Punjab National Bank

Response to Pre-Bid Queries

Dated 25.07.2023

RFP for Selection of Application Services Provider for Internet Banking Services to customers of Sponsored RRBs

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Reply of QUERIES of bidders - RFP Ref No: PNB/HO/DBTD/IBS/01/2023-24 for RFP for Selection of Application Services Provider for Internet Banking Services to customers of Sponsored RRBs

Sr N o.	Page No. in RFP	RFP Clause Name & No.	RFP Clause	Bidder's Query/ Suggestion/ Remarks	Response by Bank
1	69	TECHNICAL AND FUNCTIONAL EVALUATION- TECHNICAL COMPETENCY - SCORING CRITERIA	Internet Banking Solution is implemented in Schedule Commercial Banks (SCB*) in India.*SCBs including Regional Rural Banks, Small Finance Banks, Public & Private Banks, Co operative Bank)	We request PNB to allow Credentials from Outside India as well.	The Clause stands unchanged
2	70	TECHNICAL AND FUNCTIONAL EVALUATION- TECHNICAL COMPETENCY - SCORING CRITERIA	Satisfactory Services Certificate as per prescribed in Annexure – VII format only	We request PNB to allow self decalartion as most of the Customers are having Non Disclosure Agreements Signed and not possible to show/get these satisfactory services.	Please refer Sr No 9 of Corrigendum 1
3	46	Implementation and Timelines	Timelines	Delivery timelines given in RFP for Go live is not feasible for the said work, we request PNB to increase the Go live timlines to Minimum 6 Months i.e 180 Days.	Please refer Sr No 12 of Corrigendum 1
4	48	Payment Terms	One Time Costs (License + Implementation Cost)	We request PNB to pay License cost against the supply and Implementation on Milestones.	Please refer Sr No 14 of Corrigendum 1
5	49	Penalty	Multiple Penalties	We request PNB to limit the overall penalty for any delay/SLA to maximum 10% of the respective cost of Implementaion and support.	Please refer Sr No 13 of Corrigendum 1, All other Terms & Conditions remain unchanged
6	62	ESCROW Mechanism	ESCROW Mechanism	Kinldy remove this clause as most of the OEM's will not agree for this mechanism.	The Clause stands unchanged
7	62	Limitation of Liability	Limitation of Liability	We request PNB to limit the overall liability including Indirect damages and Performance to Total contract value	Please refer Sr No 15 of Corrigendum 1

8	14	1.Introduction	Punjab National Bank (PNB) invites bids for and on behalf of all the Nine RRBs, from all eligible bidders to provide Retail & Corporate Internet Banking Solution for all RRBs individually. Here after "Bank" refers to all the Nine RRBs. Volumetric of all sponsored RRBs are as below:	Please provide us with average no. of transactions per day for IT hardware sizing	Projected number of Transactions [NEFT, IMPS, Within Bank transactions : 10,000 transactions per day for all RRBs for Retail Banking, 5000 transactions per day for all RRBs for Corporate Banking
9	69	ANNEXURE-IV. TECHNICAL AND FUNCTIONAL EVALUATION	overall technical evaluation will involve scoring on the following aspects: -………..	As per the evaluation criteria, there are minimum marks of technical competence and presentation cum product competence. Then, there is an overall minimum score. In view of the overall minimum score, which is the sum of two individual items, we request that only overall score of 60 (Sixty) may be considered for the purpose and the two parts will remain with maximum score:70 & 30, without sub-qualification. Else, we suggest it can be 35/15/60 i.e. individual sub-qualification at 50%, overall score at 60%.	The Clause stands unchanged
10	116	HARDWARE BILL OF MATERIAL (BOM)	Bidder to add additional rows, if required, to provide details of the proposed tools/ software/ Solution infrastructure.	Out of Caution: As regards Hardware, we believe that we have to submit only the sizing of the hardware including OS, RDBMS (Oracle) required as per the RFP format. Kindly confirm. We understand that Hardware, RDBMS, Storage, OS will be provided by the Bank.	Sizing of Hardware will be provided by Bidder. Hardware, OS and Oracle Licenses will be provided by Bank
11	13	1. Introduction	Above mentioned Regional Rural Banks are running on the same Core Banking Solution (CBS) platform viz. Finacle 10 which is supplied by M/s Infosys.	are all RRB using one CBS platform or multiple CBS platform exist for different RRB	Different Database instances for different RRBs exist

12	62	30. Escrow Mechanism	The Bank and the Bidder shall agree to appoint an escrow agent in India to provide escrow mechanism for deposit of source code for the software product supplied by the bidder to the Bank to enable bank to protect its interests in an eventual situation.	Global OEMs who provides the software to many customers around the globe, as per our corporate policy, we can't share our product code with anyone. However, any custom application / services / code created on our platform are sole properties of the Bank, hence any such customer applications / services / codes created & which run on our platform can be placed in the escrow account. Sincere request to bank to please ease the clause for OSD software platform codes	The Clause stands unchanged
13	66	Annexure III --> Eligibility criteria of bidder	The bidder should be the Original Solution Developer OSD of the offered solution or its authorized representative (or partner) in India with presence in India. Please note, if OSD participates in the tender process directly, authorized representative will not be permitted to participate in the same tender process.	Few OSD have software & services wings, but they are almost independent entities. The level of commitment & engagement provided by OSD software business unit is exactly at par with what is provided to other partners / authorized representatives without any discrepancies . Request bank to allow OSD to participate with multiple partners / representatives	Kindly refer Clause 7 of Corrigendum 1
14	67	Annexure III --> Eligibility criteria of bidder	note 2 If any Software/Solution of Principal / Original Software Developer (OSD) is being quoted in the tender through its Authorized Representative, the OSD Company cannot bid for any other OSD's product.	Please clarify if it means one OSD can provide only one software product even through its various software products are fit for creating a good solution as per the RFP requirement	Kindly refer Clause 7 of Corrigendum 1
15	67	Annexure III --> Eligibility criteria of bidder	Note 3: In case of Indian Authorized Representative (IAR) / Agent / System Integrator (SI), maximum two Authorized Representatives of a particular Principal or Original Software Developer (OSD) / Solution Provider can participate in the tender process.	Request bank to ease the clause for OSD to participate with many capable bidders for a world class solution on the RFP requirement	Kindly refer Clause 7 of Corrigendum 1
16	23	3.4 TECHNICAL SCOPE & REQUIREMENTS (for both web and mobile channels)	5. Support of multiple languages including English, Hindi, Punjabi, etc. (Indian languages)	Please provide Full list of Language support. Also indicate internal workflow should also been supported by regional languages	Information will be shared with successful Bidder

17	23	15. WORKFLOW SUPPORT AND DIVISION MANAGEMENT MODULE (only for multi user Corporate application)	f. All powers mentioned to be available to administrators	Please elaborate Admin functionalities.	Information will be shared with successful Bidder
18	22	10. TRADE FINANCE MODULE (only for Corporate Application)	b. Payroll payments (bulk file upload) – cash, cheque, online	Please confirm on DMS for transaction file/ trade finance document storage.	Information will be shared with successful Bidder
19	12	1	Above mentioned Regional Rural Banks are running on the same Core Banking Solution (CBS) platform viz. Finacle 10 which is supplied by M/s Infosys. The Data Centre of all the 9 RRBs is hosted at HO: ITD, Delhi And Data Recovery Center available at DR Centre at Belapur, Mumbai. RFP for Selection of Application Services Provider for Internet Banking Services to customers of Sponsored RRBs	Is it a multi-tenanted implementation of CBS for all 9 banks? Or do we need to integrate with each bank's CBS separately?	Different Database instances for different RRBs exist
20	13		This Request for Proposal document is solely for the purpose of selecting a supplier of Internet Banking Solution to provide remote, seamless multi-channel Banking experience to Bank's customers. The solution offered by the Bidder should comprise the following: 1. Internet Banking Solution for its customers of Sponsored RRBs (Retail Banking). 2. Internet Banking Solution for its customers of Sponsored RRBs (Corporate Banking).	Please elaborate "multichannel banking experience" - the scope is only for Internet channel as stated.	Scope is limited to Internet banking Channel but integration with all channels must be feasible if required.
21	81	24	Internet Banking Integration for online shopping	Please elaborate on this requirement.	Bidder should have the capability to integrate with Online Shopping Player through API.

22	84	61	Loan Request & Management Module	Please elaborate on this requirement.	Information will be shared with successful Bidder
23	84	62	Business Network Management / Supply Chain Module	Please elaborate on this requirement.	Information will be shared with successful Bidder
24	84	66	Cash Management Module	Please elaborate on this requirement.	Information will be shared with successful Bidder
25	85	76	Support of multiple languages including English, Hindi, Punjabi, etc. (Indian languages)	How many languages to be supported in total?	Information will be shared with successful Bidder
26			(General)	Do we need to consider bank-specific customization of features? If yes, please elaborate.	Information will be shared with successful Bidder
27	12		Table with Bank names and branch counts	Kindly provide projected transaction volumes. This is required to calculate the Hardware sizing required.	Projected number of Transactions [NEFT, IMPS, Within Bank transactions : 10,000 transactions per day for all RRBs for Retail Banking, 5000 transactions per day for all RRBs for Corporate Banking
28	33	27. INTELLECTUAL PROPERTY RIGHTS	Bidder assumes responsibility for and shall indemnify and keep the Bank harmless from all liabilities, claims, costs, expenses, taxes and assessments including penalties, punitive damages, expenses incurred and costs which are or may be required to be paid by reasons of any breach of the bidder's obligations under this Agreement or otherwise for which the Bidder has assumed responsibilities including those imposed under any Agreement, local or national law or laws, or in respect to all salaries, wages or other compensation to all persons employed/hired/deployed/services utilized by the Bidder in connection with the performance/discharge of its obligations under this Agreement. The Bidder shall execute, deliver such other further	Kindly replace clause with below mentioned wordings :Intellectual Property Rights a. the Licensor hereby confirms that: i. to the best of Licensor's knowledge, the Software Solution does not infringe upon any intellectual property of any third party. ii. All Intellectual Proprietary Rights in Software Solution, Updates, Confidential Information and Trademarks belong to Licensor and have been duly procured by Licensor from authorised sources. b. the Licensee hereby states that; i. The Licensee hereby expressly disclaims any and all Intellectual Proprietary Rights in the Software Solution. ii. The Licensee shall promptly notify the Licensor of any unauthorized third-party duplication, distribution or use of Software	The Clause stands unchanged

| | | | instruments to comply with all the requirements of such laws and regulations as may be necessary there under to conform and effectuate the terms of this Agreement and to protect the Bank during the tenure of the Agreement.

2. The Bank under this Agreement shall be granted a license to use the Software. During the term of this project and, if applicable, during the Reverse Transition Period, Bank grants Vendor a right to use at no cost or charge the Software licensed to the Bank, solely for the purpose of providing the Services.

3. The Vendor shall be responsible for obtaining all necessary authorizations and consents from third party licensors of Software used by Vendor in performing its obligations under this Project.

4. 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. | Solution which comes to attention of Licensee and shall provide the Licensor with whatever reasonable assistance as necessary to (i) stop such activities and (ii) recover and / or destroy such unauthorized copies.

iii. The Licensee shall not attempt to register any of Trademarks, company names or trade names or any logo used or associated with Software Solution nor shall the Licensee attempt to develop or in any way develop any products, which is similar to any portion of Software Solution.

iv. All Intellectual Property Rights in respect of Software Solution delivered to Licensee under this Contract and subsequent support and services including but not limited to product fixes, modifications or enhancements that are either release generally (such as commercial product service packs) or that are provided to Licensee when performing services (such as workarounds, patches, bug fixes, beta fixes and beta builds) shall belong exclusively to Licensor. | |

| 29 | 57 | LIMITATION OF LIABILITY | Vendor's aggregate liability under the contract shall be limited to a maximum of the contract value. This limit shall not apply to third party claims for
a) IP Infringement indemnity
b) Bodily injury (including Death) and damage to real property and tangible property caused by vendor/s' and its employees gross negligence/wilful misconduct.
c) Breach of confidentiality provisions.
d) Any other liability that cannot be capped or excluded as a matter of applicable law and imposed by statutory authorities/government bodies/court/tribunals etc.
e) This limit shall not apply to third party claim.
f) Any other breach caused due to non-performance of obligations of bidder | Kindly replace clause with below mentioned wording Limitation of Liability
Licensor's liability under this contract is limited to the amount of fees considerations received by it reduced by the associated costs, till such time as the Software Solution is under warranty from Licensor. After expiry of warranty and provided the Client has entered into an Annual Maintenance Contract (AMC) for maintenance and support of the Software Solution, such liability will be limited to the amount of AMC fees paid to Licensor during the calendar year of such claim. Under no circumstances shall the liability of Licensor regardless of the nature of claim whether in contract, tort, strict liability or any other theory of liability, exceed the amount mentioned above.
The aforesaid limitation does not apply to any liability of the Licensor towards violation of third-party Copyrights / Intellectual Property Rights or for any loss or damages caused to the Bank's premises or property, solely attributable due to the acts of the Licensor/ Licensor 's employees, representatives.
The Licensor shall not be liable for any special, indirect, incidental or consequential damages of any kind including but not limited to loss of use, data, profit, income, business, anticipated savings, reputation, and more generally, any loss of an economic or financial nature, which may be deemed as consequential incident of the claim.
The foregoing states and constitutes the entire obligations and liabilities of Licensor to Licensee. | Please refer Sr No 15 of Corrigendum 1 |
| 30 | 52 | 18.INDEMNITY | The bidder assumes responsibility for and shall indemnify and keep the Bank harmless from all liabilities, claims, costs, expenses, taxes (except GST) and assessments including penalties, punitive damages, attorney's fees and court costs which are or may be required to be paid by reasons of any | Kindly replace clause with below mentioned wording a. Indemnification
The Licensor hereby indemnifies Licensee from costs and expenses arising from infringement of unaffiliated third party rights by the Software Solution provided that: (1) Licensor is given prompt notice of the claim; | The Clause stands unchanged |

| | | | breach of the bidder's obligation under these general conditions or for which the bidder has assumed responsibilities under the purchase contract including those imposed under

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any contract, local or national law or laws, or in respect to all salaries, wages or other compensation to all persons employed by the bidder or bidders in connection with the performance of any system covered by the purchase contract. The bidder shall execute, deliver such other further instruments to comply with all the requirements of such laws and regulations as may be necessary there
under to conform and effectuate the purchase contract and to protect the Bank during the tenure of purchase order. Where any patent, trade mark, registered design, copyrights and/ or intellectual property rights vest in a third party, the bidder shall be liable for settling with such third party and paying any license fee, royalty and/ or compensation thereon.
In the event of any third party raising claim or bringing action against the Bank including but not limited to action for injunction in connection with any rights affecting the machine supplied by the bidder covered under the purchase contract or the use thereof, the bidder agrees and undertakes to defend and / or to assist the Bank in defending at the bidder's cost against such third party's claim and / or actions and against any law suits of any kind initiated against the Bank, Vendor (successful bidder) will also assume full responsibility of any loss or damage caused due to any of their onsite engineer/representative. | (2) Licensor is given immediate and complete control over defence and/or settlement of claim, and Licensee fully cooperates with Licensor in such defence and/or settlement; (3) Licensee does not prejudice in any manner Licensor's conduct of such claim; and (4) the alleged infringement is not based upon use of Software Solution in a manner prohibited under this Contract, in a manner for which Software Solution was not designed, or in a manner not in accordance with Specifications.
b. Altered Version
The Licensor shall have no liability for any claim of infringement based on (a) use of a superseded or altered version of Software Solution if infringement would have been avoided by use of a current or unaltered version of Software Solution which Licensor made available to Licensee or (b) combination, operation or use of Software Solution with software, hardware or other materials not furnished by Licensor.
c. Liability
The foregoing states Licensor's entire obligation and liability with respect to infringement of any intellectual property right. | |

31	57	30.ESCROW MECHANISM	The Bank and the Bidder shall agree to appoint an escrow agent in India to provide escrow mechanism for deposit of source code for the software product supplied by the bidder to the Bank to enable bank to protect its interests in an eventual situation. In case of a disagreement between the Bank and the Bidder regarding appointment of an escrow agent, the Bank shall appoint an escrow agent in its entire discretion which shall be final and binding on the Bidder. The Bank and the Bidder shall enter into a tripartite escrow agreement with the designated escrow agent, which will set out, inter alia, the events of the release of the source code and the obligations of the escrow agent. Costs for the Escrow will be borne by the Bidder. As a part of the escrow arrangement, the final selected Bidder is also expected to provide a detailed code documentation of the solution which has been duly reviewed by an external independent organization. Bidder hereby represents and undertakes to release the Source Code upon any of the following events ("Release Events"): The solution provider/bidder is subjected to an Insolvency Event (For the purpose of this clause, the term Insolvency Event would mean a mere filing of application before the NCLT under section 7, section 9 or section 10 of the Insolvency and Bankruptcy Code, 2016, against the Bidder whether or not such application is accepted and an order of moratorium is passed against the Bidder)	Kindly remove escrow clause.	The Clause stands unchanged

