

Punjab National Bank



CORRIGENDUM-1

(Dated 09.08.2024)

RFP for selection of vendor for Supply, Installation, Implementation & Maintenance of Cloud based Chatbot Solution dated 05.07.2024.

(RFP Ref: RFP Ref. No. PNB/HO/DBTD/RFP/Chatbot/01/2024-25 Dated: 05.07.2024)

Punjab National Bank, Head Office,
4th Floor, Centralized Procurement & Partnerships Division (CPPD),
5, Sansad Marg, New Delhi 110 001
Email: dbtd.procurement@pnb.co.in
Website: www.pnbindia.in

Corrigendum-1: RFP for Supply, Installation, Implementation & Maintenance of Cloud based Chatbot Solution.

Sl.	RFP Clause Ref. No.	Existing Clause	Revised Clause
1.	RFP Page no.14 Background and Purpose of the Project	Bank is floating this RFP for a new Chatbot as per the scope of work defined in this RFP document. The Chatbot Solution shall be hosted On-Cloud and should comply with Scope, Terms & Conditions, etc. of this RFP.	Bank is floating this RFP for new Chatbot Solution 1. Customer facing chatbot 2. Bank's internal users chatbot as per the scope of work defined in this RFP document. The Chatbot Solution shall be hosted On-Cloud and should comply with Scope, Terms & Conditions, etc. of this RFP.
2.	RFP Page no.14 Background and Purpose of the Project	Punjab National Bank invites sealed tenders from technically and commercially competitive Equipment Manufacturers (OEMs)/ Service Providers/ Authorised Representatives in India for Supply, Installation, Implementation & Maintenance of Chatbot Solution. The Bidder and the OEM of the proposed components should be well-qualified to supply, install, implement, maintain and support the solution.	Punjab National Bank invites sealed tenders from technically and commercially competitive Equipment Manufacturers (OEMs)/ Service Providers/ Authorised Representatives in India for Supply, Installation, Implementation & Maintenance of Cloud based Chatbot Solution (Customer facing Chatbot & Bank's internal users Chatbot). The Bidder and the OEM of the proposed components should be well-qualified to supply, install, implement, maintain and support the solution.
3.	RFP Page no.15 Background and Purpose of the Project	Punjab National Bank invites sealed bids (Technical bid and Commercial bid) from eligible bidders who are technically & commercially competitive for Supply, Installation, Implementation & Maintenance of Chatbot Solution. This invitation of Bids is open to all Original Equipment Manufacturers (OEMs)/ Service Providers/ Authorised Representatives of the solution offered or its authorized representative in India. Joint bid will not be accepted by Bank.	Punjab National Bank invites sealed bids (Technical bid and Commercial bid) from eligible bidders who are technically & commercially competitive for Supply, Installation, Implementation & Maintenance of Cloud based Chatbot Solution (Customer facing Chatbot & Bank's internal users Chatbot). This invitation of Bids is open to all Original Equipment Manufacturers (OEMs)/ Service Providers/ Authorised Representatives of the solution offered or its authorized representative in India. Joint bid will not be accepted by Bank.
4.	RFP Page No 25, Clause S (a)	Bidder should have its own proprietary LLM trained on BFSI use cases, and only has to finetune the BOT for Bank Dataset.	Bidder should have its own proprietary LLM or OEM LLM trained on BFSI use cases, and only has to fine-tune the BOT for Bank Dataset.

Corrigendum-1: RFP for Supply, Installation, Implementation & Maintenance of Cloud based Chatbot Solution dated 05.07.2024.

