on areas such as, Engineering/ Development/ Testing in (Web/ Mobile), Design Engineering (UI/UX Designers).
9.	43.	12.16. Onsite Support and Training Point 12.16.3	The Bidder must ensure that the business application is up for 99.99% measured at a monthly basis	The Bidder must ensure that the business application is up for 99.50% measured at a monthly basis .
10.	25	7. Technical and Architecture Requirements Point 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.	Modular Architecture: Bidder should have a ready "Digital Business Platform / Digital Lending Platform" based on modern micro services On-Premise, cloud native architecture. Or In future, Bidder should have a ready "Digital Business Platform / Digital Lending 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.

11.		7. Technical and Architecture Requirements Point 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 implementations with modern micro services based on-Prem architecture with Financial Services Organization in India at least 1 in SCB.	Minimum 3 such type of “Digital Business Platform / Digital Lending Platform” 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 “Digital Business Platform / Digital Lending Platform” implementations with modern micro services based on-Prem architecture with Financial Services Organization in India at least 1 in SCB.
12.	112	Annexure-IV	Technical Specification of the Offered Solution	Revised Annexure-IV attached with corrigendum-1 of RFP.
13.	DBP	Definition	General	<p>Definition of DBP</p> <p>Digital Business Platform: Bank envisage DBP as Single unified platform to encompass all journeys on one platform across Assets, Liabilities, Recovery, and Third Party Product (TPP). DBP can build or integrate/redirect to existing journeys of the banks for the scope of TPP, Liabilities, and Recovery.</p> <p>Definition of DLP:</p> <p>Digital Lending Platform: Bank envisage Digital Lending Platform as a digital platform (for Loan origination, loan processing, BRE, workflow configuration, sanction & processing for disbursement) for processing Lending journeys</p>
14.	143	Commercial Offer	TCO (Total Cost of Ownership) A + B + C + D	Refer to Annexure VIII (Revised) of Corrigendum & Addendum1 of RFP.

15.	30	8.3 Integrations (Internal and External)	8.3.1. Internal Sub clause 8.3.1.3	Point added- DBP should build or integrate/redirect to Bank's/ Third Party loan collection and recovery module etc. of the bank.
16.	83	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.	The successful bidder shall have to accept and acknowledge orders within 15 working days from the date of purchase order placement. In case of acceptance, vendor has to submit Performance Bank Guarantee within 30 days of acceptance of purchase order.
17.	88	25.1.15. IPR Rights	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.	The Bidder shall grant to the Bank a fully paid-up, irrevocable, non-exclusive license throughout the territory of India to access, use software (and other software items) provided by the bidder, including-all inventions, designs and marks embodied therein in perpetuity.
18.	18	6.Functionalities: Point 6.9	The DBP has capability to inbuilt Legal & Valuation function for auto fetching/Uploading the report.	The DBP has capability to inbuilt Legal & Valuation function for uploading/fetching the report.
19.	135	Annexure-V (b), point 21.4	System should be On-Prem native. It should also be ready for deployment on public (AWS, GCP, Azure) / private cloud.	System should be modern micro services On-Premise, cloud native architecture. It should also be ready for deployment on public / private cloud in future as per the requirement of the Bank.
20.	40	12.10. Deployment Architecture. Point 12.10.8.	Pre-prod/staging, UAT, SIT and Dev Environment at DC d. Fiber channel SAN Switch with hardware level redundancy at DC and DR.	Please refer to Corrigendum & Addendum1 of RFP for BOM XXIV
21.	65	22. Project Timeline	No penalty shall be levied in case of delay(s) in deliverables of the contract for the reasons where	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.