32	66	Eligibility Criteria Point 7	The Bidder should have an average annual turnover of INR 50 Crores (Rupees Hundred Crores) for past three Consecutive financial years i.e. FY2020-21, FY2021-22 & FY2022-23) from their Indian Operations.	Requesting bank to consider : The Bidder should have an average annual turnover of INR 50 Crores (Rupees Hundred Crores) for three Consecutive financial years i.e. FY 2019-20, FY2020-21 & FY2021-22) from their Indian Operations. As Audited Financial reports for FY 2022-23 are under process.	Kindly refer Clause 3 of Corrigendum 1
33	67	Eligibility Criteria Point 14	The bidder should be ISO 27001 certified organization and SOC2 certified.	Requesting bank to consider: The bidder should be ISO 27001 certified organization. Copy of certification depicting ISO 27001 or above Certified Company or its equivalent.	Kindly refer Clause 6 of Corrigendum 1
34	69	TECHNICAL COMPETENCY - SCORING CRITERIA Point 2	Satisfactory Services Certificate as per prescribed in Annexure – VII format only	Requesting bank to consider standard format of the experience letter.	Kindly refer Clause 9 of Corrigendum 1
35	71	TECHNICAL COMPETENCY - SCORING CRITERIA Point 5	Reference Letter from SCBs	Requesting bank to consider Reference Letter from SCBs including Regional Rural Banks, Small Finance Banks, Public & Private Banks, Co-operative Bank	Kindly refer Clause 11 of Corrigendum 1
36	65	Annexure III Eligibility criterion Pt. no. 5	The bidder should have implemented Internet Banking Solution (IBS) successfully in at least one scheduled commercial bank (including RRBs, Cooperative banks & Small Finance Banks) in India having more than 200 branches in India. The solution should be currently running, if implemented.	We are OEM and our partner would have received the order. We request that both Bidder and OEM be allowed in the clause as under: The bidder / OEM should have implemented Internet Banking Solution (IBS) successfully in at least one scheduled commercial bank (including RRBs, Cooperative banks & Small Finance Banks) in India having more than 200 branches in India. The solution should be currently running, if implemented.	Kindly refer Clause 2 of Corrigendum 1

37	66	Annexure III Eligibility criterion Pt. no. 7	For MSE Bidders, Average annual Turnover should be INR 25 Crores (Rupees Fifty Crore) for past three Consecutive financial years i.e. FY2020-21, FY2021-22 & FY2022-23).	As per MSME policy MSE they should be exempted. In PNB EDW bid for PNB RRB's the exemption was provided. In the BID the following was stated: 1. If the bidder is a Micro or Small Enterprise as per latest definitions under MSME rules, the bidder shall be exempted from the requirement of "Bidder Turnover" criteria and "Experience Criteria" subject to meeting of quality and technical specifications. If the bidder is OEM of the offered products, it would be exempted from the "OEM Average Turnover" criteria also subject to meeting of quality and technical specifications. In case any bidder is seeking exemption from Turnover / Experience Criteria, the supporting documents to prove his eligibility for exemption must be uploaded for evaluation by the buyer. We request for similar exemption in this RFP also for MSE.	The Clause stands unchanged
38	67	Annexure III Eligibility criterion Pt. no. 13	The bidder must be CMMI level 3 or above Certified Company and the certificate should be valid as on date of bid submission.	Please exempt OEM's from the stated clause as CMMI is for Project companies. You have asked on page 65, CMM Certification Compliant Thus please allow Certificate from Quality Auditor to state that the company works as per CMMI Level 3 standards or above.	Kindly refer Clause 6 of Corrigendum 1
39	65	Annexure III Eligibility criterion Pt. no. 3	Firm should be prime bidder and no consortium is allowed for the solution/ services to be offered	There will be a Consortium between Bidder and OEM, please confirm.	Kindly refer Clause 1 of Corrigendum 1
40	66	Annexure III Eligibility criterion Pt. no. 5	The bidder should have implemented Internet Banking Solution (IBS) successfully in at least one scheduled commercial bank (including RRBs, Cooperative banks & Small Finance Banks) in India having more	Sir, as the bidder will be our parent company who have majority stake in our company, our credentials will be used by them to bid. Please confirm.	Kindly refer Clause 2 of Corrigendum 1

			than 200 branches in India The solution should be currently running, if implemented.		
41	67	Annexure III Eligibility criterion Pt. no. 14	The bidder should be ISO 27001 certified organization and SOC2 certified.	Please allow Certificate from Quality Auditor to state that the company follows ISO 27001 and SOC2 process.	Kindly refer Clause 6 of Corrigendum 1
42	19	The proposed Omni Channel Digital Banking Solution should broadly cover the following features	a. Seamless Integration between Internet & Mobile Banking Platform b. Provision to Integrate to other channels as defined by the Bank	a. Kindly advise what integration is required between Internet and Mobile Banking solution? b. Kindly advise which all solution are being looked into for integration as it will impact costing.	Information will be shared with successful Bidder
43	22	7. BUSINESS NETWORK MANAGEMENT / SUPPLY CHAIN MODULE (only for Corporate Application)	a) Raise Invoice & Collect b) Raise Purchase order & Pay: with auto-reconciliation. c) Manage GST d) Business Dashboard e) Business Networking f) Sending of Messages g) Set up Promotional Campaigns	Please advise which is the backend software with which we will have to integrate these features. As these are currently not required by RRB's request you to kindly bifurcate current requirement and future requirements.	Information will be shared with successful Bidder
44	22	8. BILL PAYMENTS MODULE	a) Bill presentment b) Bill payment (prepaid mobile top-up; online booking of Movie, Bus tickets, etc.; government institution fee payment; insurance payment, others) c) Register biller for payment (creating templates) d) Credit card bill presentment e) Credit card bill settlements f) Provisions for adding any other utility bill payments g) History of bill payments	Please advise which is the backend software with which we will have to integrate these features. As this module is also not currently used by RRB's request you to kindly bifurcate current requirement and future requirements.	Information will be shared with successful Bidder

45	22	9. TREASURY / FOREX MODULE (only for Corporate Application)	a) Information about current rates b) Request for purchase and sale of forex c) Request for purchase, sale, viewing facility for Repos, Treasury Bills, Treasury Bonds, other forex contracts d) Account status, transaction statements for forex contracts	Please advise which is the backend software with which we will have to integrate these features. Internet banking will not be having any information about these. All data like current rates will be taken from the backend system using API integration. As this module is also not currently used by RRB's request you to kindly bifurcate current requirement and future requirements.	Information will be shared with successful Bidder
46	22	10. TRADE FINANCE MODULE (only for Corporate Application)	a) Application for issuance, amendment, closure of Letter of credit b) Application for issuance, amendment, closure of Guarantees c) Outstanding balances, limits, transaction statements for Trade Finance products d) Service requests regarding Trade Finance products e) Check current status of Trade Finance document / transaction f) Trade dashboard – single screen for all trade related transactions	Please advise which is the backend software with which we will have to integrate these features. Internet banking will not maintain information on its own. All data will be picked up from the backend system using API integration. As this module is also not currently used by RRB's request you to kindly bifurcate current requirement and future requirements.	Information will be shared with successful Bidder
47	22	11. CASH MANAGEMENT MODULE (only for Corporate Application)	a) Collections - cash, cheque, online b) Payroll payments (bulk file upload) – cash, cheque, online c) Bulk processing of cash requests d) Transaction statements, reconciliation for collections, payments accounts e) Multiple logins and authorization hierarchy for cash management f) Feature of creating a unique virtual account number for each payee for payments	Please advise which is the backend software with which we will have to integrate these features. All data will be pushed or pulled from the backend system using API integration. As this module is also not currently used by RRB's request you to kindly bifurcate current requirement and future requirements.	Information will be shared with successful Bidder
48	23	16. CHARGE MODULE	The solution should be capable of levying charges, whether single or multilevel and should route the funds to appropriate collection accounts (configurable by bank) and can be used for any type of transaction as per bank's requirement. The charges can be fixed or variable depending on the	In our view these charges should be defined in your CBS system and Internet banking should provide data to the charges module which will apply them and post them in CBS. Kindly advise.	Information will be shared with successful Bidder

			guidelines of the respective regulatory body.		
49	23	3.4. TECHNICAL SCOPE & REQUIREMENTS (for both web and mobile channels)	7. Integration with existing database structure & its schema.	Kindly provide number of such integrations with brief details.	Information will be shared with successful Bidder
50	24	3.4. TECHNICAL SCOPE & REQUIREMENTS (for both web and mobile channels)	21. The Solution should cover all existing internet banking features presently in PNB and also the features which are under customization/ Pipeline.	How will we come to know which all features are currently developed or are being developed for PNB Internet banking?	Information will be shared with successful Bidder
51	25	3.4. TECHNICAL SCOPE & REQUIREMENTS (for both web and mobile channels)	20. The following processes to be supported through backend batches and should be automated with minimal manual intervention – i. Processing of bulk payment file. ii. CBS data syncing with internet banking application iii. All kind offline requests. iv. Processing of scheduled and recurring transactions.	Internet banking solution will interact with other solutions through SFTP or API integrations. Eg. Point i: IB will take input data from clients and provide the same to CBS for processing and take response and update. Kindly elaborate if anything beyond the same is expected from Internet Banking system. Kindly also elaborate on Reconciliation software, who will provide the same.	Information will be shared with successful Bidder
52	46 / 47	SRS and Design documents	Delivery of Software Requirement Specifications (SRS) & design documents (HLD, LLD, deployment architecture, network architecture, integration architecture etc.) and sign off by Bank for Internet Banking Solution of all sponsored RRBs T + 15 days	Request you to kindly enhance these days to minimum 60 keeping in view the complete requirements mentioned in the RFP.	Kindly refer Clause 12 of Corrigendum 1

53	47	Development	Development completion & installation, configuration, customization, integration & interface, testing (UT, Sanity, SIT etc.) for all RRBs. Documents to be submitted: Implementation, integration, interface & UT, Sanity SIT completion report H + 60 days	Request you to kindly enhance these days to minimum 120 keeping in view the complete requirements mentioned in the RFP.	Kindly refer Clause 12 of Corrigendum 1
54	47	UAT	User Acceptance Testing (UAT) completion & sign-off by Bank for Internet Banking Solution of all sponsored RRBs Document to be submitted: UAT Signoff, Training manuals and other documents, Go-live checklist as sought by bank H + 90 days	Request you to kindly enhance these days to minimum 60 keeping in view the complete requirements mentioned in the RFP.	Kindly refer Clause 12 of Corrigendum 1
55	69	ANNEXURE-IV TECHNICAL AND FUNCTIONAL EVALUATION Point no. 1	Internet Banking Solution is implemented in Schedule Commercial Banks (SCB*) in India. *SCBs including Regional Rural Banks, Small Finance Banks, Public & Private Banks, Co-operative Bank)	In case of MSE vendors kindly exempt Turnover and past performance criterion. Kindly elaborate how will MSE be evaluated in such a case on these valuation parameters ?	The Clause stands unchanged
56	69	ANNEXURE-IV TECHNICAL AND FUNCTIONAL EVALUATION Point no. 1	*SCBs including Regional Rural Banks, Small Finance Banks, Public & Private Banks, Co-operative Bank)	Allow State Coop. Banks also	Kindly refer Clause 8 of Corrigendum 1
57	86	ANNEXURE-XIII TECHNICAL SPECIFICATION OF THE OFFERED SOLUTION Point no. 24	Shopping Mall: Internet Banking Integration for online shopping	Please elaborate what is required in this. Is it only: 1. Redirecting to the Shopping Mall URL 2. Making payments	Bidder should have the capability to integrate with Online Shopping Player through API.
58	4	GENERAL TENDER DETAILS	13. Earnest Money Deposit: MSE bidder is exempted from payment of Bid Security[Earnest Money Deposit(EMD)] if bidder can furnish requisite proof subject to the satisfaction of Bank. Startup bidder recognize by Department of industrial policy	Requesting to clarify what proof would be needed here. Will a Valid MSE Udyam Registration Certificate be treated as a proof? Please clarify.	Valid MSE Udyam Registration Certificate will be Okay

			and promotion (DIGP) are also exempted from deposit of EMD.		
59	11	IMPORTANT INSTRUCTION FOR SUBMISSION OF BID	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.	Does the bank require all the workforce,who will be working on the PNB RRB project to get skilled through Recognition of Prior Learning (RPL). Note:-All our workforce are skilled with minimum of Bachelors degree.	The Clause stands unchanged
60	14	2. PURPOSE OF THE PROJECT	Bidder should also ensure that all regulatory requirements as on date and any other systemic changes or new requirements necessitated out of Ministry/other regulatory bodies or other requirements of the Bank between the date of the RFP as well as rollout are made available from day 1.	If any new regulatory requirement is brought into effect at a later stage may be very few days before the rollout and after the application development is completed, how many days of time will the bank provide to the bidder to incorporate the new regulatory requirement.	The Clause stands unchanged
61	14-15	2. PURPOSE OF THE PROJECT	The solution offered by the Bidder should comprise the following: 1. Internet Banking Solution for its customers of Sponsored RRBs (Retail Banking). 2. Internet Banking Solution for its customers of Sponsored RRBs (Corporate Banking).	Request the bank to give clarity on whether a single application is required for all the RRB's where the user can select their respective RRB in the launch screen and proceed with banking activities. Or Is the bank looking out for different unique applications with different UI/UX intented for different RRB's	Different application for all RRBs
62	15	3.Scope of Work	INTERNET BANKING • Retail Internet Banking • Corporate Internet Banking	Does the bank require only web based/internet banking or also require mobile banking applications which involve executable files such as APK and IPA for Android and IOS respectively. The scope seems to be only for Internet Banking but RFP has a mention of Mobile/Omni-Channel banking. Please clarify	Internet Banking Application alongwith integration with Mobile/Omni channel Banking

63	15	3.1.SCOPE OF WORK – RETAIL INTERNET BANKING	Widgets on Dashboard window	Request the bank to elaborate on this requirement. Kindly mention what are the widgets bank is expecting on the dashboard and whether the bank requires static or customizable dashboard widgets.	Information will be shared with successful Bidder
64	15	3.1.SCOPE OF WORK – RETAIL INTERNET BANKING	View Flexi fixed Deposit Links	Request the bank to elaborate on this requirement. Kindly mention what is the expectation here. Will the solution need to display links which when clicked by user will display the available FD options with the bank.	Information will be shared with successful Bidder
65	15	3.1.SCOPE OF WORK – RETAIL INTERNET BANKING	Inquire on temporary Overdraft	Request the bank to elaborate on this requirement. Kindly mention what is the expectation here. Will the solution need to display links which when clicked by user will display the available temporary overdraft options with the bank.	Information will be shared with successful Bidder
66	15	3.1.SCOPE OF WORK – RETAIL INTERNET BANKING	Inquire Lien	Request the bank to elaborate on this requirement. Kindly mention what is the expectation here.	Information will be shared with successful Bidder
67	15	3.1.SCOPE OF WORK – RETAIL INTERNET BANKING	View Clearing instrument - Inward/Outward (including Cheque Image)	Request the bank to please elaborate on this requirememnt.Is the expectation here to display the status of a cheque.	Information will be shared with successful Bidder
68	16	3.1.SCOPE OF WORK – RETAIL INTERNET BANKING	Loan Accounts:-View Disbursement schedule	Request the bank to kindly elaborate on this requirement.Is it refering to the planned timeline for releasing the loan funds to the borrower. Kindly mention the different tytpes of loans currently the bank is providing to the customers for us to have a proper clarity.	Information will be shared with successful Bidder
69	16	3.1.SCOPE OF WORK – RETAIL INTERNET BANKING	Manage Beneficiary:-Confirm New/Modified Beneficiary	Request the bank to please confirm if the requirement stated here is as follows: App should provide an option for the user to view the details entered for new user/modified details for the existing user and confirm the details. If requirement is not as above kindly give a clarity.	Information will be shared with successful Bidder
70	16	3.1.SCOPE OF WORK – RETAIL INTERNET BANKING	Manage template:-Manage template as product feature	Request the bank to please give clarity on this point.Is it referring to the creation and maintainence of Favourite transactions.Kindly give a clarity	Information will be shared with successful Bidder

71	16	3.1.SCOPE OF WORK – RETAIL INTERNET BANKING	Emergency Services:-Mobile Banking User Blocking	Request the bank to please give clarity on this point.Is it referring to the blocking of a mobile banking user from the admin application.Kindly give a clarity	Information will be shared with successful Bidder
72	16	3.1.SCOPE OF WORK – RETAIL INTERNET BANKING	Emergency Services:-Last Ten SMS	Request the bank to kindly elaborate on this requirement.Please mention what is the need here like whether the user should be given an option in the Application to raise a service trequest to display the last 10 SMS that the user received from bank.	Information will be shared with successful Bidder
73	16	3.1.SCOPE OF WORK – RETAIL INTERNET BANKING	**Under TAX Services** Income Tax e-Filing Login Tax Credit (View Form 26 AS) Apply for 15G/15H BBPS	Request the bank to kindly give a clarity on the following: Is the requirement such that , on selecting any tax related option, should the user be redirected to the income tax website. We assume bank will provides us the service for re-direction. Please confirm.	Information will be shared with successful Bidder
74	16	3.1.SCOPE OF WORK – RETAIL INTERNET BANKING	**Under Register for Govt. Initiatives** i.Pradhan Mantri Jeewan Jyoti Bima Yojana ii.Reprint PMJJBY Acknowledgement iii.Reprint PMSBY Acknowledgement iv.Pradhan Mantri Jeewan Suraksha Bima Yojana v.Atal Pension Yojana	Request the bank to kindly give a clarity on the following: Is the requirement such that , on selecting any Government initiative option, should the user be redirected to the respective website. We assume bank will provides us the service for re-direction. Please confirm.	Information will be shared with successful Bidder
75	16	3.0.SCOPE OF WORK	Internet and Mobile banking co-existance	If Mobile Banking is not required as part of this RFP, then what kind of co-existance is envisioned for Internet and Mobile Banking channels?	Internet Banking should be in sync and co-exist with already existing Mobile Banking Application.
76	17	3.0.SCOPE OF WORK	Merge Mobile Banking user id	What is expected from Internet Banking app?	Syncing of already existing Mobile Banking users IDs with Internet Banking User IDs & Beneficiaries
77	17	3.0.SCOPE OF WORK	SCSS Account	What is SCSS?	Senior Citizens' Saving Scheme
78	17	Shopping Mall	Shopping Mall	We presume this is a URL redirection	Bidder should have the capability to integrate with Online Shopping Player through API.