5.	RFP Page No. 25, Generative AI capabilities, Point (f)	The bidder is required to create Setup and Configure New Cloud Infrastructure on behalf of the bank. Also, Bidder may require creating, and setup 3rd Party generative Accounts.	The bidder is required to create Setup and Configure New Cloud Infrastructure on behalf of the bank.
6.	RFP Page No 26, Clause T (e)	BOT must have the support to provide response using rich media templates.	BOT must have the support to provide response using rich media templates which can be in bold, with emoji, italic, etc.
7.	RFP Page No 25, Clause S (r)	Branding of Entire AI Solution	Branding of Entire AI Solution viz. following bank's brand guidelines while developing the UI/UX of the Chatbot Solution.
8.	RFP Page No 17, Clause C (a)	The solution should be able to support voice recording on all channels like Android, iOS, Web, WhatsApp (UI Menu driven ChatBot) and IVR.	The solution should be able to support voice recording on all channels like Android, iOS, Web, WhatsApp (UI Menu driven ChatBot) and IVR, which may have to be retained for any specific purposes and can be used for finetuning of Models and Analysis. The proposed solution shall provide the recordings as and when required by Bank.
9.	RFP Page No 105, Annexure–XI A Point (P)	The chatbot solution must have the collection management capability.	The chatbot solution must have the collection management capability which is being asked for recovery use case for the bank.
10.	RFP Page No 79, ANNEXURE-III - ELIGIBILITY CRITERIA OF THE BIDDER - Point 5	Bidder should have minimum average turnover of Rs.15 Crore. (Rupees Fifteen Crores only) in 2 financial years out of last 3 consecutive financial years (FY-2020-21, 2021-22 or 2022-23).	Bidder should have minimum annual turnover of Rs.15 Crore. (Rupees Fifteen Crores only) in 2 financial years out of last 3 consecutive financial years (FY-2020-21, 2021-22 or 2022-23). In case of MSEs & Start-ups, the minimum annual turnover requirement is Rs.5 Cr. (Rupees Five Crores only) in 2 financial years out of last 3 consecutive financial years (FY-2020-21, 2021-22 or 2022-23).
11.	RFP Page No 79, ANNEXURE-III - ELIGIBILITY CRITERIA OF THE BIDDER - Point 7	The bidder/OEM should have experience of implementation of the Chatbot solution in public/ private cloud architecture in BFSI^ in India.	The bidder/OEM should have experience of implementation of the Chatbot solution in public/ private cloud architecture/ on premise architecture in BFSI^ in India. However, in case bidder is not OEM, in such case bidder shall have the experience of implementation of the Chatbot solution in public/ private cloud architecture/ on premise architecture in BFSI^ in India.

Corrigendum-1: RFP for Supply, Installation, Implementation & Maintenance of Cloud based Chatbot Solution dated 05.07.2024.

12.	RFP Page No 80, ANNEXURE-III - ELIGIBILITY CRITERIA OF THE BIDDER - Point 8	The bidder should be ISO 27001 certified organization and SOC2 certified. The bidder should be certified with any one certificates among CMM Level 3, ISO 27001 certified organization and SOC2 Certified.	The bidder should be ISO 27001 certified organization and SOC2 certified.
13.	RFP Page No 80, ANNEXURE-III - ELIGIBILITY CRITERIA OF THE BIDDER - Point 9	The bidder should be CMM Level 3 and above certified organization in any three of the last five years. The bidder should be certified with any one certificates among CMM Level 3.	The bidder should be CMM Level 3 and above certified organization in any three of the last five years.
14.	RFP Page No 80, ANNEXURE-III - ELIGIBILITY CRITERIA OF THE BIDDER - Point 16	The Bidder (including its OEM, if any) should either be Class I or Class II local supplier as defined in Public Procurement (Preference to Make in India) Revised Order (English) dated 16/09/2020. Certificate of Local Content to be submitted.	The Bidder (including its OEM, if any) should either be Class I or Class II local supplier as defined in Public Procurement (Preference to Make in India) Revised Order (English) dated 16/09/2020. Certificate of Local Content to be submitted as per Annexure-XXIV attached below.
15.	RFP Page No.16 Clause A. (h)	The solution should include a keypad (with both phonetic and native types of typing) to support input in Indian languages (to start with major 12 National languages and thereafter other Regional languages as and when desired by Bank) for Chabot or use device keyboard.	The solution should include a keypad (with both phonetic and native types of typing) to support input in Indian languages (to start with major 12 languages among the Official languages of India in addition to English viz. Assamese, Bengali, Gujarati, Hindi, Kannada, Malayalam, Marathi, Odia, Punjabi, Tamil, Telugu & Meitei (Manipuri) and thereafter other Regional languages as and when desired by Bank) for Chabot or use device keyboard.
16.	RFP Page No.16 Clause A. (j)	The ChatBot deployed should be capable of having an end-to-end conversation in the given languages (in major 12 National languages and thereafter other Regional languages as and when desired by Bank) with the users.	The ChatBot deployed should be capable of having an end-to-end conversation in the given languages (to start with major 12 languages among the Official languages of India in addition to English viz. Assamese, Bengali, Gujarati, Hindi, Kannada, Malayalam, Marathi, Odia, Punjabi, Tamil, Telugu & Meitei (Manipuri) and thereafter other Regional languages as and when desired by Bank) with the users.

Corrigendum-1: RFP for Supply, Installation, Implementation & Maintenance of Cloud based Chatbot Solution dated 05.07.2024.

