

# PUNJAB & SIND BANK



## REQUEST FOR PROPOSAL

### FOR

### **SELECTION OF VENDOR(S) FOR SUPPLYING, PRINTING AND PERSONALIZATION OF READY KITS OF EMV CHIP BASED CONTACT CUM CONTACTLESS DEBIT/PREPAID CARDS & NATIONAL COMMON MOBILITY CARDS (NCMC) ENABLED CONTACTLESS DEBIT CARD.**

GeM BID No: GEM/2026/B/7366718 dated 18/03/2026

#### **Issued By:**

Punjab and Sind Bank  
Head office ATM Cell,  
2<sup>nd</sup> Floor, Institution Plot No. 151,  
Sector 44, Gurugram -122003.  
E-mail: atmcell@psb.bank.in

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*This document is prepared by Punjab and Sind Bank for the "SELECTION OF VENDOR(S) FOR SUPPLYING, PRINTING AND PERSONALIZATION OF READY KITS OF EMV CHIP BASED CONTACT CUM CONTACTLESS DEBIT/PREPAID CARDS & NATIONAL COMMON MOBILITY CARDS (NCMC) ENABLED CONTACTLESS DEBIT CARD". The information provided by the bidders in response to this RFP Document will become the property of the Bank and will not be returned. The Bank reserves the right to amend and reissue this RFP Document and all amendments will be integral part of the RFP. The Bank also reserves its right to accept or reject any or all the responses to this RFP Document without assigning any reason whatsoever and without any cost and / or compensation therefor.*

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### Key Information

Particulars	Details
RFP Number and Date	<b>GEM/2026/B/7366718 dated 18/03/2026</b>
Tender Title	Request for proposal for Selection of Vendor(s) for Supplying, Printing and Personalization of Ready Kits of EMV Chip Based Contact Cum Contactless Debit/Prepaid Cards & National Common Mobility Cards (NCMC) Enabled Contactless Debit Card.
Tender document / Participation Fee (Non Refundable)*	Nil As per GeM guidelines.
Bid validity	180 days
Bid Security (EMD)	Rs 1,77,00,000/- (Rupees One Crore seventy seven lakh only)
Performance Bank Guarantee	As per GeM Bid Document
Date of Publishing the tender on Bank's Website	18-03-2026
Last Date for submission of Pre-Bid Query	24-03-2026 till 5:00 PM a) Pre bid queries should be submitted as per Appendix-C in MS- excel format. b) Queries must be mailed to <b>atmcell@psb.bank.in</b> only quoting tender reference number in the subject. Subject of the email should be given as "Pre Bid Queries for GEM/2026/X/XXXXXX dated". Queries reaching afterwards will not be entertained.
Date and Time for Pre Bid Meeting	27-03-2026 at 11:00 AM  Pre Bid meeting will be held Online and participants are requested to attend the meeting Online. Those who are interested in participating in the prebid meeting should share the participant details to <a href="mailto:atmcell@psb.bank.in">atmcell@psb.bank.in</a>  Upon perusal of the same, the link / meeting id will be shared to the participant to participate in the virtual meeting.
Last Date and Time for submission of Bids	16-04-2026 3:00 PM
Date and Time of Opening of Bids	16-04-2026 3:30 PM
Date and Time of opening of Commercial Bids	To be notified later to the qualifying bidders only.
Date and Time of Reverse Auction (Through GeM)	To be notified later to the qualifying bidders only.
Place of Opening of Bids	Punjab & Sind Bank Head Office: ATM Cell, 2nd Floor, Plot No. 151, Sector 44, Institutional Area, Gurugram -122003

Contact Persons for any clarifications/ Submission of Bids	Mr. Amrit Pal Singh - AGM (IT) Ms. Ruchi - Senior Manager(IT)
Contact Numbers	+91-9999304778;+91-9888301993 Email : atmcell@psb.bank.in
Other Details	<p>1. Subsequent changes made based on the suggestions and clarifications as per pre-bid meeting shall be deemed to be part of the RFP document and shall be shared with all the bidders.</p> <p>2. No suggestions or queries shall be entertained after pre-bid meeting.</p> <p>3. This document can be downloaded from following website: <a href="https://punjabandsind.bank.in/module/tender-list">https://punjabandsind.bank.in/module/tender-list</a>; <a href="http://www.eprocure.gov.in">www.eprocure.gov.in</a> &amp; <a href="https://gem.gov.in/">https://gem.gov.in/</a>.</p> <p>Any Amendments, Modifications, Pre Bid Replies, Clarifications &amp; any communication etc. will be uploaded in the Bank's website (i.e. <a href="https://punjabandsindbank.in/module/tender-list">https://punjabandsindbank.in/module/tender-list</a>, <a href="http://www.eprocure.gov.in">www.eprocure.gov.in</a> &amp; <a href="https://gem.gov.in/">https://gem.gov.in/</a>). No individual communication will be sent to the individual bidders.</p>

\* All MSEs(Micro & Small Enterprises) having registration as per provisions of the Public Procurement Policy for Micro and Small Enterprises i.e. District Industries Centre (DIC) or Khadi and Village Industries Commission (KVIC) or Khadi and Industries Board (KVIC) or Coir Board or National Small Industries Commission (NSIC) or directorate of Handicrafts and Handlooms or Udyog Aadhaar Memorandum or any other body specified by Ministry of MSME and Start-ups (recognized by DIPP) are exempted from submission of EMD amount. Relevant Certificates should be submitted by the bidder in this regard to avail exemption.

**Note:**

1. If any of the dates given above happens to be Holiday in Gurugram (Haryana), the related activity shall be undertaken on the next working day at the same time.
2. All Claims made by the Bidder will have to be backed by documentary evidence.
3. Bidders to ensure to get themselves registered timely over GeM portal as detailed in the RFP.
4. The bid documents and commercial bid shall be submitted online on GeM portal as per this RFP document and as per the provisions and terms & conditions of GeM portal.
5. Bank Guarantee towards Earnest Money Deposit (EMD), Integrity Pact and Non-Disclosure agreement which needs to be submitted on Stamp Paper shall be submitted along with RFP Documents both Online (Scanned Copy) on GeM portal and Offline (Original) within the stipulated timeline by the bidder before bid submission timeline as mentioned above, at:

**Punjab & Sind Bank, Head Office ATM Cell,  
2 nd Floor, Plot No. 151, Sector 44,  
Gurugram -122003  
E-mail: ho.atmcell@psb.bank.in**

6. The Envelope containing Offline documents as mentioned above shall contain the name, address and contact number of the bidder and name of RFP. If the envelope containing such documents is not sealed and marked in the prescribed manner, the Bank will assume no responsibility for the bid's misplacement or premature opening.
7. The information and documents provided by the bidders in response to this RFP shall become the property of the Bank and will not be returned. Only the Bank Guarantee towards Earnest Money Deposit/Bid Security shall be returned in accordance with relevant clause of RFP.
8. Bids shall be opened as per the process and guidelines of GeM Portal. Bank is not responsible for non-receipt of responses to RFP within the specified date and time due to any reason including postal holidays or delays. Any bid received after specified date and time of the receipt of bids prescribed as

mentioned above, will not be accepted by the Bank. Bids once submitted will be treated as final and no further correspondence will be entertained on this. No bid will be modified after the specified date & time for submission of bids. No bidder shall be allowed to withdraw the bid.

9. The bidder shall upload all the requisite documents while submitting the bid online on GeM portal as per the terms, conditions and process of GeM Portal. It is bidder's responsibility to ensure submission of all documents at the time of submission of bid online and no request in this regard shall be entertained post completion of bidding timeline.

10. The Reverse auction process of bidding will be followed. Only the technically qualified bidders will be asked to participate in the reverse auction, which will be conducted for this purpose. The business rules, terms and conditions of the reverse auction process are available on GeM Portal GeM portal (<https://bidplus.gem.gov.in/bidlists>).

11. If bidder is participating in the Reverse Auction, it is advised that Bidders place their bids well before time rather than waiting for auction end time to avoid any last minute glitches (or any network issues or internet response issues etc.) occurring at Bidder's end. Bidders may keep refreshing auction page to ensure that they are connected to server (via internet).

12. No Claim of any bidder shall be entertained, whatsoever for delayed submission of their bid at any stage because of any reason. Therefore, bidders are advised to submit their bids well before the scheduled time.

13. Any amendments, addendum, modifications, Pre-Bid replies & any communication etc. shall be uploaded over Bank's Website and GeM Portal (i.e. <https://punjabandsindbank.in/module/tenderlist> & <https://gem.gov.in/>) only. No individual communication will be sent to the individual bidder.

14. Bidders are requested to use a reliable internet connection (data cable / broad band) to safeguard themselves. Bank is not responsible for telephone line glitch, internet response issues, hardware hangs etc., at bidder's end.

## INTRODUCTION

- ❖ Punjab & Sind Bank, a body corporate constituted under the Banking Companies (Acquisition and Transfer of Undertakings) Act, 1980, one of the nationalized banks of India, has a national presence through a widespread network of 1634 branches, 29 Zonal Offices, 74 Departments in Head Office, 3 Regional Clearing Centres and 12 Currency Chests all networked under Centralized Banking Solution. It also has a network of 1146 ATMs spread across the country including onsite and offsite ATMs. With more than 116 years of customer services, the Bank has a large, satisfied clientele throughout the country. For enhancing customer convenience levels and overall inter-branch efficiency, the Bank has been a frontrunner in implementing various IT enabled products.
- ❖ Presently Switch (Lusis Tango) and Debit Card Management are outsourced to M/s Financial Software & Systems Pvt. Ltd.
- ❖ Card personalization and dispatch is outsourced to M/s Manipal Payment and Identity Solutions Ltd (L1 vendor) & M/s Seshaasai Technologies Ltd (L2 Vendor).
- ❖ This request for proposal document ('RFP document' or RFP) has been prepared solely for the purpose of enabling Punjab and Sind Bank (hereinafter referred to as the 'BANK') to select a Vendor(s) / service provider for Card Personalization Services.
- ❖ This invitation of Bids is limited to vendor(s) having presence in India or their Authorized Representative in India, provided firms fulfil the minimum qualification criteria.
- ❖ The successful bidders would be selected, prices would be finalized through this RFP process and an agreement would be entered into with the successful bidder/s for a period of three years. Requirement of debit cards during three years of agreement is expected to be 30.00 Lakh cards including EMV Chip based Contact cum Contactless (Dual interface) cards with Magnetic Stripe including NFC cards. Bidder should also be capable of meeting requirement of any new or older version/category of debit cards which may be necessitated due to Government of India guidelines. Bank also reserves its right to order for lesser number of cards during the contract period due to any change in its policy or technology in the near future.
- ❖ **The tenure of contract shall be for an initial period of 3 Years and the tenure of contract can be extendable on agreed mutual terms and conditions in writing for a maximum of another 1 year.**
- ❖ Information for Participating through GeM:

This tender will follow e-Tendering guidelines of GeM portal under which the bidding process shall be conducted by the Bank. Bidder shall necessarily register on GeM portal for participating in the bid. Vendors will have to abide by terms and conditions of GeM portal for participating the bidding process. (Key information about e-tender is enclosed in Key Information sheet.) Following activities will be conducted online through GeM:

- 1) Publish of Tender
- 2) Purchase of RFP document
- 3) Pre-Bid Query & response thereof
- 4) Corrigendum/Addendums to the RFP (If required)
- 5) Submission of Technical Bid & Commercial Bid by the Bidder
- 6) Opening of Technical Bid & Commercial Bid
- 7) Tender Evaluation
- 8) Reverse Auction with Qualified bidders
- 9) Announcement of results
- 10) Tender Award (If any)

## **DISCLAIMER**

1. This Request for Proposal Document (RFP) is an integral part of the Tender Document and serves a limited purpose of invitation, and does not purport to contain all relevant details for submission of bids which each Bidder may require. The information contained in this RFP Document or subsequently provided to Bidder/s, whether verbally or in documentary form/email by or on behalf of the Punjab & Sind Bank or any of their representatives, employees or advisors (collectively referred to as — Bank Representatives), provided to Bidder(s) on the terms and conditions set out in this RFP Document and any other terms and conditions is subject to the terms and conditions set out in this RFP document. This document shall not be transferred, reproduced or otherwise used for purpose other than for which it is specifically issued.

2. This RFP document's objective is to give the bidder information to help them formulate their proposal. This request for proposals (RFP) document might not be suitable for every individual and the Bank, its employees and advisors make no representation or warranty and shall have no liability to any person, including any Applicant or Bidder under any law, statute, rules or regulations or tort, principles of restitution or unjust enrichment or otherwise for any loss, damages, cost or expense which may arise from or be incurred or suffered on account of anything contained in this RFP or otherwise, including the accuracy, adequacy, correctness, completeness or reliability of the RFP and any assessment, assumption, statement or information contained therein or deemed to form or arising in any way for participation in this bidding process. The Bank also accepts no liability of any nature whether resulting from negligence or otherwise, howsoever caused arising from reliance of any Bidder upon the statements contained in this RFP.

3. This RFP is neither an agreement nor an offer and is only an invitation by the Bank Representatives to any party other than the entities who are qualified to submit their Proposal (Bids). The issue of this RFP does not imply that the Bank is bound to select a Bidder or to appoint the Selected Bidder or Concessionaire, for the Project and the Bank reserves the right to reject all or any of the Bidders or Bids without assigning any reason whatsoever.

4. Bidders must go through the complete Tender Document for details before submission of their Bids. The Bidder is expected to examine all instructions, forms, terms and specifications in the bidding document. Failure to furnish all information required by the bidding document or to submit a Bid not substantially responsive to the bidding document in all respect will be at the Bidder's risk and may result in rejection of the Bid.

5. Each Bidder should conduct its own investigations, analysis, should check the accuracy, reliability and completeness of the information contained in this RFP and wherever necessary obtain independent advice/clarifications. Bank may in its absolute discretion, but without being under any obligation to do so, update, amend or supplement the information in this RFP.

6. The terms and conditions written in this RFP document shall supersede any conflicting terms and conditions mentioned in GeM portal. The Bank's interpretations and decisions will be final and binding on the bidders.

## CHAPTER 1 - INSTRUCTIONS TO BIDDERS

### **1.1 Soft copy of tender document:**

The soft copy of the tender document will be made available on the Bank's website [www.punjabandsindbank.co.in](http://www.punjabandsindbank.co.in) and GeM Portal <https://bidplus.gem.gov.in/bid> lists. However, the Bank shall not be held responsible in any way, for any errors / omissions / mistakes in the downloaded copy.

The bidder is advised to check the contents of the downloaded copy for correctness against the printed copy of the tender document. The printed copy of the tender document shall be treated as correct and final, in case of any errors in the soft copy.

### **1.2 Participating Fee/Cost of Tender:**

Nil as per GeM guidelines

### **1.3 Language of the Bid**

The bid as well as all correspondence and documents relating to the bid exchanged by the Bidder and the Bank shall be in **English language** only.

### **1.4 Bid Currency & Price Structure**

Prices shall be expressed in the Indian Rupees only. The bidder must quote price exclusive of all applicable GST. The cost will not depend on any variation in dollar exchange rate/change in tax structure.

### **1.5 Bid System Offer**

- a. The Bid Proposal being submitted would be binding on the Bidder. As such it is necessary that authorized personnel of the firm or organization must sign the Bid. The designated personnel should be authorized by a senior official of the Organization having such authority to do so. The same person or a different person should be authorized who should have Digital Certificate issued in his name and should have authority to quote offer price during On-line Reverse Auction. The details of Digital Certificate like Name, Digital Key details, Issuing Authority and validity etc. are to be provided. The Xerox copy of necessary Original Resolutions/ Authority/ Power of Attorney having authority to authorize the person to submit Bid Documents/ participate in Online Reverse Auction, on behalf of the Company shall be enclosed. The proposal must be accompanied with an undertaking letter duly signed by the designated personnel providing a Bid commitment. The letter should also indicate the complete name and designation of the designated personnel.
- b. The bidder shall submit his response to the present tender with the Indicative (Estimated) price which will contain the estimated pricing information. The indicative prices are to fix the start price for On-line Reverse Auction. The vendor(s) shall be intimated the date and time for participating in the On-Line Reverse Auction. Bidder should be agreeable to accept the offer at the price quoted in Reverse Auction, in case bidder is identified / selected as L1 Bidder.
- c. Any effort by a Bidder to influence the Bank in evaluation of his bid, bid comparison or contract award decision would result in the rejection of the said bid. The Bank's decision in this case would be final and without prejudice and will be binding on all parties.
- d. The Bank reserves the right to accept or not to accept any bid or to reject a particular bid at its sole discretion without assigning any reason whatsoever.
- e. The Indicative (Estimated) Price of vendor(s) shall be opened to fix the Start price for online Reverse Auction. The Bank shall, however, may follow any other basis to determine the start

price for on-line Reverse Auction. If any bidding firm quotes NIL charges / consideration, the bid shall be treated as unresponsive and will not be considered.

- f. **Bid documents shall be submitted in a Single sealed envelope, proof of online payment towards document cost of RFP, EMD/Bid Security Declaration and other required documents as mentioned in the tender and a sealed envelope containing Indicative (Estimated) Price**, duly super-scribing the envelope with the reference of this RFP, due date, name of the Bidder with contact details, Offer reference number etc. Bid document should be duly filed and all the pages of Bid including Brochures should be made in an organized, structured, and neat manner. Brochures / leaflets etc. should not be submitted in loose form. All the pages from the beginning of the submitted Bid Documents should be serially number numbered with the Bidder's seal duly affixed with the Signature of the Authorized Signatory on each page. Documentary proof, wherever required, in terms of the RFP shall be enclosed.
- g. The Bids containing erasures or alterations will not be considered. There should be no hand-written material, corrections or alterations in the Bids. All details must be completely filled in.

### 1.6 Two Bid System

This is two bid system which has following 2 parts:

**Part A- Technical cum Eligibility Proposal:** Indicating the response to the Pre-Qualification Criteria, Scope of Work and other terms & conditions for Selection of vendor/s towards printing and supply and personalisation of ready kits of EMV Chip based contact cum contactless debit/prepaid cards and NCMS enabled contactless Debit to the Bank for a period of 3 years. The format for submission of Technical Proposal is as per Appendix-A.

**Part B-Commercial Bid:** Furnishing all relevant information as required as per Bill of Material as per Annexure- XII. The format for submission of Commercial bid (indicative) is as per Appendix-B. Online Reverse Auction will be conducted through the GeM portal (<https://gem.gov.in/>) for those bidders qualified as per the GeM bid terms and conditions.

### 1.7 Preparation of Bids

#### Part A – Technical cum Eligibility Proposal

- Before submitting the bid, the bidders should ensure that they conform to the Pre-Qualification Criteria as stated in **Annexure-VI** of RFP. Only after satisfying themselves of the Pre-Qualification Criteria, the Offer should be submitted.
- Technical cum eligibility Proposal should be submitted as per the format in Appendix-A. Relevant technical details and documentation should be provided along with Technical Proposal.
- It is mandatory to provide the compliance to the scope required by the bank in the exact format of Chapter-4 of this RFP.
- The offer may not be evaluated and may be rejected by the Bank without any further reference in case of non-adherence to the format or partial submission of technical information as per the format given in the offer.
- The Bank shall not allow / permit changes in the technical/functional requirements once it is submitted.
- The relevant solution information, brand, and solution offered, printed product brochure, technical/functional specification sheets etc. should be submitted along with the Offer. Failure to submit this information along with the offer may result in disqualification.
- The Technical Proposal should be complete in all respects and contain all information sought for, as per Appendix-A. Masked Bill of Material must be attached in Technical

Offer and should not contain any price information. The Part A - Technical cum Eligibility Proposal should be complete and should cover all products and services. Technical Proposal without masked Bill of Materials will be liable for rejection.

- Masked Bill of Material which is not as per instruction will make Bid liable for rejection
- Should be replica of Bill of Material except that it should not contain any price information (with Prices masked).
- It should not provide any price information like, unit price, tax percentage, tax amount etc.

### **Part B - Commercial Bid**

- Commercial Bid (Indicative) should be submitted as per instruction in Appendix-B.
- Commercial Bid shall be submitted as per Bill of Material and other terms and conditions of RFP on prices. The Commercial Bid should give all relevant price information as per Annexure-XII & Annexure-XII (B). Any deviations from the Bill of Material / non submission of prices as per the format shall make the bid liable for rejection.
- The bid must be made in an organized and structured manner.

**\*Note:** All Claims made by the Bidder will have to be backed by documentary evidence. The bidder is expected to examine all instructions, forms, terms and specifications in the RFP. Failure to furnish all information required or to submit a Bid not substantially responsive to the RFP in every respect will be at the Bidder's risk and may result in the rejection of the Bid.

### **1.8 Cost of Preparation**

The Bidder shall bear all costs associated with the preparation and submission of its Bid and the Bank will in no case be responsible or liable for these costs, regardless of the conduct or outcome of the Bidding process.

### **1.9 Normalization of Bids**

The Bank may go through a process of technical evaluation and normalization of the bids to the extent possible and feasible to ensure that, shortlisted bidders are more or less on the same technical ground. After the normalization process, if the Bank feels that, any of the Bids needs to be normalized and that such normalization has a bearing on the price bids; the Bank may at its discretion request all the technically shortlisted bidders to re-submit the technical and Commercial Bids once again for scrutiny. The resubmissions can be requested by the Bank in the following manner;

Incremental bid submission in part of the requested clarification by the Bank

OR

Revised submissions of the entire bid in the whole

The Bank can repeat this normalization process at every stage of bid submission till Bank is satisfied. The shortlisted bidders agree that, they have no reservation or objection to the normalization process and all the technically shortlisted bidders will, by responding to this RFP, agree to participate in the normalization process and extend their co-operation to the Bank during this process.

The shortlisted bidders, by submitting the response to this RFP, agree to the process and conditions of the normalization process.

### **1.10 Submission of Bid and communication**

The Bank expects the bidders to carefully examine all instructions, terms and conditions mentioned in this RFP document before submitting its unconditional compliance as part of the RFP. Failure to

furnish all information required or submission of an RFP not substantially responsive to the RFP in every respect will be at the bidder's risk and may result in the rejection of Bids.

Bids duly sealed should be submitted, in person or through Courier Service and in electronic form too using the GeM portal (<https://gem.gov.in/>), on or before the last Date and Time for bid submission at the address mentioned below. Any other mode of submission, e.g. by fax, e-mail etc. will not be accepted. No Claim of any Bidder(s) shall be entertained, whatsoever for delayed submission of their bid at any stage because of any reason. Therefore, Bidder (s) are advised to submit their bid well before the scheduled time.

**The Assistant General Manager (IT)**  
**Head office ATM CELL,**  
**2nd Floor, Plot No. 151,**  
**Sector 44, Institutional Area,**  
**Gurugram -122003.**  
**E-mail: atmcell@psb.bank.in**  
**Phone: +91-8225058760; +91-9467604114**

All communications, correspondence will be only to the prime bidder. Any partner/sub-contractor has to communicate only through the prime bidder. The prime bidder will act as the single point of contact for the Bank.

The hard copies of documents submitted should be same as submitted by online. The hard copies of bids of only those bidders who submitted bid documents online will be accepted. Bids will be opened in the presence of the bidder representatives who choose to attend the opening of tender on the specified date, time and place of bid opening. No separate intimation will be given in this regard.

Bank reserves it right to cancel the order even after issuing the letter of Intent (LOI) / Purchase Order, if bank receives any directions / orders from Statutory Body / RBI/Govt. of India in a nature that binds the bank not to take the project forward.

#### **1.11 Late bids**

- a. Any bid received after the due date and time for receipts of bids as prescribed in this RFP will be rejected and returned unopened to the Bidder. However, in case of the specified date of submission of bids being declared a holiday for the bank, the bids will be received up to the specified time on the next working day.
- b. The bank may, at its discretion, extend this deadline for submission of bids by amending the bid documents, in which case all rights and obligations of the Bank and bidders, previously subject to the deadline, will thereafter be subject to the deadline extended.

#### **1.12 Modifications and/ or Withdrawal of Bids:-**

1. Bids once submitted will be treated, as final and no modification will be permitted. No Correspondence in this regard will be entertained.
2. The Bid should contain no alterations, erasures or overwriting. The Bidder is expected to examine all instructions, forms, terms and specifications in the bidding documents. Failure to furnish all information required by the bidding documents or submission of bid not substantially / conclusively responsive to the bidding documents in every respect will be at the Bidders risk and may result in rejection of the bid.