79	17	3.1.SCOPE OF WORK – RETAIL INTERNET BANKING	VPA management:-Complaint Management	Is it integration with UPI and its services? If Yes we assume bank will provide us the service for integration. Please confirm.	Information will be shared with successful Bidder
80	17	3.1.SCOPE OF WORK – RETAIL INTERNET BANKING	**Under Personal Details & Preferences** i.Merge Mobile Banking User ID/Beneficiaries ii.Change Account Access iii.Set Preferences	Request the bank to kindly elaborate on this requirement.	Information will be shared with successful Bidder
81	17	3.1.SCOPE OF WORK – RETAIL INTERNET BANKING	Shopping Mall:-Internet Banking Integration for online shopping	We assume this will be a URL re-direction or SDK integrtaion with Bank's common Service provider for all the 9 RRBs.	Bidder should have the capability to integrate with Online Shopping Player through API.
82	17	3.2. SCOPE OF WORK – CORPORATE INTERNET BANKING	Widgets on Dashboard window	Request the bank to elaborate on this requirement. Kindly mention what are the widgets bank is expecting on the dashboard and whether the bank requires static or customizable dashboard widgets.	Information will be shared with successful Bidder
83	17	3.2. SCOPE OF WORK – CORPORATE INTERNET BANKING	View Flexi fixed Deposit Links	Request the bank to elaborate on this requirement. Kindly mention what is the expectation here. Will the solution need to display links which when clicked by user will display the available FD options with the bank.	Information will be shared with successful Bidder
84	17	3.2. SCOPE OF WORK – CORPORATE INTERNET BANKING	Inquire on temporary Overdraft	Request the bank to elaborate on this requirement. Kindly mention what is the expectation here. Will the solution need to display links which when clicked by user will display the available temporary overdraft options with the bank.	Information will be shared with successful Bidder
85	17	3.2. SCOPE OF WORK – CORPORATE INTERNET BANKING	Inquire Lien	Request the bank to elaborate on this requirement. Kindly mention what is the expectation here.	Information will be shared with successful Bidder
86	17	3.2. SCOPE OF WORK – CORPORATE INTERNET BANKING	General- Transaction Approval Self Linked Account Transfer Third party Transfers	Module is not provided for these functionalities.Please confirm if these functionalities to be included under transfers	Information will be shared with successful Bidder
87	18	3.2. SCOPE OF WORK – CORPORATE	NFT/RTG/IMP/WIB Transactions:-General	Requesting the bank to kindly elaborate on this requirement.	Information will be shared with successful Bidder

		INTERNET BANKING			
88	18	3.2. SCOPE OF WORK – CORPORATE INTERNET BANKING	Recall Request	Requesting the bank to kindly elaborate on this requirement.Is the requirement such that the user should be allowed to send a request in the pending for approval queue for revalidation back to the pesrton who had generated the request.	Information will be shared with successful Bidder
89	19	3.0.SCOPE OF WORK	Seamless Integration between Internet & Mobile Banking Platform	Need clarity on what is expected here?	Information will be shared with successful Bidder
90	19	3.0.SCOPE OF WORK	Provision to Integrate to other channels as defined by the Bank	Need clarity on what is expected here? Which other channels are being referred here. Please give a few examples.	Information will be shared with successful Bidder
91	19	3.0.SCOPE OF WORK	All pages should have print version	What is meant by this - Does it refer to "Take a printout of page"?	The Clause stands unchanged, All pages should have printable format
92	19	3.2. SCOPE OF WORK – CORPORATE INTERNET BANKING	f. The solution should have multi-lingual interface supporting all languages (22 in nos.) contained in eighth schedule of Indian Constitution.	All the literals for the apps in all the regional languages has to be provided by bank	Information will be shared with successful Bidder
93	19	3.2. SCOPE OF WORK – CORPORATE INTERNET BANKING	Workflow:-Approval hierarchy Work delegation	Requesting the bank to kindly elaborate on this requirement.kindly mention the different user roles and the type of hierarchial set up needed.	Information will be shared with successful Bidder
94	19	3.Scope of Work	Provision to Integrate to other channels as defined by the Bank	Request the bank to please provide the list of other channels which require integration with the new solution. Also please provide information on the type of integration required (API/Web Service/SSO/re-direction).	Information will be shared with successful Bidder
95	19	3.Scope of Work	All pages should have print version	requesting the bank to please give a clarity on this statement, does this mean that print option needs to be incorportaed in the screens, if so, print options are generally required only in limited screens such as transaction success screen, Account statement screens etc. Please provide a clarity on the same.	Information will be shared with successful Bidder

96	19	3.Scope of Work	Bidder should ensure encryption of data at rest and data in motion	Requesting the bank to please give a clarity on this statement, does this mean that bank requires the vendor to encrypt all the data in DB and Logs.	Information will be shared with successful Bidder
97	--	3.Scope of Work	General Scope of Work	Any functionality that is not covered as part of Scope of Work of this RFP, would be a Change Request with additional timeline and cost impact. Please confirm this understanding.	Information will be shared with successful Bidder
98	20	3.3. FUNCTIONAL REQUIREMENTS	Application to support multiple channels for registration such as registration through bank branch/s and Web portal and through Mobile App. registration etc. through a simple fast and user convenient process	What is the expectation of the bank with registration through bank branch.Is the expectation such that a user registered through bank branch should be automatically on-boarded into the applicaion. Requesting the bank to provide more clarity on this requirement.	Information will be shared with successful Bidder
99	20	3.3. FUNCTIONAL REQUIREMENTS	Excel Format upload should be supported along with encrypted file formats also unloadable through API services for direct system integrations with Corporates	What type of encrypted file is the bank referring to here.Please provide the details.	Encrypted text files which can be decrypted at Bank's end for file upload functionality.
10 0	20	3.3. FUNCTIONAL REQUIREMENTS 1. BANK USER ADMINISTRATIVE MODULE	b) Branch Administration module for overall Customer On boarding, request for passwords and user maintenance, etc.	Requesting bank to please give clarity on the below: Is the onboarding here,the ask to register an existing customer for Mobile banking or internet banking or is the expectation here to do a complete digital assisted onboarding of a New to Bank Customer from the branch. If the ask is digital assisted on-boarding of a complete new customer, kindly specify what are the different types of products for which on-boarding is needed.Also mention whether the digital assisted on-boarding is required for both Retail and Corporate Users.	Information will be shared with successful Bidder
10 1	20	3.3. FUNCTIONAL REQUIREMENTS 1. BANK USER ADMINISTRATIVE MODULE	e) In Corporate Application, the platform should provide the functionality for the administrator to create and modify different end-user and administrator-user groups with different set of rights/permissions (using administrator rights)	Kindly give a clarity whether this feature should be provided in bank Administration Module or Corporate Administration Module	Information will be shared with successful Bidder

102	20	3.3. FUNCTIONAL REQUIREMENTS 2.CORPORATE ADMINISTRATIVE MODULE (only for multi user Corporate Application)	Account management for all owned companies (within PNB) under the single user account.	Requesting the bank to please give a clarity on this point.	Information will be shared with successful Bidder
103	21	3.3. FUNCTIONAL REQUIREMENTS	Funds Transfer - Payment of taxes or government fees	Need more clarity on what kind of taxes? Is this for consumer or corporate?	Information will be shared with successful Bidder
104	21	3.3. FUNCTIONAL REQUIREMENTS	Service Request	Any other service requests the bank may wish to add. We need a list of service requests needed to estimate the efforts and plan accordingly.	Information will be shared with successful Bidder
105	21	3.3. FUNCTIONAL REQUIREMENTS 3. ACCOUNT SUMMARY MODULE	Account statements for a chosen period (with option to view on screen or download in Excel / PDF / MT940 or other formats for exporting data)	Kindly mention the other formats in which the reports to be downloaded	Information will be shared with successful Bidder
106	21	3.3. FUNCTIONAL REQUIREMENTS 3. ACCOUNT SUMMARY MODULE	Transaction search based on different parameters	Kindly mention the different set of parameters to be used for the transaction search	Information will be shared with successful Bidder
107	21	3.3. FUNCTIONAL REQUIREMENTS 3. ACCOUNT SUMMARY MODULE	g) Support of levying transaction / registration charges such as: vi. The system should provide the functionality to configure these charges for different transaction types and customer categories.	Kindly mention if the requiremnet is such that the solution should perform the calculations for the different charges or whether calculations will be performed by the core and and the solution should only fetch the response using API and display in screen.	Information will be shared with successful Bidder
108	21	3.3. FUNCTIONAL REQUIREMENTS 4. FUNDS TRANSFER MODULE	k) Bulk File transfer options (only in Corporate IBS application) – i. Different formats customizable as per Corporate customer	Kindly mention which all file formats are to be supported	Information will be shared with successful Bidder
109	21	3.3. FUNCTIONAL REQUIREMENTS 4. FUNDS TRANSFER MODULE	k) Bulk File transfer options (only in Corporate IBS application) – iii. Simulation of Upload (Record vise errors display and option to correct before final submit)	Is this requirement specifying the need to display the error message on screen in case of unsuccessful attempt to upload a file which have errors in the record.	Information will be shared with successful Bidder

11 0	21	3.3. FUNCTIONAL REQUIREMENTS 4. FUNDS TRANSFER MODULE	k) Bulk File transfer options (only in Corporate IBS application) – iv. Multi-user authorization both file level and record wise (with Partial approval options)	By multi user authorization in file level are we referring to the approval of uploaded files by multiple checker level users. Kindly provide more details on Multi user authorization record wise. Kindly provide more details on the Partial approval options required by the Bank.	Information will be shared with successful Bidder
11 1	21	3.3. FUNCTIONAL REQUIREMENTS 5. CUSTOMER SERVICE REQUESTS MODULE	f) Standing order request	Kindly provide more details on this requirement.Generally Standing order creation and maintainence is real time service under Transfers.Kindly mention the need of this request.	Information will be shared with successful Bidder
11 2	22	3.3. FUNCTIONAL REQUIREMENTS	Creating requests for loans	Need more details on what this means? Is this a Lead creation? For how many loan types? Etc details are needed.	Information will be shared with successful Bidder
11 3	22	3.3. FUNCTIONAL REQUIREMENTS	Bill Payment	We assume integration with BBPS or 1 Bill payment aggregator	Information will be shared with successful Bidder
11 4	22	3.3. FUNCTIONAL REQUIREMENTS 6. CUSTOMER SERVICE REQUESTS MODULE	a)Creating requests for loans	Kindly provide details if the requirement is to re-0deirect the customer to banks website for loan application. Or Does the bank need complete digital loan application process to be integrated into the solution.	Information will be shared with successful Bidder
11 5	22	3.3. FUNCTIONAL REQUIREMENTS	General	Page 20 onwards various modules and their features are listed. Some of the features listed here are different than ones listed in table on page 16-18. For example, Supply Chain Finance, Treasury is mentioned in page 22. Please consolidate functional requirements mentioned at multiple places and requesting to share final list of features needed.	All features implemented in Scope of Work are to be implemented by the successful Bidder.
11 6	22	3.3. FUNCTIONAL REQUIREMENTS 8. BILL	a) Bill presentment	Does this refer to the process of generating and delivering bills or invoices to customers. Kindly confirm	Information will be shared with successful Bidder

		PAYMENTS MODULE			
117	22	3.3. FUNCTIONAL REQUIREMENTS 8. BILL PAYMENTS MODULE	b) Bill payment (prepaid mobile top-up; online booking of Movie, Bus tickets, etc.; government institution fee payment; insurance payment, others) c) Register biller for payment (creating templates)	1.Requesting the bank to give detailed information on the various aggregators to be integrated with the bill paymnet and add biller modules. 2.Requesting clarity on whether all the RRB's will have the same set of aggregators or different. 3.Also please provide information on the API availability for integration to the aggregators, will this be provided by bank	Information will be shared with successful Bidder
118	22	3.3. FUNCTIONAL REQUIREMENTS 8. BILL PAYMENTS MODULE	d) Credit card bill presentment	Does this refer to the process of generating credit card bills	Information will be shared with successful Bidder
119	22	3.3. FUNCTIONAL REQUIREMENTS 8. BILL PAYMENTS MODULE	f) Provisions for adding any other utility bill payments	Please mention what are the other utility bill payments and also whether this option to be provided in retail appplication or corporate application	Information will be shared with successful Bidder
120	22	3.3. FUNCTIONAL REQUIREMENTS 11. CASH MANAGEMENT MODULE (only for Corporate Application)	f)Feature of creating a unique virtual account number for each payee for payments	Requesting the bank to please give more clarity on this feature.Is this virtual account number in addition to the account numbers that the user have. Will this virtual account number be provided to all bank users and the customer.	Information will be shared with successful Bidder
121	23	3.3. FUNCTIONAL REQUIREMENTS	Charge Module	Comprehensive charge management is typically done in CBS. The requirements are very generic. Need more specific requirement on expectations from Channel for charge module.	Information will be shared with successful Bidder
122	23	3.3. FUNCTIONAL REQUIREMENTS	Support of multi currencies mainly - USD, EUR, GBP, AUD, CAD, JPY, etc.	In what context is support for these currencies required for India market?	Information will be shared with successful Bidder

123	23	3.3. FUNCTIONAL REQUIREMENTS 12. PERSONALIZATION, CUSTOMIZATION & EASE OF NAVIGATION MODULE	d) Search functionality	Kindly give a clarity on where this search functionality should be implemented	Information will be shared with successful Bidder
124	23	3.3. FUNCTIONAL REQUIREMENTS 12. PERSONALIZATION, CUSTOMIZATION & EASE OF NAVIGATION MODULE	e) Demo mode (the functionality to be defined)	Requesting bank to kindly elaborate on this requirement	Information will be shared with successful Bidder
125	23	3.3. FUNCTIONAL REQUIREMENTS 12. PERSONALIZATION, CUSTOMIZATION & EASE OF NAVIGATION MODULE	f) Audio assisted navigation to assist the blind.	Requesting the bank to provide more details on this requirement.bank to give details on whether the audio assistance is required for all functionlities or selected features.	Information will be shared with successful Bidder
126	23	3.3. FUNCTIONAL REQUIREMENTS 12. PERSONALIZATION, CUSTOMIZATION & EASE OF NAVIGATION MODULE	g) Feature of undertaking Online Trading	Is the requirement referring to redirection of the user to online trading website on click of the corresponding option.Please give a clarity	Information will be shared with successful Bidder
127	23	3.3. FUNCTIONAL REQUIREMENTS 12. PERSONALIZATION, CUSTOMIZATION & EASE OF	i) Cheque Authentication Module	Requesting bank to provide details on the different authentication modes for the cheque	Information will be shared with successful Bidder