			there is a delay due to Bank readiness. The same shall be at the sole discretion of the Bank.	
22.	75	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.	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, If the delay is due to the reason solely attributable to the Bidder.
23.	81	25.1.2- Signing of Contract, point 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	Post notification of successful bidder, within 15(Fifteen) days from sharing draft agreement/contract(SLA/NDA/IP) with successful bidder, the successful bidder shall sign the contract and return it to the Bank
24.	86-87	25.1.12- Termination of Contract	<p>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.</p> <p>Notwithstanding anything contained, the Bank reserves the right to terminate the contract at any time without assigning any reasons.</p> <p>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.</p>	<p>Bank reserves the right to terminate the contract by giving 60 days' notice to the bidder, including 30 days curing period. The decision of the Bank regarding quality of services shall be final and binding on the bidder.</p> <p>Notwithstanding anything contained, the Bank reserves the right to terminate the contract at any time without assigning any reasons. In the event of any order being cancelled, the Bank shall be liable to make payments of all the amount due under the order for which services have been rendered by the Bidder to the Bank till the date of cancellation.</p> <p>In case of order cancellation any payments made by the Bank to the vendor would necessarily will have to be returned to the bank, 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</p>

25.	92	26- Penalty, point 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	Penalty due to Downtime or due to performance below the expected Turnaround time of Solution, which may impact Banks business
26.	27	8. Integration and Digital Operations, Point 8.1	Bidder should ensure integration of channels with banks existing internal systems including (but not limited to)	Bidder should ensure integration of channels with banks existing internal systems on case to case basis depending upon requirement of building the digital journeys which may include (but not limited to):
27.	78	24.31. Non-Disclosure - Inspection and Audit	Operations and records related to Bank's Card Management Services, as per its own satisfaction at the card processing bureau of the bidder,	This clause stands DELETED
28.	80	24.33 Source Code Escrow Agreement	Source code escrow agreement	Point added- Parties shall mutually decide the escrow agent to deposit the source code into the escrow account by entering into a tri-partite agreement between escrow agent, successful bidder and the Bank.
29.	54	15-Hardware, Software and Tool Requirement	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.	Bank will provide the base hardware, storage and Oracle Stack, any system software, application software, middleware and third party software required for the DBP solution (modern micro services based On-Premise, cloud native architecture with containerized deployment), is to be factored and same to be quoted in the Commercial Offer. Suitable details to be mentioned in Annexure VIII (revised) "Commercial Offer" and Annexure XXV "SOFTWARE BILL OF MATERIAL".
30.	84		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	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

		25.1.10.- Delay in Bidder's Performance	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.	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 subject to a maximum of 10% .
31.	14	2.1.1 Business and functional requirement	The Platform must address the needs of all Customer Segments of the Bank (viz. Retail, NRI, Corporate, MSME, Agri etc.)	The Platform must address the needs of all Customer Segments of the Bank (viz. Retail, NRI, Corporate, MSME, Agri)
32.	24	6.18- The tentative list of Digital Business Journeys is as under:	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.	All changes suggested by internal/external auditors, statutory & regulatory bodies and by RBI, NPCI, SEBI, UIDAI will be provided at no additional cost to the Bank during the tenure of the project awarded to the bidder.
33.	27	8. Integration and Digital Operations- Point -8.1	Bidder should ensure integration of channels with banks existing internal systems including (but not limited to):	Bidder should ensure integration of channels with banks existing internal systems on case to case basis depending upon the requirement of the digital journey which includes (but not limited to):
34.	12	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.	To migrate the existing LOS (Loan Origination 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. The bank's current LOS addresses customer detail capture, external integrations for data fetch and validations, loan appraisals and loan

				processing using scorecards, manual underwriting and other processes and loan sanction.
35.	13	1.2 Objective of the RFP Point 1.2.14		Point Added The Scope of the RFP is Digital Journeys and LOS
36.	12	1.2 Objective of the RFP Point 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	This clause stands DELETED
37.	12	1.2 Objective of the RFP Point 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.	This clause stands DELETED
38.	13	1.2 Objective of the RFP Point 1.2.6	By implementing a state-of-the-art Digital Bank as a Platform, the bank is looking to achieve the following objectives	This clause stands DELETED

39.	92	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:	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:																																
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40.	52	13. Eligibility Criteria Point (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.	Bidder should be an OSD (Original Solution Developer) or their Authorized Partner / Representative in India. In case OSD participates in The Tender process directly Authorized Partner/ Representative will not be permitted to participate in the same tender process.
41.	13	1.2.5	<p>The objective of LMS (Loan Management System) in Digital Business Platform is as under: -</p> <ul style="list-style-type: none"> ➤ 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) 	<p>The objective of LOS (Loan Origination System) in Digital Business Platform is as under: -</p> <ul style="list-style-type: none"> ➤ Single Platform for all-digital journeys (Assets & Liability Products) ➤ And Single Platform for the Branch Modules (For all Banking Products) ➤ All the existing Bank's (LOS) journeys which are already live in Bank/Under process to be migrated in phase manner. (to be decided by Bank)
42.	71	24.13 Submission of Bids	Assistant General Manager, Punjab National Bank, Digital Banking Transformation Division 3rd Floor, Plot No. 5, Institutional Area, Sector 32, Gurugram – 122 001	Assistant General Manager, Punjab National Bank, Digital Banking Transformation Division 2nd Floor, (East Wing) Plot No. 4, , Sector 10, Dwarka, New Delhi – 110075

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

Annexure-IV [Revised]

Technical Specification of the Offered Solution

S.I	COMPONENT	TECHNICAL PARAMETERS		SCORE																				
1	<p>Digital Journey Implementation (E2E) from (Sourcing to Sanction /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>*Bidder to provide documentation (PO / license contract document/self-declaration) to prove that the software version implemented is a micro services architecture based version.</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> <p>Journeys implemented in SCBs (Scheduled Commercial Banks) (Maximum Marks 25) using the modern micro service based, On-Prem or on Cloud native architecture</p> <table><thead><tr><th>Journeys implemented (The journey as mentioned in the Annexure-XXII will be considered for the scoring purpose.)</th><th>Marks</th></tr></thead><tbody><tr><td>More than 20</td><td>25</td></tr><tr><td>18-20</td><td>20</td></tr><tr><td>16-17</td><td>17</td></tr><tr><td>13-15</td><td>15</td></tr><tr><td>11-12</td><td>12</td></tr><tr><td>8-10</td><td>10</td></tr><tr><td>6-7</td><td>7</td></tr><tr><td>3-5</td><td>5</td></tr><tr><td>1-2</td><td>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	30
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		<p>Journey implemented in SCBs (Schedule Commercial Bank) Max Marks- 5</p> <p>Maximum 5 marks given as per under mentioned journey implemented by the bidder</p> <p>a. Digital Journey Implemented in all three segments (Retail, MSME & AGRI) -5</p> <p>b. Digital Journey Implemented in any two of three segments (Retail, MSME & AGRI) -3</p> <p>c. Digital Journey Implemented in any one of three segments (Retail, MSME & AGRI) -1</p>	
2	Functional and Technical Compliance	Based on Technical and Functional specification compliance captured in Annexure-V(b)	30
3	Presentation (Modern Micro services based native architecture and containerized based deployment)	<p>a) Technical Presentation-10</p> <p>*Presentation shall cover:</p> <p>*Background</p> <p>*Brief overview of implementation</p> <p>*Solution Overview (Reference to requirements in RFP with Sub section heading will be desirable), Understanding of RFP, Scope of Work.</p> <p>*Bidder should present detailed walkthrough of Technical Architecture & Software version of the architecture to show Modern micro-services based cloud native/On-Prem native architecture & implementation with Financial Services Organizations.</p> <p>*Implementation Approach</p> <p>*Project Management, Planning, Resource Management and Execution Timelines</p> <p>*Business benefits realization & Value creation</p> <p>*Key Functionalities in proposed solution will be taken care to be covered as part of presentation</p> <p>*Executive Summary</p> <p>b) Demo- 20</p> <p>*Bidder should present detailed walkthrough of Technical Architecture & Software version of the architecture to show Modern micro-services based</p>	30

		<p>cloud native/On-Prem native architecture & implementation with Financial Services Organizations.</p> <p>*Bidder should present detailed walkthrough of LOS.</p> <p>*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.</p> <p>*Scoring based on end-to-end assessment of select complex journeys across workflows, integrations, BRE etc.</p>													
5	Customer References	<p>Bidder should provide customer reference of implementation of Digital Business Journeys in SCBs (Assets, Liabilities, TPP, Recovery) Customer reference to be provided as per Annexure-IV(b) along with customer credential</p> <table><tr><th>No of SCB (Scheduled Commercial Bank</th><th>Marks</th></tr><tr><td>More than 7</td><td>5</td></tr><tr><td>6-7</td><td>4</td></tr><tr><td>4-5</td><td>3</td></tr><tr><td>2-3</td><td>2</td></tr><tr><td>1</td><td>1</td></tr></table>	No of SCB (Scheduled Commercial Bank	Marks	More than 7	5	6-7	4	4-5	3	2-3	2	1	1	5
No of SCB (Scheduled Commercial Bank	Marks														
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2-3	2														
1	1														

6	Team Profile *Letter of confirmation on Bidder company's letter head signed by Authorized Signatory	a). Technical Team size available for implementation <table><tr><td>>300</td><td>2.5</td></tr><tr><td>150-300</td><td>1.5</td></tr><tr><td>50-150</td><td>1.0</td></tr></table> b). Onsite availability of team <table><tr><td>>=90% of total implementation team available onsite</td><td>2.5</td></tr><tr><td>Key members (Project manager, BA) and 50% of developers / QA available onsite.</td><td>1.5</td></tr><tr><td>Only key members available onsite</td><td>1.0</td></tr></table>	>300	2.5	150-300	1.5	50-150	1.0	>=90% of total implementation team available onsite	2.5	Key members (Project manager, BA) and 50% of developers / QA available onsite.	1.5	Only key members available onsite	1.0	5
>300	2.5														
150-300	1.5														
50-150	1.0														
>=90% of total implementation team available onsite	2.5														
Key members (Project manager, BA) and 50% of developers / QA available onsite.	1.5														
Only key members available onsite	1.0														
		Total	100												

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

ANNEXURE – XXVII (a)

MANUFACTURER'S (OEM/OSD) AUTHORIZATION FORM (MAF)

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

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 submit the following: -

1. We, M/s _____ are the OEM of _____ (Name of the product/Solution), being offered to Punjab National Bank through M/s _____ (Bidder's Name), who is our authorized Partner/representative in India for supply of this Product/Solution.
2. We, M/s _____ have the IP (Intellectual property) rights for the offered Digital Lending Platform and we undertake to enter into source code ESCROW agreement with the bank for the offered solution.
3. We agree to provide services as per the scope of work and technical specifications of this RFP through our partner M/s _____.
4. In case the bidder i.e. M/s _____ is not able to perform obligations as per RFP during the contract period (like if bidder ceases to exist from the ICT Industry, stops services or support to the Bank, terminates contract due any reasons with Bank or due to any other reason), we will perform the said obligations, as per given scope of work of RFP, either directly or through mutually agreed third party/any other authorized Partner of ours.
5. With reference to all the components/parts/assemble/software used inside the company products being quoted by us vide your tender cited above, we hereby undertake that all the components / parts / assembly used inside the company products shall be original software only; from respective OEMs of the products and that no duplicates are being used or shall be used.
6. In case of default/unable to comply with above at the time of delivery or during implementation, for the IT asset already billed, we agree to take back the supplied items without demur, if already supplied and replace the same with new one.

Date:

Place:

Yours Faithfully

Signature of Authorised 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 – XXVII (b)

UNDERTAKING FOR BEING the OEM/OSD of the OFFERED SOLUTION

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

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 submit the following: -

1. We, M/s _____ are the OEM/OSD of _____ (Name of the product/Solution), being offered to Punjab National Bank through M/s _____ (Bidder's Name), who is our authorized Partner/representative in India for supply of this Product/Solution.
2. We, M/s _____ have the IP (Intellectual property) rights for the offered Digital Lending Platform and we undertake to enter into source code ESCROW agreement with the bank for the offered solution.
3. We agree to provide services as per the scope of work and technical specifications of this RFP through our partner M/s _____.
4. With reference to all the components/parts/assemble/software used inside the company products being quoted by us vide your tender cited above, we hereby undertake that all the components / parts / assembly used inside the company products shall be original software only, from respective OEMs of the products and that no duplicates are being used or shall be used.
5. In case of default/unable to comply with above at the time of delivery or during implementation, for the IT asset already billed, we agree to take back the supplied items without demur, if already supplied and replace the same with new one. We also take full responsibility of both Parts & Service SLA as per the content even if there is any defect by our authorized Service Centre / Reseller / SI etc.