17.	RFP Page no. 94 Annexure XI TECHNICAL AND FUNCTIONAL SPECIFICATIONS OF THE SOLUTION (Point no.3)	Basic Certification • ISO 9001- 1 marks • ISO 27001- 2 marks • CMMI Level 3 & above – 2 marks	Basic Certification • SOC 2- 1 marks • ISO 27001- 2 marks • CMMI Level 3 & above – 2 marks
18.	RFP Page no. 97 Annexure XI (A) - Technical Requirements	Point number 13 of column C	<u>Column C Point number (13)</u> The bot should be able to integrate with our existing Internal Solutions/ Applications like AD, HRMS, CGRMS (Complaint Registration System), Knowledge Centre (Internal knowledge repository Web site for employees), CBS (Core banking Solution) for assistance in various domains.
19.	New Addition	New Addition RFP Reference & Date	Name of RFP: Request for Proposal (RFP) for Supply, Installation, Implementation and Maintenance of Cloud based Chatbot Solution. RFP Reference No.: PNB/ HO/DBTD/RFP/Chatbot/01/2024-25 RFP Dated: 05.07.2024
20.	New addition	New addition	<u>SOURCE CODE ESCROW AGREEMENT</u> a. Selected Bidder shall deposit the source code of the Software and everything required to independently maintain the Software, to the source code escrow account and agrees to everything mentioned in source code escrow agreement. b. Selected Bidder shall deposit the latest version of source code in escrow account at regular intervals as mentioned in source code escrow agreement. c. The Bank shall have the right to get the source code released and will receive no opposition/hindrances from the escrow agent and Selected Bidder under the following conditions: - (i) In the event wherein Selected Bidder files a voluntary petition in bankruptcy or insolvency or has been otherwise declared Insolvent/Bankrupt; or (ii) In the event wherein Selected Bidder has

			<p>declared its expressed/written unwillingness to fulfill his contractual obligations under this Agreement; or</p> <p>(iii) Selected Bidder is wound up, or ordered wound up, or has a winding up petition ordered against it, or assigns all or a substantial part of its business or assets for the benefit of creditors, or permits the appointment of a receiver for the whole or substantial part of its business or assets, or otherwise ceases to conduct its business in the normal course; or</p> <p>(iv) Selected Bidder discontinues business because of insolvency or bankruptcy, and no successor assumes Selected Bidder's Software maintenance obligations or obligations mentioned in the Agreement; or</p> <p>(v) Selected Bidder dissolves or ceases to function as a going concern or to conduct its operation in the normal course of business or intends and conveys its intention to do so; or</p> <p>(vi) Any other release condition as specified in source code escrow agreement.</p> <p>d. Selected Bidder should have to bear the payment of fees for the escrow arrangement.</p> <p>e. The escrow agreement shall ipso-facto would get terminated on delivery of source code to either of the parties upon the terms & conditions mentioned in source code escrow agreement.</p>
21.	RFP Page No.111 ANNEXURE-XII	Modification	Annexure-XII- PERFORMA FOR COMMERCIAL BID OFFER
22.	RFP Page No.118 Annexure-XIII	Section 8- Independent External Monitor (1) The Principal appoints competent and credible Independent External Monitor (IEM) Dr. Sarat Kumar Acharya (Ex-CMD, NLC India Ltd.), (email ID: sarat777@rediffmail.com), (Mob no. 9442118060) and Sh. Deepak Anurag (IA & AS, Retd.), (email ID: anuragd@cag.gov.in), (Mob No: 9810676339) for this Pact after approval by Central Vigilance Commission.	Section 8- Independent External Monitor (1) The Principal appoints competent and credible Independent External Monitor (IEM) Sh. Madhusudan Prasad), (email ID: mprasad23@gmail.com), (Mob no. 9717585556) and Sh. Ajay Kumar Sharma (email ID: aajayced@gmail.com), (Mob No: 9990699002) for this Pact after approval by Central Vigilance Commission.

Corrigendum-1: RFP for Supply, Installation, Implementation & Maintenance of Cloud based Chatbot Solution dated 05.07.2024.