		NAVIGATION MODULE			
12 8	23	3.3. FUNCTIONAL REQUIREMENTS 13. TRANSACTION SECURITY FEATURES MODULE	e) App based authentication – Rel ID	Is this with respect to authentication using certain ID or transaction password, requesting bank to please provide details on the same.	Information will be shared with successful Bidder
12 9	23	3.3. FUNCTIONAL REQUIREMENTS 14. UPDATE OF PROFILE INFORMATION MODULE	c) Update other profile information	Kindly mention the information which can be updated under the profile information.	Information will be shared with successful Bidder
13 0	23	3.3. FUNCTIONAL REQUIREMENTS 15. WORKFLOW SUPPORT AND DIVISION MANAGEMENT MODULE (only for multi user Corporate application)	c) Transaction specific workflow definition.	Kindly give information whether the work flow is a one time design or should the application be made such a way that it should have feature to givern the transaction work flow as per banks requiremnet.	Information will be shared with successful Bidder
13 1	23	3.4. TECHNICAL SCOPE & REQUIREMENTS (for both web and mobile channels)	1. Interface to core banking system for financial and non-financial transactions / updates in dialect of ISO 8583 format	Will the bank be providing the APIs for integrating with the CBS	Bank will provide ISO format 8583 for integration with CBS.
13 2	23	3.4. TECHNICAL SCOPE & REQUIREMENTS (for both web and mobile channels)	2. Interface for online merchant transaction payment using internet banking	Will the bank be providing the APIs for integrating with the various merchants	Information will be shared with successful Bidder

13 3	23	3.4TECHNICAL SCOPE & REQUIREMENTS (for both web and mobile channels)	Support of multiple languages including English, Hindi, Punjabi, etc. (Indian languages)	In the RFP, under section scope of work, its already specified that the solution should have multi-lingual interface supporting all languages (22 in nos.) contained in eighth schedule of Indian Constitution.In technical section its again mentioned about support of multiple languages including English, Hindi, Punjabi, etc. (Indian languages). Is both the requirements one and the same.	Information will be shared with successful Bidder
13 4	23	3.4 TECHNICAL SCOPE & REQUIREMENTS (for both web and mobile channels)	Integration with existing database structure & its schema.	Requesting the bank to kindly provide the details of the existing data base.	Information will be shared with successful Bidder
13 5	24	3.4. TECHNICAL SCOPE & REQUIREMENTS (for both web and mobile channels)	15. The system should provide the following functionalities with respect to transaction logs and audit: ii. The storage period of logs should be parameterized.	What is the maxium period for which the logs should be stored	Information will be shared with successful Bidder
13 6	24	3.4. TECHNICAL SCOPE & REQUIREMENTS (for both web and mobile channels)	16. Application to support integration with the mail messaging system of the bank to generate alerts with respects to transaction, login etc.	Kindly provide details on how the integration mechanism is, whether it is API/Web Service/SSO/re-direction.	Information will be shared with successful Bidder
13 7	25	3.4. TECHNICAL SCOPE & REQUIREMENTS	The following processes to be supported through backend batches and should be automated with minimal manual intervention – All kinds of Offline requests	What is meant by this? What kind of offline requests are expected to be processed?	Information will be shared with successful Bidder
13 8	25	3.4. TECHNICAL SCOPE & REQUIREMENTS	The following processes to be supported through backend batches and should be automated with minimal manual intervention – All kinds of Offline requests	What CBS Data needs to be synced and why? All CBS data should be retrieved by API's. Channel should not store a copy of CBS data.	Information will be shared with successful Bidder
13 9	25	3.4. TECHNICAL SCOPE & REQUIREMENTS	The Solution should cover all existing internet banking features presently in PNB and also the features which are under customization/ Pipeline	We assume all these are part of RFP scope and nothing will be added to the scope later, without any impact on timelines and cost. Please clarify.	No additional cost or timeline be provided by Bank for related internet banking feature presently in PNB or are under customization.
14 0	25	3.4. TECHNICAL SCOPE & REQUIREMENTS	20. The following processes to be supported through backend batches and should be automated with minimal manual intervention –	Kindly provide details on how the integration between CBS and solution will be achieved for this purpose, whether it will be API/Web Service/SSO/re-direction.	Information will be shared with successful Bidder

			ii. CBS data syncing with internet banking application		
14 1	25	3.4. TECHNICAL SCOPE & REQUIREMENTS (for both web and mobile channels)	22. Solution should service requests through an API gateway for routing requests to appropriate micro services with request routing, composition, and protocol translation and should support both stateful and stateless API calls.	Will the API be provided by bank for this purpose	Information will be shared with successful Bidder
14 2	25	3.4 TECHNICAL SCOPE & REQUIREMENTS (for both web and mobile channels)	The Solution should cover all existing internet banking features presently in PNB and also the features which are under customization/ Pipeline.	Requesting the bank for clarity on the below: Please provide the complete list of existing internet banking features as well as customization/pipeline features available in PNB. Or If the features are same as the ones listed in the Scope of work and Technical and Functional requirements, kindly give a confirmation	Features are same as the ones listed in the Scope of work and Technical and Functional requirements
14 3	25	3.4 TECHNICAL SCOPE & REQUIREMENTS (for both web and mobile channels)	The internet banking solution should be scalable to meet future enhancements/upgrades.	Requesting the bank to provide brief information on what would be the future enhancements/upgrades the bank is planning to implement	Information will be shared with successful Bidder
14 4	25	TECHNICAL SCOPE & REQUIREMENTS (for both web and mobile channels)	The Solution should have captcha authentication module.	Requesting the bank to kindly elaborate on this requirement. Generally captha would be an additional security measure along with OTP/Transaction password authentication mechanism/. Does the bank want only Captha to be a standalone authentication mechanism. Kindly clarify.	Information will be shared with successful Bidder
14 5	25	TECHNICAL SCOPE & REQUIREMENTS (for both web and mobile channels)	Mobile Banking and mobile payments are to be feasible though voice, data and multimedia using IMPS, AEPS, NEFT and UPI Modes of data formats and APIs.	Requesting the bank to kindly elaborate on this requirement.	Information will be shared with successful Bidder
14 6	25	TECHNICAL SCOPE & REQUIREMENTS	The administrator of the platform should have: The capability to add new products and services easily as per bank's need	Need more details on expectation. Can you please elaborate on this with some examples?	Information will be shared with successful Bidder

147	25	3.5. ONSITE SUPPORT	To pre-empt the possibility of sub-par manpower being deployed from vendor side , Bank may think of engaging Independent third party screening / skill clearance for manpower deployed by vendor.	Please provide what are the expectations (With respect too Technical Knowledge and expertise/skills) of the bank with respect to the man power provided by the vendor.Requesting the bank to also provide the details on the third party screening / skill clearance for manpower.	As per Annexure XXV in the Corrigendum 1
148	46-47	7. IMPLEMENTATION AND TIMELINES	Overall Project Plan	If for any reason, the APIs are not available during the project implementation phase (as per the project plan), the related functionality will be taken up later as a Change Request with additional timeline and cost impact. Please confirm this understanding.	Bidder to ensure and help bank to make available the required APIs in case same are not present with Bank. No additional timeline and cost will be provided by the Bank.
149	46-47	7. IMPLEMENTATION AND TIMELINES	Overall Project Plan	If there is a delay in providing the requirement or sign-off of FSD/wireframe or Infrastructure from Bank side, this shall be notified to the respective customer's project hierarchy as per defined escalation matrix. If the response is further delayed beyond the defined timeline, every delay thereon will be a Change Request with additional timeline and cost impact. Please confirm this understanding.	Any delay in providing requirement or sign-off or Infrastructure from bank side will be excluded from Bidders' timeline. No additional timeline and cost will be provided by the Bank.
150	46-47	7. IMPLEMENTATION AND TIMELINES	Overall Project Plan	If there is a further break-up of the project plan beyond the stated 2 phased approach mentioned in the RFP, then additional impact on timeline and cost to be discussed and agreed with mutual consent. Please confirm this understanding.	Bidder to complete the project as per phases mentioned in RFP. No extra cost or time will be provided to the Bidder.

15 1	46-47	7. IMPLEMENTATIO N AND TIMELINES	Overall Project Plan	We request to review the implementation timelines. We request to at least consider "H+240 days" instead of "H+120 days for go-live	Kindly refer Clause 12 of Corrigendum 1
15 2	47	7. IMPLEMENTATIO N AND TIMELINES	**Software** Installation & setup of software Document to be submitted. Software installation report is to be submitted.	Requesting the bank to get more information on what all documents to be submitted under this section	Information will be shared with successful Bidder
15 3	47	7. IMPLEMENTATIO N AND TIMELINES	**Development** Development completion & installation, configuration, customization, integration & interface, testing (UT, Sanity, SIT etc.) for all RRBs. Documents to be submitted: Implementation, integration, interface & UT, Sanity SIT completion report	Requesting the bank to give clarity on where the installation should be performed.	Information will be shared with successful Bidder
15 4	47	7. IMPLEMENTATIO N AND TIMELINES	**Development** Development completion & installation, configuration, customization, integration & interface, testing (UT, Sanity, SIT etc.) for all RRBs. Documents to be submitted: Implementation, integration, interface & UT, Sanity SIT completion report	Please provide clarity on where the internal QA activity to be performed should it be in the bank environment or local environment. Also please mention whether there is extra timelines allocated specifically for Internal QA testing or is it included within the devlopment activity	Internal QA activity to be performed in the bank environment. No extra timelines allocated for internal QA testing. It is included within development activity.
15 5	47	7. IMPLEMENTATIO N AND TIMELINES	**UAT** User Acceptance Testing (UAT) completion & sign-off by Bank for Internet Banking Solution of all sponsored RRBs Document to be submitted: UAT Signoff, Training manuals and other documents, Go-live checklist as sought by bank	Please provide information on what all details atre required in the training manual. Please provide what are the other documents required. Please provide information of the Go-Live check list	Information will be shared with successful Bidder
15 6	47	7. IMPLEMENTATIO N AND TIMELINES	**Go-Live** Go-Live of Internet Banking solution in all RRBs. Document to be submitted: Go-live checklist signoff and Go-no go decision	Kindly provide details on what is the banks criteria for taking a decision on Go or No go .	Information will be shared with successful Bidder
15 7	48	8. ACCEPTANCE TESTING	8. ACCEPTANCE TESTING All the delivered Product/Solution/Software items may be subjected to an acceptance test. Successful bidder has to arrange additional onsite support personal at the	Requesting the bank to provide information on this activity, is this acceptance testing in addition to the UAT. Also kindy mention if vendor should provide resourses for QA activity.	Information will be shared with successful Bidder

			date and time mentioned by the Bank to assist in the acceptance test.		
15 8	48	9. PAYMENT TERMS	One Time Costs (License + Implementation Cost) • SRS Sign-off - 10% • UAT Sign-off - 30% • Go Live - 30% • 3 months post Go-Live after satisfactory performance - 30%	We request to consider below Payment Terms for One Time Costs (License + Implementation Cost) • SRS Sign-off - 30% • UAT Sign-off - 40% • Go Live - 20% • 3 months post Go-Live after satisfactory performance - 10%	Kindly refer Clause 14 of Corrigendum 1
15 9	48	9. PAYMENT TERMS	General	It is assumed that EACH RRB Deployment will have its standalone Payment Terms and payment will be made depending on milestone achieved for each RRB. So, there will be 9 projects and each project will have an independent payment milestones. Please confirm.	Payments will be made depending on milestone achieved for each RRB.kindly refer Clause 14 of corrigendum 1
16 0	49	10.PENALTY	10.PENALTY	Penalties and SLAs will not be applicable if the issue is not solely attributed to bidder's proposed system and also involves other existing systems of the bank. Please confirm this understanding.	Kindly refer Clause 13 of Corrigendum 1, Other clauses stands unchanged
16 1	65	ANNEXURE-III: ELIGIBILITY CRITERIA OF THE BIDDER	5. The bidder should have implemented Internet Banking Solution (IBS) successfully in at least one scheduled commercial bank (including RRBs, Cooperative banks & Small Finance Banks) in India having more than 200 branches in India The solution should be currently running, if implemented.	Requesting to modify it as: "The bidder **OR it's partner OEM/Original Solution Developer (OSD)** should have implemented Internet Banking Solution (IBS) successfully in at least one scheduled commercial bank (including RRBs, Cooperative banks, **Payments Bank** & Small Finance Banks) in India having more than 200 branches in India The solution should be currently running, if implemented.	Kindly refer Clause 2 of Corrigendum 1

162	65	ANNEXURE-III: ELIGIBILITY CRITERIA OF THE BIDDER	5. Copy of Work Order/Purchase Order along with Confirmation Mail from the Client stating that the work order has been successfully executed OR Copy Of Work Order/Purchase Order along with Installation Certificate signed & stamped by the Client OR Copy of Work Order along with any other proof of execution (GoLive sign-off or Reference Letter/Certificate from Schedule Commercial Banks)	Kindly also accept CA/Auditor Certificate for Client References as an Option aside to the documents mentioned in this section.	Kindly refer Clause 2 of Corrigendum 1
163	67	ANNEXURE-III: ELIGIBILITY CRITERIA OF THE BIDDER	13. The bidder must be CMMI level 3 or above Certified Company and the certificate should be valid as on date of bid submission	The Capability Maturity Model Integration (CMMI) certificate is more relevant for Service oriented company or System Integrators (SI). We request to relax this eligibility criteria for OEMs/OSDs (Products Companies) if they (OEMs/OSDs) are bidding directly.	Kindly refer Clause 6 of Corrigendum 1
164	67	ANNEXURE-III: ELIGIBILITY CRITERIA OF THE BIDDER	14. The bidder should be ISO 27001 certified organization and SOC2 certified	Requesting to modify it as: The bidder should be ISO 27001 certified organization **OR** SOC2 certified	Kindly refer Clause 6 of Corrigendum 1
165	69	ANNEXURE-IV: TECHNICAL AND FUNCTIONAL EVALUATION	1. Internet Banking Solution is implemented in Schedule Commercial Banks (SCB*) in India. *SCBs including Regional Rural Banks, Small Finance Banks, Public & Private Banks, Cooperative Bank)	Suggesting to include Payments Bank as below: 1. Internet Banking Solution is implemented in Schedule Commercial Banks (SCB*) in India. *SCBs including Regional Rural Banks, Small Finance Banks, Public & Private Banks, Co-operative Bank and **Payments Banks**)	Kindly refer Clause 8 of Corrigendum 1
166	69	ANNEXURE-IV: TECHNICAL AND FUNCTIONAL EVALUATION	Purchase Order/ Invoice mentioning all the required details along with Email from the client containing all the required information. (Kindly note that Client's Email should be from their official Email IDs only, containing their name, designation & Mobile number) OR Copy of Work Order/Purchase Order along with any other proof of execution (Go-Live	Kindly also accept CA/Auditor Certificate for Client References as an Option aside to the documents mentioned in this section.	Kindly refer Clause 8 of Corrigendum 1, Supporting documents remains unchanged

			sign-off or Reference Letter/Certificate from Bank, Installation Certificate signed & stamped by the Client)		
167	70	ANNEXURE-IV: TECHNICAL AND FUNCTIONAL EVALUATION	5. Average number of Monthly IBS transactions	Kindly also accept CA/Auditor Certificate for Client References as an Option aside to the documents mentioned in this section.	Kindly refer Clause 10 of Corrigendum 1
168	70	ANNEXURE-IV: TECHNICAL AND FUNCTIONAL EVALUATION	5. Bidder experience in project domain	Kindly also accept CA/Auditor Certificate for Client References as an Option aside to the documents mentioned in this section.	Kindly refer Clause 11 of Corrigendum 1
169	94	Annexure XIII	Solution should service requests through an API gateway for routing requests to appropriate micro services with request routing, composition, and protocol translation and should support both stateful and stateless API calls.	We believe Bank has an API Gateway in place and we will have to leverage on the same for our channel solution. Please confirm.	Bidder to ensure and help bank to make available the required APIs in case same are not present with Bank. No additional timeline and cost will be provided by the Bank.
170	94	Annexure XIII	The Solution should provide a portal for end to end monitoring and management of all user requests at the micro service level, which includes flow of request through various micro services, highlighting of requests in unhealthy states, capability to introduce and deploy new micro services with zero downtime and to route specific request to new modules.	Does the bank already have application monitoring tools like Dynatrace, Glowroot?	Information will be shared with successful Bidder
171	--	Retail Internet Banking	General	Does the bank have an existing internet Banking solution for retail needs. If there which solution is currently being used by the banks?	Information will be shared with successful Bidder
172	--	Corporate Internet Banking	General	Does the bank have an existing internet Banking solution for corporate needs. If there which solution is currently being used by the banks?	Information will be shared with successful Bidder
173	--	Corporate and Retail Internet Banking	General	Bank need to clarify the deployment model of internet banking service for retail and corporate,whether it is cloud based offering or On-premise offering.	Kindly refer Page 109, Annexure XVII of RFP document dated 13.06.2023