3. No bidder shall be allowed to withdraw the bid after the deadline for submission of bids.
4. In case of the successful bidder, he will not be allowed to withdraw/back out from the bid commitments. The bid earnest money in such eventuality shall be forfeited and all interests/claims of such bidder shall be deemed as foreclosed

### **1.13 Earnest Money Deposit (EMD)/Bank Guarantee in lieu of EMD:**

1. Bidders (except MSE) are required to submit the Bid Earnest Money (EMD) to protect the Bank against the risk of Bidder's conduct. EMD of Rs.1,77,00,000/- issued in favor of Punjab & Sind Bank shall be in paper form as well as issued under the "Structured Financial Messaging System" (SFMS) as mentioned in **Key information sheet** should be in the shape of irrevocable Financial Bank Guarantee only from any Scheduled Commercial Bank except Punjab and Sind Bank valid for minimum 225 Days from the last date of Bid Submission as per **Appendix-D**. EMD will not be accepted in any other form & will lead to outright rejection of the Offer / Bid.  
**Any bank guarantee submitted in physical mode, including EMD/Bid Guarantee which cannot be verifiable through SFMS will be rejected summarily.**
2. Any Bid not accompanied by EMD for the specified amount, submitted to the Bank as mentioned in this RFP will be rejected as non-responsive. Non submission of EMD leads to rejection of Bid.
3. Scanned copy of original EMD Bank Guarantee should be uploaded on GeM portal along with technical bid. Further, Original EMD Bank Guarantee should be sent to the Bank with technical bid through registered post or in person at the address specified in Schedule of Events, within the bid submission date and time for the RFP.
4. Bidder shall be responsible to get the same extended for a further period of 6 months, if required by the bank.
5. EMD of unsuccessful Bidders will be returned to them within 2 weeks of completion of the procurement process. The EMD of successful Bidder will be discharged within 30 days upon furnishing the Bank Guarantee for the amount and validity as mentioned in this RFP and the signing the Contract. No interest is payable on EMD.
6. MSE bidder is exempted from Bid Earnest Money (EMD) of RFP if bidder can furnish requisite proof subject to the satisfaction of Bank. This exemption is not applicable for traders, sole agents, distributors etc. Start-up bidder recognized by Department of Industrial Policy and Promotion (DIPP) is also exempted from Earnest Money Deposit of RFP. MSE (Micro & Small Enterprises) bidder need to submit the "Bid Security Declaration".
7. The Earnest Money Deposit may be forfeited under the following circumstances:
  - a) If the Bidder withdraws its bid during the period of bid validity (180 days from the date of opening of the technical bid).
  - b) If the Bidder makes any statement or encloses any form which turns out to be false, incorrect and / or misleading at any time prior to signing of contract and / or conceals or suppresses material information ; and / or
  - c) In case of Technically qualified bidder, if the bidders fails:
    - i. To participate in Reverse Auction
    - ii. To accept bid after submitting the bid in online reverse auction.
  - d) In case of the successful Bidder, if the Bidder fails:
    - i. To Accept the bid submitted during Reverse Auction
    - ii. To sign the contract in the form and manner to the satisfaction of the Bank.

iii. Failure or refusal to offer the services/goods at the price committed through Reverse Auction.

iv. To furnish performance Bank Guarantee in the form and manner to the satisfaction of the Bank.

#### **1.14 Performance Bank Guarantee (PBG)**

- i) The PBG is required to be submitted by the successful bidder to protect the interest of the Bank against delay in supply/installation and or the risk of non-performance or failure to perform any obligation(s), either fully or partially, of the successful Bidder in respect of implementation of the project, or performance of the agreement(s) pursuant to this RFP.
- ii) The Selected bidder, within 30 days from the date of issuance of Purchase Order will have to furnish a Performance Bank Guarantee to issue by any scheduled commercial bank (other than Punjab & Sind Bank) equivalent to 5 % of total cost of project (36 Months validity with additional 12 months claim period). The Bank Guarantee as per **Appendix-E** issued by the issuing Bank on behalf of Bidder in favour of Punjab & Sind Bank shall be in paper form as well as issued under the "Structured Financial Messaging System" (SFMS). Any bank guarantee submitted in physical mode, including EMD/bid guarantee which cannot be verifiable through SFMS will be summarily rejected.
- iii) For compliance of any amendment in GFR 2017 or any other guidelines of Govt. during any time of contract period, the Bank may ask the successful bidder to submit revised PBG which must be submitted by the bidder within 30 days from date of such instruction of Bank.
- iv) The PBG must be duly accompanied by a forwarding letter issued by the issuing bank on the printed letterhead of the issuing bank. Such forwarding letter shall state that the PBG has been signed by the lawfully constituted authority legally competent to sign and execute such legal instruments. The executor (BG issuing Bank Authorities) is required to mention the Power of Attorney number and date of execution in his / her favour with authorization to sign the documents. Each page of the PBG must bear the signature and seal of the BG issuing Bank and PBG number.
- v) Further, in case the selected Bidder fails to submit performance bank guarantee within the time stipulated, penalty of Rs.5,000/- per day, subject to maximum 5 % Total contract value will be levied. Bank shall invoke the Performance Guarantee in case the selected Bidder fails to discharge their contractual obligations during the period or Bank incurs any loss due to Bidder's negligence in carrying out the obligation as per the agreed terms & conditions. Bank also reserves the right to cancel the order in case of non-submission of PBG by the bidder.
- vi) The Bidder will fulfil its commitments under the Agreement in line with the timeline provided in the Request for Proposal (RFP). The Bank will offer a 15-day cure period if the Successful Bidder delays project implementation beyond the timeframes specified in the RFP or materially violates the terms and conditions of the contract.
- vii) If, after a 15-day cure period, the selected bidder doesn't fulfil the contractual obligations or if the bank suffers any losses as a result of the bidder's carelessness in fulfilling the obligation in accordance with the agreed terms and conditions or any act of the supplier results in imposition of Liquidated Damages then bank reserves the right to invoke the PBG.
- viii) The Bank shall also be entitled to make recoveries from the Successful Bidder's bills, Performance Bank Guarantee, or any other amount due to it, the equivalent value of any payment made to it by the Bank due to inadvertence, error, collusion, misconstruction or misstatement. Notwithstanding and without prejudice to any rights whatsoever of the Bank under the contract in the matter, the proceeds of the PBG shall be payable to the Bank as compensation by the Successful Bidder for its failure to complete its obligations under the contract. Bank shall notify the Successful Bidder in writing of the exercise of its right to receive such compensation within 15 days, indicating the contractual obligation(s) for which the Successful Bidder is in default. Once the maximum deduction equivalent to PBG is reached, the Bank may consider termination of the Agreement.

- ix) In case the Rate Contract is extended after the Rate Contract Period, then the PBG will be reviewed again after completion of the period and a fresh PBG will be provided by the successful bidder for the extended period of rate contract in accordance with the above clauses.
- x) The successful bidder shall ensure that the Performance Bank Guarantee to be issued at its request in the favour of Bank, under the terms of the RFP/SLA, shall be submitted to the Beneficiary Bank directly by the issuing bank under Registered Post (A.D.).

### **1.15 Evaluation Process of the Bids**

The Bank will evaluate the technical and techno functional response to the RFP of the Bidders who are found eligible as per the eligibility criteria mentioned in the RFP. There will be no scoring involved in the eligibility evaluation. Bids of only those Bidders who have been found to be in conformity of the eligibility terms and conditions during the preliminary evaluation would be considered by the Bank for further detailed evaluation. The Bidders who do not meet the eligibility criteria and all terms during preliminary examination will not be considered for further evaluation.

#### **1.15.1 Preliminary Scrutiny**

- a. The Bank will examine the Bids to determine whether they are complete, required formats have been furnished, the documents have been properly signed, and the Bids are generally in order.
- b. The Bank may, at its discretion, waive any minor infirmity, non-conformity, or irregularity in a Bid, which does not constitute a material deviation.
- c. The Bank will determine the responsiveness of each Bid to the Bidding Document. For purposes of these Clauses, a responsive Bid is one, which conforms to all the terms and conditions of the Bidding Document without material deviations. Deviations from, or objections or reservations to critical provisions, such as those concerning Bid Security, Applicable Law, Bank Guarantee will be deemed to be a material deviation.
- d. The Bank's determination of a Bid's responsiveness will be based on the contents of the Bid itself, without recourse to extrinsic evidence. The Bank reserves the right to evaluate the bids on technical and functional parameters, including possible visit to inspect live site/s of the Vendor and witness demos of the system and verify functionalities, response times, etc.
- e. If a Bid is not responsive, it will be rejected by the Bank and may not subsequently be made responsive by the Bidder by correction of the non-conformity.
- f. If any information / data / particulars are found to be incorrect, bank will have the right to disqualify / blacklist the company and invoke the performance bank guarantee/ EMD.

#### **1.15.2 Eligibility Criteria Evaluation -(Mandatorily to be met by the bidders)**

#### **1.15.3 Technical Evaluation:**

The technical bids submitted by the Bidders will be evaluated only if they fulfil the Pre-qualification criteria as per annexure VI and Technical Specification as per Annexure VII. The technical bid evaluation will be done on a total score of 100. The proposal evaluation will be based on the evaluation matrix consisting of the following parameters:

S. No.	Proposal Bid Evaluation	Maximum Marks	Sectional Cut Off
1	Credential strengths, financials, statutory compliances etc.	15	8

2	Experience in providing similar services, volumes handled and period	25	15
3	Manufacturing and personalisation Capacity, number and type of machines available, backup arrangements available, manpower etc.	25	15
4	Logistics/Dispatch Management Capability	20	12
5	Visit of Bank officials	15	10
Maximum Technical Proposal Bid Evaluation Score		100	

- a) Bidders scoring at least an overall score of 80 marks (cut-off score) or more out of 100 marks, along with the sectional cut off marks or more will be declared technically qualified.
- b) The bidders scoring less than 80 marks (cut-off score) out of 100 marks in the technical evaluation shall not be considered for further selection process and their offers will be dropped at this stage.
- c) The Bidders scoring at least an overall score of 80 marks (cut-off score) or more out of 100 marks, but not meeting the sectional cut off marks in any or all of the criteria in the technical evaluation shall not be considered for further selection process and their offers will be dropped at this stage

In case none of the participating bidders qualify on technical criteria by reaching or exceeding the cut off score of 80%, then the bank, at its sole discretion, may relax the cut-off score to a lower value, which, in any case, shall not fall below 60%. In case at-least two participants have not scored 60%, then the Bank reserves the right to cancel and go for retendering process. However, this would be at the sole discretion of the Bank. Bank reserves the right to conduct reference site visit/ video conference/ voice call with the Client to substantiate the credentials/ copy of PO/ Contract copy/ sign-off submitted by Bidder. In case the input/ feedback received from the Client is negative/ unsatisfactory, bank reserves the right to reject the Bid. The Bank may use the services of external consultants for technical evaluation.

Bank reserves the right to waive any of the Technical and Functional Specifications during technical evaluation, if in the Bank's opinion it is found to be a minor deviation or acceptable deviation. Scoring shall be done based on the documents submitted along with the technical bid. The total marks scored in the technical evaluation shall be informed to the participating bidders. Decision of the Bank on evaluation of technical bids shall be final and binding on all bidders and Bank won't accept/consider any kind of claims whatsoever from the bidders. It shall be the responsibility of the bidder to submit required documentary proofs which are necessarily unambiguous and shall be capable to establish beyond any doubts that bidder is satisfying the particular criteria/ clause for which the document is submitted. Bank shall disclose the only the individual technical scores obtained by bidders in the technical bid evaluation.

#### **1.15.4 Opening of Price Bids/ Reverse Auction**

The bidder must quote the best competitive price in the indicative commercial bid. Please note the contents and comply with the requirements of the same. Bidders are requested to ensure that they have a valid digital certificate well in advance to participate in Reverse Auction event.

Only those bids which are found to be technically responsive will be informed of the date / time / venue of opening of price bids / reverse auction.

The Technical Bids will be evaluated as per criteria mentioned in **Annexure-VII (B)**. Thereafter the Bank reserves the right of selection of vendor by rates quoted by the vendors in reverse auction over GeM Portal (who are found eligible after evaluation of Technical Bids).

### **Abnormal low bid prices/predatory pricing**

An abnormally low bid is one in which the bid price, in combination with other elements of the bid, appears so low that it raises material concerns as to the capability of the bidder to perform the contract at the offered price. In such cases, the Bank shall be within its absolute right to seek written clarifications from the bidder/s, including detailed price analysis of the bid price in relation to the scope, schedule, allocation of risks and responsibilities, and any other requirements as the Bank may deem necessary.

If, after evaluating the price analysis, Bank determines that the bidder/s has/have substantially failed to demonstrate its capability to deliver the contract at the offered price, bank may at its sole discretion:

- a. reject / cancel the bid/proposal after giving 7 days' notice to the such bidder/s; and /or
- b. forfeit the bid security and/or invoke Bank Guarantee; and /or
- c. recover cost incurred/to be incurred by the bank for the delay in implementation including the penalty, if any, imposed by the Regulator/Government/Other authorities for non-compliance of Regulatory/ Government/Other authorities guidelines; and /or
- d. debar such bidder/s from future RFP processes/contracts for the period as deemed fit by the Bank; and/or
- e. circulate the list of such entities to member organization/s for circulation among members and/or
- f. Circulate/publish the list of such entities, as deemed fit.

In the event of rejection/cancellation of any bid/s as above, the Bank shall also be within its absolute right at its sole discretion to award the contract to the next bidder/s in the ratio stated in the RFP.

#### **1.15.5 Clarification of bids**

To assist in the scrutiny, evaluation and comparison of offers/bids, The Bank may, at its sole discretion, ask some or all Bidders for clarification of their offer/bid. The request for such clarifications and the response will necessarily be in writing and no change in the price or substance of the bid shall be sought, offered or permitted. Any decision of the Bank in this regard shall be final, conclusive and binding on the Bidder. The bidder has to respond to the bank and submit the relevant proof /supporting documents required against clarifications, if applicable, within the time frame stipulated by the Bank.

The bidder shall notify The Bank in writing of all subcontracts awarded under the contract if not already specified in his bid. Such notification, in his original bid or later, shall not relieve the bidder from any liability or obligation under the contract. The Bank reserves rights to accept such arrangement or reject the proposal outright. Proof of such contracts should be submitted to the Bank.

The Bank may, at its discretion, waive any minor non-conformity or any minor irregularity in the offer. Bank's decision with regard to 'minor non-conformity' is final and the waiver shall be binding on all the bidders and the Bank reserves the right for such waivers.

#### **1.15.6 Commercial Evaluation & Online Reverse Auction:**

- **The Commercial bidding will be carried out through Online Reverse Auction over GEM portal.**

1. The Indicative commercial bids of only the technically qualified bidders will be opened.
2. In the Indicative commercial bids (**In Annexure - XII**). Prices shall be expressed in Indian Rupees only. The bidder must quote prices exclusive of all applicable taxes / GST and duties. The cost will not depend on any variation in dollar exchange rate/change in tax structure.
3. The bidder must quote the best competitive price in the indicative commercial bid.
4. Reverse Auction would be conducted amongst all the technically qualified bidders except the Highest quoting bidder. The technically qualified Highest Quoting bidder will not be allowed to participate in RA. However, H-1 will be allowed to participate in RA in following cases:
  - i. If number of technically qualified bidders are only 2 or 3.
  - ii. If L-1 is non-MSE and H-1 is eligible MSE and H-1 price is coming within price band of 15% of Non-MSE L-1.
  - iii. If L-1 is non-MII and H-1 is eligible MII and H-1 price is coming within price band of 20% of Non-MII L-1

5. **Price Variation Factor**

- i) “If a bidder quoting higher prices, higher by more than 40% as compared to the average quoted prices (of all technically qualified bidders) for all items in aggregate (TCO), the same bidder shall not be called for reverse auction process”. If due to such price variation factor, a bidder is not found eligible to be called for reverse auction and only one bidder is left commercially eligible, in such a situation, Bank reserves the right to negotiate with the L1 bidder.
- ii) Price variation (both high and low) may also be considered for any particular item including optional items i.e. bidder quoting abnormally high or abnormally low prices against any item/s may also be liable for rejection.

- **Reverse Auction**

The indicative prices are to fix the start price for on-line Reverse Auction. The shortlisted Service Providers shall be intimated the date and time for participating in the On-Line Reverse Auction. Bidder should be agreeable to accept the offer at the price quoted in Reverse Auction, in case bidder is identified / selected as L1/L2 Bidder. Contract will be awarded among both the selected bidders in the ratio of 60:40.

- The business rules, terms and conditions of the reverse auction process are available on GeM Portal GeM portal (<https://bidplus.gem.gov.in/bidlists>).
- No vendor shall involve himself/itself or any of his /its representatives in any price manipulation directly or indirectly with other bidders. If any such practice comes to the notice, Bank shall disqualify the vendor /bidders concerned from the e-Procurement process.
- Bidder shall not disclose details of his bids or any other details concerning Reverse Auction process of the Bank to any other third party without specific permission in writing from the Bank.
- Neither Bank nor service provider / auctioneer can be held responsible for consequential damages such as no power supply, system problem, inability to use the system, loss of electronic information, power interruptions, UPS failure, etc. at vendors' place. (Bank shall,

however, entertain any such issues of interruptions, problems with open mind and fair degree of transparency in the process before deciding to stop or extend the auction.)

- Bank will hold Reverse Auction in the event of two or more bidders are commercially eligible.

### **1.16 No commitment to accept lowest or any bid**

The Bank shall be under no obligation to accept the lowest or any other offer received in response to this tender notice and shall be entitled to reject any or all offers including those received late or incomplete.

Bank reserves the right to make changes in the terms and conditions of purchase. Bank will be under no obligation to have discussions with any bidder, and/or entertain any representation.

### **1.17 Right To Accept Any Bid And To Reject Any Or All Bids/Cancellation of Tender process**

PUNJAB & SIND BANK reserves the right to accept or reject in part or full any or all offers without assigning any reason thereof even after issuance of letter of Intent. Any decision of Punjab & Sind Bank in this regard shall be final, conclusive and binding upon the bidders. The Bank reserves the right to accept or reject any Bid in part or in full, and to annul the Bidding process and reject all Bids at any time prior to contract award, without thereby incurring any liability to the affected Bidder or Bidders or any obligation to inform the affected Bidder or Bidders of the grounds for Bank's action. During any stage of evaluation process, if it is found that the bidder does not meet the eligibility criteria or has submitted false /incorrect information the bid will be summarily rejected by the Bank and no further correspondence would be entertained in this regard. Bank further reserves the right to amend, rescind, reissue or cancel this RFP and all amendments will be advised to the Bidder and such amendments will be binding upon them. The Bank also reserves its right to accept, reject or cancel any or all responses to this RFP without assigning any reason whatsoever. Further please note that the bank would be under no obligation to acquire any or all the items proposed. No contractual obligation whatsoever shall arise from the RFP process unless and until a formal contract is signed and executed by duly authorized officials of Punjab & Sind Bank and the bidder.

### **1.18 Correction of Errors**

Bidders are advised to exercise greatest care in entering the pricing figures. **No corrigenda or requests for prices to be corrected will be entertained after the bids are opened.** If there are any corrections in the bid document, the authorized signatory should initial them all, failing which the figures for such item shall not be considered. Discrepancies in bids will be corrected as follows:

- Where there is a discrepancy between the amounts in figures and in words, the amount in words shall prevail.
- If there is a discrepancy between percentage and amount, the amount calculated as per the stipulated percentage basis shall prevail
- Where there is a discrepancy between the unit rate and the line item total resulting from multiplying the unit rate by the quantity, the unit rate will govern unless, in the opinion of Bank, there is an obvious error such as a misplacement of a decimal point, in which case the line item total will prevail.
- Where there is a discrepancy between the amount mentioned in the bid and the line item total present in the schedule of prices, the amount obtained on totalling the line items in the Bill of Materials will prevail.
- The amount stated in the correction form, adjusted in accordance with the above procedure, shall be considered as binding, unless it causes the overall price to rise, in which case the bid price shall prevail.

- In case the bidder does not accept the correction of the errors as stated above, the bid shall be rejected.
- The Highest Technical bidder shall not automatically qualify for becoming selected bidder and for award of contract by the bank.
- The Lowest Commercial Bidder shall not automatically qualify for becoming selected Bidder and for award of contract by the Bank.
- The commercials will be calculated till two decimal points only. If the third decimal point is greater than .005 the same shall be scaled up else it shall be scaled down to arrive at two decimal points. Bank will make similar treatment for 4th or subsequent decimal point to finally arrive at two decimal points only.
- If for some reason, negotiations with the successful bidder fail to result in an agreement within a specified timeline, the Bank reserves the right to award the contract to the next most eligible bidder based on the evaluation.
- The Bank shall not incur any liability to the affected Bidder on account of such rejection.

Based on the Bank's requirements as listed in this document, the bidder should identify and offer the best-suited solution / bill of material for the product that would meet the Bank's requirements and quote for the same.

During Tender process, if any event of conflict arise between the content of the Annexures submitted by bidders and the main body of RFP , then the content of main RFP shall prevail/ applicable

### **1.19 Soft copy of tender document**

The soft copy of the tender document will be made available on the Bank's website <https://punjabandsindbank.co.in/>, [www.eprocure.gov.in](http://www.eprocure.gov.in) & <https://gem.gov.in/>. However, the Bank shall not be held responsible in any way, for any errors / omissions /mistakes in the downloaded copy.

The bidder is advised to check the contents of the downloaded copy for correctness against the printed copy of the tender document. The printed copy of the tender document shall be treated as correct and final, in case of any errors in the soft copy.

### **1.20 Bid validity period**

Bids shall remain valid for 180 (One Hundred Eighty) days from the date of opening of Commercial Bid. The Bank holds the rights to reject a bid valid for a period shorter than 180 days as non-responsive, without any correspondence. In exceptional circumstances, The Bank may solicit the Bidder's consent to an extension of the validity period. The request and the response thereto shall be made in writing. Extension of validity period by the Bidder should be unconditional and irrevocable. The Bid Security provided shall also be suitably extended.

A Bidder acceding to the request will neither be required nor be permitted to modify its bid. A Bidder may refuse the request without forfeiting its bid security. In any case the bid security of the Bidders will be returned after completion of the process.

### **1.21 Pre-bid meeting**

For clarification of doubts of the bidders on issues related to this RFP, the Bank intends to hold a Pre-Bid Meeting on the date and time as indicated in the RFP in **Key-Information**.

For any clarification with respect to this RFP, the bidder may send an email to [atmcell@psb.bank.in](mailto:atmcell@psb.bank.in) by last date of submission of queries as defined in **Key-Information** in this document. No queries will be entertained from the bidders after the above date and time.

If the meeting date is declared as a holiday under NI Act by the Government subsequent to issuance of RFP, the next working day will be deemed to be the pre-bid meeting day.

The format to be used for seeking clarification is mentioned in **Appendix-C (Pre-bid Query Format)**. It may be noted that all queries, clarifications, questions etc., relating to this RFP, technical or otherwise, must be in writing only and should be sent to the email-id as stated earlier. No oral or individual consultation will be entertained.

Bank has the discretion to consider any other queries raised by the bidder's representative during the pre-bid meeting.

Only two authorized representatives of the bidders who have purchased the RFP will be allowed to attend the meeting. In case pre-bid meeting is also conducted online, the details of the same including the link for participation will be intimated to the prospective bidders.

The Bank will consolidate all the written queries and any further queries during the pre-bid meeting and the replies for the queries shall be made available to all the bidders. The clarification of the Bank in response to the queries raised by the bidder/s, and any other clarification/amendments/corrigendum furnished thereof will become part and parcel of the RFP and it will be binding on the bidders.

Non reply to any of the queries raised by the vendors during pre-bid Meeting shall not be considered as acceptance of the query/issue by the Bank.

## **1.22 Award of contract/ Purchase Order**

### **PURCHASE PREFERENCE:**

Purchase Preference to Micro and Small Enterprises (MSEs), Start-ups and Purchase Preference linked with Local Content (PP-LC) shall be applicable subject to full compliance of other terms and conditions of the RFP and Contract. Following are the conditions applicable as per the Government of India Guidelines on Purchase Preference.