Date:

Place:

Yours faithfully

Signature of Authorised 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 – XXIV(Revised)

HARDWARE BILL OF MATERIAL (BOM)

Deployment Location	Hardware Item (e.g. Server or any other item)	Role (e.g. 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							
SIT							
Pre-prod							
Dev Environment							

* 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)

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

Annexure – XXV(Revised)

SOFTWARE BILL OF MATERIAL (BOM)

Deployment location	Item	Name & Version	Quantity	To be deployed on which server
DC	OS Licenses			
	Database licenses(Oracle#)			
	System Software licenses			
	Application software License			
	Any other license			
DR	OS Licenses			
	Database licenses			
	System Software licenses			
	Application software License			
	Any other license			
UAT	OS Licenses			
	Database licenses			
	System Software licenses			
	Application software License			
	Any other license			

Oracle software as per RFP may be used, for any other Database Bidder to factor and quote appropriately.

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(Revised)

Commercial Offer

❖ **Table A: One-Time Cost for Software and Licenses**

Sl.No.	Item Description	Total Amt (in Rs.) *
1.1	Enterprise User License Cost of DBP Solution for Digital Journeys	
1.2	Enterprise User License Cost of DBP Solution for LOS [Retail, Agri, MSME, Corporate etc.]	
2.	Cost of System Software (incl. OS etc.) for DC and DR as per annexure – XXIV (revised)	
3.	Cost of Other Software for DBP (middleware etc.) for DC & DR	
Total (in figure)		
Total (in words)		

❖ **Table B: Implementation Cost of DBP Solution and Journeys#**

Sl.No.	Cost Items#	Total Amt (in Rs.) *
1.	Implementation Cost as per Table A [1.1,2,3]	
2.	Implementation Cost of Journeys as per “ Table F ” along with commercial offer	
3.	Implementation Cost of LOS	
3.1	Module wise Implementation cost: -	
	Agriculture	
	Retail	
	MSME	
	Corporate	
3.2	Migration cost of existing LOS	
Total (in figure)		
Total (in words)		

#All the cost related to implementation including Design, Development, Integration, Testing etc. Bank may implement modules as per its requirement.

❖ **Table C: % of ATS Cost for Software and Licenses (2nd year onwards)**

Sl.No.		Y- 1	Y - 2	Y- 3	Y- 4	Y - 5	Total Amt in 5 Years (in Rs.) #
1.1	Enterprise User License Cost of DBP Solution for Digital Journeys						
1.2	Enterprise User License Cost of DBP Solution for LOS						
2.	System Software						
3.	Other Software						
Total (in figure)							
Total (in words)							

On pro-rata basis based on actual delivery

❖ Table D: Training, Customization & Support Cost

➤ D.1: Training Cost (Ref clause 12.17)

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

➤ D.2: Support Cost (Post go-live of solution & journey) OR Customization / Additional Scope of Work Cost

Sl.	Item Description for Onsite Resources.	Resource Cost for per Month*		Resource Cost per year	Total Cost in 5 years
		Qty (Q)	Cost (M)	Y = (M x Q x 12)	T = (Y x 5)
1.	L1 Support/Facility Management Cost for DBP Solution & Journey	10			

2.	L2 Support/Facility Management Cost for DBP Solution & Journey	5			
3.	L3 Cost for Support/Facility Management OR Customization on existing journeys defined in scope of work OR Additional Journeys or work not covered in the scope of work of RFP document	8			
4.	Project Manager for Support/Facility Management OR Customization on existing journeys defined in scope of work OR Additional Journeys or work not covered in the scope of work of RFP document (Techno-Functional)	1			
5.	Business Analyst Cost for Customization on existing journeys defined in scope of work OR Additional Journeys or work not covered in the scope of work of RFP document.	2			
6	Tester Cost for Customization on existing journeys defined in scope of work OR Additional Journeys or work not covered in the scope of work of RFP document.	2			
	Total Support Cost (in figure)				
	Total Support Cost (in words)				

*Bank at its discretion will decide and avail the number of onsite resources based on the requirement. Customization cost taken for any additional work including change request or customization on existing journeys or additional journeys (Payment will be done basis actual consumption of man-days).

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

S.No.	Cost Items	Table	Amt (in Rs.) *
1	One-Time Cost for Software and Licenses	A	
2	Implementation Cost of DBP Solution and Journeys	B	

3	ATS Cost for Software and Licenses	C	
4	Training, Customization & Support (D = D1 + D2)	D	
	Total Cost of Ownership = (A + B + C + D) (in figure)		
	Total Cost of Ownership = (A + B + C + D) (in words)		

❖ **Table F: Total indicative 104 swim lane Journeys**

S. N.	Category	Swimlane/Journey	Total Cost for ETB Journeys (Inclusive of Taxes excluding GST) (in Rs.)	Total Cost for NTB Journeys (Inclusive of Taxes excluding GST) (in Rs.)	Total Cost of Journeys (Inclusive of Taxes excluding GST) (in Rs.)
1.	TPP	Life Insurance - e2e journey	XX	XX	XX
2.	TPP	Mutual Funds	XX	XX	XX
3.	TPP	Loan against insurance	XX	XX	XX
4.	Retail	Pre-Approved Personal Loan (incl, Govt Salaried, Pension, Pvt. Salaried, Non-Salaried)	XX		XX
5.	Retail	Pre-approved Personal Loan – Top-up	XX		XX
6.	Retail	Pre-Qualified Credit Card	XX		XX
7.	Retail	OD against FD	XX		XX
8.	Retail	Credit Card against FD	XX		XX
9.	Retail	Pre-approved OTS (One-time settlement)	XX		XX
10.	Retail	Unsecured Personal Loan		XX	XX
11.	Retail	Unsecured PL- Top-up	XX		XX
12.	Retail	electronic Bank Guarantee/Letter of Credit	XX	XX	XX
13.	Retail	Debit Card EMI/Credit Card EMI/Cardless EMI	XX	XX	XX
14.	Retail	HL - Approved Project Finance (Salaried/Self-Employed)		XX	XX
15.	Retail	HL - Non-Approved Project Finance (Salaried/Self-Employed)		XX	XX
16.	Retail	HL - Pre-approved (APF/Non-APF) (Salaried/Self-Employed)	XX		XX
17.	Retail	HL - top up (Salaried/Self-Employed)	XX		XX
18.	Retail	HL takeover/transfer) (Salaried/Self-Employed)	XX	XX	XX
19.	Retail	Vehicle Loan (4W+2W) - New Car		XX	XX
20.	Retail	Vehicle Loan (4W+2W) - Used Car		XX	XX
21.	Retail	Vehicle Loan - Pre-approved	XX		XX

S. N.	Category	Swimlane/Journey	Total Cost for ETB Journeys (Inclusive of Taxes excluding GST) (in Rs.)	Total Cost for NTB Journeys (Inclusive of Taxes excluding GST) (in Rs.)	Total Cost of Journeys (Inclusive of Taxes excluding GST) (in Rs.)
		(4W+2W) - (New/Used Car)			
22.	Retail	Vehicle Loan (4W+2W) - top-up	XX		XX
23.	Retail	Vehicle Loan (4W+2W) - Refinance (Business transfer)	XX	XX	XX
24.	Retail	Gold Loan	XX	XX	XX
25.	Retail	Education Loan	XX	XX	XX
26.	Retail	Loan against securities (like Term Deposits, Shares, Rent receivable)	XX	XX	XX
27.	Retail	Consumer Durables	XX	XX	XX
28.	Retail	Loan Against Mortgage	XX	XX	XX
29.	Retail	NTB Credit Card		XX	XX
30.	MSME	e-Mudra <1 Lakhs (WC & TL)	XX	XX	XX
31.	MSME	Tarun mudra >1 Lakhs (WC & TL)	XX	XX	XX
32.	MSME	MSME WC renewals < Rs. 10L	XX		XX
33.	MSME	MSME WC renewals > Rs. 10L	XX		XX
34.	MSME	MSME WC Enhancement limit	XX		XX
35.	MSME	Fresh WC (exc. Mudra)	XX	XX	XX
36.	MSME	MSME WC - Top-up	XX		XX
37.	MSME	GST Express (Cashflow & turnover based product based on GST returns) WC & TL	XX	XX	XX
38.	MSME	GST Sahay	XX	XX	XX
39.	MSME	Pre-approved Business Loan	XX		XX
40.	MSME	MSME Non-Collateralized Term Loans (excl., Mudra)	XX	XX	XX
41.	MSME	MSME Term Loans (Equipment, Machinery, Commercial Vehicle)	XX	XX	XX
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	XX	XX	XX
43.	MSME	Warehouse Receipt Loan-Based on Warehouse receipt-WC & DL	XX	XX	XX
44.	MSME	Mortgage Loan for Business purpose-LAP-WC & TL	XX	XX	XX
45.	Deposit	Tab based Savings Account		XX	XX

S. N.	Category	Swimlane/Journey	Total Cost for ETB Journeys (Inclusive of Taxes excluding GST) (in Rs.)	Total Cost for NTB Journeys (Inclusive of Taxes excluding GST) (in Rs.)	Total Cost of Journeys (Inclusive of Taxes excluding GST) (in Rs.)
		Opening			
46.	Deposit	Saving Account Opening via Video-KYC (DIY end to end digital customer journey)		XX	XX
47.	Deposit	Tab based Current Account Opening		XX	XX
48.	Deposit	Current Account Opening via Video-KYC (DIY end to end digital customer journey)		XX	XX
49.	Agri	KCC Renewals (Up to 1.6L)	XX		XX
50.	Agri	KCC Renewals (>1.6L)	XX		XX
51.	Agri	Fresh KCC	XX	XX	XX
52.	Agri	KCC Enhancements	XX		XX
53.	Agri	Agri Business Financing	XX	XX	XX
54.	Agri	Agriculture Term Loan Viz. Tractor loan, Equipment Loan etc-Financing Farm Machinery	XX	XX	XX
55.	Agri	Agriculture Term Loan Viz. Tractor loan, Equipment Loan etc-Financing Vehicle for Farmers	XX	XX	XX
56.	Agri	PNB Kisan Tatkal Rin Yojana	XX		XX
57.	Agri	PNB Krishak Sathi Scheme	XX	XX	XX
58.	Agri	Agriculture & Allied Activity Based WC/TL loan-Financing Dairy Development	XX	XX	XX
59.	Agri	Agriculture & Allied Activity Based WC/TL loan-Financing Poultry Farming	XX	XX	XX
60.	Agri	Crop Loan Agri	XX	XX	XX
61.	Agri	Gold Loan Agri	XX	XX	XX
62.	Agri	SHG / JLG Agri	XX	XX	XX
63.	Recovery	Digital Journey by customer for OTS in NPA A/cs	XX		XX
64.	Agri	KCC,KGS &Krishak Unnati Renewal upto Rs 1.60 lakh(STP)	XX		XX
65.	Agri	KCC,KGS &Krishak Unnati Renewal > Rs 1.60 lakh	XX		XX
66.	Agri	KGS+Krishak Unnati	XX	XX	XX
67.	Agri	KCC Enhancement	XX		XX
68.	Agri	Agriculture Term Loan	XX	XX	XX

S. N.	Category	Swimlane/Journey	Total Cost for ETB Journeys (Inclusive of Taxes excluding GST) (in Rs.)	Total Cost for NTB Journeys (Inclusive of Taxes excluding GST) (in Rs.)	Total Cost of Journeys (Inclusive of Taxes excluding GST) (in Rs.)
69.	Agri	Agriculture Term + Cash Credit	XX	XX	XX

Above journeys are indicative list of journeys only. Bank at its discretion can choose to deploy actual list of journeys while implementation.

In case of TPP/Non-Banking Services bidder to provide implementation cost to integrate with service provider of the banks. For other journey bidder to provide cost of implementation to build journeys using bidders own capabilities.

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

Annexure –XXVIII

Undertaking for not indulging in Security lapses/ Data leakage
(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,

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 indulged in security lapses/ data leakages in PSU/ SCB/ BFSI or other institutions during the last 3 years as on date of the RFP.