174	--	Corporate and Retail Internet Banking	General	What is the preferred Deployment Topology	Information will be shared with successful Bidder
175	--	Corporate and Retail Internet Banking	General	Can bank list the environments expected - Like Production DC (Data Centre) / DR (Disaster Recovery) / UAT (User Acceptance test) / SIT (System Integration test), Development / Pre-Production, staging	Information will be shared with successful Bidder
176	--	Corporate and Retail Internet Banking	General	Will the Bank provide all the API's to be integrated with the application using which the connection to the CBS can be establisehd for Account Management,Transfers and Payments etc.	API's readily available with the Bank will be readily shared with the Bidder. For any other necessary requirements/developments, it is to be done by Bidder
177	--	General	General	It is assumed that if the bank adds any new RRB in future, besides listed 9 RRBs, then the pricing would be additional for such a new RRB deployment. Please confirm this understanding.	Information will be shared with successful Bidder
178	--	General	General	It is assumed that Scope of Work would be exactly same for all the 9 RRBs (aside to basic branding/logo change). Please confirm this understanding.	Yes
179	--	General	General	Please confirm whether each RRB would be deployed as a separate instance. So in total there would be 9 separate instances/deployments.	Yes
180	--	General	General	Our understanding is that there is a common DB with 9 different schemas for all 9 RRBs. Please cofirm.	Different Database instances for different RRBs exist
181	--	General	General	Our understanding is that the UI/UX design and branding will be common for the whole 9 RRBs. Please confirm.	Yes
182	--	General	General	Is the expectation is to have separate branding for all different 9 RRBs? Please confirm.	Yes
183	--	General	General	Request bank to brief on the data backup and retention policy	Information will be shared with successful Bidder

184	--	General	General	Request bank to brief on the data archival policy.	Information will be shared with successful Bidder
185	--	General	General	Request bank to brief on the DC and DR policy	Information will be shared with successful Bidder
186	--	General	General	Is server maintenance bidders' responsibility?	Patching, Deployment of Patches & Bug Fixes of the application are Bidders' responsibility, Server will be managed by the Bank.
187	--	General	General	Is high availability required in DC. Please specify the required High Availability in %	99.9% and above
188	--	General	General	Please confirm on environments are expected (DC/ DR/ UAT/ Pre-Prod/SIT/ Development)	Information will be shared with successful Bidder
189	--	General	General	Is high availability (clustering) required at DR site also	Yes
190	--	General	General	Please confirm if the existing system will be able to share the existing channel information of users – limits, beneficiaries, billers, payees, merchants, favourite transactions, MMID,etc. in the format expected by the proposed solution. Are there any constraints or challenges?	Information will be shared with successful Bidder
191	--	General	General	Will the existing system be able to share the login authentication service to handle the authentication of first time login of users post migration? Please confirm	Information will be shared with successful Bidder
192	--	General	General	We assume there is no migration of historical transactions. If historical transactions are to be migrated, how many years of historical data needs to be migrated and for how many customers.	Bank will provide data for migration, if any. Same will be informed to successful Bidder. Solution should be capable for migration of data.

193	--	General	General	In case database data migration is involved from the old system then please specify the size of data (in GB)	Information will be shared with successful Bidder
194	--	General	General	Kindly request to extend the Bid Submission timeline. Requesting to give at least 4 weeks post release of pre-bid clarifications.	The Clause stands unchanged
195	28	Prebid meeting	10	Will the prebid meeting be conducted online or offline?	Conducted Already
196	46	Implementation	T&C Annexure - I	Will there be a single instance with logical sepration or separate instance for each RRB?	Different Database instances for different RRBs exist
197	46	Implementation	T&C Annexure - I	Will there be any migration involved from existing system? Please share details on existing system? Also share bankwise migration data.	Same will be shared with successful Bidder
198	46	Implementation	T&C Annexure - I	Timeline for go-live of 120 days for all RRBs is very aggressive. Can we look at a phase wise go-live approach?	Kindly refer Clause 12 of Corrigendum 1
199	48	Payment terms	T&C Annexure - I	We request the bank to segregate License and implementation payment milestone. License payment to be 100 % in advance upon signing of contract / PO.	Kindly refer Clause 14 of Corrigendum 1
200	49	Penalty	T&C Annexure - I	Penalty for delay is very steep. Needs to be relooked. Also we request bank not to impose any peanlty on License for any services related delay.	Kindly refer Clause 13 of Corrigendum 1. Other Penalty Clauses stands unchanged.
201	49	Penalty	T&C Annexure - I	Do we need to sign contract with each RRB separately or will it be with PNB since they are the sponsor? Also how will the payments happen? We recommend that PNB act as single entity for contracting and payments.	Kindly refer Page no 45 of RFP (Clause 1 of Annexure 1)
202	62	Escrow	30	Our OEM has a centralized escrow arrnagement with an entity outside of India. Request bank to consider escrow arrnagement with the existing partner of OEM which is outside India. We will facilitate the arrangement and signing.	The Clause stands unchanged

203	65	Eligibility	Annexure III/ 5	Request bank to allow global experience as well. Kindly modify this clause as "The bidder have implemented Internet Banking Solution (IBS)/ Mobile banking successfully in at least one scheduled commercial bank (including RRBs, Cooperative banks & Small Finance Banks) in India or global having more than 200 branches in India / abroad. The solution should be currently running, if implemented."	The Clause stands unchanged
204	69	Technical scoring	Evaluation parameters (1)	Request bank to consider global experince as well and modify this as "Internet Banking Solution /Mobile banking solution is implemented in Schedule Commercial Banks (SCB*) in India / abroad.	The Clause stands unchanged
205	69	Technical scoring	Scoring	Request bank to modify this as " Four(4) Marks each for implementation in SCB in India / abroad."	The Clause stands unchanged
206	69	Technical scoring	Supporting documents	Request bank to also consider publicly available artifacts / case studies as well as proof.	The Clause stands unchanged
207	77	Annexure VII		Some of the clients may not agree to proivde this letter in the template provided by bank. Please suggest if an email confirmation from client pr media aritifact will sufffice?	Kindly refer Clause 9 of Corrigendum 1
208	81	MAF	AnnexureXI	We are exclusive partner of OSD in India. OSD will issue MAF in the name of authorized distributor. We in turn will issue MAF to bank. Request bank to consider back to back MAF to the bank.	The Clause stands unchanged
209	82	Undertaking	Annexure XII	We are exclusive partner of OSD in India.Being the exclusive partner of OSD, we will issue undertaking to bank on behalf of OSD. Request bank to consider as the OSD being a global organization will not be able to produce this document.	The Clause stands unchanged

21 0	84	Technical specification	Annexure XIII	We are exclusive sales and delivery partner of OSD in India and have created our COE around the OSD solution. Therefore request bank to accept the letter from us on behalf of the OSD.	The Clause stands unchanged
21 1	113	Certificate of shareholding structure	Annexure XXI	We are exclusive sales annd delivery partner of OSD. Request bank to consider shareholding pattern of authorized partner on behalf of OSD.	The Clause stands unchanged
21 2		Other		Request bank to change all annexure to come from either authorized / exclusive partner or bidder instead of OSD.	The Clause stands unchanged
21 3	100	Taxes		Request bank to exclude all applicable taxes from the commercial. Taxes to be paid at actuals.	The Clause stands unchanged
21 4	48	9. Payment terms	1. One Time Costs (License + Implementation Cost) • SRS Sign-off - 10% • UAT Sign-off - 30% • Go Live - 30% • 3 months post Go-Live after satisfactory performance - 30% 2. Onsite Technical Support - 100 % payment on quarterly in arrear after receipt of tax invoice and signoff (after deducting penalty, if any) 3. ATS (2nd year onwards) - 100 % payment annually in advance on submission of renewal certificate from OEM and invoice 4. Customization cost - 100 % payment will be released after successful Go Live sign off and on production of invoices and acceptance/signoff by the bank.	We request bank to revise the clause as below and consider the following payment terms: 1. LICENSE FEE: 100% ALONGWITH CONTRACT SIGN OFF GIVIGN RIGHTS TO USE LICENSE 2. IMPLEMENTATION FEE & CUSTOMIZATION FEES: 10% ON CONTRACT SIGN OFF 25% ON COMPLETION OF REQUIREMENT GATHERING / STUDY 20% ON COMPLETION OF SOLUTION DESIGN AND SOLUTION BUILD 20% ON APPLICATION SETUP AND DEPLOYMENT FOR ONSITE SIT 15% ON COMPLETION OF UAT 10% ON GO LIVE 3. ONSITE TECHNICAL SUPPORT: 100% MONTHLY IN ARREARS	Kindly refer Clause 14 of Corrigendum 1

				AMC/ATS FEE - ANNUALLY IN ADVANCE	
215	34	Reverse Auction	Bank will hold Reverse Auction in the event of two or more bidders are commercially eligible. Final Item wise price shall be arrived after Reverse Auction. The procedure for the same is available on our e-procurement website. Reverse Auction/s will be conducted on Total of Table F i.e Total Cost of Ownership of Indicative Commercial bid format (Total of Table F mentioned in Annexure XIV). Base Price, bid decrement value will be as per Bank's Discretion and will be communicated to all commercially eligible bidders only for seeking acceptance.	Request bank to waive off the Reverse Auction for this RFP entirely and request bank to consider the evaluation based on Quality and Cost Based Selection (QCBS) method i.e. (Technical - 70% and Commercial - 30%)	The Clause stands unchanged
216	67	Annexure III - Eligibility Criteria of Bidder	Copy of certification depicting ISO 27001 and SOC2 or above Certified Company or its equivalent.	SOC2 is generally client specific certificate/report. The same can be shared with the bank post go-live. For now as a part of RFP response the bidder can submit an undertaking to share the SOC2 certificate/report post go-live of the project. Request bank to consider the same.	Kindly refer Clause 6 of Corrigendum 1
217	29	DEADLINE FOR SUBMISSION OF BID	Please note that HASH SUBMISSION and BID RE-ENCRYPTION is a mandatory activity, failing which bidder will not be able to submit the bid. For details you may visit our e-Procurement Site https://etender.pnbnet.in. Kindly also note that hard Copy of Technical Bid will be received only after successful Hash Submission and Online bid Re-encryption.	Request bank to please elaborate the process of HASH SUBMISSION AND BID RE-ENCRYPTION that is to be done by the bidder.	Kindly refer Bidder manual available on Banks' E-Tendering portal for more details.

21 8	22	7. BUSINESS NETWORK MANAGEMENT / SUPPLY CHAIN MODULE (only for Corporate Application)	a) Raise Invoice & Collect	Does this statement mean, raising invoice by Seller and then Buyer making the payment of the same?	Information will be shared with successful Bidder
21 9	22	7. BUSINESS NETWORK MANAGEMENT / SUPPLY CHAIN MODULE (only for Corporate Application)	b) Raise Purchase order & Pay: with auto-reconciliation.	Does this statement mean, raising invoice by Buyer and tracking of the payment of the same?	Information will be shared with successful Bidder
22 0	22	7. BUSINESS NETWORK MANAGEMENT / SUPPLY CHAIN MODULE (only for Corporate Application)	c) Manage GST	Kindly elaborate this requirement	Information will be shared with successful Bidder
22 1	22	7. BUSINESS NETWORK MANAGEMENT / SUPPLY CHAIN MODULE (only for Corporate Application)	d) Business Dashboard	Kindly elaborate this requirement	Information will be shared with successful Bidder
22 2	22	7. BUSINESS NETWORK MANAGEMENT / SUPPLY CHAIN MODULE (only for Corporate Application)	e) Business Networking	Kindly elaborate this requirement	Information will be shared with successful Bidder
22 3	22	7. BUSINESS NETWORK MANAGEMENT / SUPPLY CHAIN MODULE (only for Corporate Application)	f) Sending of Messages	Kindly elaborate this requirement	Information will be shared with successful Bidder

224	22	7. BUSINESS NETWORK MANAGEMENT / SUPPLY CHAIN MODULE (only for Corporate Application)	g) Set up Promotional Campaigns	Kindly elaborate this requirement	Information will be shared with successful Bidder
225	16	Manage Template	Manage template as product feature	Please clarify this requirement. Is this a back office feature to manage templates for UI/UX	Information will be shared with successful Bidder
226	16	Mobile Banking Services	Register for Mobile Banking Reset Passwords for Mobile Banking	The RFP is only for Internet Banking. Please clarify this requirement. Does the Bank already have mobile Banking and the customer should be able to register for the same using the proposed Internet Banking Solution. If the Bank already has mobile banking, kindly let us know who is the Vendor for the same.	Customer should be able to Register for already existing Mobile Banking from IBS solution also.
227	16	Emergency Services	Last Ten SMS	Please clarify this requirement.	Last ten transactional SMS
228	17	Personal Details & Preferences	Merge Mobile Banking User ID/Beneficiaries	We assume Bank already has Mobile Banking and you want the Users to use the Mobile Banking ID for logging into the Internet Bnking application and there will be Data Migration. Please confirm if our understanding is correct and also who is the current vendor for Mobile Banking	Yes, Your understanding is correct. Vendor information will be shared with successful Bidder.
229	17	SCSS Accounts	Link SCSS Account	What are SCSS accounts	Senior Citizen Saving Account
230	17	Shopping Mall	Internet Banking Integration for online shopping	Please clarify this requirement. Is the requirment that the Customer should be able to make payment for online shopping using Internet Banking.	Bidder should have the capability to integrate with Online Shopping Player through API.
231	22	Cash Management Module - Collections	Cash, Cheque, Online	Please clarify whether the Online is electronic collections? like Direct debits, InwardRTGS/NEFT, Inward IMPS/UPI Please clarify whether Cash and Cheque collection Infromation from Corporate Portal?	Information will be shared with successful Bidder

				Collections Back end Processing required? or it is expected to pass through of information?	
232	22	Payroll Payments(Bulk File Upload)	Cash, Cheque, Online	Please clarify, how the Cash Payments to be handled in Payroll payments. Is it Cash delivery?	Information will be shared with successful Bidder
233	22	Bulk Processing of Cash Requests	Cash Request	Please clarify whether this is Cash Pickup reuest or Cash delivery requests	Bulk uploading of Cash
234	22	Virtual Accounts	Feature of creating a unique virtual account number for each payee for payments	Please clarify whether the Virtual account management(VAM) is required or only capturing the virtual account details are required?	Virtual Account Management is required
235	3	GENERAL TENDER DETAILS	Last date and time for Online bid submission (both Technical & Commercial) (Hash submission)	We request an extension for submission by 2 weeks from the current submission date.	The Clause stands unchanged
236	97	ANNEXURE-XIV	ANNEXURE-XIV	We understand that the Infrastructure like Core/Distribution Switches, Firewalls, Load Balancer's, WAN devices , Server ,Storage ,O.S ,Database, Application Server (Jboss EAP/Weblogic /websphere), Antivirus, Monitoring,Backup or any other third party software to run the proposed application will be provided by the bank and bidder has to only provide the on-premises hardware sizing, Is our understanding correct? If not then please elaborate on the expected third party tools/licenses from the bidder.	Hardware including the Infrastructure like Core/Distribution Switches, Firewalls, Load Balancer's, WAN devices , Server ,Storage and sizing of Hardware will be provided by Bidder, OS Licenses will be provided by Bank, Database Oracle will be provided by Bank, If Application Server is Weblogic, it will be provided by Bank(Others will be provided by Bidder), Antivirus, Monitoring, Backup be provided by Bank, Any third party Software required by application to be provided by Bidder