#### **1. Micro & Small Enterprises [MSEs]:**

Procurement through MSEs (Micro & Small Enterprises) will be done as per the Policy guidelines issued by the Ministry of Micro, Small & Medium Enterprises vide Gazette notification no. D.L.-33004/99 dated 23.03.2012 and as amended from time to time. Following are the conditions applicable as per the Government of India Guidelines:

- 1.1.** MSEs should provide proof of their being registered as MSE for the item under RFP along with their offer, with any agency mentioned in the Notification, including:
  - 1.1.1.** District Industries Centres or
  - 1.1.2.** Khadi Village Industries Commission or
  - 1.1.3.** Khadi & Village Industries Board or
  - 1.1.4.** Coir Board or National Small Industries Corporation or
  - 1.1.5.** Directorate of Handicrafts & Handloom or
  - 1.1.6.** Any other body specified by the Ministry of Micro, Small & Medium Enterprises.
  - 1.1.7.** Udyam Registration Certificate

- 1.2. MSEs are exempted from paying EMD, subject to furnishing of Valid certificate for claiming Exemption.
- 1.3. Bidder has to submit as self-declaration accepting that if they are awarded the contract and they fail to sign the contract, or to submit a performance security before the deadline defined in the RFP, they will be suspended for the period of three years from being eligible to submit Bids for contracts with Punjab & Sind Bank as per Annexure-II.
- 1.4. The aforesaid Policy is meant for procurement of only goods produced and Services rendered by MSEs and not for any trading activities by them. An MSE unit will not get any Purchase Preference over any other MSE Unit.
- 1.5. Kindly note that no relaxation in any of the eligibility criteria will be provided to MSE bidders.
- 1.6. The details are available on web site [dcmsme.gov.in](http://dcmsme.gov.in). Interested vendors are requested to go through the same for details.

## 2. **Start-up:**

- 2.1. Applicable for Indian Bidders only as defined in gazette notification no. D.L-33004/99 dated 11.04.2018 of Ministry of Commerce and Industry and as amended from time to time.
- 2.2. As mentioned in Section-II of O.M. No.F.20/2/2014-PPD(Pt.) dated 20.09.2016 of Procurement Policy Division, Department of Expenditure, Ministry of Finance on Prior turnover and prior experience, relaxations may be applicable for all Startups [whether Micro & Small Enterprises (MSEs) or otherwise] subject to meeting of the quality and technical specifications specified in RFP document.
- 2.3. Further, the Start-ups are also exempted from submission of EMDs.
- 2.4. For availing the relaxations, bidder is required to submit requisite certificate towards Startup enterprise registration issued by Department of Industrial Policy and Promotion, Ministry of Commerce and the certificate should be certified by the Chartered Accountant (not being an employee or a Director or not having any interest in the bidder's company/firm) and notary public with legible stamp.
- 2.5. Bidder has to submit as self-declaration accepting that if they are awarded the contract and they fail to sign the contract, or to submit a performance security before the deadline defined in the RFP, they will be suspended for the period of three years from being eligible to submit Bids for contracts with Punjab & Sind Bank as per Annexure-II.

## 3. **Procurement through Local Suppliers (Make in India):**

Department of Industrial Policy and Promotion under Ministry of Commerce and Industry vide letter no. P-45021/2/2017-PP (BE-II) dated 16.09.2020 has notified revised guidelines to be followed to promote manufacturing and production of goods and services in India under "Make in India" initiative.

- 3.1. "Local content" means the amount of value added in India which shall, unless otherwise prescribed by the Nodal Ministry, be the total value of the item procured (excluding net domestic indirect taxes) minus the value of imported content in the item (including all customs duties) as a proportion of the total value, in percent.
- 3.2. "Class-I Local Supplier" means a supplier or service provider whose goods, services or works offered for procurement meets the minimum local content as prescribed for Class-I local supplier under this order.
- 3.3. "Class –II Local Supplier means a supplier or service provider, whose goods, services or works offered for procurement, meets the minimum local content as prescribed for 'Class – II Local supplier' but less than that prescribed for 'Class –I Local supplier' under this order.

- 3.4. 'Non-Local Supplier' means a supplier or service provider, whose goods, services or works offered for procurement has local content less than that prescribed for 'Class-II Local Supplier' under this order.
- 3.5. The 'local content' requirement to categorize a supplier as 'Class I Local Supplier' is minimum 50%. For 'Class-II Local supplier' the 'local content' requirement is minimum 20%.
- 3.6. The margin of Purchase preference shall be 20%.
- 3.7. Purchase preference for local supplier, self-certification, compliance, monitoring and other terms & conditions shall be as per the aforesaid Guidelines/Notifications. The Guidelines may be treated as an integral part of the RFP documents.
- 3.8. In cases of procurement for a value in excess of Rs.10 Crores, the 'Class-I Local supplier'/'Class -II local supplier' shall be required to provide a certificate from the statutory auditor or cost auditor of the company (in case of companies) or from a practicing cost account or practicing chartered accountant (in respect of suppliers other than companies) giving the percentage of local content.
- 3.9. False declarations will be in breach of the Code of Integrity under Rule 175(1)(i)(h) of the General Financial Rules issued by the Ministry of Finance 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.
- 3.10. All the relevant documents/information regarding claim for preferential treatment under this policy must be submitted along with offer by the tenderers. Post tender submission of these information/documents shall not be considered. Further firms seeking these considerations shall be completely responsible for the truthfulness and authenticity of their claim for these benefits.

#### **4. Ministry of Electronics and Information Technology (MeitY):**

- 4.1. In furtherance of the Public Procurement (Preference to Make in India) Order 2017 notified vide reference cited above, Ministry of Electronics and Information Technology, Government of India has issued revised Public Procurement (Preference to Make in India) Order 2019 for cyber security products vide reference File No.1(10)/2017-CLES dated 06/12/2019.
- 4.2. The bidders complying with all the guidelines in this regard and providing supporting documents along with the bid can only participate in this bid.
- 4.3. Punjab & Sind Bank shall also have the authority to audit as well as witness production processes to certify the achievement of the requisite local content and/or to obtain complete back up calculation.

Following evaluation, a Contract/ Purchase Order may be awarded to the bidder(s) whose bid meets the requirements of this RFP and provides the best value to the Bank commercial point of view.

The Bank reserves the right to award the contract in whole or in part. The acceptance of the bid, subject to contract, will be communicated by way of placing a purchase order in writing at the address supplied by the bidder in the bid document. Any change of address of the bidder should therefore be notified promptly to the Assistant General Manager (IT) at the address given in this RFP. The terms and conditions of purchase order and RFP shall constitute a binding contract.

#### **1.23 Amendment to RFP Contents**

At any time prior to the last date for bid-submission, the Bank may, for any reason, whether at its own initiative or in response to clarification(s) requested by a prospective bidder, modify the RFP

contents by amendment. Amendment will be published on Bank's website and will be binding on bidders. However, it is the bidder's responsibility to keep its communication channels (face-to-face, phone, fax, e-mail etc.) alive including observing of Bank's website for latest development in this regard. The Bank will not be liable for any communication gap. In order to provide prospective bidders, reasonable time to take the amendment into account for preparation of their bid, the Bank may, at its discretion, extend the last date for bid-submission.

Bank reserves the right to scrap the tender at any stage without assigning any reason.

#### **1.24 Disqualification**

Any form of canvassing/ lobbying/ influence/ query regarding short listing, status etc. will result in disqualification.

#### **1.25 Contract Period**

The initial contract shall be for (03) three years (unless terminated by the Bank before that date). Effective date of contract will be from the date of acceptance of Purchase order. Further, Bank reserves the right to extend the contract after the expiry of the initial term on existing terms & conditions and at existing rates for 1 year.

#### **1.26 Fixed Price**

The prices quoted in the tender response will be fixed for the period of the contract. The price should be exclusive of all taxes and levies which will be paid by the Bank at actual. However, Bank reserves the right to review the rates, if the bank is of the opinion that there are reductions of rates in the market for comparable services, compared to the initially agreed rates. A benchmark of 20% up and down in the market price of the chip (Based on at least two credible sources) shall trigger the negotiation, on, as and when basis. The Bank reserves the right to negotiate the initial agreed rates and it will be mutually decided between Vendor and the Bank for the subsequent period. However, the bank may consider an exit option if no reasonable solution is arrived at.

#### **1.27 Project Execution**

The entire project needs to be completed expeditiously. The Bank and the selected bidder/s shall nominate a Project Manager each immediately on acceptance of the order, who shall be the single point of contact for the project. However, for escalation purpose, details of other persons shall also be given. The project manager nominated by the bidder/s should have prior experience in implementing similar project. Project Kick-Off meeting should happen within 7 days from the date of acceptance of purchase order. The Bidder/s shall submit a Weekly progress report to the Bank as per format, which will be made available to the selected bidder.

#### **1.28 Project Timelines**

The bidder shall obtain approval of the Bank and the card association regarding artwork and applications, arrange for test cards, shall complete all infrastructural requirements and acceptance testing and procuring card plastic along with EMV Chip within a period of 4 weeks from the date of the Purchase Order, which includes 1 week for Artwork approval from card association.

However, for the subsequent orders, the vendor will procure card plastic along with EMV Chip within a period of 2 weeks from the date of Purchase Order.

## 1.29 Turn Around Time

The Bidder will maintain a Turn-Around-Time (TAT) as detailed below:

For regular per Day Card Issuance volume up to 20,000: 1 day

For regular per Day Card Issuance volume above 20,000: 2 days

(Excluding India Post holidays) from receipt of emboss file to delivery to Speed Post/Courier(s) for Personalized and Non-Personalized Welcome Kit Cards.

(Cut-off time of the day for the purpose of TAT will be 1700 Hrs.)

1. The Bidder will endeavour to provide Cards/PINs with a shorter TAT and the same may be indicated in the Bid.
2. Bidder is required to dispatch the cards through Indian Postal Services/ or any other reputed courier agency for speedy delivery. However, Bank may ask Bidder to send Cards/PINs through any reputed courier in case of urgent requirement.
3. Selected Vendor(s) shall ensure handing over the duly packed cards (non-personalized) to Indian Postal Services/courier agency within 48 hours of receipt of data.

The overall period of complete cycle for receipt of Ready Kits at branches/Customer address should not exceed 12 (Twelve) Calendar days for both metro & rural branches from the date of data file/ embossa file received.

Bidder will endeavor to provide cards with a shorter TAT and the same may be indicated in the Bid.

Bidders may please note that Bank shall reimburse the cost of actual deliverables as per payment terms and it is bidder's overall responsibility to meet the TAT, failing of which will result suitable penalty as per Penalties clause of RFP. Bank will not be liable for any delay in delivery due to issue with dispatch/delivery mechanisms.

## 1.30 Penalties

The Vendor shall be charged penalty for not adhering to the TAT at 5% of each ready kit price (Debit card and stationary collaterals) for per day per card / PIN not produced within the above TAT. In case of premium cards viz Platinum, Select Cards etc. Penalty at 10% of each ready kit price (Debit card and stationary collaterals) will be levied. Penalties will not be levied for TAT if there is a spurt in the number of cards to be issued by more than 50% of the daily average of the previous month (Penalty may be deducted from bill amount payable without any prior intimation).

- i) **Wrong dispatch of Card/ PIN @ Rs. 500/-** (Rs Five Hundred Only) **per card/PIN** (However, Bank at its discretion, may waive the penalty in cases where Bank is satisfied that the reasons were beyond the control of Vendor(s).)
- ii) **Penalty for Delay in procuring Cards:** For any delay beyond 2 weeks after the date of confirmed order from the Bank, a penalty will be charged on per day basis (from the 1<sup>st</sup> day of the 3<sup>rd</sup> week from the date of order). The amount of penalty will be calculated @ 5% of the value of order for each day's cards multiplied by the number of days' delay subject to a maximum of Rs. 50,000/- (Rs Fifty Thousand only) for each day's delay.
- iii) 1% per day of total PO value as penalty amount will be levied if the acceptance of Purchase order is not submitted within 3 Days from the date of issuance of PO by Bank for the delayed period.
- iv) **Penalty for non-providing onsite resource:** Penalty of Rs.50000/- (Rs Fifty Thousand only) per month shall be levied for each month in case of not providing onsite resources by the

bidder within one month from the date of issue of Letter of Indent (LOI). Minimum 90% of onsite resource attendance is mandatory per month (Bank working days). Rs.2000/-(Rs Two Thousand only) per day will be charged for each day of non-presence of onsite resource beyond 10% per month (Bank working days).

- v) The Dispatch Report of the cards dispatched should be provided within 24 hours of card dispatch. Any delay may attract penalty at the rate of Rs.5000/- per day.
- vi) Delay in RTO card re-dispatch and Re-PIN/ PPK(Pre Printed Kit ) dispatch beyond stipulated period @ Rs.10/- per day/Card/PIN/PPK after the day of receipt from courier/speed post.
- vii) Penalty for printing two or more cards with same card number @ **Rs.2500/-** (Rupees Twenty Five Hundred Only) **per card**.
- viii) Alternative data sharing channel in case of SFTP not working should be provided within 24 Hrs. to accept data through an alternative way otherwise **Rs.2500** (Rupees Twenty Five Hundred Only) per day penalty will be levied.
- ix) In cases of habitual / frequent delay in supply of cards, Bank may consider invocation of the bank guarantee or may even consider termination of contract of the bidder.
- x) Any financial loss / fraud taking place due to the bidder's negligence shall be recoverable from the bidder along with damages if any with regard to Bank's reputation and goodwill.
- xi) Delivery of goods and performance of Services shall be made by the bidder/ supplier in accordance with the time schedule specified by Bank. Any delay in performance of the obligation by the bidder/ supplier will result in imposition of liquidated damages and/or termination of rate contract for default.
- xii) If at any point of time, during a check audit or in case of a complaint regarding the quality of cards being supplied is substantiated, 10% penalty will be levied on debit card invoice raised in all months in which these cards (of inferior quality) were shipped. Bank reserves the right to cancel the contract or order placed for the cards found improper with immediate effect, withhold any payments due and forfeit amount of Performance Bank Guarantee.

### **1.31 Signing of Contract**

On the completion of selection process, the selected vendor(s) needs to execute a comprehensive **Service Level Agreement (SLA)/Contract** with the Bank within thirty (30) days from the date of issuance of Purchase Order. The Contract period will be for **Three Years** covering all terms and conditions of this RFP document (read with addendums/corrigendum/clarifications) , LOI, Purchase Order and such other terms and conditions as may be determined by Bank to be necessary for the due performance of the work, as envisaged herein and in accordance with the bid.

However, the terms and conditions of purchase order and RFP (read with addendums/Corrigendum/Clarifications) shall constitute a binding contract till such a contract is issued. The Pre Contract Integrity Pact Agreement submitted by the bidder during the Bid submission will automatically form a part of the Contract Agreement till the conclusion of the contract.

### **1.32 Confidentiality of the Bid Document**

The Bidder, irrespective of his/her participation in the bidding process, shall treat the details of the documents as secret and confidential.

## **CHAPTER 2 - TERMS AND CONDITONS**

### **2.1 Payment Terms**

Within 30 days as per GeM terms from the date of receipt of bills accompanied by the complete set of documents required by the bank to process the same and duly supported by MIS with regards to despatch and delivery status of Ready Kits and duly acknowledged by branches. The payment shall be made on actual deliverables. It will be bidder's responsibility of tracking and providing MIS to the bank till delivery of consignment to destination. Bidders may please also note that:-

- a. The successful bidder shall remain responsible for the quality of plastic. In case the cards start providing problems due to quality of card, the entire quantity of cards shall be rejected and no payment shall be made to the supplier on this account and suitable penalties as may also be levied.
- b. Even though the bidder is required to quote for the given bill of quantity, Punjab & Sind Bank reserves the right to vary the quantity as per requirement of the Bank. However in any case, the payment shall be as per actual supplies made under this contract.
- c. The bills raised by the selected bidders(s) will be verified by the Bank and payment made by HO ATM CELL. No advance payments will be made. Payments for cards will be made on monthly basis in arrears after deducting TDS, applicable LD/Penalty, if any, and the selected bidder has to provide necessary Bank Details like Account No., Bank's Name with Branch, IFSC Code etc.
- d. Prices should be exclusive of all taxes & duties. Taxes shall be paid by bank on actual basis.
- e. The Bidder shall be reimbursed for the amount of expenditure incurred towards delivery of cards / PINs etc. for which the bidder would be required to submit invoices with actual bills from speed post / Courier.
- f. Bidders may please note that Bank shall reimburse the postage cost of actual delivery of cards / PINs etc. as above and it is bidder's overall responsibility to meet the TAT failing of which will result suitable penalty as per Penalties clause of RFP. Bank will not be liable for any delay in delivery due to issue with despatch/delivery vendor(s)/mechanisms.
- g. Cost of dispatch / postage shall be reimbursed by the bank as per actuals. However, the Dispatch Charges of per card/pin to individual customers / branches in bulk through reputed courier agency other than speed post shall be accepted with maximum variation upto 20% with speed post charges, in case of non-urgent requirements.
- h. The Service Provider shall manage cards dispatch including undelivered cards. It will also verify courier / Speed Post bills before paying and/or claiming reimbursement. Any excess payment claimed / made by the Service Provider over and above agreed rates charged by Couriers / Speed Post on this account will not be reimbursed.
- i. Any penalty imposed by the courier / Speed Post on SERVICE PROVIDER for non-payment / delayed payment or for not following terms of agreement(s) with respective courier(s) or due to any other action/inaction by the SERVICE PROVIDER shall also not be reimbursed

### **2.2 Paying Authority**

Orders will be placed by HO ATM Cell. The payments as per the Payment Schedule covered herein above shall be paid by HO ATM CELL, Punjab & Sind Bank, 2nd Floor, Plot No. 151, Sector 44

### **2.3 Assignment & Subcontracting**

- a. The selected bidder shall not subcontract or permit anyone other than its personnel to perform any of the work, service or other performance required under the contract without the prior written consent of the Bank.
- b. The selected bidder should not sub-contract works to any contractor from a country which shares a land border with India unless such contractor is registered with the Competent Authority (refer: F/No.6/18/2019-PPD dated 23/07/2020 of Public Procurement Division, Department of Expenditure, Ministry of Finance). Any false declaration and non-compliance of the above would be a ground for immediate termination of the contract and further legal action in accordance with the laws.
- c. If the Bank undergoes a merger, amalgamation, takeover, consolidation, reconstruction, change of ownership, etc., this tender shall be considered to be assigned to the new entity and such an act shall not affect the rights of the Agency under this tender.

### **2.4 Insurance**

It is the sole responsibility of the Bidder to obtain adequate insurance cover for the infrastructure deployed for card personalization, storage of blank cards, EMV Chip, stationary items, cards in transit, etc.

### **2.5 Delays in the Bidder's Performance**

The bidder must strictly adhere to the implementation schedule, as specified in the purchase contract, executed between the Parties for performance of the obligations, arising out of the purchase contract and any delay in completion of the obligations by the Bidder will enable Bank to resort to any or both of the following:

- i. Claiming Liquidated Damages
- ii. Termination of the purchase agreement fully or partly and claim liquidated damages.
- iii. Execution of Bid Declaration Form / Invoking EMD or Performance Bank Guarantee

### **2.6 Liquidated Damages**

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

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

- Non-delivery of any component or other services mentioned in the order
- Non-delivery of supporting documentation
- Delivery / availability, but no installation of the components and/or software
- No integration/ Incomplete Integration
- Non-Completion of Transition within suggested timeline

- System operational, but not as per SLA, Timelines and scope of the RFP

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

Further, the Bank also reserves the right to cancel the order and execute the Bid Security Declaration /Invoke Performance Guarantees in case of inordinate delays in the delivery/ installation of the equipment. Bank may foreclose the bank guarantee without any notice. In the event of Bank agreeing to extend the date of delivery at the request of successful bidder(s), it is a condition precedent that the validity of Bank guarantee shall be extended by further period as required by Bank before the expiry of the original bank guarantee. Failure to do so will be treated as breach of contract. In such an event Bank, however, reserves its right to foreclose the bank guarantee. For the purpose of this RFP, the total of penalties as per SLA and the Liquidated damages will be subject to a maximum of 10% of the overall contract value. Once the maximum deduction is reached, the Bank may consider termination of the Contract at its discretion.

## **2.7 Order Cancellation**

- a. The Bank reserves its right to cancel the entire / unexecuted part of the Purchase Order at any time by assigning appropriate reasons and recover expenditure incurred by the Bank in addition to recovery of liquidated damages in terms of the contract, in the event of one or more of the following conditions:
  - i. Delay in delivery of services in the specified period.
  - ii. Serious discrepancies noted in the inspection.
  - iii. Breaches in the terms and conditions of the Order.
- b. The Bank reserves the right to cancel the contract placed on the selected bidder and recover expenditure incurred by the Bank on the following circumstances:
  - i. Non submission of acceptance of order within 7 days of order.
  - ii. Excessive delay in execution of order placed by the Bank.
  - iii. The selected bidder commits a breach of any of the terms and conditions of the bid.
  - iv. The bidder goes in to liquidation voluntarily or otherwise.
  - v. An attachment is levied or continues to be levied for a period of 7 days upon the effects of the bid.
  - vi. The progress made by the selected bidder is found to be unsatisfactory.
  - vii. If deductions on account of liquidated Damages exceeds more than 10% of the total contract price.
  - viii. If found blacklisted by any Govt. Department / PSU / other Banks / CERT-In, during the course of contracted period.
  - ix. Non satisfactory performance of the Project in terms of affecting the Core Systems of the Bank or the Core Business of the Bank and the functioning of the Branches/Offices of the Bank.
- c. Bank shall serve the notice of termination to the bidder at least 30 days prior, of its intention to terminate services without assigning any reasons.

- d. In case the selected bidder fails to conduct an event as per stipulated schedule, the Bank reserves the right to get it conducted by alternate sources at the risk, cost and responsibility of the selected bidder by giving 7 days' prior notice to the bidder.
- e. After the award of the contract, if the selected bidder does not perform satisfactorily or delays execution of the contract, the Bank reserves the right to get the balance contract executed by another party of its choice by giving one-month notice for the same. In this event, the selected bidder is bound to make good the additional expenditure, which the Bank may have to incur to carry out for the execution of the balance of the order/contract. Such additional expenditure shall be incurred by the bank within reasonable limits & at comparable price prevailing in the market. This clause is also applicable, if for any reason, the contract is cancelled.
- f. The Bank reserves the right to recover any dues payable by the selected bidder from any amount outstanding to the credit of the selected bidder, including the pending bills and security deposit, if any, under this contract.
- g. In addition to the cancellation of purchase order, the Bank reserves its right to blacklist the vendor for non- performance and/or invoke the Bank Guarantee or foreclose the Security Deposit given by the bidder towards non- performance/non-compliance of the terms and conditions of the contract, to appropriate towards damages.

## **2.8 Consequences of Termination**

In the event of termination of the Contract due to any cause whatsoever, [whether consequent to the stipulated term of the Contract or otherwise], the Bank shall be entitled to impose any such obligations and conditions and issue any clarifications as may be necessary to ensure an efficient transition and effective business continuity of the Service(s) which the Bidder shall be obliged to comply with and take all available steps to minimize loss resulting from that termination/breach, and further allow the next successor Bidder to take over the obligations of the erstwhile Bidder in relation to the execution/continued execution of the scope of the 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 the 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 The Bank may specify including training, where the successor(s) is a representative/personnel of The 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 The 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 The 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.

## **2.9 Disaster Recovery Mechanism**

The proposed system must be capable of and compatible for Disaster Recovery Implementation. The successful bidder should describe the provisions of DR/BCP or the time frame in which they will be available. The bidder should have its Disaster Recovery Site in India and Business Continuity Plan. Both L1 & L2 selected bidders should not have tie up among themselves for Disaster Recovery Implementation and should have different arrangement to maintain BCP provisions.