23.	RFP Annexure-XXIV	New addition	Annexure-XXIV- SELF AFFIDAVIT / DECLARATION FOR LOCAL SUPPLIER																
24.	RFP Communication Address	The Assistant General Manager Punjab National Bank, Head Office, 2 nd Floor, East Wing, Digital Partnerships & Procurement Department, DBT Division, Plot No.4, Sector-10, Dwarka, New Delhi 110 075	The Assistant General Manager Punjab National Bank, Head Office, 4 th Floor, Centralized Procurement & Partnerships Division (CPPD), 5, Sansad Marg, New Delhi 110 001																
25.	RFP Page No.10: GENERAL TENDER DETAILS	<table><tr><td>Last date and time for Online bid submission (both Technical & Commercial)(Hash submission)</td><td>02-08-2024 upto 1600 Hrs.</td></tr><tr><td>Last date and time for Bid Re- Encryption</td><td>From 02-08-2024 1701 Hrs. to 03-08-2024 1400 Hrs.</td></tr><tr><td>Time for submission of technical supporting document (Hard Copy)</td><td>From 02-08-2024 1701 Hrs. to 03-08-2024 1400 Hrs.</td></tr><tr><td>Date and Time of Technical Bid Opening</td><td>03-08-2024 at 1600 Hrs.</td></tr></table>	Last date and time for Online bid submission (both Technical & Commercial)(Hash submission)	02-08-2024 upto 1600 Hrs.	Last date and time for Bid Re- Encryption	From 02-08-2024 1701 Hrs. to 03-08-2024 1400 Hrs.	Time for submission of technical supporting document (Hard Copy)	From 02-08-2024 1701 Hrs. to 03-08-2024 1400 Hrs.	Date and Time of Technical Bid Opening	03-08-2024 at 1600 Hrs.	<table><tr><td>Last date and time for Online bid submission (both Technical & Commercial) (Hash submission)</td><td>19-08-2024 upto 1600 Hrs.</td></tr><tr><td>Last date and time for Bid Re- Encryption</td><td>From 19-08-2024 1701 Hrs. to 20-08-2024 1400 Hrs.</td></tr><tr><td>Time for submission of technical supporting document (Hard Copy)</td><td>From 19-08-2024 1701 Hrs. to 20-08-2024 1400 Hrs.</td></tr><tr><td>Date and Time of Technical Bid Opening</td><td>20-08-2024 at 1600 Hrs.</td></tr></table>	Last date and time for Online bid submission (both Technical & Commercial) (Hash submission)	19-08-2024 upto 1600 Hrs.	Last date and time for Bid Re- Encryption	From 19-08-2024 1701 Hrs. to 20-08-2024 1400 Hrs.	Time for submission of technical supporting document (Hard Copy)	From 19-08-2024 1701 Hrs. to 20-08-2024 1400 Hrs.	Date and Time of Technical Bid Opening	20-08-2024 at 1600 Hrs.
Last date and time for Online bid submission (both Technical & Commercial)(Hash submission)	02-08-2024 upto 1600 Hrs.																		
Last date and time for Bid Re- Encryption	From 02-08-2024 1701 Hrs. to 03-08-2024 1400 Hrs.																		
Time for submission of technical supporting document (Hard Copy)	From 02-08-2024 1701 Hrs. to 03-08-2024 1400 Hrs.																		
Date and Time of Technical Bid Opening	03-08-2024 at 1600 Hrs.																		
Last date and time for Online bid submission (both Technical & Commercial) (Hash submission)	19-08-2024 upto 1600 Hrs.																		
Last date and time for Bid Re- Encryption	From 19-08-2024 1701 Hrs. to 20-08-2024 1400 Hrs.																		
Time for submission of technical supporting document (Hard Copy)	From 19-08-2024 1701 Hrs. to 20-08-2024 1400 Hrs.																		
Date and Time of Technical Bid Opening	20-08-2024 at 1600 Hrs.																		

ANNEXURE-XII

PERFORMA FOR COMMERCIAL BID OFFER

(All amounts to be mentioned in INR)

RFP for Supply, Installation, Implementation & Maintenance of Cloud based Chatbot Solution

Table- A

Amount in Rupees (₹)

Sr.	Items	Cost			Total Cost of Ownership [inclusive of all taxes and exclusive of GST]
1.	Total Solution License Cost (including 1-year technical support) - <i>(one-time)</i>				
2.	a. End-to-End Implementation Cost (one-time) for Customer facing chatbot				
	b. End-to-End Implementation Cost (one-time) for Bank's internal users chatbot				
3.	Yearly ATS Cost (for 2 nd and 3 rd year including Platform support, Technical Support, Helpdesk, Maintenance)	Cost for 2 nd Year =	Cost for 3 rd year =		
4.	Yearly Cloud hosting/subscription charges (for 1 st , 2 nd and 3 rd year) - (Recurring)	Cost for 1 st Year =	Cost for 2 nd Year =	Cost for 3 rd Year =	
5.	Onsite Resource Cost (FM Charges) as per Table-1				
6.	Inference Cost (per query basis)	Unit cost per query =	No. of queries (for 3 years) ** =2.5 Crores		
7.	Customization cost per man per day (if any) as per Table-2				
Total Cost of Ownership (TCO) for 3 years Contract Period [1+2+3+4+5+6+7]*					