237	109	ANNEXURE-XVII	ANNEXURE-XVII	We understand that the application will be hosted by the bank on-premises and therefore the infrastructure along with any third party tools will be maintained, managed and supported by the bank and hence this annexure is not applicable for the bidder.	The Clause stands unchanged. Bidder to provide the undertaking as per Annexure XVII. Patching, Deployment and Bug fixes will be done by successful Bidder.
238	13	PUNJAB NATIONAL BANK AND SPONSORED RRBs	Punjab National Bank (PNB) invites bids for and on behalf of all the Nine RRBs, from all eligible bidders to provide Retail & Corporate Internet Banking Solution for all RRBs individually. Here after "Bank" refers to all the Nine RRBs. Volumetric of all sponsored RRBs are as below:	Total number of users through internet for - Retail Internet Banking	Information will be shared with successful Bidder
239	13	PUNJAB NATIONAL BANK AND SPONSORED RRBs	Punjab National Bank (PNB) invites bids for and on behalf of all the Nine RRBs, from all eligible bidders to provide Retail & Corporate Internet Banking Solution for all RRBs individually. Here after "Bank" refers to all the Nine RRBs. Volumetric of all sponsored RRBs are as below:	Total number of concurrent loggedin users for - Retail Internet Banking	Information will be shared with successful Bidder
240	13	PUNJAB NATIONAL BANK AND SPONSORED RRBs	Punjab National Bank (PNB) invites bids for and on behalf of all the Nine RRBs, from all eligible bidders to provide Retail & Corporate Internet Banking Solution for all RRBs individually. Here after "Bank" refers to all the Nine RRBs. Volumetric of all sponsored RRBs are as below:	Number of transactions per day for - Retail Internet Banking	Information will be shared with successful Bidder
241	13	PUNJAB NATIONAL BANK AND SPONSORED RRBs	Punjab National Bank (PNB) invites bids for and on behalf of all the Nine RRBs, from all eligible bidders to provide Retail & Corporate Internet Banking Solution for all RRBs individually. Here after "Bank" refers to all the Nine RRBs. Volumetric of all sponsored RRBs are as below:	Total number of users through internet for - Corporate Internet Banking	Information will be shared with successful Bidder
242	13	PUNJAB NATIONAL BANK AND SPONSORED RRBs	Punjab National Bank (PNB) invites bids for and on behalf of all the Nine RRBs, from all eligible bidders to provide Retail & Corporate Internet Banking Solution for all RRBs individually. Here after "Bank" refers to all the Nine RRBs. Volumetric of all sponsored RRBs are as below:	Total number of concurrent loggedin users for - Corporate Internet Banking	Information will be shared with successful Bidder
243	13	PUNJAB NATIONAL BANK AND SPONSORED RRBs	Punjab National Bank (PNB) invites bids for and on behalf of all the Nine RRBs, from all eligible bidders to provide Retail & Corporate Internet Banking Solution for all RRBs individually. Here	Number of transactions per day for - Corporate Internet Banking	Information will be shared with successful Bidder

			after "Bank" refers to all the Nine RRBs. Volumetric of all sponsored RRBs are as below:		
24 4	13	PUNJAB NATIONAL BANK AND SPONSORED RRBs	Punjab National Bank (PNB) invites bids for and on behalf of all the Nine RRBs, from all eligible bidders to provide Retail & Corporate Internet Banking Solution for all RRBs individually. Here after "Bank" refers to all the Nine RRBs. Volumetric of all sponsored RRBs are as below:	Period to be considered for hardware sizing (number of years) - like 3 years, 5 years...	Contract period (5 years plus extension, if any) as per RFP
24 5	13	PUNJAB NATIONAL BANK AND SPONSORED RRBs	Punjab National Bank (PNB) invites bids for and on behalf of all the Nine RRBs, from all eligible bidders to provide Retail & Corporate Internet Banking Solution for all RRBs individually. Here after "Bank" refers to all the Nine RRBs. Volumetric of all sponsored RRBs are as below:	Please list the environments expected - Like Production DC (Data Centre) / DR (Disaster Recovery) / UAT (User Acceptance test) / SIT (System Integration test), Development / Pre-Production, staging	Same will be shared with successful Bidder
24 6	13	PUNJAB NATIONAL BANK AND SPONSORED RRBs	Punjab National Bank (PNB) invites bids for and on behalf of all the Nine RRBs, from all eligible bidders to provide Retail & Corporate Internet Banking Solution for all RRBs individually. Here after "Bank" refers to all the Nine RRBs. Volumetric of all sponsored RRBs are as below:	Please let us know if there are specific guidelines with respect to architecture/sizing for environments in relation to the Production (like UAT should be 25% of production size , or staging environment should be having same architecture as Production)	Same will be shared with successful Bidder
24 7	13	PUNJAB NATIONAL BANK AND SPONSORED RRBs	Punjab National Bank (PNB) invites bids for and on behalf of all the Nine RRBs, from all eligible bidders to provide Retail & Corporate Internet Banking Solution for all RRBs individually. Here after "Bank" refers to all the Nine RRBs. Volumetric of all sponsored RRBs are as below:	Is bank looking for Micorservices based deployment or Conventional VM based	As per RFP & proposed solution
24 8	13	PUNJAB NATIONAL BANK AND SPONSORED RRBs	Punjab National Bank (PNB) invites bids for and on behalf of all the Nine RRBs, from all eligible bidders to provide Retail & Corporate Internet Banking Solution for all RRBs individually. Here after "Bank" refers to all the Nine RRBs. Volumetric of all sponsored RRBs are as below:	Is bank looking for an on-premises microservices/container based solution using Red Hat OpenShift or simliar platform and to be deployed within the country - please validate our understanding (and ignore the Public cloud based questions elsewhere in Infra related section)	As per RFP & proposed solution

249	13	PUNJAB NATIONAL BANK AND SPONSORED RRBs	Punjab National Bank (PNB) invites bids for and on behalf of all the Nine RRBs, from all eligible bidders to provide Retail & Corporate Internet Banking Solution for all RRBs individually. Here after "Bank" refers to all the Nine RRBs. Volumetric of all sponsored RRBs are as below:	Respond if Public Cloud is preferred - Please let know us your preferred Public cloud provider and country of deployment	Bank is envisaging On premise Deployment
250	13	PUNJAB NATIONAL BANK AND SPONSORED RRBs	Punjab National Bank (PNB) invites bids for and on behalf of all the Nine RRBs, from all eligible bidders to provide Retail & Corporate Internet Banking Solution for all RRBs individually. Here after "Bank" refers to all the Nine RRBs. Volumetric of all sponsored RRBs are as below:	Respond if Public Cloud is preferred - Are you okay if the data is stored outide the country in a public cloud ?	Bank is envisaging On premise Deployment
251	13	PUNJAB NATIONAL BANK AND SPONSORED RRBs	Punjab National Bank (PNB) invites bids for and on behalf of all the Nine RRBs, from all eligible bidders to provide Retail & Corporate Internet Banking Solution for all RRBs individually. Here after "Bank" refers to all the Nine RRBs. Volumetric of all sponsored RRBs are as below:	Respond if Public Cloud is preferred - Any other information or requirement that the customer wishes to specify related to Public cloud	Bank is envisaging On premise Deployment
252	13	PUNJAB NATIONAL BANK AND SPONSORED RRBs	Punjab National Bank (PNB) invites bids for and on behalf of all the Nine RRBs, from all eligible bidders to provide Retail & Corporate Internet Banking Solution for all RRBs individually. Here after "Bank" refers to all the Nine RRBs. Volumetric of all sponsored RRBs are as below:	We understand that HA is required for the production environment . However please confirm whether HA is required in DR environment as well.	Information will be shared with successful Bidder
253	13	PUNJAB NATIONAL BANK AND SPONSORED RRBs	Punjab National Bank (PNB) invites bids for and on behalf of all the Nine RRBs, from all eligible bidders to provide Retail & Corporate Internet Banking Solution for all RRBs individually. Here after "Bank" refers to all the Nine RRBs. Volumetric of all sponsored RRBs are as below:	In case DR environment is required - DR may be sized at same compute capacity or at a lower capacity compared to Production DC. Please specify the compute sizing for DC in relation with DR (like 100% of DC , 50% of DC etc.)	Information will be shared with successful Bidder
254	13	PUNJAB NATIONAL BANK AND SPONSORED RRBs	Punjab National Bank (PNB) invites bids for and on behalf of all the Nine RRBs, from all eligible bidders to provide Retail & Corporate Internet Banking Solution for all RRBs individually. Here after "Bank" refers to all the Nine RRBs. Volumetric of all sponsored RRBs are as below:	In case database data migration is involved from the old system then please specify the size of data (in GB)	Information will be shared with successful Bidder
255	13	PUNJAB NATIONAL BANK AND SPONSORED RRBs	Punjab National Bank (PNB) invites bids for and on behalf of all the Nine RRBs, from all eligible bidders to provide Retail & Corporate Internet Banking Solution for all RRBs individually. Here after "Bank" refers to all the Nine RRBs. Volumetric of all sponsored RRBs are as below:	Number of Reports expected on a daily and monthly basis (for e.g. 20 reports every working day, additional 15 reports every month)	Information will be shared with successful Bidder
256	13	PUNJAB NATIONAL BANK AND SPONSORED RRBs	Punjab National Bank (PNB) invites bids for and on behalf of all the Nine RRBs, from all eligible bidders to provide Retail & Corporate Internet Banking Solution for all RRBs individually. Here after "Bank" refers to all the Nine RRBs.	Expected Year on Year growth rate in % (for number of customers / Account base / transactions)	Information will be shared with successful Bidder

			after "Bank" refers to all the Nine RRBs. Volumetric of all sponsored RRBs are as below:		
25 7	11	IMPORTANT INSTRUCTION FOR SUBMISSION OF BID	6. Please note that any deviations mentioned anywhere in the Bid Document will not be considered and evaluated by the Bank and the bid will be summarily rejected and no further clarification will be sought. Bank reserve the right to reject the bid, if bid is not submitted in proper format as per RFP.	Bidder feels that terms and conditions of RFP requires some tailoring for the types of services which are being offered by Bidder herein hence, we request for the submission of few solution considerations/assumptions as required. Please remove this provisions and allow bidder to submit the same.	The Clause stands unchanged
25 8	15	2. PURPOSE OF THE PROJECT:	Please note that any deviations mentioned in the bid will not be considered and evaluated by the Bank. Bank reserve the right to reject the bid, if bid is not submitted in proper format as per RFP.	Bidder feels that terms and conditions of RFP requires some tailoring for the types of services which are being offered by Bidder herein hence, we request for the submission of few solution considerations/assumptions as required. Please remove this provisions and allow bidder to submit the same.	The Clause stands unchanged
25 9	14	14. 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.	Bidder feels that terms and conditions of RFP requires some tailoring for the types of services which are being offered by Bidder herein hence, we request for the submission of few solution considerations/assumptions as required. Please remove this provisions and allow bidder to submit the same.	The Clause stands unchanged
26 0	60	23.PATENT RIGHTS	.... d. The Supplier shall grant to the Bank a fully paid-up, irrevocable, non-exclusive license throughout the territory of India or abroad to access, replicate and use software (and other software items) provided by the supplier, including-all inventions, designs and marks embodied therein.	Bidder requests below modifications: 23.PATENT RIGHTS .... d. The Supplier shall grant to the Bank a fully paid-up, *during the contract term, a limited*, irrevocable, non-exclusive license throughout the territory of India *or abroad* to access, *replicate* and use software (and other software items) provided by the supplier, including-all inventions, designs and marks embodied therein *solely for the receipt and use of Services for Bank's internal business purposes.*	The Clause stands unchanged

261	58	18.INDEMNITY	18.INDEMNITY The bidder assumes responsibility for and shall indemnify and keep the Bank harmless from all liabilities, claims, costs, expenses, taxes (except GST) and assessments including penalties, punitive damages, attorney's fees and court costs which are or may be required to be paid by reasons of any breach of the bidder's obligation under these general conditions or for which the bidder has assumed responsibilities under the purchase contract including those imposed under any contract, local or national law or laws, or in respect to all salaries, wages or other compensation to all persons employed by the bidder or bidders in connection with the performance of any system covered by the purchase contract. The bidder shall execute, deliver such other further instruments to comply with all the requirements of such laws and regulations as may be necessary there under to conform and effectuate the purchase contract and to protect the Bank during the tenure of purchase order. Where any patent, trade mark, registered design, copyrights and/ or intellectual property rights vest in a third party, the bidder shall be liable for settling with such third party and paying any license fee, royalty and/ or compensation thereon.	Bidder requests below modifications: 18.INDEMNITY The bidder assumes responsibility for and shall indemnify and keep the Bank harmless from all liabilities, claims, costs, expenses, taxes (except GST) and assessments including penalties, punitive damages, attorney's fees and court costs which are or may be required to be paid by reasons of *any breach of the bidder's obligation, gross* negligence or/and *wilful* misconduct *by Bidder. 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.	The Clause stands unchanged

26 2	58	18.INDEMNITY	….......................... In the event of any third party raising claim or bringing action against the Bank including but not limited to action for injunction in connection with any rights affecting the machine supplied by the bidder covered under the purchase contract or the use thereof, the bidder agrees and undertakes to defend and / or to assist the Bank in defending at the bidder's cost against such third party's claim and / or actions and against any law suits of any kind initiated against the Bank, Vendor (successful bidder) will also assume full responsibility of any loss or damage caused due to any of their onsite engineer/representative.	Bidder requests for the deletion of this provision in its entirety . ... *In the event of any third party raising claim or bringing action against the Bank including but not limited to action for injunction in connection with any rights affecting the machine supplied by the bidder covered under the purchase contract or the use thereof, the bidder agrees and undertakes to defend and / or to assist the Bank in defending at the bidder's cost against such third party's claim and / or actions and against any law suits of any kind initiated against the Bank, Vendor (successful bidder) will also assume full responsibility of any loss or damage caused due to any of their onsite engineer/representative.*	The Clause stands unchanged
26 3	45	ANNEXURE I-TERMS AND CONDITIONS	1. SIGNING OF CONTRACT The successful bidder(s) shall mandatorily enter into a Service Level Agreement (SLA), Non-Disclosure Agreement (NDA) and integrity Pact (IP) with Bank, within 30 working days of the award of the tender or within such extended period as may be permitted by the Bank. The letter of acceptance and such other terms and conditions as may be determined by the Bank to be necessary for the due performance of the work in accordance with the Bid and the acceptance thereof, with terms and conditions shall be contained in a Memorandum of Understanding to be signed at the time of execution of the Form of Contract. If the contract is not signed within the given period (30 working days), the EMD will be forfeited after a grace period of 15 working days. The bidder has to accept all terms and conditions of the Bank and should not impose any of its own conditions upon the	Bidder requests below modifications: 1. SIGNING OF CONTRACT The successful bidder(s) shall mandatorily enter into a ***mutually agreed*** Service Level Agreement (SLA), Non-Disclosure Agreement (NDA) and integrity Pact (IP) with Bank, within 30 working days of the award of the tender or within such extended period as may be permitted by the Bank. *The letter of acceptance and such other terms and conditions as may be determined by the Bank to be necessary for the due performance of the work in accordance with the Bid and the acceptance thereof, with terms and conditions shall be contained in a Memorandum of Understanding to be signed at the time of execution of the Form of Contract. If the contract is not signed within the given period (30 working days), the EMD will be forfeited after a grace period of 15 working days.* *The bidder has to accept all terms and conditions of the Bank and should not*	The Clause stands unchanged

			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.	*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.*	
264	45	ANNEXURE I-TERMS AND CONDITIONS	2. DURATION OF CONTRACT Individual RRB will enter into contract initially for a period of 5 years from the date of implementation (Go-Live Sign-Off) with option of further extension of contract, for another two terms of 1 year each, at the same rate and same terms & conditions, provided services of the bidder is satisfactory and at Bank's sole discretion. Bank reserves right to cancel the contract at any time in case system/Solution/OTS fails to meet any of the requirements as mentioned in the RFP.	Bidder requests below modifications: 2. DURATION OF CONTRACT Individual RRB will enter into contract initially for a period of 5 years from the date of implementation (Go-Live Sign-Off) with option of further extension of contract, for another two terms of 1 year each, at the ~~same~~ *mutually agreed* rate and *mutually agreed* ~~same~~ terms & conditions, provided services of the bidder are found satisfactory and at Bank's sole discretion. *Bank reserves right to cancel the contract at any time in case system/Solution/OTS fails to meet any of the requirements as mentioned in the RFP.*	The Clause stands unchanged
265	45	ANNEXURE I-TERMS AND CONDITIONS	3. PERFORMANCE BANK GUARANTEE d. In case successful bidder submits any false information or declaration letter during the tender process or period of contract, Bank shall invoke the Performance Bank Guarantee submitted by the bidder to recover penalty/damages. In case successful bidder fails to perform the contract, Bank shall invoke the Performance Bank Guarantee to recover penalty/damages.	Bidder requests below modifications: d. *In case successful bidder submits any false information or declaration letter during the tender process or period of contract, Bank shall invoke the Performance Bank Guarantee submitted by the bidder to recover penalty/damages.* In case successful bidder fails to perform *any material obligations* under the contract, Bank shall invoke the Performance Bank Guarantee to recover penalty/damages *only after providing 30 days cure period to Bidder for rectifying such material breach.*	The Clause stands unchanged

| 26 6 | 46 | ANNEXURE I- TERMS AND CONDITIONS | 4. ACCEPTANCE OF ORDER (ORDER PLACEMENT) The vendor (successful bidder) shall have to accept and acknowledge Purchase orders within 15 working days from the date of order placement. In case of acceptance, vendor has to submit Performance Bank Guarantee within 30 days of acceptance of Purchase Order. Bank has a right to cancel the order and forfeit the entire EMD amount if the Purchase Order is not accepted within a period of 15 working days or PBG is not submitted within 30 days from the date of order. | Bidder requests below modifications:

4. ACCEPTANCE OF ORDER (ORDER PLACEMENT) The vendor (successful bidder) shall have to accept and acknowledge *mutually agreed* Purchase orders within 15 working days from the date of order placement. In case of acceptance, vendor has to submit Performance Bank Guarantee within 30 days of acceptance of Purchase Order. Bank has a right to cancel the order *and forfeit the entire EMD amount* if the same is not accepted within a period of 15 working days from the date of order, otherwise it will be considered as accepted. | The Clause stands unchanged |
| 26 7 | 46 | ANNEXURE I- TERMS AND CONDITIONS | 5. NON-ACCEPTANCE/ NON-EXECUTION OF ORDER In case the bidder shortlisted through this RFP process (hereinafter called "vendor") refuses to accept / execute the order, Bank will procure the same from the respective OSD/OEM as per existing terms & conditions and rate accepted by OSD/OEM. The said vendor will have to bear the difference of cost if any of such item / product purchased by Bank from OSD/OEM (Bank is having all the rights to recover the difference/ penalty amount from PBG as well as any amount payable to the said vendor). Bank also reserves the right to blacklist/debar the said vendor in such eventuality without giving any notice thereof in this regard for a period of further three years from the date of blacklisting/debarment. | Bidder requests below modifications: 5. NON-ACCEPTANCE/ NON-EXECUTION OF ORDER In case the bidder shortlisted through this RFP process (hereinafter called "vendor") refuses to accept / execute the *mutually agreed* order, Bank will procure the same from the respective OSD/OEM as per existing terms & conditions and rate accepted by OSD/OEM. The said vendor will have to bear the difference of cost if any of such item / product purchased by Bank from OSD/OEM *(Bank is having all the rights to recover the difference/ penalty amount from PBG as well as any amount payable to the said vendor). Bank also reserves the right to blacklist/debar the said vendor in such eventuality without giving any notice thereof in this regard for a period of further three years from the date of blacklisting/debarment.* | The Clause stands unchanged |

26 8	54	ANNEXURE I-TERMS AND CONDITIONS	10.4 DELAY IN ONBOARDING AND CUSTOMIZATION, IMPLEMENTATION OF UPDATES---Other Terms and Conditions: ....All types of Penalties can be levied simultaneously up to their maximum limit. Maximum deducted penalty of one type will not affect any other type of penalty. 100% of any item is the eligible amount after deduction of Penalty, if any.	Bidder requests below modifications: 10.4 DELAY IN ONBOARDING AND CUSTOMIZATION, IMPLEMENTATION OF UPDATES---Other Terms and Conditions: ....***All types of Penalties can be levied simultaneously up to their maximum limit. Maximum deducted penalty of one type will not affect any other type of penalty 100% of any item is the eligible amount after deduction of Penalty, if any.***	The Clause stands unchanged
26 9	55	ANNEXURE I-TERMS AND CONDITIONS	10.4 DELAY IN ONBOARDING AND CUSTOMIZATION, IMPLEMENTATION OF UPDATES---Other Terms and Conditions: .... If there is delay by the Vendor, downtime of the solution or absence of onsite engineer is such that the Penalty deducted for it reaches its maximum value of juncture, Bank reserves the right to Cancel the Purchase Order, Terminate the Contract, Forfeit the Performance Bank Guarantee and Blacklist the Vendor. Bank, at its sole discretion, may exercise any or all of the options against the Vendor, in such circumstances.	Bidder requests below modifications: 10.4 DELAY IN ONBOARDING AND CUSTOMIZATION, IMPLEMENTATION OF UPDATES---Other Terms and Conditions: .... If there is delay by the Vendor, downtime of the solution or absence of onsite engineer is such that the Penalty deducted for it reaches its maximum value of juncture, Bank reserves the right to Cancel the Purchase Order, Terminate the Contract, Forfeit the Performance Bank Guarantee ***and Blacklist the Vendor. Bank, at its sole discretion, may exercise any or all of the options against the Vendor,*** in such circumstances.	The Clause stands unchanged
27 0	53	ANNEXURE I-TERMS AND CONDITIONS	**10.4 DELAY IN ONBOARDING AND CUSTOMIZATION, IMPLEMENTATION OF UPDATES---Other Terms and Conditions:** · In case the bidder refuses to accept / execute the order, bank is having all the rights to recover the penalty amount from PBG as well as any amount payable to the bidder. If required, Bank may also act against the bidder and blacklist them without any correspondence in this regard. · Penalty can be deducted from any payment made to the Vendor. · Bank reserves the right to terminate the contract, forfeit the EMD/PBG and blacklist the Bidder/OEM in case computation of the	Bidder requests below modifications: **10.4 DELAY IN ONBOARDING AND CUSTOMIZATION, IMPLEMENTATION OF UPDATES---Other Terms and Conditions:** · In case the bidder refuses to accept / execute the order, bank is having all the rights to recover the penalty amount from PBG as well as any amount payable to the bidder ***under the same Contrcat. If required, Bank may also act against the bidder and blacklist them without any correspondence in this regard.*** · Penalty can be deducted from any payment made to the Vendor ***under the same Contrcat.***	The Clause stands unchanged

			penalty exceeds 10% of the total Project Cost.	· Bank reserves the right to terminate the contract **and** forfeit the EMD/PBG ***and blacklist the Bidder/OEM*** in case computation of the penalty exceeds 10% of the total Project Cost.	
27 1	53	ANNEXURE I-TERMS AND CONDITIONS	**10.4 DELAY IN ONBOARDING AND CUSTOMIZATION, IMPLEMENTATION OF UPDATES---Other Terms and Conditions:** · If any act or failure by the 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. · If the 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. · Any financial loss to the Bank on account of fraud taking place due to Bidder, its employee or their services provider's negligence shall be recoverable from the Bidder along with damages if any with regard to the Bank's reputation and goodwill.	Bidder requests below modifications: **10.4 DELAY IN ONBOARDING AND CUSTOMIZATION, IMPLEMENTATION OF UPDATES---Other Terms and Conditions:** · If any act or failure by the 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 **10 % of the** cost **of the undelivered portion** ~~*it incurs or the loss it suffers*~~ for such failures. · If the 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 **and** ~~*or to*~~ recover a suitable amount ~~as deemed reasonable~~ as Penalty / Liquidated Damage for non-performance ***as agreed in the RFP***. ~~*· Any financial loss to the Bank on account of fraud taking place due to Bidder, its employee or their services provider's negligence shall be recoverable from the Bidder along with damages if any with*~~	The Clause stands unchanged

				regard to the Bank's reputation and goodwill.	
272	54	ANNEXURE I-TERMS AND CONDITIONS	10.4 DELAY IN ONBOARDING AND CUSTOMIZATION, IMPLEMENTATION OF UPDATES---Other Terms and Conditions: ·The payments for ATS shall be made in advance if the bidder submits Bank guarantee of equivalent amount, else the same shall be made in arrears	Is this Bank guarantee different than PBG which mentioned under this RFP. Do we need to submit two PBGs ? Please clarify	The payments for ATS shall be made in advance if the bidder submits **Bank guarantee of equivalent amoun**t, else the same shall be made in arrears
273	54	ANNEXURE I-TERMS AND CONDITIONS	10.4 DELAY IN ONBOARDING AND CUSTOMIZATION, IMPLEMENTATION OF UPDATES---Other Terms and Conditions: All types of Penalties can be levied simultaneously up to their maximum limit. Maximum deducted penalty of one type will not affect any other type of penalty 100% of any item is the eligible amount after deduction of Penalty, if any.	Bidder requests below modifications: *All types of Penalties can be levied simultaneously up to their maximum limit. Maximum deducted penalty of one type will not affect any other type of penalty 100% of any item is the eligible amount after deduction of Penalty, if any.*	The Clause stands unchanged
274	55	ANNEXURE I-TERMS AND CONDITIONS	11. WARRANTY Ø Free of cost version upgrade/customization will be done by bidder whenever new version of software/solution is released or new requirements comes.	Any new version upgrade/customization will be subject to change control procedure.	The Clause stands unchanged
275	56	ANNEXURE I-TERMS AND CONDITIONS	12.UPGRADES AND UPDATES The bidder shall be required to provide all future updates and upgrades for the proposed software free of cost during the contract period. If, however, the upgrades/updates are not available then the support for the implemented solution should be available at any point of time.	Any or all all future updates and upgrades for the proposed software will be subject to change control procedure.	The Clause stands unchanged

27 6	57	ANNEXURE I- TERMS AND CONDITIONS	13.SERVICE LEVEL AGREEMENT The resident IT Professional of the Service Provider/Vendor shall respond/ attend to any notification of a fault incident immediately to Bank officials. Email and Telephonic Support should also be provided by the back-end experts to the resident IT Professional. The non-delivery of services or non-response or any breach of information will lead to penalty. The penalty is applicable in respect of non-delivery of services/ support as per the requirement of this RFP.	Bidder requests below modifications: 13.SERVICE LEVEL AGREEMENT The resident IT Professional of the Service Provider/Vendor shall respond/ attend to any notification of a fault incident ***as per agreed timleine immediately*** to Bank officials. Email and Telephonic Support should also be provided by the back-end experts to the resident IT Professional. ***The non-delivery of services or non-response or any breach of information will lead to penalty. The penalty is applicable in respect of non-delivery of services/ support as per the requirement of this RFP.***	The Clause stands unchanged
27 7	57	ANNEXURE I- TERMS AND CONDITIONS	13.SERVICE LEVEL AGREEMENT The proposed IT Professional shall be on the company roll on the similar scope of work. Resources from franchise/partners on outsourcing mode are not acceptable. All resources should clear interview process by Bank officials/ Bank appointed consultants.	Bidder seeks permission to hire such resources from OEM/Third party as required and request for the removal of this provision which states that "the proposed engineer shall be on the company roll on the similar scope of work. Resources from franchise/partners on outsourcing mode are not acceptable".	The Clause stands unchanged
27 8	38	ANNEXURE I- TERMS AND CONDITIONS	27. INTELLECTUAL PROPERTY RIGHTS 1. Bidder assumes responsibility for and shall indemnify and keep the Bank harmless from all liabilities, claims, costs, expenses, taxes and assessments including penalties, punitive damages, expenses incurred and costs which are or may be required to be paid by reasons of any breach of the bidder's obligations under this Agreement or otherwise for which the Bidder has assumed responsibilities including those imposed under any Agreement, local or national law or laws, or in respect to all salaries, wages or other compensation to all persons employed/hired/deployed/services utilized by the Bidder in connection with the performance/discharge of its obligations under this Agreement. The Bidder shall execute, deliver such other further	Bidder requests below modifications: 27. INTELLECTUAL PROPERTY RIGHTS ***1. Bidder assumes responsibility for and shall indemnify and keep the Bank harmless from all liabilities, claims, costs, expenses, taxes and assessments including penalties, punitive damages, expenses incurred and costs which are or may be required to be paid by reasons of any breach of the bidder's obligations under this Agreement or otherwise for which the Bidder has assumed responsibilities including those imposed under any Agreement, local or national law or laws, or in respect to all salaries, wages or other compensation to all persons employed/hired/deployed/services utilized by the Bidder in connection with the performance/discharge of its obligations***	The Clause stands unchanged

| | | | instruments to comply with all the requirements of such laws and regulations as may be necessary there under to conform and effectuate the terms of this Agreement and to protect the Bank during the tenure of the Agreement. | *under this Agreement. 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 terms of this Agreement and to protect the Bank during the tenure of the Agreement.* | |

| 27 9 | 58 | ANNEXURE I- TERMS AND CONDITIONS | 19.TERMINATION OF CONTRACT …………………………………………………… ......for any valid reason, including but not limited to the following: a) Excessive delay in execution of order placed by the Bank b) Discrepancies / deviations in the agreed processes and/or products c) Failure of vendor (successful bidder) to complete implementation of appliance within the time as specified in the RFP document d) Violation of terms & conditions stipulated in this RFP/agreement. e) Delay in offering f) Serious discrepancy noticed during the testing of the project, g) Serious discrepancy in maintenance of the project. h) Serious discrepancy in functionality to be provided or the performance levels agreed upon, which have an impact on the functioning of the Bank. i) Delay in commissioning project beyond the specified periods. j) Delay in completing commissioning/ implementation and acceptance tests/checks beyond specified periods. k) Failure of the selected bidder to accept the contract/ work order and furnish the Performance Bank guarantee within 30 days of receipt of work on contract. | Bidder requests that termination for breach should be limited to those obligations which amounts to material breach of the contrcat not for general/minor breach.

19.TERMINATION OF CONTRACT ~~……………………………………………………~~ ~~.for any valid reason, including but not limited to the following:~~ ~~a) Excessive delay in execution of order placed by the Bank~~ ~~b) Discrepancies / deviations in the agreed processes and/or products~~ ~~c) Failure of vendor (successful bidder) to complete implementation of appliance within the time as specified in the RFP document~~ ~~d) Violation of terms & conditions stipulated in this RFP/agreement.~~ ~~e) Delay in offering~~ ~~f) Serious discrepancy noticed during the testing of the project,~~ ~~g) Serious discrepancy in maintenance of the project.~~ ~~h) Serious discrepancy in functionality to be provided or the performance levels agreed upon, which have an impact on the functioning of the Bank.~~ ~~i) Delay in commissioning project beyond the specified periods.~~ ~~j) Delay in completing commissioning/ implementation and acceptance tests/checks beyond specified periods.~~ ~~k) Failure of the selected bidder to accept the contract/ work order and furnish the Performance Bank guarantee within 30 days of receipt of work on contract.~~ | The Clause stands unchanged |

28 0	59	ANNEXURE I- TERMS AND CONDITIONS	19.TERMINATION OF CONTRACT .... Notwithstanding anything contained hereinabove, the Bank reserves the right to terminate the contact at any time without assigning any reasons. In case of termination of contract for the reasons that the services of vendor are not found satisfactory", the Bank shall be free to Blacklist the vendor thereby debarring them from participating in future Bids/Tender processes.	Bidder requests for the deletion of this provision in its entirety . 19.TERMINATION OF CONTRACT .... ~~Notwithstanding anything contained hereinabove, the Bank reserves the right to terminate the contact at any time without assigning any reasons.~~ ~~In case of termination of contract for the reasons that the services of vendor are not found satisfactory", the Bank shall be free to Blacklist the vendor thereby debarring them from participating in future Bids/Tender processes.~~	The Clause stands unchanged
28 1	59	ANNEXURE I- TERMS AND CONDITIONS	19.TERMINATION OF CONTRACT ....In the event that the termination of the Contract is due to the expiry of the term of the Contract, a decision not to grant any (further) extension by Punjab National Bank, the bidder herein shall be obliged to provide all such assistance to the next successor bidder or any other person as may be required and as Punjab National Bank may specify including training, where the successor(s) is a representative/personnel of Punjab National Bank to enable the successor to adequately provide the Service(s) hereunder, even where such assistance is required to be rendered for a reasonable period that may extend beyond the term/earlier termination hereof. Nothing herein shall restrict the right of Punjab National Bank to invoke the Performance Bank Guarantee and other guarantees, securities furnished, enforce the Deed of Indemnity and pursue such other rights and/or remedies that may be available to Punjab National Bank under law or otherwise. The termination hereof shall not affect any accrued right or liability of either Party nor affect the operation of	Bidder requests for the deletion of this provision in its entirety . 19.TERMINATION OF CONTRACT ....In the event that the termination of the Contract is due to the expiry of the term of the Contract, a decision not to grant any (further) extension by Punjab National Bank, the bidder herein shall be obliged to provide all such assistance to the next successor bidder or any other person as may be required and as Punjab National Bank may specify including training, where the successor(s) is a representative/personnel of Punjab National Bank to enable the successor to adequately provide the Service(s) hereunder, even where such assistance is required to be rendered for a reasonable period that may extend beyond the term/earlier termination hereof. ***Any such exit service/assistance will be provided as per mutually agreed period and any additional cost will be payable by Bank***. ***~~Nothing herein shall restrict the right of Punjab National Bank to invoke the Performance Bank Guarantee and other guarantees, securities furnished, enforce~~***	The Clause stands unchanged

			the provisions of the Contract that are expressly or by implication intended to come into or continue in force on or after such termination.	*the Deed of Indemnity and pursue such other rights and/or remedies that may be available to Punjab National Bank under law or otherwise. The termination hereof shall not affect any accrued right or liability of either Party nor affect the operation of the provisions of the Contract that are expressly or by implication intended to come into or continue in force on or after such termination.*	
28 2	60	ANNEXURE I- TERMS AND CONDITIONS	21.MALACIOUS CODE CERTIFICATE The Bidder should upload following certificate in the bid: - 21.1 This is to certify that the Solution and Software being offered, as part of the contract, does not contain Embedded Malicious code that would activate procedures to: 21.1.1 Inhibit the desires and designed function of the equipment. 21.1.2 Cause physical damage to the user or equipment during the exploitation. 21.1.3 Tap information resident or transient in the equipment/network. 21.2 The firm will be considered to be in breach of the procurement contract, in case physical damage, loss of information or infringements related to copyright and Intellectual Property Right (IPRs) are caused due to activation of any such malicious code in embedded software.	Bidder request for the deletion of this clause in its entirety and additions of below provisions----- *Unless and to the extent Malware protection is provided as a Bidder responsibility as part of the Services, Bidder has no responsibility:* *a. for Loss or damage (including under an indemnity) caused by Malware not introduced by Bidder, its affiliates or subcontractors into the Services or into any Bank systems (or removal of such Malware); or* *b. for restoration of lost, damaged or corrupted data or applications caused by Malware, except for Bidder's data backup and restore obligations (if any) specified in that SOW/Scope document.* *To the extent Malware protection is not provided as part of the Services, Bidder will use commerrcial reasonable efforts to assist Bank to remove viruses or Malware subject to payment by Bank for the additional work performed on a time and materials basis at the rates specified in the applicable SOW/Contract, and if no applicable rates are specified, at Bidder's then standard commercial rates.*	The Clause stands unchanged
28 3	61	ANNEXURE I- TERMS AND CONDITIONS	24.INFORMATION SECURITY Successful Bidder upon selection will comply with all the present and future	*Any complaince of future provisions of the Information Security Policy/Guidelines of RBI, Respective Govt. Agencies and the*	The Clause stands unchanged

				Bank and any such regulatory requirements will be subject to change control process. Any observation pointed out by these bodies and any implementation for all the audit points raised by Bank's internal/external team during the contract period will be subject to change control process.	

provisions of the Information Security Policy/Guidelines of RBI, Respective Govt. Agencies and the Bank and provide such regulatory requirements at no additional cost to Bank during the ATS/AMC period. The Solution may be audited by RBI/any other Regulatory Authority and any observation pointed out by these bodies have to be complied by the successful bidder within the timelines stipulated by the regulatory agencies, without any additional cost to the Bank.

The offered solution shall be subjected to Bank's audit through off-site and on-site scrutiny at any time during the contract period. The auditors may be internal/ external. The successful bidder should provide solution and implementation for all the audit points raised by Bank's internal/external team during the contract period, within the stipulated timelines, without any extra cost.

28 4	61	ANNEXURE I- TERMS AND CONDITIONS	25.DATA PROTECTION	The Parties will comply with applicable Privacy Laws to the extent required for the performance and receipt of Services. The Parties will comply with any other Personal Information protection requirements set out in applicable SOW/Addenda that the Parties agree in a document for the applicable SOW/Contract. Bidder acting as a service provider will Process Personal Information on behalf of Customer as required to perform the Services in accordance with the applicable SOW/Contract. Unless, and to the extent, set out in a SOW/Contract Bidder will not Process Personal Information for any other purpose. Customer confirms that it has obtained all necessary consents and authorizations for the lawful Processing of Personal Information by Bidder. Its Affiliates and its subcontractors before providing Personal Information to Bidder. Customer authorizes Bidder, its	The Clause stands unchanged

285	62	ANNEXURE I-TERMS AND CONDITIONS	30.ESCROW MECHANISM	Bidder requests for the removal of this clause in its entirety as there is no such requirement for escrow	The Clause stands unchanged
286	62	ANNEXURE I-TERMS AND CONDITIONS	31.LIMITATION OF LIABILITY Vendor's aggregate liability under the contract shall be limited to a maximum of the contract value. This limit shall not apply to third party claims for: - a) IP Infringement indemnity b) Bodily injury (including Death) and damage to real property and tangible property caused by vendor/s' and its employees gross negligence/willful misconduct. c) Breach of confidentiality provisions. d) Any other liability that cannot be capped or excluded as a matter of applicable law and imposed by statutory authorities/government bodies/court/tribunals etc. e) This limit shall not apply to third party claim. f) Any other breach caused due to non-performance of obligations of bidder	Bidder requests below modifications: 31.LIMITATION OF LIABILITY Vendor's aggregate liability under the contract *(whether under the contract, in tort, under indemnities or otherwise)*, shall be limited to t*he amount paid to the Service Provider by Bank under this Agreement during the 12 months prior to the claim date that gives rise to such liability* a maximum of the contract value. This limit shall not apply to third party claims for: - a) IP Infringement indemnity b) Bodily injury (including Death) and damage to real property and tangible property caused by vendor/s' and its employees gross negligence/willful misconduct. c) Breach of confidentiality provisions.*except to the extent such a breach relates to, or involves, personal information/data or Bank's data, or is a breach of a privacy law obligation*; *d) Any other liability that cannot be capped or excluded as a matter of applicable law and imposed by statutory*	Please refer Sr No 15 of Corrigendum 1

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Affiliates, and its subcontractors to Process the Personal Information that Customer provides to Bidder to perform Its obligations under a Contract.

				authorities/government bodies/court/tribunals etc. *e) This limit shall not apply to third party claim.* *f) Any other breach caused due to non-performance of obligations of bidder*	
287	43	ANNEXURE I-TERMS AND CONDITIONS	38. INSPECTION AND AUDIT	Bidder requests below additions to this clause;: *Audits will be limited solely to computing environments dedicated to Customer. Customer has no right to audit any information relating to Bidder's costs or profits in performing Services, records or minutes of internal management meetings of Bidder, Confidential Information relating to Bidder's employees, suppliers, or customers, information subject to legal professional privilege, or information not directly related to the performance of the relevant Services.*	The Clause stands unchanged
288	Additions	ANNEXURE I-TERMS AND CONDITIONS	No provision in the RFP for the protection of Intellectual Property Rights	Bidder requests below additions to the RFP: *(a) All pre-existing "Intellectual Property Rights (means all materials, copyrights, patents, trademarks, know-how, methodologies, processes, techniques, tools, forms, templates, software, inventions, discoveries, service marks,*	The Clause stands unchanged

| | | | | *design rights, trade secrets (whether registered or unregistered) and all other similar intellectual proprietary rights) shall belong to the Party or third party that owned such rights prior to this Agreement. All modifications, enhancements and derivative works on such pre-existing ''Intellectual Property Rights" shall belong to that Party or third party that owned such pre-existing Intellectual Property Rights prior to this Agreement.*
 (b) All IP developed, or created, or customized by Bidder, its affiliates and subcontractors, in connection with the agreement/RFP, including deliverables developed for the Customer and/or jointly with Customer shall be owned by Bidder except for "Pre-Existing IP" of Customer. Bidder grants to Customer a limited, non-exclusive, non-transferable, worldwide, royalty free license to use such IPs solely for Customer's internal business purposes during the term of the contract.
 (c) Any third-party IP(s) or product(s) will be provided in accordance with respective third party's terms and conditions. Any warranties and indemnities in respect of third party proprietary software or IP or product incorporated in Services are limited to those provided in the applicable third party's terms and conditions. | |
| 28 9 | Additio ns | ANNEXURE I-TERMS AND CONDITIONS | No provision for delay or failure by Customer/Bank | Bidder requests below additions to the RFP:
 Bidder's non-performance or delay resulting from Bidder's failure or delay to comply with its responsibilities and obligations, will be excused and Bidder will not be liable for such non-performance caused or contributed by Bank. Bidder shall be entitled to extension of time and/or payment of additional cost incurred as a result of such delay or failure. | The Clause stands unchanged |

| 290 | 75 | ANNEXURE VI | *COMPLIANCE STATEMENT*
Reg.: RFP for Selection of Application Services Provider for Internet Banking Services to customers of Sponsored RRBs
Terms and Conditions
We hereby undertake and agree to abide by all the terms
and conditions including all annexure, corrigendum(s)
etc. stipulated by the Bank in this RFP. (Any deviation
may result in disqualification of our bid).
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 extension of
contract 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 agreement and suitable penal action may be
taken by Bank against us including invoking the EMD
and/ or PBG and black-listing. | Bidder requests below modifications:
COMPLIANCE STATEMENT
Reg.: RFP for Selection of Application Services Provider for Internet Banking Services to customers of Sponsored RRBs
Terms and Conditions
We hereby undertake and agree to abide by all the ***mutually agreed*** 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).
We understand & agree that in event of being successful
in the bid and being empaneled, we shall comply to the
mutually agreed 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 extension of~~
~~contract 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 agreement and suitable penal action may be~~
~~taken by Bank against us including invoking the EMD~~
~~and/ or PBG and black-listing.~~ | The Clause stands unchanged |

29 1	75	ANNEXURE VI	*COMPLIANCE STATEMENT* *Reg.: RFP for Selection of Application Services Provider for Internet Banking Services to customers of Sponsored RRBs* *RFP, Clarifications & subsequent Corrigendum/s, if Any.* We hereby undertake that we have gone through RFP, clarifications & Corrigendum/s issued by Bank and agree to abide by all the terms and conditions including all annexure, corrigendum(s) etc. stipulated by the Bank in this RFP. (Any deviation may result in disqualification of our bid).	Bidder requests below modifications: *COMPLIANCE STATEMENT* *Reg.: RFP for Selection of Application Services Provider for Internet Banking Services to customers of Sponsored RRBs* *RFP, Clarifications & subsequent Corrigendum/s, if Any.* We hereby undertake that we have gone through RFP, clarifications & Corrigendum/s issued by Bank and agree to abide by all the ***mutually agreed*** 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).*~~	The Clause stands unchanged
29 2	75	ANNEXURE VI	*COMPLIANCE STATEMENT* *Reg.: RFP for Selection of Application Services Provider for Internet Banking Services to customers of Sponsored RRBs* 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).	Bidder requests below modifications: *Scope of work and/Technical Specification* We certify that the systems/services offered by us ***as per our response submitted*** for tender conform to the Scope of work and technical specifications stipulated by you. ~~*(Any deviation may result in disqualification of our bid).*~~	The Clause stands unchanged
29 3	45	ANNEXURE 1	3. PERFORMANCE BANK GUARANTEE a. The successful bidder will have to submit Performance Bank Guarantee amounting to 10 % of Contract value. d. In case successful bidder fails to perform the contract or breaches the terms of the contract, Bank shall invoke the Performance Bank Guarantee to recover penalty/damages	a) Bidder seeks PBG to be provided at 3% of annual contract value and shall be renewed yearly at 3% of relevant subsequent year's contract value. b) Request to Add - Bank shall invoke the PBG only on occurrence of material breach and after the Bank provides a 30 days cure period to the bidder to rectify the material breach for which the PBG is sought to be invoked.	The Clause stands unchanged

294	47	ANNEXURE 1	7. IMPLEMENTATION AND TIMELINES Any deliverable which has not been supplied or not operational on account of which the implementation is delayed, will be deemed/treated as non-delivery thereby excluding the Bank from all payment obligations under the terms of this contract. Bidder will have to pay late delivery charges to Bank @ 1% of the Contract value inclusive of all taxes, duties, levies etc., per week or part thereof, for late implementation of proposed solution for end to end handling of Internet Banking Solution beyond due date of delivery, to a maximum of 10% of the overall Contract value inclusive of all taxes, duties, levies etc.	Liquidated damages should be applicable only in the event of delay in delivery solely attributable to the Bidder and should be computed at the rate of 0.5% of the value of the delayed deliverables per each week of delay, subject to the maximum of 5% of the relevant deliverable values.	The Clause stands unchanged
295	48	ANNEXURE 1	9. PAYMENT TERMS Invoices will have to be raised on quarterly arrear basis for all components and payment shall be made after receiving error free invoice from the vendor	Bidder proposes quarterly in advance payment	Kindly refer Clause 14 of Corrigendum 1, Other clauses stands unchanged
296	48	ANNEXURE 1	9. PAYMENT TERMS 1. One Time Costs (License + Implementation Cost) • SRS Sign-off --- 10% • UAT Sign-off --- 30% • Go Live--- 30% • 3 months post Go-Live after satisfactory performance--- 30%	Bidder proposes following payment milestones- a. **Licenses-** 100% of payment for all Software & Licenses shall be made upfront at the time of delivery of the software or license. No licenses in phased manner will be provided. b. **Implementation-** • SRS Sign-off --- 25% • UAT Sign-off --- 55% • Go Live--- 20%	Kindly refer Clause 14 of Corrigendum 1, Other clauses stands unchanged
297	48	ANNEXURE 1	9. PAYMENT TERMS 2. Onsite Technical Support 100 % payment on quarterly in arrear after receipt of tax invoice and signoff (after deducting penalty, if any)	Bidder requests payment for Onsite Technical support to be made quarterly in advance. SLA penalties if any shall be adjusted through a credit note.	Kindly refer Clause 14 of Corrigendum 1, Other clauses stands unchanged

298	48	ANNEXURE 1	9. PAYMENT TERMS The Bank shall pay each undisputed invoice raised in accordance with this RFP and subsequent agreement, within thirty (30) Days after its receipt	Bidder proposes following terms: i. All undisputed invoices to be paid within fifteen (15) calendar days from the date of invoice ii. Any delay in payment of undisputed invoices will attract interest for late payment @ 1% per month iii. Bidder has rights to terminate or suspend the services in case of non-payment of undisputed invoice	Kindly refer Clause 14 of Corrigendum 1, Other clauses stands unchanged
299	51	ANNEXURE 1	10. PENALTY 10.1 Penalty for Operational/ Functional Issues/ Downtime	Total amount eligible to be deducted as part of SLA penalty shall be capped at maximum 5% of monthly payable charges for all periods.	Kindly refer Clause 13 of Corrigendum 1, Other clauses stands unchanged
300	51	ANNEXURE 1	10. PENALTY 10.2 Penalty Due to Delay In Service Delivery No payment for Absence of resources plus 10% of quarterly payout will be deducted if resource is absent for more than 5 days per resource.	Bidder proposes following amendment to the clause- No payment for Absence of resources plus ~~10%~~ 5% of quarterly payout will be deducted if resource is absent for more than 5 days per resource.	Kindly refer Clause 13 of Corrigendum 1, Other clauses stands unchanged
301	53	ANNEXURE 1	10. PENALTY Other Terms and Conditions: Bank reserves its right to recover the penalty amounts by any mode such as adjusting from any payments to be made by Bank to the Bidder or from any dues that may be payable to the vendor under any previous contract with the Bank under the right of set off	Bidder proposes following amendment to the clause- Bank reserves its right to recover the penalty amounts by any mode such as adjusting from any payments to be made by Bank to the Bidder ~~or from any dues that may be payable to the vendor under any previous contract with the Bank under the right of set off~~ as part of current contract only	Kindly refer Clause 13 of Corrigendum 1, Other clauses stands unchanged
302	54	ANNEXURE 1	10. PENALTY Other Terms and Conditions: In the absence of the deployed OTS resource, suitable replacement is to be provided on immediate basis. In case of absolute absence (when no replacement is provided), penalty would be deducted @0.5% of monthly pay-out of the past month, for each day, up to a maximum of 10%.	Bidder proposes following amendment to the clause- In the absence of the deployed OTS resource, suitable replacement is to be provided on immediate basis. In case of absolute absence (when no replacement is provided), penalty would be deducted @0.5% of monthly pay-out of the past month, for each day, up to a maximum of ~~10%~~ 5%	Kindly refer Clause 13 of Corrigendum 1, Other clauses stands unchanged

30 3	59	ANNEXURE 1	19.TERMINATION OF CONTRACT The Bank, by a written notice for a period of Sixty (60) days (both in words and figures) sent to the selected Bidder/Vendor, may terminate the said Agreement/Contract, in whole or in part, at any time at its convenience	Bidder proposes- Bank shall provide written notice of atleast 90 days to Bidder in case termination for convenience by bank. Bidder shall have mutual right of termination for convenience by providing 90 days notice period. In case of termination of this Agreement due to convenience, Bank shall pay to SI for the services rendered up to the point of termination, hardware and software delivered up to date of termination. Bank shall also pay the SI reasonable termination charges taking into account reasonable shutdown costs, transition charges and unamortized startup costs, including termination costs of third party contracts and employee costs.	The Clause stands unchanged