## **2.10 Audit by Third Party**

Punjab & Sind Bank & its regulators like RBI, CSITE etc. reserves the right to inspect and/or conduct audit (Accounting & IS Audit) at the Card Personalization site of any procedures, services and functionality offered by the selected vendor(s) under this agreement at their corporate office,

DC and DR sites of the vendor(s). Punjab & Sind Bank will undertake audits by itself or through its designated company (IS Auditors, CCA, Statutory auditors) for audits on regular basis to audit the procedures, services and functionality for conformance as per this agreement.

The selected bidder (Service Provider), if required, has to get itself annually audited by internal/external empanelled Auditors appointed by the Bank/inspecting official from the Reserve Bank of India or any regulatory authority, covering the risk parameters finalized by the Bank/such auditors in the areas of products (IT hardware/software) and services etc., provided to the Bank and the Service Provider is required to submit such certification by such Auditors to the Bank. The Service Provider and or his/their outsourced agents/subcontractors (if allowed by the Bank) shall facilitate the same. The Bank can make its expert assessment on the efficiency and effectiveness of the security, control, risk management, governance system and process created by the Service Provider. The Service Provider shall, whenever required by the Auditors, furnish all relevant information, records/data to them. All costs for such audit shall be borne by the Bank.

Where any deficiency has been observed during audit of the Service Provider on the risk parameters finalized by the Bank or in the certification submitted by the Auditors, the Service Provider shall correct/resolve the same at the earliest and shall provide all necessary documents related to resolution thereof and the auditor shall further certify in respect of resolution of the deficiencies. The resolution provided by the Service Provider shall require to be certified by the Auditors covering the respective risk parameters against which such deficiencies have been observed.

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

## **CHAPTER 3 - LEGAL AND CONTRACTUAL**

### **3.0 Dispute Resolution Mechanism**

The Bidder and The Bank shall endeavor their best to amicably settle all disputes arising out of or in connection with the Contract in the following manner:-

- I. The Party raising a dispute shall address to the other Party a notice requesting an amicable settlement of the dispute within seven (7) days of receipt of the notice.
- II. The matter will be referred for negotiation between General Manager of The Bank / Purchaser and the Authorized Official of the Bidder. The matter shall then be resolved between them and the agreed course of action documented within a further period of 15 days.

In case any dispute between the Parties, does not settle by negotiation in the manner as mentioned above, the same may be resolved exclusively by arbitration and such dispute may be submitted by either party for arbitration within 20 days of the failure of negotiations. Arbitration shall be held in New Delhi and conducted in accordance with the provisions of Arbitration and Conciliation Act, 1996 or any statutory modification or re-enactment thereof. Each Party to the dispute shall appoint one arbitrator each and the two arbitrators shall jointly appoint the third or the presiding arbitrator.

The "Arbitration Notice" should accurately set out the disputes between the parties, the intention of the aggrieved party to refer such disputes to arbitration as provided herein, the name of the person it seeks to appoint as an arbitrator with a request to the other party to appoint its arbitrator within 45 days from receipt of the notice. All notices by one party to the other in connection with the arbitration shall be in writing and be made as provided in this tender document.

The arbitrators shall hold their sittings at New Delhi. The arbitration proceedings shall be conducted in English language. Subject to the above, the courts of law at New Delhi alone shall have the jurisdiction in respect of all matters connected with the Contract/Agreement. The laws applicable to this contract shall be the laws in force in New Delhi, India. The contract shall be governed by and interpreted in accordance with Indian law. The award will be recorded in writing, along with the reasons therefor. The arbitration award shall be final, conclusive and binding upon the Parties and judgment may be entered thereon, upon the application of either party to a court of competent jurisdiction. Each Party shall bear the cost of preparing and presenting its case, and the cost of arbitration, including fees and expenses of the arbitrators, shall be shared equally by the Parties unless the award otherwise provides.

The successful bidder(s) shall continue work under the Contract during the arbitration proceedings unless otherwise directed in writing by the Bank or unless the matter is such that the work cannot possibly be continued until the decision of the arbitrator, as the case may be, is obtained. The venue of the arbitration shall be in Delhi.

Notwithstanding the above, the Bank shall have the right to initiate appropriate proceedings before any court of appropriate jurisdiction, should it find it expedient to do so.

### **3.1 Jurisdiction & Governing Laws**

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

### **3.2 Notices**

Notice or other communications given or required to be given under the contract shall be in writing and shall be faxed/e-mailed followed by hand-delivery with acknowledgement thereof, or transmitted by pre-paid registered post or courier.

Any notice or other communication shall be deemed to have been validly given on date of delivery if hand delivered & if sent by registered post than on expiry of seven days from the date of posting.

### **3.3 Authorized Signatory**

The selected Bidder shall indicate the authorized signatories who can discuss and correspond with the bank with regard to the obligations under the contract. The selected Bidder shall submit at the time of signing the contract a certified copy of the resolution of their board, authenticated by the company secretary/MD/Chairman, authorizing an official or officials of the Bidder to discuss, sign agreements/contracts with the Bank , raise invoice and accept payments and also to correspond.

### **3.4 Force Majeure**

Force Majeure is herein defined as any cause, which is beyond the control of the selected Bidder or The Bank as the case may be which they could not foresee or with a reasonable amount of diligence could not have foreseen and which substantially affect the performance of the contract, such as:-

- Natural phenomenon, including but not limited to floods, droughts, earthquakes, epidemics and pandemics
- Acts of any government, including but not limited to war, declared or undeclared priorities, quarantines and embargos
- Terrorist attack, public unrest in work area

Provided either party shall within 10 days from occurrence of such a cause, notify the other in writing of such causes. The Bidder or The Bank shall not be liable for delay in performing his/her obligations resulting from any force Majeure cause as referred to and/or defined above. Any delay beyond 30 days shall lead to termination of contract by parties and all obligations expressed quantitatively shall be calculated as on date of termination. Notwithstanding this, provisions related to indemnity, confidentiality survives termination of the contract.

### **3.5 Confidentiality**

The selected vendor(s) acknowledges that all material information which has or will come into its possession or knowledge in connection with this agreement or the performance hereof, consists of confidential and proprietary data, whose disclosure to or use by third parties will be damaging or cause loss to PUNJAB & SIND BANK. The vendor(s) agrees to hold such material and information in strictest confidence and not to make use thereof other than for the performance of this agreement to release it only to employees requiring such information and not to release or disclose it to any other party. The vendor(s) agrees to take appropriate action with respect to its employees to ensure that the obligations of non-use and non- disclosure of confidential information under this agreement can be fully satisfied.

Punjab & Sind Banks' Customer, Card & ATM data (including location details) is confidential and should NEVER be disclosed to any institutions or used by the vendor(s) for purpose other than required for processing at the Switch. The selected vendor(s) will take suitable steps to ensure the confidentiality of the Punjab & Sind Banks' data. Service Provider to ensure against data leakage by any of its staff to avoid frauds related to Card & PIN/ PPK data. Physical as well as logical security of data to be ensured. This step should include having the employees assigned to Punjab & Sind Banks' work sign a 'Confidentiality Agreement'. The selected vendor(s) undertakes not to keep this data with its company after the end of this agreement. This clause will outlive the agreement date. The Bidder shall sign a Non-disclosure Agreement as per **Annexure-X**.

### **3.6 Ownership and Retention of Documents**

The Bank shall own the documents, prepared by or for the selected Bidder arising out of or in connection with the Contract.

Forthwith upon expiry or earlier termination of the Contract and at any other time on demand by The Bank, the Bidder shall deliver to The Bank all documents provided by or originating from The Bank / Purchaser and all documents produced by or from or for the Bidder in the course of performing the Service(s), unless otherwise directed in writing by The Bank at no additional cost.

The selected Bidder shall not, without the prior written consent of The Bank/ Purchaser, store, copy, distribute or retain any such Documents.

The selected Bidder shall preserve all documents provided by or originating from The Bank / Purchaser and all documents produced by or from or for the Bidder in the course of performing the Service(s) in accordance with the legal, statutory, regulatory obligations of The Bank /Purchaser in this regard.

### **3.7 Intellectual Property Rights**

In the event of any claim asserted by a third party of infringement of copyright, patent, trademark, industrial design rights, etc., arising from the use of the Goods or any part thereof in India, the Vendor(s) shall act expeditiously to extinguish such claim. If the Vendor(s) fails to comply and the Bank is required to pay compensation to a third party resulting from such infringement, the Vendor(s) shall be responsible for the compensation to claimant including all expenses, court costs and lawyer fees. The Bank will give notice to the Vendor(s) of such claim, if it is made, without delay. The Vendor(s) shall indemnify the Bank against all third party claims.

### **3.8 Intellectual Property Indemnity & Indemnity against Misuse of License**

The selected vendor(s) has to undertake to indemnify Punjab & Sind Bank and its officers, employees and agents against liability, including costs, for actual or alleged direct or contributory infringement of, or inducement to infringe, any Indian or foreign patent, trademark or copyright, arising out of the performance of this contract.

The selected vendor(s) shall have to undertake to indemnify Punjab & Sind Bank and its officers, employees and agents against liability, including costs, for actual or alleged direct or contributory infringement or misuse by vendor(s) of, any license issues arising out of the execution of this contract.

Service provider shall ensure that all persons, employees, workers and other individuals engaged by or sub-contracted (if allowed) by Service Provider in rendering the Services under this Agreement have undergone proper background check, police verification and other necessary due diligence checks to examine their antecedence and ensure their suitability for such engagement. No person shall be engaged by Service provider unless such person is found to be suitable in such verification and Service Provider shall retain the records of such verification and shall produce the same to the Bank as and when requested.

### **3.9 Legal Compliance**

The successful bidder hereto agrees that it shall comply with all applicable union, state and local laws, ordinances, regulations and codes in performing its obligations hereunder, including the

procurement of licenses, permits and certificates and payment of taxes where required. If at any time during the term of this agreement, the Bank is informed or information comes to the Bank's attention that the Successful bidder is or may be in violation of any law, ordinance, regulation, or code (or if it is so decreed or adjudged by any court, tribunal or other authority), the Bank shall be entitled to terminate this agreement with immediate effect.

It shall be the sole responsibility of the Vendor(s) to comply with all statutory, regulatory & Law of Land and provisions while delivering the services mentioned in this RFP. If any new guidelines are issued by these organizations, the bidder shall arrange for its compliance/ upgradation/ development during the contract period without any cost to Bank.

The Successful bidder shall maintain all proper records, particularly but without limitation accounting records, required by any law, code, practice or corporate policy applicable to it from time to time including records, returns and applicable documents under the Labour Legislation. The Successful bidder shall ensure payment of minimum wages to persons engaged by it as fixed from time to time under the Minimum Wages Act, 1948. In case the same is not paid, the liability under the act shall solely rest with the successful bidder. Further, bidder to ensure that salary payments to resources deployed for Bank's Project is done through Transfer mode from bidder's Bank a/c directly to credit into their specific salary accounts only. No cash payments are to be done for providing remuneration for services provided to the Bank on behalf of selected bidder.

Service Provider shall procure and maintain all necessary licenses, permissions, approvals from the relevant authorities under the applicable laws especially contract Labour (Abolition) Act, EPF Act and ESI Act, throughout the currency of this Agreement.

Service Provider shall be solely liable & responsible for compliance of all applicable Labour Laws in respect of its employees, agents, representatives and sub-Contractors and in particular Laws relating to terminal benefits such as Pension, Gratuity, Provident Fund, Bonus or other benefits to which they may be entitled and the Laws relating to Contract Labour, Minimum Wages, registration of labours, ESIC, PF, workman compensation etc. and the Bank shall have no liability in these regards. Salary of employees of the vendors are being directly credited to the employees' account. Confirmation that Payment of statutory dues like PF, ESIC etc. are being made on time to the employees be submitted along with the monthly bills raised by vendor.

The bidder should adhere to laws of land and rules, regulations and guidelines prescribed by various regulatory, statutory and Government authorities. Bidder is to ensure that the Card Management solution is compliant to all existing regulatory guidelines of GOI /RBI and also adheres to requirements of the IT Act 2000 (including amendments in IT Act 2008) and Payment and Settlement Systems Act 2007 and amendments thereof. A self-declaration to this effect is to be submitted by the bidder.

The Bank reserves the right to conduct an audit / ongoing audit of the services provided by the bidder. The Bank reserves the right to ascertain information from the banks and other institutions to which the bidders have rendered their services for execution of similar projects.

Compliance in obtaining approvals/permissions/licenses: The Vendor(s) shall promptly and timely obtain all such consents, permissions, approvals, licenses, etc, as may be necessary or required for any of the purposes of this project or for the conduct of their own business under any applicable Law, Government Regulation/Guidelines and shall keep the same valid and in force or as are or as made applicable in future, pertaining to or applicable to them, their business, their employees or their obligations towards them and all purposes of this Tender and in the event of any failure or omission to do so, shall indemnify, keep indemnified, hold harmless, defend, protect and fully compensate the Bank and its employees/ officers/ staff/ personnel/ representatives/agents from and against all third party claims or demands of liability and all consequences that may occur or arise for any default or failure on its part to conform or comply with the above and all other statutory

obligations arising there from and the Bank will give notice of any such claim or demand of liability within reasonable time to the Vendor(s).

This indemnification is only a remedy for the Bank. The Vendor(s) is not absolved from its responsibility of complying with the statutory obligations as specified above. Indemnity would be limited to court and arbitration awarded damages and shall exclude indirect, consequential and incidental damages. However indemnity would cover direct damages, loss or liabilities suffered by the Bank arising out of claims made by its customers and/or regulatory authorities.

### **3.10 Conflict of Interest**

The Bidder shall disclose to the Bank in writing all actual and potential conflicts of interest that exist, arise or may arise (either for the Bidder or the Bidder's team) in the course of performing the Service(s) as soon as practical after it becomes aware of that conflict.

### **3.11 Inspection of Records**

Subject to receipt of prior written notice, all Vendor(s) records/premises with respect to any matters covered by this Tender shall be made available to the Bank or its designees and regulators including RBI, at any time during normal business hours, as often as the Bank deems necessary, to audit, examine, and make excerpts or transcripts of all relevant data. Said records are subject to examination. Bank's auditors would execute confidentiality agreement with the Vendor(s), provided that the auditors would be permitted to submit their findings to the Bank pertaining to the scope of the work, which would be used by the Bank. The cost of the audit will be borne by the Bank.

The scope of such audit would be limited to Service Levels being covered under the contract, and financial information would be excluded from such inspection, which will be subject to the requirements of statutory and regulatory authorities. Such audit shall be conducted within normal working hours of the Vendor(s) and the Bank's auditors shall comply with confidentiality and security requirements as specified by the Vendor(s).

### **3.12 Data Ownership**

The customer data (Name, address and Account details), card data (Card numbers, Card Track Details and PIN Offset details) and ATM data (including location details) provided by Punjab & Sind Bank to vendor(s) is exclusively the property of Punjab & Sind Bank.

### **3.13 Publicity**

Any publicity by either party in which the name of the other party is to be used should be done only with the explicit written permission of such party.

The bidder agrees to make no reference to Bank or this procurement or resulting contract in any literature, promotional material, brochures, sales presentation or the like without the express prior written consent of Bank.

### **3.14 Solicitation Of Employees**

Both the parties agree not to hire, solicit, or accept solicitation (either directly, indirectly, or through a third party) for their employees directly involved in this contract during the period of the contract and one year thereafter, except as the parties may agree on a case-by-case basis. The parties agree that for the period of the contract and one year thereafter, neither party will cause or permit any of its directors or employees who have knowledge of the agreement to directly or indirectly solicit for employment the key personnel working on the project contemplated in this

proposal except with the written consent of the other party. The above restriction would not apply to either party for hiring such key personnel who (i) initiate discussions regarding such employment without any direct or indirect solicitation by the other party (ii) respond to any public advertisement placed by either party or its affiliates in a publication of general circulation or (iii) has been terminated by a party prior to the commencement of employment discussions with the other party.

### **3.15 Limitation of Liability**

Vendor(s)'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 IP Infringement indemnity, bodily injury (including Death) and damage to real property and tangible property caused by vendor(s)/s' gross negligence. For the purpose for the section, contract value at any given point of time, means the aggregate value of the purchase orders placed by bank on the vendor(s) that gave rise to claim, under this Tender. Vendor(s) shall not be liable for any indirect, consequential, incidental or special damages under the Agreement/ Purchase Order.

### **3.16 Signing of Pre-Contract Integrity Pact**

To ensure transparency, equity, and competitiveness and in compliance with the CVC guidelines, this tender shall be covered under the Integrity Pact (IP) policy of the Bank. The pact essentially envisages an agreement between the prospective bidders/vendor(s) and the Bank committing the persons/officials of both the parties, not to exercise any corrupt influence on any aspect of the contract. The format of the agreement is enclosed as **Appendix -F** on stamp paper.

Signing of IP with Bank would be one of the preliminary qualification for further evaluation. In other words, entering into this pact would be one of the preliminary qualification for this tender and the pact shall be effective from the stage of invitation of bids till the complete execution of the contract. Any vendor(s)/ bidder not signed the document or refusing to sign shall be disqualified in the bidding process.

Sh. Asha Ram Sihag & Sh. Aditya Prakash Mishra have been appointed as IEM (Independent External Monitor) for the bank. IEM can be contacted at: -

- |   |   |
|---|---|
| <b>1. Sh. Asha Ram Sihag,</b><br><b>Email: <a href="mailto:arshihag@gmail.com">arshihag@gmail.com</a></b><br><b>Mob: 9911558502</b> | <b>2. Sh. Aditya Prakash Mishra</b><br><b>Email: <a href="mailto:arshihag@gmail.com">arshihag@gmail.com</a></b><br><b>Mob: 9560625666</b> |
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### **3.17 Non-Disclosure Agreement**

The bidder shall take all necessary precautions to ensure that all confidential information is treated as confidential and not disclosed or used other than for the purpose of project execution. Bidder shall suitably defend, indemnify Bank for any loss/damage suffered by Bank on account of and to the extent of any disclosure of the confidential information. The bidder shall furnish an undertaking and have to sign Non-Disclosure Agreement as per **Annexure-X** on stamp paper. No media release, public announcement or any other reference to the RFP or any programme there under shall be made without the written consent from the Bank. Reproduction of this RFP, without the prior written consent of the Bank, by photographic, electronic or other means is strictly prohibited.

## **CHAPTER 4- SCOPE OF WORK**

Bank plans to empanel eligible service providers who are capable to undertake the complete activity and providing the EMV Chip Cards Contact & Contactless Dual Interface Cards with Magnetic Stripe and dispatching the same to branches/customers of the Bank as per the scope of the work. All supplies of material, technology, design, hardware and software must confirm to the quality as per industry best practice, for which the Bank may request and interact with the reference points to be provided by the intending vendor as part of the RFP response.

### **A. Supply Requirement**

- i. The vendor(s) must ensure the following:-
  - a) Supply of ATM-cum—EMV Chip Debit Cards, Dual interface contactless cards, NCMC etc. as per specifications/Artwork approved by the Bank, VISA, MasterCard, NPCI etc.
  - b) Embossing/ printing/ Chip embedding of these cards, for which Card Embossa file would be provided by the DCMS vendor(s) in an encrypted form
  - c) Required setup to receive the encrypted data through a secure FTP channel or any other mode to be decided by the Bank.
  - d) After personalization of cards, the vendor(s) must have a mechanism in place to ensure that the Embossa files are deleted immediately and send a confirmation over email to the bank accordingly. Vendor(s) should have mechanism to identify the duplicate embossa and delete immediately. Such duplicate embossa should not get processed by the application.
  - e) Rejected cards should be destroyed by successful Vendor(s) under camera surveillance and the Backup of the CCTV recording should be retained for a period of 3 months. Weekly report on the rejected cards should be made available to the Bank through mail, Dashboard and portal.
  - f) Supply of stationery items required as per the specifications.
  - g) Pasting the Cards on the face of their corresponding Welcome Letter so that the CVV number is not visible.
  - h) Packing of Cards along with insertions as per requirement.
  - i) Printing of collaterals for Bank: Printed welcome letter, printed user guide, printed pouch for Cards, envelope for Card/PIN and Terms & Conditions etc. Stationary to be printed in color (BILINGUAL). All the stationary items with Card as a whole termed as "Ready Kit".
- ii. **Procurement of cards:**
  - a) The Purchase Orders for procurement of cards shall be placed in phased manner as per requirements of the Bank. The Bank may provide multiple designs for the cards. At present, Bank is issuing NPCI Rupay NCMC DI Card in EMV Chip variant. Vendor(s) may also be required to supply other different variants of debit cards including but not limited to items as listed under Projections.

- b) The vendor(s) should also alert the Bank in case of re-order requirements for any specific kind of plastic/changes in EMV Chip/Stationary well in advance of a stock-out situation. Vendor(s) cannot claim any damages on account of extra inventory/plastic etc. in case order is not placed by Bank to cover the stock.

**iii. Personalization Activities:**

- a) Bank reserves the right to get EMV Chip Card / Contact cum Contactless Dual Interface card, NCMC enabled EMV chip card, with /without name, with / without photo, with/without Braille-enabled tactile features, with / without Collaterals / Stationery items and accordingly payment will be released.
- b) All NCMC enabled EMV chip contact cum contactless cards will also have a Magstripe to be able to use the existing Magstripe infrastructure in ATMs, Micro ATMs and POS as well as support acquiring infrastructure in the future. There should be facility of storing value on NCMC card to support offline transactions which does not require PIN for small transactions from wallet. There should be facility of service creation on NCMC card at the time of personalization. Vendor(s) should be capable to supply the cards to comply with these functionalities.
- c) The Bank may also call for a supply of Bilingual cards. Vendor(s) should be ready for the same.
- d) Selected Vendor(s) to ensure proper mechanism in place to avoid any duplication of card personalization. In case of any misuse of Bank's Card data, Vendor(s) will be solely responsible.
- e) In case of any misprints due to problem in printer or any other reason attributable to the VENDOR, VENDOR shall arrange reprinting of the damaged misprinted PINs/ PPKs without any cost to the bank including cost incurred in dispatch of such PINs, if any. A log of such damaged PINs/ PPKs will be provided to the Bank
- f) Welcome Letter personalization-The selected bidders have to print the customer details (such as Account number (masked) ,Customer name, Customer full address, Branch name, contact no., batch details, AWB no. – in case of direct dispatch of cards to customers etc.) on the welcome letter, print the card number (masked), in the space provided in welcome letter and the full branch address on the top right hand side.

**iv. Dispatch Arrangement**

- a) Ready Kit preparation/ Stuffing of card with collaterals (welcome letter, user guide, terms & conditions, pin (in case of physical pin) and other materials).
- b) The selected bidder should ensure printing of both primary as well as secondary addresses before dispatching of cards. Personalized Card to be properly pasted on the welcome letter. Vendor(s) to ensure that only one envelop per Customer/branch per day for PINs/Re-PINs should be there. Bank shall reimburse the postage charges to vendor(s) in actual deliverables upon submission of the original bills/invoices of India post/ other reputed courier agency. All the responsibility to prove delivery of the card/PINs and meet the TAT shall be borne by the Vendor(s).
- c) The Vendor(s) shall dispatch Non-Personalized Ready Kits in a lot of 50s or 100s or more as per the requirement of the Bank from time to time. The

complete order (irrespective of number of non-personalised cards) for each branch has to be dispatched in one lot. However, the dispatch of Ready Kits for personalized EMV cards shall be as per orders from time to time.

- d) The Vendor(s) shall dispatch the Welcome Kits along with card to Head office/Zonal Offices/Customer's/branch address through Speed Post of India or Other Reputed courier Agency. The vendor(s) shall assume all responsibilities of India Post/ other reputed courier agency. The courier agency must ensure safety, reliability, TAT (aligned to bank's TAT), tracking of Cards/PIN being delivered. Copy of agreement with India Post/ Other Reputed Courier Agency shall be provided to bank.
- e) The selected bidder has to submit the dispatch detail to the concerned Post Office / Courier Agency and mark a copy to HO ATM Cell after dispatching of the consignment, the same will be treated as Proof of Dispatch

**PIN Delivery:**

- f) Bank is having Green PIN facility to its customers for generation of PIN by customers' themselves on Bank's ATMs. For such cases vendor(s) is required to dispatch only card along with the stationary ready kits to the Zonal Offices/ Customers/ branches and provide MIS for the same. For physical pin cases, vendor(s) should ensure dispatch of cards and pins separately for personalized cards. Personalized Card will be dispatch either to branches or customer's address as per the directions of the bank and physical PIN for these cards is to be sent to respective Branch/Customer address separately as directed by bank. Non- Personalized cards along with pins (without PIN envelopes) for cards will be dispatch to the branches/ZOs. Bank may decide to place the order for PIN mailers & envelopes separately. Vendor(s) will dispatch the PIN Mailer stationary to Bank's ATM Switch/DCMS vendor location for Printing of PIN and pick-up of printed PIN Mailers from Bank's ATM Switch/DCMS vendor location for further dispatch to branches/ZOs.
- g) Arranging gumming, stuffing and dispatch of PIN mailers through Speed Post of India/Other Reputed Courier Agency directly to the Bank's Branches/ Zonal Offices or to Customer's address after collecting from ATM Switch/DCMS Vendor(s) location in respect of personalized cards/re-cards/Non-Personalised cards & re-PINs. However, PIN envelopes with gummed sticker are to be supplied by the vendor(s) as per requirement of the Bank and stuffed by the vendor(s). Bank shall be providing updated branch master on regular basis and Vendor(s) shall ensure immediate updation in their applications accordingly.
- h) Card Personalization vendor to manage undelivered PINs, vendor to dispatch PINs as per SLA, Vendor to generate PDF file to be used as covering letter for dispatch of PINs. Covering letter to include account number and other details of PINs being dispatched with helpdesk contact details.
- i) The PINs/ PPKs /re-PINs printed will be sorted branch-wise and related to each branch will be packed in a "PIN/ PPK packet". These will be dispatched to branches under a covering letter as per specimen provided by bank. The covering letter will bear a serial number branch-wise and year-wise to enable our branches to track receipt of all PINs/ PPKs for their branches.
- j) The Vendor(s) should track the movement of consignment till delivery and provide status to bank on daily basis.
- k) Returned consignment in case of Non-Personalized Cards/Physical Pin should be returned to vendor(s)'s Address & Personalized Cards should be returned to respective Branch. The vendor(s) shall maintain a proper record of such

returns with specific reasons and re-dispatch these cards / consignments after remedial measures are complied with, duly recorded, without any extra charge to the Bank. In all cases where reasons of return are attributed to the Vendor(s), postage charges shall also be borne by the Vendor(s).

## **B. Compliance & Approvals**

- i. The activities are required to be carried out by the vendor(s) strictly in conformity with the guidelines laid down by MasterCard, Visa and NPCI in premises located within India.
- ii. Vendor(s) shall ensure timely certifications of NPCI, MasterCard, VISA or any other agency as and when the technicalities of EMV Chip profile changes/contactless technology changes or advised without any additional cost to the Bank.
- iii. Vendor(s) shall comply all guidelines received from time to time from RBI, IBA, NPCI, MOF, UIDAI and any regulatory/ Govt. entity without any additional cost to the Bank.
- iv. Obtain approval of design and product from MasterCard, Visa, NPCI and Any other card association membership which Bank may become a member in future.
- v. Provide the keys as per MasterCard, VISA & NPCI (RuPay Brand) requirements as applicable and assist the Bank in the key exchange process and bidder/s will bear all relevant cost for the same.
- vi. Bank may ask the selected bidder to prepare & submit sample open artwork files as and when required. The final artwork approved by the Bank will be property of the Bank.

## **C. Quality Control**

- i. Supply of good quality MasterCard, Visa, NPCI approved plastic card and personalization/ encoding, EMV Chip embedding, embossing, indenting, and printing of CVV2 value as per data supplied by Bank. Milling and embedding the Chip/dual interface on the card as per RuPay standards for RuPay cards and MasterCard standards for MasterCard and VISA standard of VISA card as applicable.
- ii. Quality control checks:  
At file level - name convention, Duplicate file, file format, Mandatory field check;  
At Record level - Proper pin code, Account transfer cases and De-dup check, address check.
- iii. The Bank if required would have the discretion of carrying out a random-sample test checking (Peel Test, Bend Test, Torsion Test, Corner bend Test and any other type of test related to card quality) of the cards being supplied to ascertain their quality. Test checking of Cards by the Bank may be carried out at the premises of the vendor(s) or elsewhere, at any interval it deems fit, where the quality of the cards may be checked according to the international Test Methods specified under PCI.

## **D. Connectivity**

- i. The Vendor(s) shall provide SFTP (with encryption) or any other mode of secure communication with digital signature / encryption & decryption for download and upload of customer data/Embossa and Pin data from ATM Switch Centre/DCMS and upload of MIS. It is the sole responsibility of the vendor to set up the connectivity with Bank's Switch vendor without any additional cost to bank. Alternative data sharing

channel in case of SFTP not working should be provided within 24 Hrs to accept data through an alternative way.

- ii. Keys for encryption should be securely kept and approved processes of NPCI, MasterCard, VISA should be followed.
- iii. The Vendor(s) will also be required to interface their solution to the Bank's Email Messaging System and SMS gateway solution (for sending alerts). Costs charged by SMS aggregator for this purpose will be borne by the Bank. SMS shall be sent to the card applicant regarding dispatch of card to his registered mobile number. SMS to be sent either on generation or dispatch as directed by bank. Bank will provide details of SMS templates including special characters.
- iv. Costs of software/ modifications for existing as well as new cards introduced by Bank in future based on the new products launched by Bank from time to time, connectivity etc. will be borne by finally selected Bidder at no extra cost to the Bank.
- v. The Vendor(s) should provide a web-based facility or integrate with Bank's Solution for tracking complete cycle of card/PIN till delivery.
- vi. The Vendor(s) should integrate their MIS for online tracking the Date of personalization, date of dispatch, Dispatch number and delivery status with Debit Card Management System (DCMS)/ATM Switch Vendor at no additional cost to Bank.
- vii. During the contract period, any shifting or re-location of vendor(s) premises DC or DR etc., Vendor(s) should ensure no interruption for services is affected during this period and the expenditure towards such shifting shall be borne by the vendor(s). In case of any infrastructural or other changes at Bank's end due to this effect, the expenses shall be borne by the Vendor(s).
- viii. Vendor(s) to ensure proper migration plan in case Bank's switch is migrated to a new version/platform/vendor(s). All the activities towards the shift over are to be carried out by the Vendor(s) at no extra cost to the Bank.

#### **E. MIS Requirements**

- i. MIS and Daily Dashboard for all the cards/Pins personalization, dispatch details, Delivery details, postal returns etc. to be provided to the Bank on a daily basis in the format as per requirement of Bank. Data storage of MIS files, dispatch details etc. should be available for three years or the extended period as the case may be.
- ii. Daily report of cards dispatched/Delivery to be uploaded by vendor with soft copy of acknowledgement/ challan from India Post / Courier agency

#### **F. Manpower Support**

- i. Selected vendor(s) will station one of their representatives permanently as onsite resource at Head Office ATM Cell on Bank working days for vendor(s) specific helpdesk related activities. Infrastructural support for this shall be provided by the Bank. The major Job responsibilities of the resource are as under:
  - a) Complaint redressal regarding dispatch of Cards/PINs over telephone and e-mail provided for the purpose.
  - b) Updating status of Cards/PINs on ATM Portal, or on other Portals provided by Bank, on daily basis.
  - c) Co-ordinate with concerned department/ branches / Switch/DCMS Vendor(s) for queries and data related to work scope of RFP.
  - d) Preparing/Maintaining MIS and Daily Dashboard for all the cards/Pins personalization, dispatch details, delivery status etc. and providing the same as per Bank's prescribed format on daily basis.

- e) Reporting stock position of Cards/Pins( Pin mailers and Pin envelops) on weekly basis.
  - f) Any other work under scope of this RFP.
- ii. Vendor(s) to instantly respond on the queries of branches/switch/DCMS vendor(s) over telephone, e-mail provided for the purpose, Bank's in-house portal 'ATM Portal' or any such portal also provided by bank and update the status regularly in the portal. Access for the same shall be provided by the Bank.

#### **G. PROJECTION: -**

Projection for three years is 30,00,000 cards which includes both Personalized and Non-Personalized cards including both physical PIN and Green PIN cases. The projections include EMV Chip contact cum contactless dual interface with magstripe.

The above figures is an indicative projection for arriving TCO only. The actual purchase order and volume may deviate from the above projected figures. Apart from normal upward and downward variations of 25% in projected quantities as indicated above, there may also be occasions of heavy variations during the contract period, both upward and downward for short or prolonged period. Vendors should have spare capacities available or should be able to create such capacities in a reasonable time to the satisfaction of the Bank for meeting upward surge in volumes. Bank will procure it on the basis of emerging requirements and no specific batch or lot shall be specified.

The Bank may provide multiple designs for the cards and ask for artwork from the vendors. At present, Bank is issuing NPCI RuPay NCMC Card in EMV Chip variant. Vendors may also be required to supply other different variants of debit cards including but not limited to the following types of debit cards/related items as per requirement of the Bank:

1. Image Cards
2. Photo (Image) plus data shared by the Bank
3. Prepaid cards (Both EMV Chip and Magnetic stripe variants)
4. NFC Tags/Wearable
5. Closed Loop Cards
6. Braille enabled tactile featured cards.
7. Any other version of debit cards to be launched by the bank in future. For example: Recycled PVC Cards, Biometric Cards, Dynamic CVV Cards, Metal cards, Smart Crystal – Clear Plastic with IR Blocking cards, Smart Touch – Varnish Cards, Smart Reflect Cards etc.

Tender Covering Letter  
(Should be submitted on Company's letter head)

The Assistant General Manager  
Punjab & Sind Bank,  
Head Office ATM Cell  
2nd Floor, Plot No. 151, Sector 44,  
Institutional Area,  
Gurugram -122003

Dear Sir,

**Sub: Request for Proposal for Selection of Vendor(s) for Supplying, Printing and Personalization of Ready Kits of EMV Chip Based Contact Cum Contactless Debit/Prepaid Cards & National Common Mobility Cards (NCMC) Enabled Contactless Debit Card- Tender Ref No. \_\_\_\_\_ dated \_\_\_\_\_**

With reference to the above RFP, having examined and understood the instructions including all annexure, terms and conditions forming part of the Bid, we hereby enclose our offer for selection of Vendor(s) for Supplying, Printing and Personalization of Ready Kits of EMV Chip Based Contact Cum Contactless Debit/Prepaid Cards & National Common Mobility Cards (NCMC) Enabled Contactless Debit Card in the RFP document forming Technical Bid as well as Commercial Bid being parts of the above referred Bid. I am authorized to sign the documents in this regard and the copy of authorization letter/ POA / Board resolution is attached herewith.

If our offer is accepted, we undertake to provide /supply- Ready Kits to Punjab & Sind Bank for a period of 3 years. We agree to abide by this offer till expiry of the contract period from the date of opening of Commercial Bid and for such further period as mutually agreed between the bank and successful bidder, and agreed to in writing by the bidder.

We agree to abide by and fulfil all the terms and conditions of the tender and in default thereof, to forfeit and pay to you or your successors, or authorized nominees such sums of money as are stipulated in the conditions contained in tender together with the return acceptance of the contract. We confirm that we have noted the contents of the GeM bid/RFP and have ensured that there is no deviation in filing our response to the RFP and that the Bank will have the right to disqualify us in case of any such deviations.

Until a formal contract is executed, this tender offer, together with the Bank's written acceptance thereof and Bank's notification of award, shall constitute a binding contract between us. We understand that The Bank is not bound to accept the lowest or any offer the Bank may receive. We also certify that we have not been blacklisted by any PSU Bank/IBA/RBI at the time of Bid submission and also at the time of bid submission.

All the details mentioned by us are true and correct and if Bank observes any misrepresentation of facts on any matter at any stage, Bank has the absolute right to reject the proposal and disqualify us from the selection process. Bank reserves the right to verify /evaluate the claims made by the Bidder independently.

Dated this \_\_\_\_ day of \_\_\_\_\_, 2026

Authorized Signatory  
Designation  
Vendor's name  
(Name of Address Authorized Signatory)  
Company Name and Seal

**Bidder's Information****(Should be submitted on Company's letter head with company seal and signature of the authorized person)****Reg: Request for Proposal for Selection of Vendor(s) for Supplying, Printing and Personalization of Ready Kits of EMV Chip Based Contact Cum Contactless Debit/Prepaid Cards & National Common Mobility Cards (NCMC) Enabled Contactless Debit Card****Ref: RFP No. \_\_\_\_\_ dated \_\_\_\_\_**

<b>S.No.</b>	<b>Particulars</b>	<b>Details</b>
1.	Name of the Company Address for Correspondence: Registered Office: Corporate Office:	
2.	Constitution (Proprietary/Partnership/Private Ltd./Public Ltd./LLP/Others)	
3.	Registration No. and date of establishment	
4.	Website Address	
5.	Email Address	
6.	Number of Years in the Business	
7.	Detail of Tender Fee and Earnest Money Deposited.	
8.	If any exemption required with respect to EMD or Start-up.	
9.	Income Tax PAN GSTN ID <u>Beneficiary Bank Details</u> Beneficiary Name Beneficiary Account Number Type of Account (OD/OCC etc.) IFSC Name of the Bank and Branch address	_____ _____
10.	Complete Production Site Address	
11.	Complete DR Site Address	
12.	Single Point of contact for this RFP Name: Designation: Mobile No.: Landline No.: Email-ID (any changes in the above should be informed in advance to Bank)	
13.	Name of Person Authorized to sign Designation. Mobile No. Email Address	

Wherever applicable submit documentary evidence to facilitate verification.

**DECLARATION:**

I/We hereby declare that the terms and conditions of the tender stated herein and as may be modified/mutually agreed upon are acceptable and binding to me/us. We understand and agree and undertake that:-

1. The Bank is not bound to accept the lowest bid or may reject all or any bid at any stage at its sole

discretion without assigning any reason therefore.

2. If our Bid for the above job is accepted, we undertake to enter into and execute at our cost, when called upon by the Bank to do so, a contract in the prescribed form. Unless and until a formal contract is prepared and executed, this bid together with your written acceptance thereof shall constitute a binding contract between us.
3. We have read and understood all the terms and conditions and contents of the RFP and also undertake that our bid conform to all the terms and conditions and do not contain any deviation and misrepresentation. We understand that bank reserve the right to reject our bid on account of any misrepresentation/deviations contained in the bid.
4. Bank may accept or entrust the entire work to one Bidder or divide the work to more than one bidder without assigning any reason or giving any explanation whatsoever and the Bank's decision in this regard shall be final and binding on us.
5. I/ We do not have any conflict of interest as mentioned in the RFP document.
6. I/We submit this application under and in accordance with the terms of the RFP document and agree and undertake to abide by all the terms and conditions of the RFP document.
7. Indicative prices submitted by us have been arrived at without agreement with any other Bidder of this RFP for the purpose of restricting competition.
8. The indicative prices submitted by us have not been disclosed and will not be disclosed to any other Bidder responding to this RFP.
9. We have not induced or attempted to induce any other Bidder to submit or not to submit a Bid for restricting competition.
10. We have quoted for all the services/items mentioned in this RFP in our indicative price Bid.
11. The rate quoted in the indicative price Bids are as per the RFP and subsequent pre-Bid clarifications/ modifications/ revisions furnished by the Bank, without any exception.
12. We agree to the splitting of order in the proportion as stated in the RFP at the discretion of Bank.
13. We certify that while submitting our Bid document, we have not made any changes in the contents of the RFP document, read with its amendments/clarifications provided by the Bank.
14. If our bid is accepted, we are to be jointly and severally responsible for the due performance of the contract.
15. We ensured that salary payments to resources deployed for Bank's Project is done through Transfer mode from bidder's Bank a/c directly to credit into their specific salary accounts only. No cash payments are to be done for providing remuneration for services provided to the Bank on behalf of selected bidder.
16. Bidder means the vendor(s) who is decided and declared so after examination of commercial bids.
17. We ensure that the entire data relating to payment systems operated by them will be stored in a system only in India. This data should include the full end-to-end transaction details / information collected / carried / processed as part of the message / payment instruction.
18. We confirm that Payment of statutory dues like PF, ESIC etc. are being made on time to the employees.

Date:

Place:

Bidder's Authorized Signatory  
Designation  
Bidder's name  
Company Name and Seal

**Bid Security Declaration**

(To be stamped in accordance with stamp act)

**(Should be submitted by eligible MSEs/Startups on Company's letter head with company seal and signature of the authorized person)**

Date: \_\_\_\_\_

To,

Assistant General Manager (IT)  
Punjab & Sind Bank,  
HO ATM Cell,  
Plot No.151, Sector 44,  
Institutional Area, Gurugram- 122003

Dear Sir,

We, the undersigned, declare that:

We, M/s..... (Herein referred as bidder) understand that, according to bid clause No. 29, bids may be supported with a Bid Security Declaration, bidder render the declaration that:- Bank may proceed against us for recovery of actual direct losses as per the remedy available under an applicable law (maximum up to Rs.1,77,00,000/-) and In case of Execution of Bid Security Declaration, we, M/s.....may be suspend for three (3) years from being eligible to submit our bids for any contracts with the Bank if we, M/s..... are in breach of our obligation(s) under the bid conditions, in case we, M/s.....:-

- Fails to honor submitted bid; and/or
- If the bidder withdraws the bid during the period of bid validity (180 days from the date of opening of bid).
- If the bidder makes any statement or encloses any form which turns out to be false, incorrect and / or misleading at any time prior to signing of contract and/or conceals or suppresses material information; and / or
- The selected bidder withdraws his tender before furnishing the unconditional and irrevocable Performance Bank Guarantee.
- The bidder violates any of the provisions of the terms and conditions of this tender specification.
- In case of the successful bidder, if the bidder fails:
  - To sign the contract in the form and manner to the satisfaction of Punjab & Sind Bank
  - To furnish Performance Bank Guarantee in the form and manner to the satisfaction of Punjab & Sind Bank either at the time of or before the execution of Service Level Agreement (SLA).
  - Bank may proceed against the selected bidder in the event of any evasion, avoidance, refusal or delay on the part of bidder to sign and execute the Purchase Order / Service Level Agreements or any other documents, as may be required by the Bank, if the bid is accepted.

We, M/s.....understand that this declaration shall expire if we are not the successful bidder and on receipt of purchaser's notification of the award to another bidder; or forty-five days after the validity of the bid; whichever is later.

**Name of Signatory**

**Designation**

Ref: RFP No. \_\_\_\_\_ dated \_\_\_\_\_

**EXPERIENCE CERTIFICATE**

**TO WHOM SO EVER IT MAY CONCERN**  
**(Certificate from each bank on its letter head)**

This is to certify that <company's name> has supplied various types of debit cards as per below:

S. No	Name of Bank	Monthly Average of No. of Debit Cards supplied	Financial Year	Total Quantity of NCMC Debit Cards Supplied in the year	Total Quantity of EMV Debit Cards Supplied in the year	Remarks/ Reason for late delivery/poor performance, if any

The services provided by the <company name> to the Bank during the last one year immediately preceding the date of submission of the bids have been satisfactory/not satisfactory.

Regards

Name:

Designation:

Bank:

Email ID:

Mobile No:

Telephone No.:

(Seal/ Stamp)

Date of Issuance:

**Note: The above certificate should be signed by a Bank Official with a rank of Chief Manager or above.**

**Certificate of Local Content**

<Certificate from the statutory auditor or cost auditor of the company (in case of companies) or from a practicing cost accountant or practicing chartered accountant (in respect of suppliers other than companies) giving the percentage of local content, on their letter head with Registration Number with seal.>

Date:

To,

Assistant General Manager (IT)  
Punjab & Sind Bank,  
HO ATM Cell,  
Plot No.151, Sector 44,  
Institutional Area, Gurugram- 122003

Dear Sir,

**Ref.: RFP No. :** \_\_\_\_\_ **Dated:** \_\_\_\_\_

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 and 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.

**Signature of Statutory Auditor/Cost Auditor**

**Place:**

**Registration Number:**

**Seal**

**Counter-signed:**

**[Signature of Authorized Signatory of Bidder]**

< Certified copy of board resolution for appointment of statutory/cost auditor should also be enclosed with the certificate of local content>

Pre-Qualification Criteria

Ref: RFP No. \_\_\_\_\_ dated \_\_\_\_\_

We have carefully gone through the contents of the above referred RFP along with replies to pre-bid queries & amendment, if any and furnish the following information relating to Pre-Qualification Criteria.

S.No.	Pre-Qualification Criteria	Documents to be submitted In compliance with Pre-Qualification Criteria	Bidders Response
1	<p>The Bidder should be a registered company in India as per company Act 1956 &amp; 2013 or partnership firm registered under LLP Act, 2008/Indian Partnership Act, 1932 or Government Organization/Public Sector Undertaking/Private Sector Enterprise or a limited Company under Indian Laws or /and an autonomous Institution approved by Govt. of India/Reserve Bank of India since last 5 years as on RFP submission date.</p> <p>In case of <b>Micro, Small &amp; Medium Enterprises (MSME)</b>: Procurement of Services through MSMEs will be done as per the policy guidelines issued by Ministry of Micro, Small and Medium Enterprises (MSME), GOI from time to time. MSMEs registered under the SPRS (Single Point Registration Scheme) of NSIC and complying with all the guidelines thereunder as well as those issued by GOI from time to time shall be eligible. MSMEs meeting all the eligibility criteria laid down in in this RFP will be eligible to bid for this RFP.</p>	<p>Copy of Certificate of LLP registration. (OR) Copy of Certificate of Incorporation and Certificate of Commencement of business in case of Public Limited Company (OR) Certificate of Incorporation in case of Private Limited Company, issued by the Registrar of Companies.</p> <p>(Along with) Full address of the registered office along with Memorandum &amp; Articles of Association/ Partnership Deed.</p> <p>For MSME Copy of valid MSME/NSIC registration Certificate bearing registration number to be submitted.</p>	

2	The bidder has to provide confirmation that any of its subsidiary or associate or holding company or companies having common director/s or companies in the same group of promoters/management or partnership firms/LLPs having common partners has not participated in the bid process.	Letter of confirmation (self-certified letter signed by authorized official of the bidder)	
3	The bidder 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 or any subsequent guidelines issued by (Govt./Regulatory authority from time to time.	Certificate of local content to be submitted as per Annexure-V.	
4	The bidder should have installed capacity in India for card manufacturing and personalization of at least One million chip based financial/banking Dual Interface cards in a month. Further the bidder to the satisfaction of the Bank, should be capable of increasing the installed capacity within 6-8 weeks of the receipt of order from the Bank.	Self-certification along with details of machinery related to card manufacturing & personalization installed currently. Bidder to share existing utilized and spare personalization capacity details basis personalization machines installed.  25 days are considered as a month. These may be verified by Bank during site visit.	
5	Bidder must have its own MasterCard, VISA and NPCI Certified Bureau/s within India with required infrastructure for Debit Card Manufacturing and personalization (NCMC, EMV Chip & Magstripe) conforming to all guidelines prescribed by MasterCard, VISA and NPCI for the said purpose. The certificate should be valid at least for 6 months from the date of submission of bids. In case the renewal of the certification is within next 6 months bidder should give a	Vendor should submit VISA, Rupay, Master Card network (all three) certification for EMV/Dual Interface card for Manufacturing and Personalization. For Dual Interface Cards and NCMC functionality (offline Wallet) equipped NFC enabled/contactless cards, the bidders should submit necessary certification from NPCI and supply confirmation from respective Banks in India.	

	<p>declaration that all the certificates will be updated on time without any disqualification or discontinuity. Further the certification as above should have been received by the bidder on continuous basis during last three years.</p> <p>Three years to be considered as financial year 2022-23,2023-24 &amp; 2024-25).</p>		
6	<p>The Bidder should have supplied debit cards to at least two scheduled commercial banks out of which at least one must be PSU Bank, during last three years as on the date of submission of the Bid.</p>	<p>i) Clear documentary proof relating to execution of the order is to be submitted with the RFP.</p> <p>ii) Satisfactory Experience certificate to be submitted. (Reference of satisfactory work from the client Banks is as per attached format Annexure IV.)</p>	
7	<p>The bidder should have the spare capability to handle 30,000 (NCCM, EMV Chip &amp; Magstripe) per day exclusively for P&amp;S bank which should be scalable up to 50,000 (NCCM, EMV Chip &amp; Magstripe) if required by the Bank</p>	<p>Undertaking, self-declaration should be provided</p>	
8	<p>The bidder should have an experience of at least Three (3) years of supplying and Personalization of dual interface EMV chip based banking debit cards of Visa, MasterCard &amp; RuPay network.</p> <p>Bidder should have supplied, manufactured and personalized a total of at least 1,50,00,000 EMV contactless/NCCM /Dual Interface (DI)/ Combo Card / Photo card of Visa/ MasterCard/ RuPay network during the last three years (fy 2022-2025) with</p>	<p>Chip supply confirmation certificate from at least two of their chip supplying vendors to meet the entire quantity of cards during the contract period.</p> <p>Copies of POs <b>along with proof of deliveries</b> to substantiate claims.</p>	

	<p>experience as on the date of submission of bid to any Scheduled commercial Banks in India.</p> <p>The supply of NCMC Debit Card variants shall be of at least 25 lacs in each year during last three years with experience as on the date of submission of bid to any Scheduled commercial Banks in India.</p>		
9	<p>The bidder or bidder's holding company should have average turnover of Rs.75.00 crores in the last 3 financial years i.e. 2022-23, 2023-24 &amp; 2024-25 from the card business from Indian operations. The copies of audited Profit &amp; Loss accounts and Balance Sheets with auditor's note to be submitted. This must be the individual company turnover and not of any group of companies.</p>	<p>Bidder to submit copy of audited Financial Statement and Independent Auditor Report for last 3 Years i.e. 2022-23, 2023-24 &amp; 2024-25 along with certificate from the Company's Statutory Auditor ( with valid UDIN) mentioning average turnover from the card business of last 3 financial year i.e. 2022-23, 2023-24 &amp; 2024-25 from Indian operations</p> <p>Bidder to submit Provisional Financial Statement as on 31.12.2025.</p>	
10	<p>The bidder should have positive Net Worth as on 31/03/2025. The Net Worth should not have been eroded by more than 30% in the last three financial years (i.e. 2022-23, 2023-24 &amp; 2024-25).</p>	<p>The bidder to submit Net worth Certificate from the Company's Statutory Auditor mentioning UDIN along with Copy of Audited Financial Statement for last four financial years (i.e. 2021-22, 2022-23, 2023-24 &amp; 2024-25).</p>	
11	<p>The bidder should have positive EBIDTA i.e., Earning before Interest, Tax, Depreciation and Amortization) as on 31/03/2025.</p>	<p>The bidder to submit EBIDTA Certificate from the Company's Statutory Auditor mentioning UDIN along with Copy of Audited Financial Statement for last three financial years (i.e. 2022-23, 2023-24 &amp; 2024-25).</p>	
12	<p>The Bidder should be profitable organization on the basis of profit after tax (PAT) for last</p>	<p>Copy of the audited financial statement for corresponding years and</p>	

	three financial years (i.e. 2022-23,2023-24 & 2024-25).	Certificate of the statutory auditor.	
13	Bidder should have valid ISO 9001, ISO 20000/ISO 27001:2013/2022 or above certification as on the date of bid submission.	Copy of the certificate to be submitted.	
14	Bidders should not be under debarment/blacklist period for breach of contract/fraud/corrupt practices by any Scheduled Commercial Bank/ Public Sector Undertaking / State or Central Government or their agencies/ departments on the date of submission of bid for this RFP and also certify that they have not been disqualified / debarred / terminated on account of poor or unsatisfactory performance and/or blacklisted by any Scheduled Commercial Bank / Public Sector Undertaking / State or Central Government or their Agencies / Departments at any time, during the last 3 years, as on date of bid submission. (Refer GOI Cir. No F.1/20/2018-PPD dated 02.11.2021)	A self-declaration letter by the bidder on the Company's letter head should be submitted to this effect.	
15	The bidder/OEM should not be from a country which shares a land border with India unless the bidder/OEM is registered with the Competent Authority (as detailed in Office Memorandum-F.No.6/18/2019-PPD of Dept. of Expenditure, Ministry of Finance). bidder/OEM from a country which shares a land border with India means: a. An entity incorporated, established or registered in such a country; or b. A subsidiary of an entity incorporated, established or registered in such a country; or c. An entity substantially controlled through entities incorporated, established or registered in such a country; or d. An entity whose beneficial	A declaration stating "We hereby certify that we have read the clauses contained in O.M. No. 6/18/2019-PPD, dated 23.07.2020 order (Public Procurement No. 1), order (Public Procurement No. 2) dated 23.07.2020 and order (Public Procurement No. 3) dated 24.07.2020 regarding restrictions on procurement from a bidder of a country which shares a land border with India. We further certify that we and our OEM are not from such a country or if from a country, has been registered with competent authority. We certify that we and our CSP fulfil all the requirements in this regard and are eligible to	

	owner is situated in such a country; or e. An Indian (or other) agent of such an entity; or f. a natural person who is a citizen of such a country; or g. A consortium or joint venture where any member of the consortium or joint venture falls under any of the above.	participate in this RFP" to be submitted in Company's letter head.	
16	The Bidders should have a Disaster Recovery Monitoring Station in at least 2 different seismic zones within India with real-time failover system and both facilities must be owned and operated solely by the Bidder, for card manufacturing, personalization and Business Continuity Plan. The DC/ DR card personalization bureau of the Vendor should be at least ISO 9001 certified.	DR and BCP plan, document of ownership of the facility like purchase deed of land/facility or the lease records of the facility.	
17	The bidder should be certified with 1.CQM certification (Card Manufacturing, Inlay Manufacturing)--For Card and Contactless Inlay Quality 2.PCI-DSS (latest version) 3.PCI-CPP (Card Production & Provisioning) 4. EMVCo certification (L1/L2) 5.Compliance for Data Security or equivalent latest certifications	Copy of valid certificates to be provided. CQM Certificate, PCI DSS, PCI CPP. Copy of equivalent latest certifications	
18	The Bidder should have logistic management service for managing secured shipment with end to end tracking with app/web based portal for the distribution and secure shipments of debit cards, pan India for at least one scheduled commercial bank with more than 2000 branches.	Purchase Order Copy and Satisfactory letter from Scheduled commercial bank for the same to be provided.	
19	Bidder who have been earlier selected in any tendering process of Punjab & Sind Bank but have not honoured the	Performance certificate for the said activity not older than 6 months be submitted	

	orders and contract obligations satisfactorily during the last 5 years, is not eligible for participation.	from the Punjab & Sind Bank.	
20	The bidder should have handled end to end logistics/dispatch management during the last the last 2 years (i.e., 2023-24 & 2024-25) for at least one PSU bank	Bidder to submit satisfactory experience letter from respective Bank.	
21	The bidder should have personalized and supplied wearables for at least one scheduled commercial Bank.	The bidder should be present in the list of vendors approved by NPCI for wearables personalisation. Satisfactory Experience Certificates from Banks containing quantity and supply period to be provided	
22	The bidder should have personalized and supplied Braille Debit cards and Photo Debit cards for at least one scheduled commercial bank.	Satisfactory Experience Certificates from Banks containing quantity and supply period to be provided	
23	The bidder should have personalized and supplied Metal Debit/Credit cards for at least one scheduled commercial Bank.	Satisfactory Experience Certificates from Banks containing quantity and supply period to be provided	

Date

Signature with seal

Name:

Designation :

**Technical Specification.**

Ref: RFP No. \_\_\_\_\_ dated \_\_\_\_\_

**1. Technical Specification for EMV Chip Debit Cards (Contact & Dual Interface Cards including NCMC)**

Sl. No.	Specifications	Bidders response Complied / Not complied
<b>A. <u>Specifications for EMV CHIP Contact Cards</u></b>		
1	16K or higher Java/MULTOS Chip with Gold/ Palladium Contact. Compliant to ISO/IEC 7816 standards.	
2	Physical Card ID1 format	
3	Microprocessor based IC Card. 16KB EEPROM/FLASH or higher.	
4	Microprocessor-based Secure Chip (Minimum 32K EEPROM / 64K preferred)	
5	CPU: 16-bit or 32-bit Secure Controller	
6	RAM: 12 KB or higher.	
7	Secure Hardware Crypto Coprocessor supporting . AES (128/256) . RSA 2048 . ECC . SHA-256	
8	RSA/ECC, 3DES (with 2 unique keys)/ 3KTDES, AES (AES can be in software or hardware. Hardware preferred).	
9	Certified to: •EMVCo latest security requirements •Common Criteria EAL5+ / EAL6+	
10	Common Criteria (EAL) should be EAL5+ (hardware).Memory secure encryption for RAM, ROM & EEPROM/ FLASH.	
11	Counter Measures against side channel attacks (SPA & DPA).	
12	Write Endurance: 500000 cycles or higher.	
13	Data Retention: more than 10 years.	
14	Unique ID for each chip.	
15	OS should be hard masked on ROM or FLASH.	
16	OS should be Java 3.0.x or higher/MULTOS latest version.	
17	Global Platform 2.3.x or higher version/MULTOS latest version.	
18	EMV Authentications Methods Supported DDA/CDA.	
19	Support for EMV financial applications using Chip and PIN.	
20	Validity of the chip shall be 10 years or more as on the date of supply.	
21	VISA VSDC 2.9.x or higher.	

22	MasterCard – M/Chip4 or higher. M/Chip Advance Payment and Data Storage v1.2.3	
23	RuPay - JCB JSmart 3.x for contact.	
24	Technology: <ul style="list-style-type: none"> <li>• RuPay: Discover D-PAS</li> </ul>	
25	Magnetic Stripe: HICO 2750 Oersted. ISO standards for Encoding, location of Track 1, 2 & 3.	
26	PVC Material with 800-micron thickness. White Plastic Standard - ISO/IEC 7810-ID 1	
27	Peel strength should be as per CQM standards.	
28	Free User memory : 8K FLASH	
29	Protocols/Applications supported : Contact protocol T=0 or T=1	
30	Data Retention: more than 10 years	
31	Support for secure key injection and post-issuance scripting	
32	Fully compliant with: <ul style="list-style-type: none"> <li>. RuPay qSPARC latest version</li> <li>. Visa VSDC latest version</li> <li>. Mastercard M/Chip latest version</li> </ul>	
33	Tokenization & Mobile Wallet provisioning compatibility	

**B. Specifications of Contactless DI cards**

1	ISO/IEC 14443 Type A/B Standard compliant.	
2	Java/MULTOS Card standards compliant	
3	Protocols/Applications supported : Contactless Type A/B Mifare Desfire EV1	
4	Chip security standards compliant & CC EAL 6	
5	Global Platform 2.1.x or higher version/MULTOS 4.3 or higher.	
6	OS should be Java 3.0.x or higher/MULTOS 4.3 or higher.	
7	Communication Protocol: T=0, T=1, CL Type A/Type B.	
8	Minimum 16 bit CPU.	
9	Secure Hardware Crypto Coprocessor.	
10	Security module on a coprocessor for RSA/ECC, 3DES (with 2 unique keys)/ 3KTDES, AES (AES can be in software or hardware. Hardware preferred)	
11	Memory: 64K or higher.	
12	RAM: 12 KB or higher.	
13	Write Endurance: Minimum 500000 cycles.	
14	Data Retention: more than 10 years.	
15	Operating distance as per EMV Contactless L1 & L2 certification	
16	Frequency: 13.56 MHz	
17	Support for EMV financial applications.	
18	Multi-application loading capability for Combo Cards.	
19	Random UID.	
20	Secure Channel Protocol (SCP03 or higher)	
21	Bit-wise anti-collision support.	
22	7 Bytes unique identifier, cascaded.	

23	Data encryption on RF Channel as per EMV Standards.	
24	Authentication on application level.	
25	Self-securing file system.	
26	Transaction oriented automatic anti-tear mechanism.	
27	Compliant with RuPay qSPARC schemes.	
28	Peel strength should be as per CQM standards.	
29	The proposed inlay should be manufactured using a chip module with embedded copper wire or inductive technology.	
30	Personalization/ encoding, embossing, indenting, printing of CVV2 value as per data supplied by Bank.	
31	ATM Card pouch for carrying ATM card 170 GSM, dimensions 90mm x 60mm , non-woven product made out of virgin HDPE without chemical additive	
32	Envelope for sending PIN 90 GSM, Length 250 mm x 110 mm width Window Size: Length 110 mm x 50 mm width window on left side clearly displaying customer address	
33	Printed Welcome letter 90 GSM,29.7 cm x 21 cm, Both sides 4 color printing	
	Printed User Guide Glossy hard paper, 130 GSM, 27.2 cm x 20.5 cm single page, three folded with card image & bank logo and text	
34	Printed Envelop for carrying 90 GSM, Length 275 mm x 105mm width transparent Window Size: Length 120mm x 50 mm width on left side clearly displaying customer address. Both side Glossy Lamination	
35	Debit card terms and conditions (Hindi & English 4 pages printed on both sides) 28.6 CM X 21.4 CM landscape orientation, 60GSM Maplito paper	
36	Specifications relating to NFC enabled/contactless equipped with NCMC functionality (offline wallet) Cards applies.	
37	qSPARC 2.0 for RuPay Contactless aka NCMC.	
38	Discover D-PAS 2.0 for Contact and DI	
39	JCB JSmart 3.2 for DI.	
40	Recycled PVC Cards: there should be 100% recycled material - Documentary evidence to be submitted (scheme certificate) and CIPET or equivalent lab Report	
41	Metal Card: EMV Metal DI Cards to be as per ISO standards and certified on all major schemes	
42	Multi-application capability (Debit + NCMC + Transit)	
43	NCMC compliant as per NPCI latest circular	
44	EMV L1 & L2 certified	
45	Ready Kit Preparation	

### **C. NFC Tags/Contactless Wearables(Key FOB/Stickers/Wristbands)**

1	NFC Tags should be compatible with payment and multi-applications	
2	Tags should compliant to ISO 14443 standard	
3	EMV Contactless certified	
3	Tags should be certified with Pay wave (Visa), Pay Pass (Master Card)	

4	Reading distance according to EMV contactless requirements	
5	Compatible with major handset NFC standards	
6	Waterproof and heat-resistant	
7	Random UID	
8	Secure lifecycle management	
<b>D.</b>	<b>Metal Cards:</b>	
1	Compliant to ISO/IEC 7816 Standards	
2	Physical Card ID1 Format	
3	Compliant to Banking EMV Standards	
4	Stainless Steel/alloy based with 810-micron thickness for Metal card	
5	Contact Plates as per ISO 7816-2 Standards	
6	Certified durability standards	

Date

Signature with seal

Name:

Designation :

Punjab & Sind Bank

**Part Annexure-VII(B) –Matrix for Eligibility cum Technical Evaluation (Total marks-100)**

Ref: RFP No. \_\_\_\_\_ dated \_\_\_\_\_

Sr. no	Description	Parameter	Total Marks
1	Credential strengths, financials, statutory compliances etc. for (Total marks-15)	<b>Networth (in Rs.) (5 marks)</b>	
		<10 Cr or eroded but not more than 30%	0
		> 10 Cr to 25 crore	2
		>25 crore	5
		<b>Average Annual Turnover in last 3 years from plastic cards (in Rs.) (10 marks)</b>	
		>75 Crores to 120 Crores	2
		>120 Crores to 200 Crores	3
		> 200 crore	5
		<b>Profit/ Loss (5 marks)</b>	
		Profit before tax in all the three years	3
Profit before Tax in all the three year with continuous increasing trend	5		
2	Experience in providing similar services, volumes handled and period (Total marks-25)	<b>Experience for supply/personalization of EMV chip based Credit/Debit/Prepaid cards of Visa, Master card &amp; NPCI networks (5 marks)</b>	
		>3 years to 5 years	3
		> 5 years	5
		<b>Number of Public sector/Private Banks / Co-Operative Banks card projects managed by the vendor (5 marks)</b>	
		2 to 3 Banks	2
		4 to 7 Banks	3
		More than 7 Banks	5
		<b>Experience in new age Cards manufacturing and personalization in India in the last FY. Proof of supply and Purchase Order to be provided (5 marks)</b>	
		Wearable projects	1
		Metal Cards	1
		Recycled PVC	1
		Braille Cards	1
		Image/Photo cards	1
		All variants	5
<b>Dual Interface Card supplied in FY 24-25 ( 5 marks)</b>			
50 Lacs to 100 Lacs	2		

		100 lacs to 200 lacs	3
		> 200 lacs	5
		<b>Bidders Personalization Experience: The bidder should have an experience in printing of EMV/DI cards during last three financial years in PSU Banks/ private banks in India with a minimum number of cards printed per bank as per below: (5 marks)</b>	
		Two bank with 50 lac cards each	2
		Three banks with 50 lac cards each	3
		Four banks with 50 lac cards each	5
3	Manufacturing and personalization Capacity, number and type of machines available, backup arrangements available, manpower etc. (Total marks-25)	<b>Disaster Recovery (5 marks)</b>	
		Single personalization bureau	3
		More than one bureau in different state	5
		<b>The bidder should have minimum 150 employees in their payroll in India (5 marks)</b>	
		> 150 and < 200 employees	1
		> 200 and < 300 employees	3
		> 300 employees	5
		<b>Stuffing of cards &amp; collaterals (5 marks)</b>	
		Outsourced	0
		In house team (not on payroll)	3
		In house team (on payroll)	5
		<b>Debit card and Prepaid Personalization capacity per day (5 marks)</b>	
		50,000 to 70,000	2
		70,000 to 1,00,000	3
		> 1,00,000	5
		<b>Security environment at factory location for card personalization (5 marks)</b>	
		Only Physical security	1
Physical security + Double door security	3		
Security which include CCTV cameras, Double door & Physical security	5		
4	Logistics/Dispatch Management capability(Total Marks-20)	<b>Online Tracking Portal (5 marks)</b>	
		Available	1
		Available with customizations	3
		Available with customizations & integration with bank in house portal	5
		<b>Dispatch Arrangement with (5 marks)</b>	

		India Post only	1
		India Post along with other reputed agency	3
		India Post along with other reputed agency facilitating the OTP based delivery	5
		<b>Volumes handled in any one of the last 3 FY (5 marks)</b>	
		<15 lakhs	1
		15 lakhs - 30 lakhs	3
		>= 30 lakhs	5
		<b>Experience in handling end to end logistics (5 marks)</b>	
		Certificate from one bank	1
		Certificate from 2 banks	3
		Certificate from more than 2 banks	5
		<b>Marks to be allocated based on site visit to the bidder's facility by the Bank's Official (15 marks)</b>	
5	<b>Visit of Bank official (Total Marks-15)</b>	Location, Quality of premises & amenities. Successful demonstration of end to end process i.e. manufacturing, personalization, processing, printing, and stuffing in one envelope, packing and logistics. Vendors past experience in uninterrupted supply, quality of supply, quantity supplied, card variants handled, security available, help desk handling, automated process, quality controls, management controls, Audits – internal/external, CERT-IN approved audits, quality checks, exception handling and remedial measures, etc.	15
6	<b>Technical Specification as mentioned in Annexure VII</b>	It is mandatory for bidders to comply with all the points. Any deviation or Non-compliance with the technical specifications as mentioned in Annexure VII shall result in disqualification	Mandatory

ACCEPTANCE/ COMPLIANCE CERTIFICATE

Ref: RFP No. \_\_\_\_\_ dated \_\_\_\_\_

All Terms and Conditions including scope of work (except technical specifications)

We here by undertake and agree to abide by all the terms and conditions/ scope of work stipulated by the Bank in this RFP including all addendum, corrigendum etc. Any deviation may result in disqualification of bids.

Punjab & Sind Bank is not bound by any other extraneous matters or deviations, even if mentioned by us elsewhere either in our proposal or any subsequent deviations sought by us, whether orally or in writing, and the Bank's decision not to accept any such extraneous conditions and deviations will be final and binding on us.

**Signature:**

**Seal of company**

Technical Specification

We certify that the systems/services offered by us for tender conform to the specifications stipulated by you with the following deviations

List of deviations

1)

\_\_\_\_\_

2)

\_\_\_\_\_

3)

\_\_\_\_\_

4)

\_\_\_\_\_

(If left blank it will be construed that there is no deviation from the specifications given above)

**Signature:**

**Seal of company**

**Track Record of Past Operations**

Ref: RFP No. \_\_\_\_\_ dated \_\_\_\_\_

**NAME OF THE VENDOR:**

Service Offered	S.No	Name of the Bank (Client)	No of cards printed and supplied	Period of service (in years)		Contact person of the Client with Name, Tel.No., Fax No., Address
				From	To	
Personalized Chip based Contact/Contactless Debit card printing	1					
	2					
	3					
	4					
	5					
NCMC card printing	1					
	2					
	3					
	4					
	5					
Dual Interface Cards	1					
	2					
	3					
	4					
	5					
Photo Debit card printed	1					
	2					
	3					
ECO Friendly Cards/RPVC	1					
	2					
	3					
	4					
Biometric Cards	1					
	2					
	3					
Metal Cards	1					
	2					
	3					

**Signature:**  
**Seal of company**

**NON-DISCLOSURE AGREEMENT**

All bidders must sign the Non-Disclosure Agreement (NDA) while submitting the response to the Request for proposal (RFP). Bidders must comply with all clauses mentioned in the NDA. No changes to the NDA are allowed. The NDA must be executed on the bidder's company letterhead. The primary bidder along with all partners who gain access to the Bank's confidential data (as described in the NDA) must sign the NDA.

NDA format is provided below.

(To be stamped in accordance with stamp act)  
Strictly Private and Confidential

This Non-Disclosure Agreement made and entered into at..... This  
.....day.....of.....20.....

BY AND BETWEEN

M/s....., a company incorporated under the Companies Act, 1956 having its registered office at ..... (Hereinafter referred to as the Vendor which expression unless repugnant to the context or meaning thereof be deemed to include its permitted successors) of the ONE PART;

AND

**Punjab & Sind Bank (PSB)**, a body corporate, established under the Banking Companies (Acquisition and Transfer of Undertakings) Act, 1980 and having its **Corporate Office** at NBCC Complex, East Kidwai Nagar, New Delhi-110023 **through its HO ATM Cell at 2<sup>nd</sup> Floor, Institutional Plot 151, Sector-44, Gurugram-122003** (hereinafter referred to as "**PSB**" or "**Bank**") which expression shall unless it be repugnant to the subject, meaning or context thereof, be deemed to mean and include its successors and assigns) of the SECOND PART.

The Vendor and Punjab & Sind Bank are hereinafter collectively referred to as "the Parties" and individually as "the Party".

WHEREAS:

1. **Punjab & Sind Bank** is engaged in the business of providing financial services to its customers and intends to engage service provider for "**supplying, printing and personalization of ready kits of EMV chip based Contact cum Contactless Debit/Prepaid cards & National Common Mobility Cards (NCMC) enabled contactless debit card for Three (03) Years**".
2. In the course of such assignment, it is anticipated that Punjab & Sind Bank or any of its officers, employees, officials, representatives or agents may disclose, or deliver, to the Vendor some Confidential Information (as hereinafter defined), to enable the Vendor to carry out the aforesaid Implementation assignment ( hereinafter referred to as " the Purpose").
3. The Vendor is aware and confirms that all information, data and other documents made available in the RFP/Bid Documents/Agreement /Contract or in connection with the Services rendered by the Vendor are confidential information and are privileged and strictly confidential and or proprietary of Punjab & Sind Bank. The Vendor undertakes to safeguard and protect such confidential information as may be received from Punjab & Sind Bank.

NOW, THEREFORE THIS AGREEMENT WITNESSED THAT in consideration of the above premises and the Punjab & Sind Bank granting the Vendor and or his agents, representatives to have specific access to Punjab & Sind Bank property / information and other data it is hereby agreed by and between the parties hereto as follows:

1. Confidential Information:

- (i) "Confidential Information" means all information disclosed/furnished by Punjab & Sind Bank to the Vendor whether orally, in writing or in electronic, magnetic or other form for the limited purpose of enabling the Vendor to carry out the proposed Implementation assignment, and shall mean and include data, documents and information or any copy, abstract, extract, sample, note or module thereof, explicitly designated as "Confidential"; Provided the oral information is set forth in writing and marked "Confidential" within seven (7) days of such oral disclosure.
- (ii) The Vendor may use the Confidential Information solely for and in connection with the Purpose and shall not use the Confidential Information or any part thereof for any reason other than the Purpose stated above.

Confidential Information in oral form must be identified as confidential at the time of disclosure and confirmed as such in writing within seven (7) days of such disclosure. Confidential Information does not include information which:

- (a) is or subsequently becomes legally and publicly available without breach of this Agreement by either party,
- (b) was rightfully in the possession of the Vendor without any obligation of confidentiality prior to receiving it from Punjab & Sind Bank,
- (c) was rightfully obtained by the Vendor from a source other than Punjab & Sind Bank without any obligation of confidentiality,
- (d) was developed by for the Vendor independently and without reference to any Confidential Information and such independent development can be shown by documentary evidence, or is/was disclosed pursuant to an order of a court or governmental agency as so required by such order, provided that the Vendor shall, unless prohibited by law or regulation, promptly notify Punjab & Sind Bank of such order and afford Punjab & Sind Bank the opportunity to seek appropriate protective order relating to such disclosure.
- (e) the recipient knew or had in its possession, prior to disclosure, without limitation on its confidentiality;
- (f) is released from confidentiality with the prior written consent of the other party.

The recipient shall have the burden of proving hereinabove are applicable to the information in the possession of the recipient. Confidential Information shall at all times remain the sole and exclusive property of the disclosing party. Upon termination of this Agreement, Confidential Information shall be returned to the disclosing party or destroyed, if incapable of return. The destruction shall be witnessed and so recorded, in writing, by an authorized representative of each of the parties.

Nothing contained herein shall in any manner impair or affect rights of Punjab & Sind Bank in respect of the Confidential Information.

In the event that any of the Parties hereto becomes legally compelled to disclose any Confidential Information, such Party shall give sufficient notice to the other party to enable the other Party to prevent or minimize to the extent possible, such disclosure. Neither party shall disclose to a third party any Confidential Information or the contents of this Agreement without the prior written consent of the other party. The obligations of this Clause shall be satisfied by handling Confidential Information with the same degree of care, which the receiving party applies to its own similar confidential information but in no event less than reasonable care.

The obligations of this clause shall survive the expiration, cancellation or termination of this Agreement

2. Non-disclosure: The Vendor shall not commercially use or disclose any Confidential Information or any materials derived there from to any other person or entity other than persons in the direct employment of the Vendor who have a need to have access to and knowledge of the Confidential

Information solely for the Purpose authorized above. The Vendor shall take appropriate measures by instruction and written agreement prior to disclosure to such employees to assure against unauthorized use or disclosure. The Vendor may disclose Confidential Information to others only if the Vendor has executed a Non-Disclosure Agreement with the other party to whom it is disclosed that contains terms and conditions that are no less restrictive than these presents and the Vendor agrees to notify Punjab & Sind Bank immediately if it learns of any use or disclosure of the Confidential Information in violation of terms of this Agreement.

Notwithstanding the marking and identification requirements above, the following categories of information shall be treated as Confidential Information under this Agreement irrespective of whether it is marked or identified as confidential:

- a) Information regarding Punjab & Sind Bank and any of its Affiliates, customers and their accounts (“Customer Information”). For purposes of this Agreement, Affiliate means a business entity now or hereafter controlled by, controlling or under common control. Control exists when an entity owns or controls more than 10% of the outstanding shares or securities representing the right to vote for the election of directors or other managing authority of another entity; or
  - b) any aspect of Punjab & Sind Bank's business that is protected by patent, copyright, trademark, trade secret or other similar intellectual property right; or
  - c) business processes and procedures; or
  - d) current and future business plans; or
  - e) personnel information; or
  - f) Financial information.
3. **Publications:** The Vendor shall not make news releases, public announcements, give interviews, issue or publish advertisements or publicize in any other manner whatsoever in connection with this Agreement, the contents / provisions thereof, other information relating to this Agreement, the Purpose, the Confidential Information or other matter of this Agreement, without the prior written approval of Punjab & Sind Bank.
4. **Term:** This Agreement shall be effective from the date hereof and shall continue till expiration of the Purpose or termination of this Agreement by Punjab & Sind Bank, whichever is earlier. The Vendor hereby agrees and undertakes to Punjab & Sind Bank that immediately on termination of this Agreement it would forthwith cease using the Confidential Information and further promptly return or destroy, under information to Punjab & Sind Bank, all information received by it from Punjab & Sind Bank for the Purpose, whether marked Confidential or otherwise, and whether in written, graphic or other tangible form and all copies, abstracts, extracts, samples, notes or modules thereof. The Vendor further agree and undertake to Punjab & Sind Bank to certify in writing upon request of Punjab & Sind Bank that the obligations set forth in this Agreement have been complied with. Any provisions of this Agreement which by their nature extend beyond its termination shall continue to be binding and applicable without limit in point in time except and until such information enters the public domain
5. **Title and Proprietary Rights:** Notwithstanding the disclosure of any Confidential Information by Punjab & Sind Bank to the Vendor, the title and all intellectual property and proprietary rights in the Confidential Information shall remain with Punjab & Sind Bank.
6. **Remedies:** The Vendor acknowledges the confidential nature of Confidential Information and that damage could result to Punjab & Sind Bank if the Vendor breaches any provision of this Agreement and agrees that, if it or any of its directors, officers or employees should engage or cause or permit any other person to engage in any act in violation of any provision hereof, Punjab & Sind Bank may suffer immediate irreparable loss for which monetary compensation may not be adequate. Punjab & Sind Bank shall be entitled, in addition to other remedies for damages & relief as may be available to it, to an injunction or similar relief prohibiting the Vendor, its directors, officers etc. from engaging in any such act which constitutes or results in breach of any of the covenants of this Agreement.

Any claim for relief to Punjab & Sind Bank shall include Punjab & Sind Bank's costs and expenses of enforcement (including the attorney's fees).

7. Entire Agreement, Amendment and Assignment: This Agreement constitutes the entire agreement between the Parties relating to the matters discussed herein and supersedes any and all prior oral discussions and / or written correspondence or agreements between the Parties. This Agreement may be amended or modified only with the mutual written consent of the Parties. Neither this Agreement nor any right granted hereunder shall be assignable or otherwise transferable.
8. Dispute Resolution: Disputes, if any, arising out of this Agreement remaining unresolved by mutual discussions shall be referred to a panel of three Arbitrator. Each Party to the dispute shall appoint one arbitrator each and the two arbitrators shall jointly appoint the third or the presiding arbitrator. The provisions of Arbitration & Conciliation Act, 1996, shall accordingly apply. The venue for such Arbitration shall be New Delhi. The language of the Arbitration shall be English.
9. Governing Law: The provisions of this Agreement shall be governed by the laws of India and the competent court at Delhi shall have exclusive jurisdiction in relation thereto even though other Courts in India may also have similar jurisdictions.
10. Indemnity: The Vendor shall defend, indemnify and hold harmless Punjab & Sind Bank, its affiliates, subsidiaries, successors, assigns, and their respective officers, directors and employees, at all times, from and against any and all claims, demands, damages, assertions of liability whether civil, criminal, tortuous or of any nature whatsoever, arising out of or pertaining to or resulting from any breach of representations and warranties made by the Vendor. and/or breach of any provisions of this Agreement, including but not limited to any claim from third party pursuant to any act or omission of the Vendor, in the course of discharge of its obligations under this Agreement.
11. General: The Vendor shall not reverse - engineer, decompile, disassemble or otherwise interfere with any software disclosed hereunder.  
All Confidential Information is provided "as is". In no event shall the Punjab & Sind Bank be liable for the inaccuracy or incompleteness of the Confidential Information. None of the Confidential Information disclosed by Punjab & Sind Bank constitutes any representation, warranty, assurance, guarantee or inducement with respect to the fitness of such Confidential Information for any particular purpose.  
Punjab & Sind Bank discloses the Confidential Information without any representation or warranty, whether express, implied or otherwise, on truthfulness, accuracy, completeness, lawfulness, merchant ability, fitness for a particular purpose, title, non-infringement, or anything else.
12. Waiver: A waiver (whether express or implied) by Punjab & Sind Bank of any of the provisions of this Agreement, or of any breach or default by the Vendor in performing any of the provisions hereof, shall not constitute a continuing waiver and such waiver shall not prevent Punjab & Sind Bank from subsequently enforcing any of the subsequent breach or default by the Vendor under any of the provisions of this Agreement.

In witness whereof, the Parties hereto have executed these presents the day, month and year first herein above written.

For and on behalf of ----- Ltd.  
(Designation)

For and on behalf of Punjab & Sind Bank  
(Designation)

**Escalation Matrix**

**(Should be submitted by on Company's letter head with company seal and signature of the authorized person)**

**Ref: RFP No. \_\_\_\_\_ dated \_\_\_\_\_.**

**Name of the Company/Firm:**

**Service Related Issues**

<b>Sl. No.</b>	<b>Name</b>	<b>Designation</b>	<b>Full Office Address</b>	<b>Phone No.</b>	<b>Mobile No.</b>	<b>Email address</b>
<b>a.</b>		First Level Contact				
<b>b.</b>		Second level contact (If response not received in 4 Hours)				
<b>c.</b>		Regional/Zonal Head (If response not recd in 24 Hours)				
<b>d.</b>		Country Head (If response not recd in 48 Hours)				

**Any change in designation, substitution will be informed by us immediately.**

Date

Signature with seal

Name:

Designation :

**ANNEXURE - XII**

**Format for Indicative Bill of material (BOM)**

Name of the Bidder: S.No.	Activity / Item	Unit Price (in Rs.) [Excluding Taxes / GST] (A)	Quantity  (B)	Total amount (in Rs.) (C)=AxB	Proportion to Total Cost
1	Blank EMV Chip plastic dual interface Card (contact cum contactless with magstripe) equipped with NCMC functionality (offline wallet) cards (for all VISA/RuPay/Mastercard networks)		30,00,000		
2	Personalization, Collaterals [as per Annex], Storage of Stationary, stuffing, fulfilment, etc. as under. a) Printed Welcome Letter b) Printed User Guide c) ATM Card Pouch d) Printed envelope for Carrying Card e) Printed Terms & Conditions All other services like (Receiving/transmitting of data, stuffing of welcome letter, collaterals, fixation of card, card pouch, dispatch arrangement of cards as per Bank's instructions and storage, MIS data and queries, Insertion of additional leaflet/brochure if any)		29,00,000		
3	Thermal retransfer technology printing along with personalization & collaterals as above		1,00,000		
4	PIN Mailer		2,00,000		
5	Printed PIN Envelope (Including dispatch arrangement of PIN Mailer/envelope per Bank's instructions and storage.)		1,00,000		
6a	Wearable - Key Chain- Leather		1000		
6b	Wearable - NFC Sticker		3000		
6c	Wearable - Silicon Band		1000		
7	Wearable Personalization, Collaterals [as per Annex], Storage of Stationary, stuffing, fulfilment, etc. as under. a) Printed Welcome Letter b) Printed User Guide c) Magnetic Box: d) Bubble Envelope e) Wearable Holder All other services like (Receiving/transmitting of data, stuffing of welcome letter, collaterals, fixation of item, dispatch arrangement of cards as per Bank's instructions and storage, MIS data and queries, Insertion of additional leaflet/brochure if any)		5000		
8	<b>Total Cost*</b>	<b>XXXXXXXX</b>	<b>XXXXXXXX</b>		
	<b>Optional Items</b>				
9	Environmentally Friendly Cards (Recycled PVC Cards) with all items as mentioned under S.No.3		3,00,000		
10	Biometric Cards with fingerprint readers with all items as mentioned under S.No.3		50,000		

11	Holographic Cards with all items as mentioned under S.No.3		1,00,000		
12	DI Metal Cards – (With weight ranging between 19 grams -22 grams) with all items as mentioned under S.No.3 <b>(For RuPay/Mastercard / VISA)</b>		5,000		
13	DI Metal Cards – (With weight ranging between 15 grams -18 grams) with all items as mentioned under S.No.3 <b>(For RuPay/Mastercard / VISA)</b>		5,000		
14	DI Metal Cards – (With weight ranging between 10 grams -14 grams) with all items as mentioned under S.No.3 <b>(For RuPay/Mastercard / VISA)</b>		5,000		

\*Note:-

1. Monthly Billing will be raised as per the slab calculation based on orders.
2. The quantity of cards mentioned is in units. The above tentative projection is for comparative analysis of bids and may vary. Ready Kits shall primarily be of RuPay Card, each containing features of all Rupay cards.
3. Unit price of Card Design in the above chart includes artwork, design in PDF and Eps proof, one-time setup as per specifications for new Cards/ variants.
4. Prices shall be expressed in the Indian Rupees only. The bidder must quote price exclusive of all applicable taxes and duties. There should not be any separate incidental/travel/any other hidden charges. The cost will not depend on any variation in dollar exchange rate/change in tax structure during tenure of the project.
5. Item Nos. 9, 10, 11, 12, 13 & 14 are outside TCO. Volume of these items may change drastically or may not be used at all. After the L1 price discovery, L1, L2, to reduce price in proportion to TCO including prices for items 9, 10, 11, 12, 13 & 14 which are outside the TCO. If the rates of optional items of L2 are lesser than the L1 Price, the least price will be the base price for the bank and L1 has to reduce/ match the optional Item prices with L2.
6. Total Cost of Ownership (TCO) mentioned at S.No.6 above shall be considered for arriving at L1 Score only. Quantity stated above is solely for determination of L1 Bidder. The actual purchase quantity may differ from the said figure.
7. The stuffing/ packing charges should be inclusive in aforesaid prices. Ready Kits/ EMV Chip cards with/ without photo shall be procured as per the actual requirement.
8. The 'Proportion to Total Cost' percentage mentioned here i.e. indicative price bid, will have to be maintained in the final price quote also after reverse auction by selected Bidders. The percentage should be mentioned upto two decimal places.
9. L2 Bidder have to match with the L1 Bidder TCO price including item wise price.
10. Bill of material is submitted on the letter head and is signed by an Authorized Signatory with Name and Seal of the Company.
11. We confirm that we have gone through RFP clauses, subsequent amendments and replies to pre-bid queries (if any) and abide by the same.
12. We have not changed the structure of the format nor added any extra items. We note that any such alternation will lead to rejection of Bid.
13. We agree that no counter condition/assumption in response to commercial bid will be accepted by the Bank. Bank has a right to reject such bid.
14. We are agreeable to the payment schedule as per "Payment Terms" of the RFP.

**Date:**

**Name of the Bidder**  
**Signature of Authorized Person**

**STATIONERY ITEMS & SPECIFICATIONS: Common for All Types of Cards**

Sl. No.	Description																				
1.	<b>Welcome Letter</b> : One Page Welcome Letter with four colors printing (BILINGUAL) Card Carrier Size: 297mm length x 210mm width (A4). Paper: 90 GSM Maplitho Printing: Both sides 4 color printing																				
2.	<b>Card Pouch</b> : Size: Length 90 mm Width 60 mm Paper: 170 gsm art glass paper Should be Antistatic coated to safe the card surface from scratches. Printing: 4 color printing on Front Finishing: Mat lamination on front																				
3.	<b>User Manual</b> : Size: Length 220mm x 285mm width Paper: 90 GSM Art Paper Printing: 4 colour back to back printing , 2 Folds																				
4.	<b>Terms &amp; Conditions</b> : Size: Length 620 mm x 230 mm width. Paper: 60 GSM Maplito paper Printing: Both sides bilingual printing																				
5.	<b>Pin Mailer Envelopes</b> : Size: Length 250 mm x 110 mm width Window Size: Length 110 mm x 50 mm width. Paper: 90 GSM Maplito paper, Multicolour Printing, Window Pasting & Envelope Pasting.																				
6.	<b>Window Envelope(Double window)</b> : Size: Length 225 mm x 115mm width Window 1 (left side) Size: Length 90 mm x 40 mm width. Window 2 (right side) Size: Length 75 mm x 40 mm width Paper: 90 GSM Maplito paper, Multicolour Printing, Window Pasting & Envelope Pasting. (Ballarpur / Andhra White Maplitho) Lamination: Both side Glossy Lamination																				
7.	<b>PIN Mailer</b> :4*11 inches in triplicate in continuous format with pocket holes on both sides and perforated Cream Wove paper of A Grade mill is to be used & shrink packing of 1000 each and three packets in one corrugated box. Printing specifications of PIN Mailer																				
	<table border="1"> <thead> <tr> <th>Leaf</th> <th>Front Printing</th> <th>Back Printing</th> <th>Paper</th> <th>Remarks</th> </tr> </thead> <tbody> <tr> <td>First Leaf</td> <td>3 Color</td> <td>Black Carbon Ink</td> <td>50GSM</td> <td>Clipped with 2<sup>nd</sup> and 3<sup>rd</sup> Leaf</td> </tr> <tr> <td>Second Leaf</td> <td>3 Color</td> <td>Black Carbon Ink</td> <td>60GSM</td> <td>Sealed &amp; Glued from all side with 3<sup>rd</sup> leaf.</td> </tr> <tr> <td>Third Leaf</td> <td>Single Color</td> <td>3 Color</td> <td>80GSM</td> <td>Sealed &amp; Glued from all side with 2<sup>nd</sup> leaf.</td> </tr> </tbody> </table>	Leaf	Front Printing	Back Printing	Paper	Remarks	First Leaf	3 Color	Black Carbon Ink	50GSM	Clipped with 2 <sup>nd</sup> and 3 <sup>rd</sup> Leaf	Second Leaf	3 Color	Black Carbon Ink	60GSM	Sealed & Glued from all side with 3 <sup>rd</sup> leaf.	Third Leaf	Single Color	3 Color	80GSM	Sealed & Glued from all side with 2 <sup>nd</sup> leaf.
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Third Leaf	Single Color	3 Color	80GSM	Sealed & Glued from all side with 2 <sup>nd</sup> leaf.																	
8.	<p><b>Stationary items for Wearables:</b></p> <table border="1"> <thead> <tr> <th>Description</th> <th>Specifications</th> </tr> </thead> <tbody> <tr> <td>PSB PVC / leather Key fob Box</td> <td>Size 140 MM *105 MM *44 MM, Kappa 3.5 MM, Art paper 170 GSM, Matt Lamination, Grooming, Dei Punching. SBS 300 GSM Try , 3.5 MM Black EVA, 6 MM Black Ribbon + Sport UV, 2 set Magnet 10*2 MM+</td> </tr> </tbody> </table>	Description	Specifications	PSB PVC / leather Key fob Box	Size 140 MM *105 MM *44 MM, Kappa 3.5 MM, Art paper 170 GSM, Matt Lamination, Grooming, Dei Punching. SBS 300 GSM Try , 3.5 MM Black EVA, 6 MM Black Ribbon + Sport UV, 2 set Magnet 10*2 MM+																
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PSB PVC / leather Key fob leaflet	12 Page Book- Size 190* 80 MM , Art paper 220 GSM, Centre Pinning , 4 Colour Printing
PSB PVC / leather Key fob Box	Size 100 MM *100 MM *25 MM , Kappa 3.5 MM, Art paper 170 GSM, Matt Lamination, Grooming, Dei Punching. SBS 300 GSM Try , 3.5 MM Black EVA, 6 MM Black Ribbon + Sport UV, 2 set Magnet 10*2 MM+
PSB PVC / leather Key fob leaflet	12 Page Book- Size 150* 95 MM , Art paper 220 GSM, Centre Pinning , 4 Colour Printing
Dummy Plastic Card - Common for all Wearables	Card Size of a Banking Debit Card. Made using PVC Material of ISO thickness. Multi Color on both sides. Name, Card Number, Card Expiry Date, CVV & Barcode to be printed on front side of Card. Round edges for finishing Banking Debit Card.

9. **Specification of Wearables :**

Description	Specifications
Leather Keychain	Size: 45 mm x 65 mm x 5 mm. The Product to be with genuine leather with MS Coated Silver Ring as in a Keychain. Wearable Body & Ring to be tied using a leather cut piece using a silver rivet. Stitching to be done using a thread same in color as Key Chain's Leather Color or White Color. Minifob to be embedded and pasted within the leather keychain. The product to be made available in multiple colours (single tone).
PVC Keychain	Size: 40 mm x 60 mm x 3 mm. Product to be made using 800 Microns PVC Material with MS Coated Silver Ring & Chain. Wearable Body & Ring-Chain to be tied using a silver rivet. Doming Effect through Epoxy to be built up on both the sides of the PVC KeyChain. Minifob to be embedded and pasted within the PVC keychain. It would be multi color on both the sides.
Mobile Sticker	Size: 30 mm x 40 mm. Thickness - The Product would be multi-layer to be made using PVC Material. RF Shielding layer to be embedded in the sticker body for appropriate read performance

	experience. 3M Glue on the back side with release liner for strong adhesion. It would be multi color on one side.
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**\*Note** – (1) The above stationery items need to be duly pre-approved by the Bank.

(2) Specification of the stationary items may be modified only by the bank at its discretion.

In that case such modification would be communicated to the bidder in writing.

(3) Minor Changes in the size of stationary may be made as suggested by bank without any additional cost.

**Accepted**

**Signature & Seal of the Bidder**

Punjab & Sind Bank

## Appendix –A

### Instructions to be noted while preparing/submitting Part A – Technical cum Eligibility Proposal

**All the Annexures should be submitted in Bidder's Letter Head with seal and signature of the authorized signatory.**

- 1) Earnest Money Deposit (EMD)/Bank Guarantee in lieu of EMD / Exemption Certificate.
- 2) Power of Attorney / Authorization letter signed by the Competent Authority with the seal of the bidder's company / firm in the name of the person signing the bid documents with supporting documents.
- 3) Tender Covering letter as per **Annexure-I**.
- 4) Bidder's Information as per **Annexure-II**.
- 5) Bid Security Declaration as per **Annexure-III (if eligible)**.
- 6) Experience Certificate as per **Annexure-IV**.
- 7) Certificate of Local Content as per **Annexure-V**.
- 8) Compliance to Pre-Qualification Criteria declaration as per **Annexure-VI** with documentary proof in support of the Pre-Qualification Criteria.
- 9) Technical Specification as per **Annexure-VII**.
- 10) Matrix for Eligibility cum Technical Evaluation as per **Annexure-VII(B)**.
- 11) Acceptance/ Compliance Certificate as per **Annexure-VIII**.
- 12) Track Record of Past Operations as per **Annexure-IX**.
- 13) Non-Disclosure Agreement as per **Annexure-X**.
- 14) Escalation Matrix as per **Annexure-XI**.
- 15) Masked bill of Material as per **Annexure-XII**.
- 16) Stationery Items & Specifications: Common for All Types of Cards as per **Annexure-XII(B)**
- 17) Signed Pre Contract Integrity Pact as per **Appendix-F** in non-judicial Stamp paper. **(Hard copy to be submitted to Bank)**.

**Appendix-B**

**Instructions to be noted while preparing/submitting Part B - Commercial Proposal**

**All the Annexures should be submitted in Bidder's Letter Head with seal and signature of the authorized signatory.**

1. Bill of Material as per Annexure-XII.
2. Stationery Items & Specifications: Common for All Types of Cards as per Annexure-XII(B)

Punjab & Sind Bank

**Appendix-C**

**Pre-Bid Query Format**

(Bidders should submit the queries in excel format only)

Ref: RFP No. \_\_\_\_\_ dated \_\_\_\_\_.

<b>Sl. No.</b>	<b>Bidder's Name</b>	<b>Page No.</b>	<b>Section</b>	<b>RFP Clause</b>	<b>Clause/Technical Specification</b>	<b>Bidder's Query</b>
1						
2						
3						
4						
5						
-						

Punjab & Sind Bank

**Appendix-D**

**Bank Guarantee Format for Earnest Money Deposit**  
**Performa for the Bank Guarantee for Earnest Money Deposit**  
(To be stamped in accordance with stamp act)

Ref: Bank Guarantee # \_\_\_\_\_

Date: \_\_\_\_\_

Assistant General Manager (IT)  
Punjab & Sind Bank,  
HO ATM Cell,  
Plot No.151, Sector 44,  
Institutional Area, Gurugram- 122003

Dear Sir,

In accordance with your bid reference No. \_\_\_\_\_ Dated \_\_\_\_\_ M/s \_\_\_\_\_ having its registered office at \_\_\_\_\_ herein after Called „bidder“) wish to participate in the said bid for selection of Vendor for Supplying, Printing and Personalization of Ready Kits of ATM-cum-Debit EMV Chip Contact Cards with Mag-stripe. An irrevocable Financial Bank Guarantee (issued by a nationalized /scheduled commercial Bank) against Earnest Money Deposit amounting to Rs.1,77,00,000/- (Rupees One Crore Seventy Seven Lakh only) valid up to \_\_\_\_\_ is required to be submitted by the bidder, as a condition for participation in the said bid, which amount is liable to be forfeited on happening of any contingencies mentioned in the bid document. M/s \_\_\_\_\_ having its registered office at \_\_\_\_\_ has undertaken in pursuance of their offer to Punjab & Sind Bank (hereinafter called as the beneficiary) dated \_\_\_\_\_ has expressed its intention to participate in the said bid and in terms thereof has approached us and requested us \_\_\_\_\_ (Name of Bank) \_\_\_\_\_ (Address of Bank) to issue an irrevocable financial Bank Guarantee against Earnest Money Deposit (EMD) amounting to Rs \_\_\_\_\_ (Rupees \_\_\_\_\_) valid up to \_\_\_\_\_. We, the \_\_\_\_\_ (Name of Bank) \_\_\_\_\_ (Address of Bank) having our Head office at \_\_\_\_\_ therefore Guarantee and undertake to pay immediately on first written demand by Punjab & Sind, the amount Rs. \_\_\_\_\_ (Rupees \_\_\_\_\_) without any reservation, protest, demur and recourse in case the bidder fails to Comply with any condition of the bid or any violation against the terms of the bid, Without the beneficiary needing to prove or demonstrate reasons for its such demand. Any Such demand made by said beneficiary shall be conclusive and binding on us irrespective of any dispute or difference raised by the bidder. This guarantee shall be irrevocable and shall remain valid up to \_\_\_\_\_. If any further extension of this Guarantee is required, the same shall be extended to such required period on receiving instructions in writing, from Punjab & Sind Bank, on whose behalf guarantee is issued. "Not withstanding anything contained herein above Our liability under this bank guarantee shall not exceed Rs. \_\_\_\_\_ (Rupees \_\_\_\_\_).

This bank guarantee shall be valid up to \_\_\_\_\_. We are liable to pay the guaranteed amount or any part thereof under this bank guarantee only if you serve upon us a written claim or demand, on or before \_\_\_\_\_ before 14.30 hours (Indian Standard Time) or within Bank official working hours where after it ceases to be in effect in all respects whether or not the original bank guarantee is returned to us." In witness whereof the Bank, through its authorized officer has set its hand stamped on this \_\_\_\_\_ Day of \_\_\_\_\_ 2026 at \_\_\_\_\_

**Name of signatory**  
**Designation**

**Bank Common Seal**

**Format of Performance Guarantee**

(Issued by any Scheduled Commercial Bank & to be executed on stamp paper of requisite value as per stamp duty payable at place of execution.)

Tender Reference No: \_\_\_\_\_

Date

The Assistant General Manager  
Punjab & Sind Bank  
HO ATM Cell, 2nd Floor,  
Plot No.151, Sector 44, Institutional Area,  
Gurugram-122003

Dear Sir,

1. WHEREAS pursuant to a Request for Proposal dated..... (hereinafter referred to as RFP, issued by Punjab & Sind Bank, HO ATM Cell 2<sup>nd</sup> Floor, Plot No.152, Sector 44, Institutional Area, Gurugram-122003 in response of (Vendor(s) / Service Provider), a Company registered under the Companies Act, 1956 and having its Registered / Corporate Office at .....has awarded the Contract valued Rs.....and appointed.....as Vendor(s) / Service Provider for Supplying, Printing and Personalization of Ready Kits of ATM-cum-Debit EMV Chip contact cards with Mag-stripe Cards vide Appointment letter / Purchase Order No.....dated.....on the terms and conditions as set out inter-alia in the said RFP and in the Appointment Letter / Purchase Order.
2. WHEREAS you have in terms of the said Appointment letter / Purchase Order called upon (Vendor(s) / Service Provider to furnish a Performance Guarantee, for Rs.....Rupees only), equivalent to.....of the Contract value, to be issued by a Bank in your favour towards due performance of the Contract in accordance with the specifications, terms and conditions of the said Appointment letter / Purchase Order and an Agreement entered / to be entered into in this behalf.
3. WHEREAS (Vendor(s) / Service Provider) has approached us for issuing in your favour a performance Guarantee for the sum of Rs..... (Rupees.....).

NOW THEREFORE in consideration of you having awarded the Contract to.....inter-alia on the terms & conditions that provides a performance guarantee for due performance of the terms and conditions thereof. We,.....Bank,..... a body corporate constituted under .....having its Head office at.....(give full address) and a branch inter-alia at..... India at the request of.....do hereby expressly, irrevocably and unconditionally undertake to pay merely on demand from you and without any demur without referring to any other source, Rs.....(Rupees.....only) against any loss or damage caused to or suffered by or that may be caused to or suffered by you on account of any breach or breaches on the part of .....of any of the terms and conditions of the Contract and in the event of.....committing any default or defaults in carrying out any of the work or discharging any obligation under the said Contract or otherwise in the observance and

performance of any of the terms and conditions relating thereto including non-execution of the Agreement as may be claimed by you on account of breach on the part of .....of their obligations or default in terms of the said Appointment letter / Purchase Order.

4. Notwithstanding anything to the contrary contained herein or elsewhere, we agree that your decision as to whether the .....has committed any such breach / default or defaults and the amount or amounts to which you are entitled by reasons thereof will be binding on us and we shall not be entitled to ask you to establish its claim or claims under this Guarantee, but will pay the same forthwith on demand without any protest or demur. Any such demand made by you shall be conclusive as regards the amount due and payable by us to you.
5. This Guarantee shall be valid up to ..... plus 60 (Sixty) days of the Claim period from the expiry of said guarantee period. Without prejudice to your claim or claims arisen and demanded from or otherwise notified to us in writing before the expiry of the said date which will be enforceable against us notwithstanding that the same is or are enforced after the said date.
6. You will have the fullest liberty without our consent and without affecting our liabilities under this Guarantee from time to time to vary any of the terms and conditions of the said appointment letter or the Contract to be made pursuant thereto or extend the time of performance of the Contract or to postpone for any time or from time to time any of your rights or powers against the .....and either to enforce or forbear to enforce any of the terms and conditions of the said appointment letter or the Contract and we shall not be released from our liability under Guarantee by exercise of your liberty with reference to matters aforesaid or by reason of any time being given to or any other forbearance, act or omission on your part or any indulgence by you or any other act, matter or things whatsoever which under law relating to sureties, would but for the provisions hereof have the effect of releasing us from our liability hereunder provided always that nothing herein contained will enlarge our liability hereunder beyond the limit of Rs..... (Rupees..... only) as aforesaid or extend the period of the guarantee beyond .....(date) unless expressly agreed to by us in writing.
7. This Guarantee shall not in any way be affected by you are taking or giving up any securities from .....or any other person, firm or company on its behalf or by the winding up, dissolution, insolvency as the case may be of .....
8. In order to give full effect to the Guarantee herein contained, you shall be entitled to act as if we were your principal debtors in respect of all your claims against .....hereby guaranteed by us as aforesaid and we hereby expressly waive all our rights of surety ship and other rights, if any, which are in any way inconsistent with any of the provisions of Guarantee.
9. Subject to the maximum limit of our liability as aforesaid, this Guarantee will cover all your claim or claims against .....from time to time arising out of or in relation to the said appointment letter / Contract and in respect of which your claim in writing is lodged on us before expiry of Guarantee.
10. Any Notice by way of demand or otherwise hereunder may be sent by special courier, telex, fax, e-mail or registered post to our Head Office / Local address as aforesaid and if sent accordingly it shall be deemed to have been given when the same has been posted.
11. This Guarantee shall not be affected by any change in the constitution of \_\_\_\_\_or nor shall it be affected by any change in your constitution or by any amalgamation or absorption

thereof or therewith but will ensure to the benefit of and be available to and be enforceable by the absorbing or amalgamated company or concern.

12. This Guarantee shall come into force from the date of its execution and shall not be revoked by us any time during its currency without your previous consent in writing.

13. We further agree and undertake to pay you the amount demanded in writing irrespective of any dispute or controversy between you and \_\_\_\_\_ in any suit or proceeding pending before any court, Tribunal or Arbitrator relating thereto, our liability under these presents being absolute and unequivocal. The payments so made by us shall be a valid discharge of our liability for payment hereunder and \_\_\_\_\_ shall have no claim against us for making such payment.

14. We have the power to issue this Bank Guarantee in your bank's favour as the undersigned has full power to execute this Bank Guarantee under the Power of Attorney issued by our Bank.

15. Our authority to issue this guarantee may be verified with our Controlling Office situated at \_\_\_\_\_ (full details of persons to be contacted address and phone Numbers etc).

16. Notwithstanding anything contained herein above;

i. Our liability under this Guarantee shall not exceed Rs \_\_\_\_\_ (Rupees \_\_\_\_\_ only )

ii. This Guarantee shall be valid and remain in force up to \_\_\_\_\_ plus the Claim period of 12(Twelve) months and including the date \_\_\_\_\_ and

iii. We are liable to pay the guaranteed amount or any part thereof under this Guarantee only and only if you serves upon us a written claim or demand for payment on or before the expiry of this Guarantee.

Dated this the \_\_\_\_\_ day of \_\_\_\_\_ 2026

**Signature and Seal of Guarantors**

**Vendor(s)'s Bank**

(To be stamped in accordance with stamp act)

**PRE-CONTRACT INTEGRITY PACT**

Between

**Punjab & Sind Bank (PSB)** hereinafter referred to as "**The Principal**",

And

\_\_\_\_\_ hereinafter referred to as "**The Bidder/ Contractor**"

**Preamble**

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

In order to achieve these goals, the Principal has appointed 1. Sh. Asha Ram Sihag and 2. Aditya Prakash Mishra as Independent External Monitors (IEMs) who will monitor the tender process and the execution of the contract for compliance with the principles mentioned above.

**Section 1 - Commitments of the Principal**

(1) The Principal commits itself to take all measures necessary to prevent corruption and to observe the following principles: -

a. No employee of the Principal, personally or through family members, will in connection with the tender for, or the execution of a contract, demand, take a promise for or accept, for self or third person, any material or immaterial benefit which the person is not legally entitled to.

b. The Principal will, during the tender process treat all Bidder(s) with equity and reason. The Principal will in particular, before and during the tender process, provide to all Bidder(s) the same information and will not provide to any Bidder(s) confidential / additional information through which the Bidder(s) could obtain an advantage in relation to the tender process or the contract execution.

c. The Principal will exclude from the process all known prejudiced persons.

(2) If the Principal obtains information on the conduct of any of its employees which is a criminal offence under the IPC/PC Act, or if there be a substantive suspicion in this regard, the Principal will inform the Chief Vigilance Officer and in addition can initiate disciplinary actions

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

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

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

b. The Bidder(s)/ Contractor(s) will not enter with other Bidders into any undisclosed agreement or understanding, whether formal or informal. This applies in particular to prices, specifications,

certifications, subsidiary contract submission or non-submission of bids or any other actions to restrict competitiveness or to introduce cartelization in the bidding process.

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

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

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

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

(2) The Bidder(s)/ Contractor(s) will not instigate third persons to commit offences outlined above or be an accessory to such offences.

### **Section 3 - Disqualification from tender process and exclusion from future contracts**

If the Bidder(s)/Contractor(s), before award or during execution has committed a transgression through a violation of Section 2, above or in any other form such as to put their reliability or credibility in question, the Principal is entitled to disqualify the Bidder(s)/Contractor(s) from the tender process or take action as per the procedure mentioned in the "Guidelines on Banning of business dealings".

### **Section 4 - Compensation for Damages**

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

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

### **Section 5 - Previous transgression**

(1) The Bidder declares that no previous transgressions occurred in the last three years with any other Company in any country conforming to the anti-corruption approach or with any Public Sector Enterprise in India that could justify his exclusion from the tender process.

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

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

- (1) In case of Sub-contracting, the Principal Contractor shall take the responsibility of the adoption of Integrity Pact by the Sub-contractor.
- (2) The Principal will enter into agreements with identical conditions as this one with all Bidders and Contractors.
- (3) The Principal will disqualify from the tender process all bidders who do not sign this Pact or violate its provisions.

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

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

## **Section 8 - Independent External Monitor**

- (1) The Principal appoints competent and credible Independent External Monitor for this Pact after approval by Central Vigilance Commission. The task of the Monitor is to review independently and objectively, whether and to what extent the parties comply with the obligations under this agreement.
- (2) The Monitor is not subject to instructions by the representatives of the parties and performs his/her functions neutrally and independently. The Monitor would have access to all Contract documents, whenever required. It will be obligatory for him / her to treat the information and documents of the Bidders/Contractors as confidential. He/ she reports to the MD & CEO of Punjab & Sind Bank.
- (3) The Bidder(s)/Contractor(s) accepts that the Monitor has the right to access without restriction to all Project documentation of the Principal including that provided by the Contractor. The Contractor will also grant the Monitor, upon his/her request and demonstration of a valid interest, unrestricted and unconditional access to their project documentation. The same is applicable to Sub-contractors.
- (4) The Monitor is under contractual obligation to treat the information and documents of the Bidder(s)/ Contractor(s)/ Sub-contractor(s) with confidentiality. The Monitor has also signed declarations on 'Non-Disclosure of Confidential Information' and of 'Absence of Conflict of Interest'. In case of any conflict of interest arising at a later date, the IEM shall inform MD & CEO of Punjab & Sind Bank and recuse himself / herself from that case.
- (5) The Principal will provide to the Monitor sufficient information about all meetings among the parties related to the Project provided such meetings could have an impact on the contractual relations between the Principal and the Contractor. The parties offer to the Monitor the option to participate in such meetings.
- (6) As soon as the Monitor notices, or believes to notice, a violation of this agreement, he/she will so inform the Management of the Principal and request the Management to discontinue or take corrective action, or to take other relevant action. The monitor can in this regard submit non-binding recommendations. Beyond this, the Monitor has no right to demand from the parties that they act in a specific manner, refrain from action or tolerate action.

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

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

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

### **Section 9 - Pact Duration**

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

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

### **Section 10 - Other provisions**

(1) This agreement is subject to Indian Law. Place of performance and jurisdiction is the Registered Office of the Principal, i.e. New Delhi.

(2) Changes and supplements as well as termination notices need to be made in writing. Side agreements have not been made.

(3) If the Contractor is a partnership or a consortium, this agreement must be signed by all partners or consortium members.

(4) Should one or several provisions of this agreement turn out to be invalid, the remainder of this agreement remains valid. In this case, the parties will strive to come to an agreement to their original intentions.

(5) Issues like Warranty / Guarantee etc. shall be outside the purview of IEMs.

(6) In the event of any contradiction between the Integrity Pact and its Annexure, the Clause in the Integrity Pact will prevail.

\_\_\_\_\_  
(For & On behalf of the Principal)  
Contractor)  
(Office Seal)

\_\_\_\_\_  
(For & On behalf of Bidder /  
(Office Seal)

Place -----

Date -----

Witness 1:  
(Name & Address)

Witness 2:  
(Name & Address)

**COMPLIANCE STATEMENT**

(To be submitted by all the vendors participating in Reverse Auction)

To,  
Punjab & Sind Bank,  
HO ATMCELL,  
\_\_\_\_\_

**DECLARATION**

1. We \_\_\_\_\_ (name of the company) hereby confirm having submitted our bid for participating in Bank's RFP dated \_\_\_\_\_ for procurement of \_\_\_\_\_
2. We also confirm having read the terms of RFP as well as the Business Rules relating to the Reverse Auction for this RFP process.
3. We hereby undertake and agree to abide by all the terms and conditions stipulated by Punjab & Sind Bank in the RFP document including all annexure and the Business Rules for Reverse Auction.
4. We shall participate in the on-line auction conducted by GEM Portal (Auctioneer Company) and submit our commercial bid. We shall also abide by the procedures prescribed for online auction by the auctioneer company.
5. We, hereby confirm that we will honor the Bids placed by us during the auction process, failing which we shall forfeit the Earnest Money Deposit. We also understand that the bank may debar us from participating in future tenders.
6. We confirm having nominated Mr. \_\_\_\_\_ designated as of our company to participate in the Reverse Auction on behalf of the company. We undertake that the company shall be bound by the bids made by him in Reverse Auction.
7. We undertake to submit the confirmation of last bid price by us to the auction company/Bank within 48 working hours of the completion of event. We also undertake to submit the Bill of Materials for the TCO (Total Cost of Ownership) in terms of RFP.

Signature with Company Seal

Name:-

Designation within Company/Organization

Company / Organization -

Address of Company /Organization-

Name of Authorized Representative:

Signature of Authorized Representative: Verified above signature

**Letter of Authority for participation in Reverse Auction**

To,  
Punjab & Sind Bank,  
HO Atmcell,  
\_\_\_\_\_

1. We \_\_\_\_\_ (name of the company) have submitted our bid for participating in Bank's RFP dated \_\_\_\_\_ for procurement of \_\_\_\_\_
2. We also confirm having read and understood the terms of RFP as well as the Business Rules relating to the Reverse Auction for this RFP process.
3. As per the terms of RFP and Business rules, we nominate Mr. \_\_\_\_\_ designated as \_\_\_\_\_ of our company to participate in the Reverse Auction.
4. We accordingly authorize Bank and / or the Auction Company to issue user ID and password to the above named official of the company.
5. Both Bank and the auction company shall contact the above named official for any and all matters relating to the Reverse Auction.
6. We, hereby confirm that we will honor the Bids placed by Mr. \_\_\_\_\_ on behalf of the company in the auction process, failing which we will forfeit the EMD. We agree and understand that the bank may debar us from participating in future tenders for any such failure on our part.

Verified above signature

Signature of Verifying Authority: \_

Signature with company seal

Name-

Designation within Company / Organization –

Company / Organization -

Address of Company /Organization

**Undertaking of Authenticity**

To,  
Punjab & Sind Bank,  
HO Atmcell,  
\_\_\_\_\_

Sub: Undertaking of Authenticity for supplied Product(s)

Ref: RFP No. :

With reference to the Product being quoted to you vide our Bid No:\_\_\_\_\_ dated \_\_\_\_\_, we hereby undertake that all the components /parts /assembly / Wearable etc. used in the Product to be supplied shall be original new components / parts / assembly / Wearable only, from respective Original Equipment Manufacturers (OEMs) of the Products and that no refurbished / duplicate / second hand components /parts/ assembly / Wearable shall be supplied or shall be used or no malicious code are built-in in the Product being supplied.

1. We also undertake that in respect of licensed operating systems and other Wearable utilities to be supplied, the same will be sourced from authorized sources and supplied with Authorized License Certificate (i.e. Product keys on Certification of Authenticity in case of Microsoft Windows Operating System).

2. Should you require, we hereby undertake to produce the certificate from our OEM supplier in support of above undertaking at the time of delivery/installation. It will be our responsibility to produce such letters from our OEM supplier's at the time of delivery or within a reasonable time.

3. In case of default and/or the Bank finds that the above conditions are not complied with, we agree to take back the Product(s) supplied and return the money paid by you, in full within seven days of intimation of the same by the Bank, without demur or any reference to a third party and without prejudice to any remedies the Bank may deem fit.

4. We also take full responsibility of both Product(s) & Service(s) as per the content of the RFP even if there is any defect by our authorized Service Centre / Reseller / SI etc.

Dated this ..... day of ..... 2026

Verified above signature

Signature of Verifying Authority: \_

Signature with company seal

Name-

Designation within Company / Organization –

Company / Organization -

Address of Company /Organization

**Certificate for Tenders for Works under Rule 144 (xi) in the General Financial Rules (GFRs), 2017**

To,  
Punjab & Sind Bank,  
HO Atm cell,

---

Ref: RFP No. :

Bidder Name:

We, are a private/public limited company/LLP/Firm < strike off whichever is not applicable> incorporated under the provisions of the Companies Act, 1956/ Limited Liability Partnership Act 2008/ Indian Partnership Act 1932, having its registered office at hereinafter referred to as “Bidder/Seller” which expression shall mean and include, unless the context otherwise requires, its / his successors and permitted assigns.

This is to certify that we have read the clauses stated in the Office Memorandum issued by Ministry of Finance on the Insertion of Rule 144 (xi) in the General Financial Rules (GFRs), 2017 dated 23 July 2020 and amendments & clarifications hereto regarding restrictions on procurement from a bidder of a country which shares a land border with India and on subcontracting to contractors from such countries. We certify that the Bidder is not from such a country or, if from such a country, has been registered with the Competent Authority and will not sub-contract any work to a contractor from such countries unless such contractor is registered with the Competent Authority. We hereby certify that we fulfill all requirements in this regard and is eligible to be considered.

We also accept that if such certificate given by the Bidder if our bid is accepted and is found to be false, this would be a ground for immediate termination and further legal action in accordance with law. Signature and Seal of the Bidder Note: Where applicable, evidence of valid registration by the Competent Authority shall be attached

Dated this ..... day of ..... 2026

Verified above signature  
Signature of Verifying Authority: \_  
Signature with company seal  
Name-  
Designation within Company / Organization –  
Company / Organization -  
Address of Company /Organization

**Cyber security Compliance certificate**

**<< On Company Letter Head >>**

To,

Punjab & Sind Bank

Plot No.151, Sector-44, Institutional Area

Gurugram-122003

Subject: Compliance Certificate regarding Cyber security.

RFP :

In reference to the above, we <*Name of Company*> hereby furnish and confirm that:-

We <*Name of Company*> submit an annual certificate from a CERT-In empanelled auditor confirming:

- a. Compliance with RBI Cyber Security Framework for Banks.
- b. Secure configurations and patch levels for all surveillance equipment.
- c. No critical vulnerabilities exist in deployed systems as of the audit date.
- d. Compliance with DPDP Act, 2023 for all surveillance data handling.

Further, We <Name of Company> maintain Cyber Insurance with a minimum coverage of Rs. 5 Crore to cover data breaches, ransomware attacks, and other cyber security incidents affecting the surveillance infrastructure deployed under this contract.

Yours Truly,

For <*Name of Company*>

Authorized Signatory  
(Name & Designation)

**Checklist**

<b>Sl. No.</b>	<b>Particulars</b>	<b>Submitted (Yes/No)</b>	<b>Page No</b>
1	Proof of RFP Cost		
2	Certificate of Incorporation		
3	Proof of EMD		
4	Power of Attorney		
5	Copy of Board Resolution		
6	Audited Balance Sheets & Profit & Loss Statements		
7	Tender Covering letter as per Annexure-I.		
8	Bidder's Information as per Annexure-II.		
9	Bid Security Declaration as per Annexure-III (if eligible).		
10	Experience Certificate as per Annexure-IV.		
11	Certificate of Local Content as per Annexure-V.		
12	Compliance to Pre-Qualification Criteria declaration as per Annexure-VI with documentary proof in support of the Pre-Qualification Criteria.		
13	Technical Specification as per Annexure-VII.		
14	Matrix for Eligibility cum Technical Evaluation as per Annexure-VII (B).		
15	Acceptance/ Compliance Certificate as per Annexure-VIII.		
16	Track Record of Past Operations as per Annexure-IX.		
17	Signed Non-Disclosure Agreement as per Annexure-X. in non-judicial Stamp paper.		
18	Escalation Matrix as per Annexure-XI.		
19	Masked bill of Material as per Annexure-XII.		
20	Stationery Items & Specifications: Common for All Types of Cards as per Annexure-XII(B)		
21	Bank Guarantee Format for Earnest Money Deposit as per Appendix-D		
22	Format of Performance Guarantee as per Appendix-E		
23	Signed Pre Contract Integrity Pact as per Appendix-F in non-judicial Stamp paper. (Hard copy to be submitted to Bank).		
24	Compliance Statement as per Appendix-G		
25	Letter of Authority for participation in Reverse Auction as per Appendix-H		
26	Checklist as per Appendix-I		
27	Signed Copy of RFP		
28	Signed Copy of Corrigendum , if any		

Note:

- a) All pages of the bid documents must be sealed & signed in full by authorized person.
- b) All pages of the bid documents should be numbered in serial order i.e. 1, 2, 3....

Bank may ask for any other document on its discretion.

**Signature & Seal of the Bidder**

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