Thanking You,

Yours faithfully,

Signature of Authorised Signatory

Name of Signatory:

Designation:

Email ID:

Mobile No:

Telephone No.:

Seal of Company:

UDIN:

Date: Place:

23. Payment Terms (revised)

The payment terms are as follows:

One-time Enterprise User License Cost of DBP Solution for Digital Journey	60%	One Month after delivery of the License to the Bank.
	20%	UAT Signoff of any one journey in segment. viz Retail, MSME, Agri, TPP, Recovery & Liability Products
	20%	Go Live Signoff of any one journey in each segment. viz Retail, MSME, Agri, TPP, Recovery & Liability Products
One-Time Cost of Enterprise User License Cost of DBP Solution for LOS [Retail, Agri, MSME, Corporate etc.]	40%	One Month after delivery of the License to the Bank.
	30%	6% of UAT Signoff of each module. viz Retail, MSME, Agri, Mudra Corporate.
	30%	6% of Live Signoff of each module. viz Retail, MSME, Agri, Mudra Corporate.
Implementation Cost of Journeys as per Annexure XXII (Payment terms of each journey)	25%	Finalization of BRD (Business Requirement Document) of each journey per Annexure –XXII
	25%	On UAT-Sign Off of each journey per Annexure –XXII
	40%	On-Go live of each journey per Annexure –XXII
	10%	One month of On-Go live of each journey per Annexure –XXII
Implementation Cost of LOS Module wise	25%	Go Live Sign Off of Agriculture Module
	25%	Go Live Sign Off of Retail Module
	25%	Go Live Sign Off of MSME Module
	25%	Go Live Sign Off of Corporate Module
Migration Cost from Existing LOS	100%	100% cost would be payable post successful completion of the existing migration of Bank.
Training Cost	100%	100% cost would be payable post successful completion of the training to the designated officials as per Bank's Requirement.
ATS Cost for License and Software (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.	Annually in Advance	ATS shall commence on completion of warranty period and will be paid annually in advance upon submission of the B2B alignment certificate of the OEM / OSD.

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 and after deduction of any penalty (if any) as per the SLA.
Payment Terms for Customization or Additional Scope of Work	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.

Note:

Bank may consider releasing the payment in advance in lieu of the Bank Guarantee of equivalent amount valid for a period of one year with an additional claim period of 3 months.

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

Annexure –XXIX

Volumetric (Ballpark figure)

Volumetric (Ballpark figure)					
Sl. No.	Year - 1	Year - 2	Year - 3	Year - 4	Year - 5
Average number of transactions	55 Lakh	65 Lakh	75 Lakh	90 Lakh	100 Lakh
Concurrent Users	10000	12000	15000	18000	21000

Estimated Average number of transactions per month will be in the range of 25,000 to 50,000 per journey.

22. Project Timelines (revised)

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 value for every week delay
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 & Software Sizing.	Bidders shall finalize the Hardware and Software and Database requirements with the Bank after finalization of the purchase order. Bidder shall also finalize the solution architecture and design.	T+90 days	
Delivery of Software and Licenses	Bidder shall deliver the Software and Licenses 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	
Installation of the system software and application software and any third party software	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+45 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 Business Platform Solution including Digital Lending Solution at bank's premises.	T+ 120 days or H+60 days whichever is later	
Creation of Digital Loan Journeys (Customer	Finalization of SRS & its Sign Off of 3 Digital Lending Products	T + 50 days	

journey & Branch Journey) of 3 Digital Lending Journeys as per Bank's requirement & Priority on receipt of Purchase Order	Completion of Development of 3 Digital Lending Journeys	T+ 150 days or H+90 days whichever is later	1 % of order value for every week delay
	Completion of User Acceptance Testing & Audit compliance of 3 Digital Lending Journeys	T+ 110 days or H+100 days whichever is later	
	Go-Live of 3 Digital Lending Journeys	T+ 150 days or H+120 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 implementation of 1 or more Digital Lending Journey/ TPP & Deposit product journey with the said time frame (Bidder to plan accordingly).	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 + 30 days	
	Completion of User Acceptance Testing & Audit compliance of 1 Digital Lending Journey/ TPP & Deposit product journey	I + 45 days	
	Go-Live of 1 Digital Lending Journey/ TPP & Deposit product journey	I + 60 days	
Implementation and Migration of LOS Modules [Retail, Agri, MSME, Corporate etc.]	UAT Sign Off & Audit compliance of all the Existing Module of LOS	H + 365 days	

	Milestone of implementation and migration from existing LOS to be finalized at the time of Kick Off Meeting.		
--	--	--	--

*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.