***The rates to be quoted for the items 1 to 7 of Table A should be as applicable for the bidders to quote the commercials as per ask of the RFP and Scope of Work.**

****The bidder to quote for per query cost and while taking into account the estimated no. of queries as 2.5 crores for the TCO purpose, the Total Inference Cost will be arrived. However, the payment shall be made on actual usage (basis on the no. of actual queries). The payment for Inference cost shall be made on per query basis on submission of relevant document (which shall include the no. of queries raised during the quarter) and invoices to be raised after end of each quarter. The payment shall be made Quarterly in Arrears basis on production of requisite documents.**

Notes:

1. The rates quoted in commercial bid should be inclusive of all taxes, charges and duties except GST. However, GST shall be paid to the bidder on actual basis at the rate applicable. The rate of applicable GST should be informed and charged separately in the invoice generated for supply of the product/solution.
2. Any column left blank by the bidder shall have default value of Rs.0 and Bidder shall have to supply the same at the default value.
3. Price of the solution quoted should be inclusive of 1-year warranty and OSD/OEM 's premium support.
4. ATS will be applicable after expiry of warranty period of one year.
5. ATS should be quoted in the specified range only.
6. The multiplication factor as mentioned in above tables is only indicative and for the purpose of deriving the Total Cost for determining the H1 bidder. The actual quantity of any item ordered may vary according to the requirement of the Bank.
7. OTS Resource should report on all days of the month in shifts of 8 hours every day. Bidder may factor additional resources to accommodate week offs, holidays, leaves etc. Such arrangement will have to be factored by the bidder without any additional cost to the Bank.
8. Bank is not bound to place any minimum order for any item.
9. The above TCO shall include all the cloud related charges viz. Network connectivity, Egress charges, uploading-downloading etc.

Table -1

Charges for Onsite Resource

[Amount in Indian Rupees]

Sl.	Requirement Details	Unit Price per month	No. of Resources	No. of Months	Total Cost (Excl. of Tax)	Tax for Column d		Total Cost (Incl. of Tax)
		a	b	c	d=a*b*c	e %tax	f Tax Amt.	g=d+f
1.	Onsite Resource Cost (FM Charges)		2	36				

Note: Bank may at its discretion use one, two or more resources as per Bank's requirement. In case of any further requirement of additional resource, Bidder should provide at the same average resource cost quoted initially.

Table – 2

Cost for any additional customization/ enhancement

[Amount in Indian Rupees]

Sl.	Requirement Details	Charges Per Man-days [Excl. of taxes]	No. of Man-days	Total Charges for Man-days [Excl. of taxes]	Tax for Column c		Total Charges for Man-days [Incl. of taxes]
		a	b	c=a*b	d %tax	e Tax Amt.	f=c+e
1.	Cost for any additional requirements additional customization/ enhancement during the entire contract period		100*				

*Number of Man-days mentioned above are indicative only. However, the no. of man-days will be utilized from time to time as per the requirement/Bank's discretion.

Date: _____

Place: _____

Signature of Authorized Signatory

Name of Signatory:

Designation:

Email ID:

Contact No:

Seal of Company:

Annexure-XXIV

SELF AFFIDAVIT / DECLARATION FOR LOCAL SUPPLIER

(To be certified by statutory auditor or cost auditor of the company)

Date: dd/mm/2024

To,
Asstt. General Manager
Punjab National Bank, Head Office,
4th Floor, Centralized Procurement & Partnerships Division (CPPD),
5, Sansad Marg, New Delhi 110 001

Sir,

Reg: RFP for Selection of vendor for Supply, Installation, Implementation & Maintenance of Cloud based Chatbot Solution

1. In line with Government Public Procurement Order No. P-45021/2/2017-PP (BE-II) dated 16.09.2020 and its amendments, we hereby certify that we M/s _____ are local supplier meeting the requirement of minimum local content i.e., _____% against Punjab National Bank Tender No. dated..... We qualify as a _____ (Class-I or Class II) local supplier. Details of location at which local value addition will be made as follows: _____.
2. We also understand, false declarations will be in breach of the code of integrity under rule 175(1)(i)(h) of the General Financial Rules for which a bidder or its successors can be debarred for up to two years as per Rule 151(iii) of the General Financial Rules along with such other actions as may be permissible under law.
3. We have submitted the details indicating total cost value of inputs used, total cost of inputs which are locally sourced and cost of inputs which are imported, directly or indirectly with the commercial proposal.

Date: _____

Place: _____

Signature of Authorized Signatory

Name of Signatory:

Designation:

Email ID:

Mobile No:

Telephone No.:

Seal of Company: