

PUNJAB & SIND BANK



Request for Proposal (RFP)

For

Selection of Vendor for Implementation and maintenance of CTS Continuous Clearing Solution for
5 years.

BID NO: PSB/HOIT/RFP/GEM2026/B/50/2026-27 dated 08.05.2026

Punjab & Sind Bank

Head Office IT Department

**2nd Floor,
Plot No. 151, Sector 44
Institutional Area, Gurugram -122003**

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Punjab & Sind Bank

Key Information

Particulars	Details
RFP Number and Date	PSB/HOIT/RFP/GEM2026/B/50/2026-27 dated 08.05.2026
Tender Title	Request for Proposal (RFP) For Selection of Vendor for Implementation and maintenance of CTS Continuous Clearing Solution for 5 years
Bid validity	180 days from the date of opening of the bid.
Performance Bank Guarantee	5% of total project cost.
Date of Publishing the tender on Bank's Website & GeM	08.05.2026
Date of Publishing of RFP	08.05.2026
Last Date for submission of Pre-Bid Query	15.05.2026 06:00 PM a) Pre bid queries should be submitted as per Appendix-C in MS- excel format. b) Queries must be mailed to hoit.tenders@psb.bank.in only quoting tender reference number in the subject. Subject of the email should be given as " Pre-Bid Queries for PSB/HOIT/RFP/GEM __/2026-27 dated 08.05.2026 ". Queries reaching afterwards will not be entertained.
Date and Time for Pre-Bid Meeting	18.05.2026 12:00 PM Pre-Bid meeting will be held Online, and participants are requested to attend the meeting Online. Those who are interested in participating the Prebid meeting should share the participant details to hoit.tenders@psb.bank.in

	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	29.05.2026 04:00 PM
Date and Time of Opening of Bids	29.05.2026 04:30 PM
Date and Time of online Commercial Bids	To be notified later to the qualifying bidders only.
Place of Opening of Bids	Online at GeM (link will be shared) and Punjab & Sind Bank Head Office: HO IT, 2nd Floor, Plot No. 151, Sector 44, Institutional Area, Gurugram -122003.
Contact Persons for any clarifications/ Submission of Bids	Mr. Vijay Kumar - Chief Manager (IT) Mr. Vikram Kapoor- AGM (IT)
Contact Numbers	91-9999340190, +91-8447279690 hoit.tenders@psb.bank.in
Other Details	<ol style="list-style-type: none"> 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. 2. No suggestions or queries shall be entertained after pre-bid meeting. 3. This document can be downloaded from following website: https://punjabandsind.bank.in/module/tender-list; and GeM portal (https://gem.gov.in/). <p>Any Amendments, Modifications, Pre-Bid Replies, Clarifications & any communication etc. will be</p>

	uploaded on the Bank's website (i.e. https://punjabandsind.bank.in/module/tender-list & GeM Portal. No individual communication will be sent to the individual bidders.
EMD (Bid Security)	Rs.24 Lakh (INR Twenty Four lakh only)

Please note:

1. The mode of submission of Bid document shall mandatorily in Online (GeM portal).
2. The above mentioned dates are tentative dates and the Bidder acknowledges that they cannot hold the Bank responsible for any revision in these dates. The bids will be opened in the presence of bidders who choose to be present at the time of opening of bids.
3. If any of the above dates fall on holiday or become holiday due to regulatory or other reasons beyond control of the Bank, then the next valid date in such case will be next working of the Bank.
4. Tender copy price is compulsory to participate in bid process. Bidders have to purchase tender document to participate in pre-bid meeting. Procurements for MSMEs will be as per the policy guidelines issued by Ministry of Micro, Small and Medium Enterprises (MSME), GOI from time to time.
5. Bidder has to deposit Tender Participation Fee online only.
6. Information for Participating through GeM:
 - (i) 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 bidding. Vendors will have to abide by all terms and conditions of GeM portal for participating the bidding process.

Following activities will be conducted online through GeM:

- a. Publish of Tender
- b. Purchase of RFP document
- c. Pre-Bid Query & response thereof
- d. Corrigendum/Addendums to the RFP (If required)
- e. Submission of Technical Bid & Commercial Bid by the Bidder
- f. Opening of Technical Bid & Commercial Bid
- g. Tender Evaluation
- h. Announcement of results
- i. Tender Award (If any)

- (ii) Bidder requiring any clarification on the bidding document may notify as per GeM Guidelines and Procedure within the date/time mentioned in the RFP document.
- (iii) Notification of amendments will be made available on the GeM/ Bank's website and will be binding on all bidders and no separate communication will be issued in this regard.
- (iv) In order to allow prospective bidders reasonable time in which to take the amendment into account in preparing their bids, the Bank, at its discretion, may extend the deadline for such reasonable period as decided by the Bank for submission of Bids.
- (v) 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.
- (vi) Vendors will have to abide by e-Business rules framed by the Bank in consultation with GeM portal.
- (vii) Any amendments, modifications, Pre-Bid replies & any communication etc. shall be uploaded over Bank's Website and GeM Portal (i.e., <https://punjabandsind.bank.in/module/tender-list> & <https://gem.gov.in/>) only. No individual communication will be sent to the individual bidder.
- (viii) In case of any contradiction in eligibility criteria, business rules, terms & conditions or any information published over GeM portal, the RFP and consecutive corrigendum/addendum document will prevail.

7. Information on submission of bids participation in offline mode:

- i) Bank expects the interested Bidders to download the copy of the complete RFP document along with all Annexures through Bank's website <https://punjabandsind.bank.in> or <https://punjabandsind.bank.in/>.
- ii) Any other mode of submission, e.g. by courier, fax, e-mail etc. will not be accepted. Any bid received after the due date and time for receipts of bids as prescribed in the Key Information of the RFP will be rejected and returned unopened to the Bidder.
- iii) The Bank expects the Bidder(s) 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 for submission of the RFP not substantially responsive to the RFP in every respect will be at the Bidders' risk and may result in the REJECTION of its response.
- iv) A complete Bid with all supporting documents, duly sealed should be submitted, electronically as mentioned in Bid Submission of this document, on or before the last Date and Time for bid submission. E-mail: hoit.tenders@psb.bank.in

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 1610 branches and 29 Zonal Offices. With more than 118 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.
- ❖ The Bank intends to select vendor for Implementation and maintenance of CTS Continuous Clearing Solution along with Data Exchange Module for 5 years post implementation of project.

For this purpose, The Bank invites bids as per the specifications as indicated in Technical Specifications and Scope of work (Chapter-2) mentioned in the RFP document. These prices shall remain valid for all orders placed with the selected vendor for the entire contract period and duly accepted by the vendor. The interested bidders are requested to send your Technical and Price proposal as per the enclosed formats. The methodology for submission of the proposals is enumerated in Chapter-1 (Instruction to the bidders). Terms and Conditions of Contract (TCC) are given in Chapter-3.

- ❖ 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 Implementation and maintenance of CTS Continuous Clearing Solution.
- ❖ This invitation of Bids is limited to vendor(s) having presence in India or their Authorized Representative in India, provided firms fulfill 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.

DISCLAIMER

- The information contained in this Request for Proposal (RFP document) or any information provided subsequently to Bidder(s) whether verbally or in documentary form by or on behalf of the Bank, is provided to the Bidder(s) on the terms and conditions set out in this RFP document and all other terms and conditions subject to which such information is provided. This document shall not be transferred, reproduced or otherwise used for purposes other than for which it is specifically issued.
- This RFP is neither an agreement nor an offer and is only an invitation by the Bank to the interested parties for submission of bids. No contractual obligation whatsoever shall arise from the RFP process until a formal contract is executed by the duly authorized signatory of the Bank and the Bidder. The purpose of this RFP is to provide the Bidder(s) with information to assist in the formulation of their proposals.
- This RFP does not claim to contain all the information each bidder may require. Each Bidder should conduct its own investigations and analysis and is free to check the accuracy, reliability, and completeness of the information in this RFP and obtain independent advice, wherever necessary. Bank may in its absolute discretion, but without being under any obligation to do so, update, amend or supplement the information in this RFP.
- The bank reserves the right to reject any or all Request for Proposals received in response to this RFP document at any stage without assigning any reason whatsoever. The decision of Punjab & Sind Bank shall be final, conclusive, and binding on all the parties.
- This RFP Document may not be appropriate for all persons, and it is not possible for the Bank Representatives, their employees, or advisors to consider the investment objectives, financial situation and particular needs of each party who reads or uses this RFP Document.
- 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.

Punjab & Sind Bank

CHAPTER 1 - INSTRUCTIONS TO BIDDERS

1.1 Cost of Tender

The tender document may also be downloaded from the Bank's official website <https://punjabandsind.bank.in>. The bidder downloading the tender document from the website is required to submit a non-refundable fee (NIL) **online** as mentioned in **Key-Information** in favor of **PUNJAB & SIND BANK**, (Bank a/c details given in Key Information) before the last date and time of submission of bid, failing which the bid of the concerned Bidder will be rejected. It may be noted that the amount will not be refunded to any prospective bidder under any circumstances including cancellation of RFP. The soft copy will also be available on Bank's Website and GeM Portal (i.e., <https://punjabandsind.bank.in/module/tender-list> or <https://punjabandsind.bank.in> & <https://gem.gov.in/>) only.

1.2 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.

1.3 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 the dollar exchange rate/change in tax structure.

1.4 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 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 authority to quote. The Xerox copy of necessary Original Resolutions/ Authority/ Power of Attorney having authority to authorize the person to submit Bid Documents, 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 price which will contain the pricing information.
- 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 Bids containing erasures or alterations will not be considered. There should be no handwritten material, corrections or alterations in the Bids. All details must be filled in.

1.5 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. 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- IX. The format for submission of Commercial bid is as per Appendix-B.

1.6 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 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.
- 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 the information sought for. 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. Masked bill of material should be a replica of actual 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 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-IX**. Any deviations from the Bill of Material / non submission of prices as per the format shall make the bid liable for rejection.
- The bidder must quote the best competitive price in the commercial bid.
- 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 the 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.

1.7 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.

1.8 Normalization of Bids

The Bank will go through a process of technical evaluation and normalization of the bids to the extent possible and feasible to ensure that Bidders are 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 commercial bid; the Bank may at its discretion ask all the technically shortlisted Bidders to resubmit the technical and commercial bids once again for scrutiny. The Bank can repeat this normalization process at every stage of technical submission or till the Bank is satisfied. The Bidders agree that they have no reservation or objection to the normalization process and all the technically short-listed Bidders will, by responding to this RFP, agree to participate in the normalization process and extend their co-operation to the Bank during this process. The Bidders, by submitting the response to this RFP, agree to the process and conditions of the normalization process.

1.9 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 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 should be submitted in electronic form on GeM Portal (<https://gem.gov.in/>), on or before the last Date and Time for bid submission. 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. However for any help please contact below:-

The Assistant General Manager (IT)

Head office IT,

2nd Floor, Plot No. 151,

Sector 44, Institutional Area,

Gurugram -122003.

E-mail: hoit.tenders@psb.bank.in

Phone: +91-8447279690; +91-9999340190

Bid submission shall be Online only on the specified date and time. No separate intimation will be given in this regard.

Bank reserves its 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 or any reasons whatsoever. The decision of the Bank shall be final in this regard without disclosing any reason to any bidder or person.

1.10 Late bids

- a) Any bid received after the due date and time for receipts of bids as prescribed in this RFP will be rejected. 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.
- c) All such information will be published on Bank's website only. The bidders have to take note of it.

1.11 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 the 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

1.12 Earnest Money Deposit (EMD):

1. The bidder shall furnish Noninterest earning Earnest Money Deposit (EMD) amount of Rs.24 Lakh (INR Twenty Four lakh only) as mentioned in the Bid Schedule by way of Bank Guarantee drawn on any Scheduled Bank in India (except Cooperative Bank, RRB & Punjab & Sind Bank) in favor of Punjab & Sind Bank, payable at Delhi.
2. The same should be valid for an additional 45 days beyond bid validity period. Bank at its discretion can demand for extension for the validity of EMD. The format for submission of EMD in the form of Bank Guarantee is as per Appendix-D.
3. The Bank Guarantee issued by the issuing Bank on behalf of Bidder in favor of Bank shall be in paper form as well as issued under the "Structured Financial Messaging System" (SFMS) sent to Punjab & Sind Bank, Sector 44 Branch, Gurgaon, IFSC PSIB0021509. Any bank guarantee submitted in physical mode, including EMD/bid guarantee which cannot be verifiable through SFMS will be rejected summarily.
4. Non submission of EMD leads to rejection of Bid.
5. All MSEs 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 (KVIB) 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 Tender Fee and EMD only. Relevant certificates should be submitted by the bidder in this regard to avail exemption. Bid Security Declaration should be submitted by eligible MSEs/Startups on Company's letter head with company seal and signature of the authorized person as per Annexure-III.
6. The EMD may be forfeited/ Bank Guarantee may be invoked:

- a) If the bidder withdraws/amends the bid during the period of bid validity (180 days from the date of opening of 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) The selected bidder withdraws his tender before furnishing the unconditional and irrevocable Performance Bank Guarantee.
 - d) The bidder violates any of the provisions of the terms and conditions of this tender specification.
 - e) 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.
 - 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.
 - The Execution of Bid Security Declaration/ Invocation of EMD may suspend participation of the Bidder in any tender in this Bank for three (03) years.
7. Bid securities of the unsuccessful bidders will be returned to them at the earliest after expiry of the final bid validity and latest on or before the 30th day after the award of the contract. The EMD of the selected bidder will be returned within 15 days after submission of Performance Security (PBG) and execution of Contract with the Bank.

1.13 Performance Bank Guarantee (PBG)

1. The successful bidder/s should submit a Security Deposit / Performance Guarantee as specified in Key Information within 30 days from the date of Purchase Order.
2. Security Deposit should be submitted by way of Bank Guarantee in favor of Punjab & Sind Bank payable at Delhi / Bank Guarantee may be obtained from any of the Scheduled Commercial Banks (except Cooperative Bank, RRB & Punjab & Sind Bank) for an amount of

5% of total project cost.

3. The Bank Guarantee issued by the issuing Bank on behalf of Bidder in favor of Punjab & Sind Bank shall be in paper form as well as issued under the "Structured Financial Messaging System" (SFMS) sent to Punjab & Sind Bank, Sector 44 Branch, Gurgaon, IFSC PSIB0021509. Any bank guarantee submitted in physical mode, including EMD/bid guarantee which cannot be verifiable through SFMS will be summarily rejected.
4. The PBG so applicable must be duly accompanied by a forwarding letter issued by the issuing bank on the printed letterhead of the issuing bank.
5. Security Deposit/Performance Bank Guarantee should be valid for 60 months with an additional 12 months as claim period.
6. The selected bidder shall be responsible for extending the validity date and claim period of the Bank guarantees as and when it is due, on account of incompleteness of the project and contract period.
7. The security deposit / bank guarantee will be returned to the bidder after one year of completion of Contract Period. If the Contract is extended, the selected bidder has to submit fresh PBG for 5% of the extended Contract value and period along with claim period and also execute fresh/extension of Contract with the Bank within 15 days from the date of issuance of Purchase Order for renewal.
8. The Bank shall invoke the Bank guarantee before the expiry of validity, if work is not completed and the guarantee is not extended, or if the selected bidder fails to complete his obligations under the contract. The Bank shall notify the selected bidder in writing before invoking the Bank guarantee.
9. 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 project implementation as per the agreed terms & conditions. It will be refunded to the selected bidder without interest, after he duly performs and completes the contract in all respects.

1.14 Contract Period:

The terms and conditions of purchase order and RFP (read with addendums/ Corrigendum/Clarifications) shall constitute a binding contract.

The contract period for the project is 5 years which is further extendable up to 2 years.

The bank may, at its sole discretion, extend the contract for a period of two durations of one year each or part thereof subject to satisfactory functioning of the successful bidder at the same terms and conditions and mutually agreed rates. The decision to further extend the contract with the same bidder shall be at the sole discretion of the Bank. Further, the Bank will have the right to renegotiate prices of AMC, ATS rates at the end of the contract period. The other Terms and Conditions of the Contract will remain the same for extended periods.

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 including extended period.

The performance of the selected bidder shall be reviewed every quarter, and the Bank reserves the right to terminate the contract at its sole discretion by giving 30 days prior notice. Any offer falling short of the contract validity period is liable for rejection

1.15 STAGES OF EVALUATION

There would be Three (3) stages for evaluation process.

The Stages are:

- Eligibility Criteria Evaluation
- Technical Evaluation
- Commercial Evaluation

The Eligibility Criteria would be evaluated first for the participating bidders. The bidder, who qualify all Eligibility Criteria will be shortlisted for the Techno- commercial bid evaluation.

A. Eligibility Evaluation

The Eligibility would be evaluated first for the participating bidders. The bidders, who would qualify all Eligibility Criteria will be shortlisted for the technical bid evaluation.

B. Technical Evaluation

- The objective of technical evaluation and shortlisting of the bidders is to facilitate the selection of the most optimal Solution(s) that appropriately meet the requirements of the Bank. The Bank will evaluate the technical offers of the bidders complying with Eligibility

Criteria and the proposals meeting the said criteria will only be taken up for further technical evaluation.

- As part of the technical bid, the bidder shall have to submit all the specified documents/information covering all the clauses specified in the RFP. The
- Bidders shall be required to deliver an exclusive presentation detailing the proposed architecture for setting up of infrastructure for CTS & DEM for continuous clearing, implementation approach, rollout strategy, etc.
- The bidders are expected to submit the soft copy of the presentation to the Bank along with their technical bids.
- A bidder shall be scored based upon the scoring formula given below. Based on the scores, H1 shall be shortlisted, the decision of the Bank in regard to evaluation would be final and binding on all the Bidders to this document.

Evaluation Of Technical Competence:

Note:

- All specifications provided in this Appendix are mandatory. Non-compliance with any of the specifications will render the Bidder disqualified.
- All customizations and integrations required shall be completed by the Bidder through respective OEMs within specified timelines.
- Compliance with all the specifications mentioned in this Appendix must be supported by relevant and verifiable documents. All such supporting documents must be submitted along with the technical bid.
- The technical bid submitted by the Bidder will be evaluated only if they fulfil the eligibility criteria. The proposal evaluation will be based on the evaluation matrix consisting of the following parameters.

Sl. No.	Evaluation Parameter	Maximum Score	Minimum Qualifying Score
1.	Eligibility Competence	30	21
2.	Functional Capability	20	14
3	Technical Capability	20	14
4.	Technical / Functional Presentation	20	14

5	Site Visit	10	7
6	Overall Technical Evaluation	100	70

Note:

- (a) The bidder is required to provide documentary evidence for each of the above criteria and the same would be required on the client's letter head in case of credentials.
- (b) Further the Bank's officials would visit reference sites provided by the Bidder if deemed necessary.
- (c) Bidders scoring 70% or more marks will be considered eligible in technical evaluation and shall be considered for further process of evaluation
- (d) In case there is only one bidder having technical score of 70% or more, the Bank may, at its sole discretion, also consider the next highest Technical Score and qualify such bidder.
- (e) In case, none of the participating bidder qualify on technical criteria and reach or exceed the cut-off score of 70%, then the Bank, at its sole discretion, may qualify two bidders on the basis of the top 2 scores. At the sole discretion and determination of the Bank, the Bank may add any other relevant criteria for evaluating the proposals received in response to this RFP. The technical qualification cut – off to qualify for commercial evaluation process would be 70%. Bidder's scoring below the same would not be considered for commercial evaluation. However, Bank reserves the right to relax the criteria but not less than 60%. However, the Bank at its discretion may reject the proposal of the Bidder or will not consider bidder below cut-off marks by relaxing as mentioned above, if in the Bank's opinion the Bidder could not present or demonstrate the proposed solution as described in the proposal or in case the responses received from the customer contacts / site visited are negative or the proposed solution does not meet the Bank's functional and technical requirements.
- (f) Bank may, at its sole discretion, decide to seek more information from the respondents in order to normalize the bids. However, respondents will be notified separately, if such normalization exercise as part of the technical evaluation is resorted to.

Eligibility Competence

Sl No	Evaluation Parameters	Max Mark s	Scoring Methodology
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1.	Solution must have been implemented in at least one Scheduled Commercial Banks / Payment Bank in India.	10	03 marks for one Scheduled Commercial Banks / Payment Bank in India. 01 marks for every additional Scheduled Commercial Banks / Payment Bank in India
2.	The bidder has interfaced with Fin 10x through API.	10	03marks for one Scheduled Commercial Bank. 02 marks for every additional Scheduled Commercial Banks
3.	The proposed solution must have handled per day volume of minimum 1,00,000 in single organization cheques (combined volume of inward & outward)	10	03 marks for up to 1,00,000 cheques. 01 marks for every Additional 25000 cheques.
4.	Total marks	30	

TECHNICAL PRESENTATION

As part of technical evaluation process, bidder has to give presentation before the evaluation committee at HO IT Department, Gurgaon. Following criteria must be adhered to by all bidders, in connection with the technical presentations during the bid selection process.

- At least one senior representative from bidder's organization should be present in the technical presentations
- Complete soft copies of the presentation materials should be shared with the Bank before the presentation.
- The Bank will expect and demand that the key personnel showcased by the bidder in the technical presentation should be the same person that actively drives the project execution.
- Bidders must strictly adhere to the time slots provided to them for the technical presentation, allowing ample time and scope for question-answers.
- Focus of the presentation should be on the specifics of the solution/approach being proposed for the Bank, not on general elucidation of technologies, tool stacks or concepts.

Both technical and administrative aspects of the Assignment should be given suitable coverage.

- Bidder should also present their understanding about the Bank's future

Requirements and approach.

- Focus should be on bringing out clearly what is specific / different / novel about the approach, not on beefing up the presentation with commonly known and/or spurious information
- All aspects of requirements in the RFP should be covered in the presentation – e.g., proposed approach, capability to develop industry grade customized products, processes, frame works, diagnostic tools, organizational capabilities, team, governance, continuous development, transition approach etc.
- Any assumption, if taken in the response to RFP document should be clearly brought out in the technical presentation, along with the justification.
- Bank's evaluation and scoring on all aspects including technical presentation are final and non-negotiable.

SITE VISIT

Bank may carry out reference site visit to the existing customers of the bidder. The inputs received from the customer during site visit like satisfaction of the organization of the product, timeliness of implementation, promptness of support services etc. would be used as one of the technical bid evaluation parameters. The Bank at its discretion may reject the proposal of the bidder without giving any reasons whatsoever, in case the responses received from the site visits are negative. The bidder would be required to coordinate for such interactions. However, the bidder would not be allowed to be party to the discussion between the Bank & the bidder's client.

EVALUATION OF FUNCTIONAL CAPABILITIES:

Instructions of Filling up

1. "Sl. No." - Serial Number of the Requirement provided by the bank. Bidder must not change any information in this column
2. "Particulars" - The detailed requirement. Bidder must not change any information in this column
3. "BC" - Bidder's Compliance – Bidder would be required to provide an appropriate score to each requirement requested for as per the following Table

BC	Description
S	Standard feature. Required feature readily available and to be provided by the bidder.

C	Customization required. Bidder will provide the customization with the stipulated timeline as informed by the Bank
N	Not Available

Marks for specifications for will be allotted against the responses to each of the point mentioned as per the following marking pattern:

Scale	Description
2	S- Standard feature
1	C - Customization required
0	N- Not Available

Sheets will be scored on S/C/N scoring pattern, as per the above table.

Each line item in the functional specifications & Technical specifications mentioned carries 2 marks.

The total score obtained in technical and functional capabilities would be converted to 40 (20 each for technical & functional capabilities).

Bidder should comply with all the requirements given in Annexures – XII. Non- compliance to any of the requirement in Annexures – XII may attract rejection of the proposal.

COMMERCIAL EVALUATION

The commercial bids of only technically qualified bidders will be opened and evaluated by the Bank and the evaluation will take into account the following factors:

- i. The Bill of Material must be attached in Technical Bid as well as Commercial Bid. The format will be identical for both Technical Bid and Commercial Bid, except that the technical bid should not contain any price information (with Prices masked). Technical bid without masked Bill of Materials will be liable for rejection. Any deviations from the Bill of Material / non-submission of prices as per the format shall make the bid liable for rejection.
- ii. The L1 bidder will be selected on the basis of the amount quoted for the proposed solution quoted by them as per commercial bid.
- iii. The optimized TCO (Total Cost of Ownership) identified in the commercial bid would be the basis of the maximum outflow of the Bank for undertaking the scope of work.
- iv. In case there is a variation between figure and words, the value mentioned in words will

be considered.

- v. In the event the vendor has **not quoted / not mentioned / left blank** item(s) in the commercial bid, it would be considered as free of cost. However, for the purposes of payment and finalization of the contract, **the value of zero cost** in the not quoted / not mentioned / left blank item(s) would be used.
- vi. Bank may waive off any minor infirmity or non-conformity or irregularity in a bid, which does not constitute a material deviation.
- vii. If there is discrepancy between the unit price and total price (which is obtained by multiplying the unit price by the quantity), the unit price shall prevail and the total price shall be corrected accordingly. In any case unit price cannot be increased & offered quantity cannot be decreased to correct the TCO.
- viii. If there is discrepancy between percentage and amount, the amount calculated on percentage basis will prevail.
- ix. If the bidder does not accept the correction of errors, the bid will be summarily rejected.
- x. In all the above cases the TCO quoted as a 'Total Cost' in GeM would be the final price for evaluation purpose. However, TCO may be reduced to be in-line with unit price for order placement.
- xi. Discrepancies if any, would be corrected as per the TCO without increasing any of the unit price and payment would be made on unit price only.

EVALUATION OF COMMERCIAL PRICE BIDS AND FINALIZATION:

Criteria for Technical Evaluation and Commercial Evaluation

Techno Commercial evaluation will be used under this RFP. The RFP shall specify the minimum qualifying score for the technical bid and the relative weightages to be given to the technical criteria (quality) and the cost. The Criteria for Technical Evaluation and Commercial Evaluation will have weightage of **80:20**.

Bidders scoring less than 70% marks in the Technical Evaluation will not be considered for the selection process, and their Commercial Bids will not be opened.

The proposal with the Highest Weighted Combined Score (quality and cost / H1) shall be selected. In case of tie between two or more bidders for the Highest Total Combined Score, then the bidder with Highest Technical Score amongst such bidders shall be the successful bidder.

Illustration:

- Bids will be evaluated as per Combined Quality Cum Cost Based System. The Technical Bids will be allotted weightage of 80% while Commercial Bids will be allotted weightage of 20%.
 - A combined score “Score Total (T)” will be arrived at after considering the Commercial quote and the marks obtained in Technical evaluation.
 - For Selection of Vendor for Implementation and maintenance of CTS Continuous Clearing Solution weights of 20% for Commercial bid and 80% for Technical Bid according to the following formula.
-
- Technical score will be arrived at treating the marks of bidder scoring the highest marks (A) in technical evaluation as 100. Technical score for other bidders (B, C etc.) will be computed using the formula, $T = \text{Marks of B} / \text{Marks of highest scorer A} * 100$.
 - Similarly, financial score of all technically qualified bidders will be arrived at taking the cost quoted by lowest bidder i.e., the lowest quote from all technically qualified bidders (say F) as 100. Marks for other bidders will be calculated using the formula $\text{Combined Score} = \text{Cost of lowest bidder (F)} / \text{Cost quoted by bidder} * 100$.
 - A “Combined Score” will be arrived at, considering both marks scored through technical bid evaluation and the financial quotes with a weight age of 80% for technical and 20% for financials as detailed below.
 - Then combined score is arrived at by adding Technical Score and Financial Score. The successful bidder will be the one who has the highest Combined Score (H1), up to 2 decimals.

Formula for calculating the Combined Score of technically qualified bidder is as follows:

Combined Score of A = 80 x (Technical Bid Score of A / Highest Technical Score) + 20 x (Lowest Commercial Bid / Commercial Bid of A).

The bidder obtaining the Highest Total Combined Score in evaluation of technical and commercial evaluation will be ranked H1 followed by proposal securing lesser marks as H2, H3 etc. Bidder securing Highest Combined Marks and ranked H1 shall be recommended for award of contract. Bank will follow the internal procedure for necessary approvals and thereafter proceed with notification of award of contract.

S.No	Bidder	Technical Evaluation Marks (t)	Commercial Bid (f)	Weighted technical Score = $\{(t)/t \text{ highest}\} \times 80$	Weighted Commercial Score = $(f \text{ lowest} / f) \times 20$	Score "T" out of 100
1	A	90	60	$(90/90) \times 80 = 80$	$(50/60) \times 20 = 16.66$	96.6
2.	B	80	70	$(80/90) \times 80 = 71.11$	$(50/70) \times 20 = 14.28$	85.31
3.	C	70	50	$(70/90) \times 80 = 62.22$	$(50/50) \times 20 = 20$	82.22

In the above example, "A" the bidder with the highest score becomes the successful bidder (H1).

Final Evaluation:

The commercials will be finalized among the shortlisted bidders who obtain <70%>% or more marks in technical evaluation. The Final bidder will be selected on the basis of H1 as given above. The bidder securing highest combined marks (Technical score + Commercial score) and ranked H1 shall be recommended for award of contract.

1.16 Award of Contract

On Completion of Techno Commercial evaluation of bids, Bank will determine the H1 Bidder based on the marks obtained through Technical and Commercial evaluation for Selection of

Vendor for Implementation and maintenance of CTS Continuous Clearing Solution and the contract will be awarded to H1 bidder.

However, the Bank shall be under no obligation to accept the lowest price bid 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 offers without assigning any reason whatsoever.

The Bank reserves the right to make any changes in the terms and conditions of purchase. The Bank will not be obliged to meet and have discussions with any Bidder, and / or to listen to any representations unless there is change in the terms and conditions of purchase.

1.17 Opening of Price Bids

The bidder must quote the best competitive price in the commercial bid. Please note the contents and comply with the requirements of the same.

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

The Bids will be evaluated as per criteria mentioned in this RFP document. Thereafter the Bank reserves the right of selection of vendor by rates quoted (who are found eligible after evaluation of 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:

1. reject / cancel the bid/proposal after giving 7 days' notice to the such bidder/s; and /or.
2. forfeit the bid security and/or invoke Bank Guarantee; and /or.
3. 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
4. debar such bidder/s from future RFP processes/contracts for the period as deemed fit by the Bank; and/or

5. circulate the list of such entities to member organization/s for circulation among members and/ or.
6. 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

1.18 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.

1.19 Address for Submission of Bid and communication

- 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.)

1.20 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.

The 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.

1.21 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.

1.22 Correction of Errors

Bidders are advised to exercise greatest care in entering the pricing figures. No corrigendum 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 totaling 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.

1.23 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/>) and GeM Portal (<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.

1.24 Bid validity period

Bids shall remain valid for 180 (One Hundred Eighty) days from the date of submission of Bid. The Bank holds the right 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. The 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.

1.25 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 hoit.tenders@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 after 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.

The 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.

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.

1.26 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. The amendment will be published on Bank's website & GeM Portal 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 Bank's website for latest development

in this regard. The Bank will not be liable for any communication gap. 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.

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

1.27 Disqualification

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

1.28 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.

1.29 Project Execution

The entire project needs to be completed expeditiously. The Bank and the selected bidder/s shall nominate a Project Manager 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 a similar project.

1.30 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.

1.31 Eligibility Criteria

Eligibility criteria to be met mandatorily by the bidders:

Sr.	ELIGIBILITY CRITERIA	SUPPORTING DOCUMENTS TO BE SUBMITTED
1.	The Bidder should be a partnership firm registered under LLP Act, 2008/Indian Partnership Act, 1932 or Company in India as per Indian Companies Act, 1956 or Indian Companies Act, 2013 and should have been in operation for last 5 years as on RFP date.	Copy of the certificate of incorporation issued by The Registrar of Companies.
2.	The bidder should have valid PAN and GST Registration in India	Copy of Valid PAN Card, GST Registration Certificates issued by competent authority in India
3.	The bidder should have a minimum turnover of INR 16 Crore per annum for each of the past 3 financial years (i.e. 2023-23, 2023-24 & 2024-25) along with positive net worth.	Provide CA Certificate mentioning the turnover and net worth for each financial year as per the Annexure XV . And Audited Financial statements (Balance sheet & Profit & Loss statement). The CA certificate provided in this regard should be without any riders or qualification.
4.	The bidder should be an authorized representative/partner of OEM in India. Bidder needs to provide Manufacturer Authorization Form (MAF) from OEM stating that bidder is authorized partner of OEM and authorized to participate in this tender and in case the bidder is not able to perform obligations as per contract during the contract period, OEM will provide contracted services within the stipulated time.	MAF from OEM as per Annexure-VI on their letter Head needs to be provided. (Name, designation, contact no & official mail ID of the signing authority must be clearly mentioned in the MAF.)
5.	The bidder must possess below certifications, at the time of bidding: <ul style="list-style-type: none"> • ISO 27001 • ISO 9001 	Copy of valid certificates

Sr.	ELIGIBILITY CRITERIA	SUPPORTING DOCUMENTS TO BE SUBMITTED
6.	The bidder should either be Class-I or Class-II local supplier as defined in Public Procurement (Preference to Make in India) Revised Order No. P 45021/2/2017- PP(BE-II) dated 16-09-2020 by DPIIT(Public Procurement Section), Ministry of Commerce and Industry, Govt. of India or any subsequent guidelines issued regarding the same from time to time.	Certificate of local content to be submitted as per Annexure-XIII .
7.	In case bidder is already having association with Punjab & Sind Bank as a service provider in any project. The Bidder should have good track record with Bank.	Bidder should submit satisfactory performance certificate from concerned business Department. The certificate should be obtained from Bank post published date of the RFP.
8.	Bidder should have successfully implemented & currently maintaining the proposed Cheque Truncation System (CTS) Solution along with Centralized Positive pay system (CPPS) on Finacle 10.x in at least one Scheduled Commercial Bank in India during the last 5 years as on date of bid submission. The proposed CTS Solution must be handling daily volumes of 30,000 cheques per day (combined volume of both Inward and Outward) as on date of bid submission	<p>Relevant copy of any one of the following:</p> <ol style="list-style-type: none"> 1. Purchase Order 2. SLA <p style="text-align: center;">And</p> <p>Relevant copy of any one of the following:</p> <ol style="list-style-type: none"> 1. Completion Certificates 2. Project Sign-Offs 3. Satisfactory client certificate 4. E-mail confirmation from client <p>Note- Credentials submitted should clearly confirm the requirement asked.</p>
9.	The bidder must have successfully implemented mobile application for Cheque Truncation through Mobile or Tablets in at least one Bank.	Copy of letter from relevant Banks to be submitted.

Sr.	ELIGIBILITY CRITERIA	SUPPORTING DOCUMENTS TO BE SUBMITTED
10.	The Bidder to provide information that none 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 is not owned by any Director or Employee of the Bank.	Undertaking to be submitted duly signed by the authorised signatory of the Bidder.
11.	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).
12.	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 /	To be provided as per Annexure-XI .

Sr.	ELIGIBILITY CRITERIA	SUPPORTING DOCUMENTS TO BE SUBMITTED
	Departments at any time, during the last 3 years. (Refer GOI Cir. No F.1/20/2018-PPD dated 02.11.2021)	
13.	The bidder should not be involved in any litigation which threatens solvency of company.	Certificate is to be provided by the chartered accountant /statutory auditor, as per Annexure-X .
14.	<p>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:</p> <ul style="list-style-type: none"> a. An entity incorporated, established or registered in such a country; or b. A subsidiary of an entity incorporated, established or registered in such a country; or c. An entity substantially controlled through entities incorporated, established or registered in such a country; or d. An entity whose beneficial owner is situated in such a country; or e. An Indian (or other) agent of such an entity; or f. a natural person who is a citizen of such a country; or 	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 participate in this RFP" to be submitted in Company's letter head.

Sr.	ELIGIBILITY CRITERIA	SUPPORTING DOCUMENTS TO BE SUBMITTED
	g. A consortium or joint venture where any member of the consortium or joint venture falls under any of the above.	
15.	Bidder should have direct support offices in Delhi/NCR and Mumbai. In case direct support office of the bidder is not present in Delhi/NCR then an undertaking to be provided by the Bidder stating that direct support would be provided by the bidder at Delhi/NCR whenever desired by the Bank.	Letter of confirmation duly signed by the authorised signatory of the Bidder.
16.	Labour Law Compliance	Undertaking to be submitted duly signed by the authorised signatory of the Bidder.
17.	Integrity Pact	Undertaking to be provided as per Appendix-F duly signed by the authorised signatory of the Bidder.
18.	Non-Disclosure Agreement	To be submitted as per Annexure-VII duly signed by the authorised signatory of the Bidder.
19.	The Bidder to provide an undertaking on his letter head that all the technical features highlighted as part of Scope of work are covered in totality in the proposal submitted by the bidder.	Letter of confirmation from Bidder as per Annexure-V

Documentary evidence must be furnished against each of the above criteria along with an index. All documents must be signed by the authorized signatory of the Bidder. Relevant portions in the documents submitted in pursuance of eligibility criteria, should be highlighted.

CHAPTER 2- SCOPE OF WORK

Bank intends to procure a solution for “Implementation and Maintenance of Centralized Cheque Truncation System (CTS) Solution” under CAPEX Model”.

Considering the enormity of the assignment, any service which forms a part of the Project Scope that is not explicitly mentioned in scope of work would form part of this RFP and the Bidder is expected to provide the same at no additional cost to the Bank. Apart from the mentioned scope of work, the Bidder needs to consider and envisage all services that would be required in implementing the project and ensure the same is delivered to the Bank. The Bank will not accept any plea of the Bidder at a later date for omission of services on the pretext that the same was not explicitly mentioned in the RFP.

2.1 Proposed Solution Mechanism / Solution Capabilities:

- 1 Bank proposes to implement CTS Solution at Bank’s UAT, DC and DR locations. The selected bidder is expected to understand the existing CTS operations of the Bank and implement the new CTS solution for Continuous Clearing with AI Based Clearing.
- 2 The successful bidder will be responsible for supplying Software, License, Maintenance and the end-to-end Implementation of Centralized Cheque Truncation System (CTS) Solution for Continuous Clearing along with AI based clearing for Punjab and Sind Bank for UAT, DC and DR or any if required. The contract period will be for 5 years from date of go live. Contract period may be extended further for 2 years on mutually agreed terms.
- 3 The proposed solution shall work in accordance with the continuous clearing guidelines issued by the regulator/NPCI from time to time, leveraging an API and menu-driven approach within the Core Banking System (CBS), without incurring any additional cost to the Bank.
- 4 The proposed solution must support horizontal scaling to handle peak loads.
- 5 The bidder has to provide an end-to-end CTS Solution including integration with Data Exchange Module (DEM)/Clearing House Interface (CHI) as per specifications provided by regulator/NPCI. Also, having provision to provide all the required software, third party application, middleware if any and Facility Management Services. DR Site should be equipped with similar architecture as that of primary site. The Bidder should provide the architectural diagram of the proposed solution of the bank.

- 6 The Bidder shall develop, configure, maintain, and support all CTS solution-side adapters, APIs, connectors, and integration modules required for communication with DEM/CHI. The Bidder shall ensure end-to-end processing from the point the file/data is received from DEM until it reaches CTS and CBS. The Bidder shall implement all changes required due to DEM/CHI interface updates from RBI/NPCI/Bank within the agreed timelines. The Bidder shall ensure that integration failures, retries, validations, failures, reconciliation, and acknowledgements are handled entirely within the CTS application layer.
- 7 The proposed CTS solution should be enabled with AI/Gen AI/Analytics features shall be hosted on Bank's on-premises cloud. Bank shall provide necessary Hardware like HSM (Hardware Security Module), DEM (hardware only) , Operating System (RHEL 9 or higher/ Windows Server 2022 or higher) and Oracle Database version 19c or higher at DC and DR. Apart from these, if any additional software/middleware/components etc. is required to enhance scope of work, it will be the responsibility of bidder to provide all the required license software/hardware (including third party, if any) on Bank's on-premises private cloud for implementing the solution at DC & DR. All software used for the solution should be licensed and legally obtained in the name of the Bank. Bidder needs to submit the proof for the same. Bidder has to obtain ATS of all these software without any cost to Bank during the contract period including renewal period.
- 8 The selected bidder shall provide 4 L1 & 2 L2 onsite technical resources at the Bank's Primary Site (Navi Mumbai) , RCC delhi and HO IT Gurgaon for end-to-end Facility Management Services covering application support, database operations, integration monitoring, DR drills, security compliance, hardening of servers as per Bank's SCD documents up- gradation (in case of requirement) and all operational activities. The Bank may request deployment of additional resources, and such resources shall be provided at the same unit rate as discovered in the commercial bid.
- 9 The successful bidder must design the solution with high availability & secure infrastructure in Data Centre (DC) and Disaster Recovery (DR) site as per industry accepted security standards and best practices.
- 10 Bidders need to provide the hardware requirement/sizing for the CTS solution for UAT,

primary site (DC) and DR site to meet the daily Instrument volume during the contract period.

- 11 The proposed CTS solution shall meet the functional and technical requirements mentioned in Annexure – XII
- 12 All project environments—including Development (DEV), User Acceptance Testing (UAT) and Production (PROD)—must be functional replicas of one another.
- 13 The selected bidder shall integrate the solution with the Bank's existing HSM. All cryptographic keys must be generated, stored, and managed strictly within the HSM's FIPS 140-2 (or higher) security boundary. No plaintext keys shall reside outside the HSM at any point in the lifecycle. Selected bidder to ensure Audit logging should be enabled while configuring the HSM with CTS application.
- 14 The bidder will be responsible for hardening of CTS servers, Database and any other software used for the solution as per the Bank's IT security policy. Bank conducts the audit of the IT systems by internal, external and third party (RBI/NPCI etc.) auditors on regular basis. Bidder will be responsible for complying and provide closure report with all the audit observations within timeline in all respect including OS, application, database, third party application, if any without any additional cost to the Bank.
- 15 The bidder has to ensure that all Operating system, Database, NPCI/RBI and network related patches/firmware updates, SCD are applied regularly as per Bank's patching cycle on the CTS Infrastructure during the contract period without hampering the CTS application activities at no additional cost to the Bank.
- 16 Bidder should support OS/DB up gradation/migration activity as per Bank's requirement pre/post implementation of CTS solution without additional cost to the Bank.
- 17 Data in transit and data in rest should be in encrypted form and encryption key can be generated & managed in platform/solution.
- 18 The proposed solution must provide automated mechanism for reading and extracting all required data fields from Inward cheque images with a minimum automation accuracy not less than 80%. **The 80% accuracy should be maintained cycle wise without any manual**

enrichment. The system should intelligently capture and validate fields including, but not limited to:

- 8 Digit Cheque Number
- Account Number
- Cheque Date
- MICR Band Details
- Alphanumeric Fields
- Any additional mandatory data fields from cheque images as specified by NPCI or Bank

19 The proposed solution must provide an automated mechanism to read and extract all required data fields for Outward cheque images with minimum field-level automation accuracy of 80%. The system should intelligently capture and validate (at minimum):

- Cheque Date
- Cheque Amount (Amount in figures to be cross validated with in amount words)
- Beneficiary/Payee Name
- Drawee Name
- Account Number
- MICR Band Details
- Any other Bank-specified outward processing fields

20 The extracted data must be automatically pushed to the Core Banking System (CBS) with an overall field-level accuracy of more than 80%, ensuring minimal manual intervention. At any point, the Inward Data received from NPCI should be made available to CBS within 15 minutes from the time it received in the DEM server. The solution should include advanced OCR/ICR capture techniques, validation controls, and error-handling mechanisms to guarantee data integrity, operational efficiency, and compliance with NPCI guidelines.

The software should have validations (illustrative, not exhaustive) for the following-

- Date format and future-date checks, stale/post-dated thresholds as per Bank policy
- Amount consistency (figures vs. words)
- Account number length
- Mandatory field presence, MICR and length checks
- Duplicate cheque number detection
- Solution should be able to identify and mark cheques which are not complaint with

CTS 2010 standards.

- 21 The software should have functionalities as per continuous clearing standards defined by NPCI/RBI or if any future requirement provided by RBI/NPCI or any Government agencies for inward as well as outward.
- 22 A data entry/verification screen must be available for both inward and Outward items, that are not read automatically by the solution. The volume of records requiring manual data entry should not exceed 10% cycle wise in case of inward and 20% cycle wise in case of outward.
- 23 The bidder has to make ensure that the proposed CTS application is compatible with all the latest CTS scanning devices including Mobile/Tablet etc. Bidder should integrate the CTS scanners provided by all CTS scanner manufacturers. Bank may use various make & models of CTS scanners & handheld devices during contract period and bidder has to integrate these Scanners without charging any extra cost to the Bank. No additional interfaces are required to attach the scanners to the Scanning application, in case of any additional interfaces required same should be provided by bidder without any additional cost to the Bank. Currently, Bank is using CTS scanners LIPI Panini Vision X UV VX100, Canon-CR 120, LS 150 etc and tablets details as Samsung Galaxy A8 and IRA Tab etc.
- 24 The solution should provide the scalability to absorb future expansion of processing capabilities, at least to the extent of three times the present volume. The processing may vary across the centers depending upon transaction loads and spread of bank/branch. However, the present average volume of number of instruments per day (both Inward and Outward) for the Bank is as under:

Grid	Average Inward Volume	Average Outward Volume
National Grid	15,000	15,000

- 25 At present, Bank has more than 1650 branches across PAN India and may increase in future. Approximate no. of concurrent users accessing the CTS system on an average, across India is about 4000. The Concurrency of users for the solution offered shall be expandable and

Bidder has to recommend the hardware Sizing accordingly.

- 26 The proposed CTS solution should be accessed and operated from Bank's offices / branches / off-site locations etc. The system should be made available to Bank's office / branches with all at par facilities at no additional cost to the Bank during term of agreement or extended period, if any.
- 27 Bidder shall provide enterprise licenses for Centralized CTS Solution for entire contract period including extension period, if any. The proposed solution licenses must handle CTS clearing load of national grid with no restriction related to number of office / subsidiaries of the Bank as well as its Corporate or Sub- Member Clients, users, concurrency, UAT, DC, DR & etc. i.e., Bank will not pay any additional licenses cost in case of increase of any of the above.
- 28 Bidder should possess proper licenses, wherever applicable for Software/ Third Party utilities etc. provided to the Bank for the Implementation of Centralized Cheque Truncation System (CTS) Solution. In no way licenses should be a hindrance in day to day clearing operations of the Bank.
- 29 Bidder should provide mobile application (Android/IOS) for cheque truncation using Mobile/ Tablets by branch users/Corporate clients/ Sub members.
- 30 The Bidder should ensure that CTS/software modules / licensing will be compliant for the integration requirements across various touch points including cheque deposit Kiosks, CBS, APIM, Internet Banking, Mobile Banking, SMS Banking, ATMs, Centralized Positive Pay System (CPPS), National Payment Corporation of India (NPCI), National Archival Server (NAS) (act as image processing units), HSM (Hardware security module) and Branches/offices/processing units of Bank and its Clients (Corporate and all types of Sub-member Banks).
- 31 The bidder should provide Integration of proposed CTS application with Bank's Core Banking solution (Existing & Future), Cloud network, Internet Banking, Mobile Banking, ATMs, SMS/WhatsApp Banking, CMS,NPCI, cheque deposit Kiosks/ Machines, CPPS (Centralized Positive Pay System), HSM (Hardware security module) ,cheque scanners(all

models available in the market), smart cheque mobile capture, Automated Cheque returns processing, National Archival System (NAS), Images and transaction data Storage, Retrieval solution, Account Master retrieval (Payee name) from CBS, Data Lake/MIS, Biometric solution, Active Directory of the Bank and any API integration with other channel/vertical server, Kiosks, scanning server through mobile or tablet using remote deposit capture.

- 32 RDC facility, various handheld devices i.e. Mobile, Tablet etc. or any other 3rd party systems available within the Bank or procured and Branches/offices/processing units of Bank and its Clients (Corporate and all types of Sub-member Banks) during entire period of the contract without any additional cost to bank. Bidder should also extend necessary compatibility support in the CTS solution for any version upgradation of the above entities without any additional cost to bank.
- 33 As the CTS solution will be connected with different applications such as CBS, API, Cloud, Network, Database, IT Security, monitoring tool, CPPS, RDC etc, bidder should provide solution / tool to conduct root cause analysis to identify any issue from concerned application. Reports of root cause should be available as & when required by the Bank.
- 34 After the expiry of contract, if new vendor is awarded the contract, existing vendor has to provide complete support in migration to new application.
- 35 Solution must support latest version of Microsoft Edge, Google Chrome, Firefox.
- 36 UAT setup should always be available for all the instances, if any changes or modification is required, the same should be applied first in UAT for hands on testing.
- 37 The Bidder must provide undertaking to make all software changes/ to provide software patches, as well as any other requirements / major changes specified by the Government/ IBA/ RBI other regulatory bodies directly or through NPCI from time to time, without any additional cost to the Bank within the term of agreement and extended terms if any.
- 38 The Bidder should also give undertaking that the licenses for the CTS solution will be provided at Enterprise level for unrestricted use across organization, irrespective of locations

or number of users for the entire contract period. The required license should include unrestricted number of users across organization. Solution will not be installed on sub members without mutual consent.

- 39 The solution should be implemented in web mode with role based access to users located at various Branches/Hubs/Offices and also Bank's Clients (Corporate and direct/in-direct Sub-Member Banks). The proposed solution should be in compliant with NPCI and other regulatory guidelines. Further the proposed solution should be integrated with AD.
- 40 The CTS solution shall be implemented at all existing CTS locations or if newly open in future, including Bank's RRB /Sub member Banks.
- 41 The proposed CTS solution should provide separate inward extract for CPPS.
- 42 System should have the feature to use Centralized Positive Pay System (CPPS) and integrated with mobile banking, internet banking, SMS, branch banking, WhatsApp etc. Bidder should also extend necessary compatibility and integration support in the CTS solution for any version up gradation of the above solutions at no additional cost to bank.
- 43 Bidder should integrate the CTS application with existing DEM / New Clearing House Interfaces (if any, in future) and also carry out time to time modifications for implementing Government / Regulatory / RBI / NPCI Guidelines, in future, at no additional cost to the Bank during the contract period.
- 44 The proposed CTS solution should integrate with various systems/interfaces through straight through processing (STP) i.e. there should not be any manual intervention in case of transfer of files and upload functionality from one application to another, without any extra cost to the Bank. File transfer should be encrypted. Also, proposed solution should be integrated with process as desired by RBI / any other Regulatory authority directly or through NPCI.
- 45 The solution shall provide two distinct dashboards—one for Inward Clearing and one for Outward Clearing—each offering a complete workflow view with real-time or scheduled status updates for completed, in-progress, and pending items, along with stage-wise counts and details. These dashboards must be accessible as per the defined user roles, without

degrading system performance, and shall include full documentation. All dashboard-related changes or customizations requested by the Bank shall be implemented by the vendor at no additional cost

46 The proposed CTS solution shall support & integrate with various scanner feature of cheque images in grey, embedded, black & white and UV (Ultra Violet Security feature). UV features should be enabled for all the scanned cheques and should be properly visible to end user.

47 CTS solution should have facility to generate MIS Reports Daily/Weekly/Monthly/Yearly Cheque clearing reports, Exception reports, Dashboard/summary level reports, Audit Trail reports, Inward/outward detail reports for images and instruments presented outward batch reports for images and instruments, outward return batch and detail reports for images and instruments, reports required as per continuous clearing, cycle wise inward, outward, settlement report or any report required by Bank's in future etc.

48 The Application should generate all the reports as per Bank's requirements and should have download facility based on various filters and in excel format. Apart from above, bidder has to provide the customized reports as and when required by the Bank in any format without any additional charges to Bank. All the above mentioned reports should be made available based on branches/grids/region etc.

49 CTS solution should generate Outward pendency report / verification pending report and send automatically to respective branches/grids/region/Business teams/DIT department (Centrally).

50 CTS solution should generate a status report for cheques deposited in accounts with the below mentioned details:

- Date of credit in account
- Drawee Bank name
- Branch Name
- Cheque issue date
- Amount
- Account Number

- Cheque Number
- Name of drawer
- Cheque image

The report may be sent to registered email id/mobile number/whatsapp in customer account.

51 The proposed CTS solution should be capable of timely submission of CTS clearing Inward as well as Outward as per RBI/NPCI timing.

52 CTS Solution should have provision for digital signing in hybrid environment i.e. distributed as well as in central processing environment. Provision should be there for digital signing at branches/Central processing /service branches/Client Locations. Only with proper validation/authentication, the processing should be carried out.

53 The proposed CTS solution must provide the necessary Application program Interface (API) to Bank's CBS application viz. Finacle 10.X.X- & higher version (as and when migrated by Bank) for display of image of inward clearing cheque and also for fetching the Payee names for particular account number.

54 Bank is in the process of setting up system for obtaining confirmation from customers using SMS, Mobile Banking, Internet Banking, WhatsApp, Digital Contact Center and Web URL. Proposed solution should be capable of integrating with respective systems. Instruments data and images to be shared with proposed systems for sending SMS/ WhatsApp messages/ images to customers. Acceptance/ rejection from customer to be captured in CTS application.

55 Required technical details of CTS solution offered by the Bidder duly supported by schematic diagrams and technical specifications of each component offered shall be furnished along with the reasons justifying the requirement/s for each such items/components, accessories, and software products as part of the Technical Bid. Bidders should provide all the information necessary as per the RFP, failing which their proposals are liable to be rejected.

56 The Bidder should ensure that the key personnel to be employed for implementation of

CTS are qualified enough with adequate experience to handle a project of this nature and involved in similar implementations and that once assigned to the project the key personnel will not be moved out of implementation, except for reasons beyond the control of the Bidder.

57 The proposed CTS solution shall comply with all the existing and future regulatory requirements related to CTS application issued by RBI/NPCI/GOI/Other authorities from time to time. Any new regulatory guidelines/ requirements to be developed and implemented without any additional cost to the Bank during the contract period and extended period within the timelines specified by the regulator.

58 All customization required to meet the techno-functional requirements specified in this RFP and Annexure XII shall be carried out by the Bidder without any additional cost to the Bank during the contract period.

59 The onsite resources must have degree of B.E/B.Tech/MCA/M.Sc. (IT/Computer Science) and with minimum 2 years' experience for L1 and minimum 5 year experience for L2 on the CTS solution provided to Bank under this RFP. The Bidder should provide the necessary documentary proof on qualification & experience in the desired area of team members.

60 The bidder will be required to provide post implementation onsite support from 7AM to 10PM or timing may be changed as per regulatory/NPCI requirement by deputing the experienced engineers at Bank's key locations. Duties of onsite engineer includes monitoring of entire CTS solution including continuous clearing, CPPS,RDC etc. timely submission of CTS clearing(inward as well as outward) as per RBI/NPCI timing, configuration changes, version upgradations, performance monitoring, troubleshooting, bug fixing, backup of all the servers, restoration of data from back-up media once in a quarter or as and when required, DC-DR sync, patch installation and liaison with bank officials for various support issues etc. and switching to DR site in case of system failure and conduct DR drills in conjunction with the Bank. Engineers will also be responsible to provide the support for CTS solution to branches/service branches/hubs etc.

- 61 The technical resources deploy for onsite support should be competent to handle/ integrate/ implement/ test/ go-live of the solution/customizations within Bank's stipulated time.
- 62 Onsite resources are responsible for resolving production issues, UAT, preparation of test cases, testing, support, monitoring, implementation, reporting, coordination with banks teams, Audit compliance, hardening of the servers, implementation of SCDs as per Bank's policy or fix any gap, closure of VAPT (Vulnerability Assessment & Penetration Testing) & other audit observations, support for external and internal audits, any other statutory compliance, patch installation, fixes, day to day MIS reports, conducting DC- DR Drill (planned/ unplanned), database support (writing SQL and PL/SQL queries based on Bank's requirement) database support including performance monitoring, perform daily/weekly/monthly/yearly backup and restoration activity, optimization, maintenance of table spaces, log files, troubleshooting, online replication with zero lag, product documentation, user management and post go-live support.
- 63 In case onsite resource is unable to perform/complete the above-mentioned activities, then it will be responsibility of the bidder to complete the activities by deploying additional resources without additional cost to Bank.
- 64 The implementation/migration shall be in phased manner and selected bidder shall provide necessary splitting/ merging/ reconciliation programs to upload/ download clearing files to/from DEM Servers & existing CTS applications, reconciliation reports, etc. for smooth functioning of CTS operations during the transition period.
- 65 Selected bidder will migrate the existing data, archival system along with cheque images both for Inward and Outward instruments from the existing service provider to proposed CTS solution for the grids/national grid at no additional cost to the Bank and must be preserved for at least 10 years.
- 66 Bidder has to ensure that the proposed solution is capable of capturing & verifying the information based on the security features defined in CTS 2010 and any other guidelines.
- 67 The Proposed Solution should be capable of identifying and capturing the information

i.e. UV Check.

- 68 The Proposed Solution should be capable to send an alert to the customer in case of the high value cheque or above the threshold limit set by Bank. There should be provision for multiple authorization in case of high value cheques.
- 69 Segregation of high and low value instruments, so that high value instruments are handled on priority.
- 70 Segregation of Positive pay confirmed, and positive pay not confirmed instruments, so that instruments are handled accordingly.
- 71 Facility to download extract directly from the solution for all branches / offices should be available.
- 72 Maintenance and support of the software application systems during the contract period, which includes implementation, post-implementation, warranty, and maintenance periods. The coverage shall be at least 99.95% uptime on monthly basis.
- 73 Proposed solution should pick up & place file/data/image from SFTP in encrypted form in automation mode, there should not be any manual intervention.
- 74 Proposed solution must support real time processing.
- 75 The Proposed Solution should provide a separate report to monitor the NPCI session wise processed or pendency details in addition to the dashboards.
- 76 Bidder need to provide training to the Bank's project team, ZO (Zonal Office)/ ZCCs (Zonal Computer Cell) , Corporate office , RCCs and Branches. Training must cover both classroom / online and hands on sessions. Necessary training material and documents must be provided to all the participants. The training program should be in batches of maximum 50 participants each. Trainers cost to be borne by the bidder and Bank will provide the classroom.
- 77 Bidder shall assist Bank's team in carrying out User Acceptance Test (UAT) by providing test

cases for all possible scenarios and ensure a comprehensive security review is conducted and cleared following the completion of UAT.

78 Bidder shall provide comprehensive documentation of the application and its modules including the architecture, description of the interfaces, the data model, database table structure, data flow diagrams, complete description of the data elements (metadata), user manual and any such requirements of the Bank.

79 Bidder shall provide application maintenance for error fixing, additions / modifications in the software to cater the changes in data sources and /or new requirements during contract period.

80 In addition to security features deployed in the technology, Bidder's operational procedures should ensure protection of the Bank from business risk (from system error, human error, negligence, and mismanagement) and fraud risk (loss to earnings or capital due to intentional deception by employees, customers, agents, external entities, etc).

81 The bidder should either provide the source code itself with necessary documentation or arrange to keep it under escrow arrangement within 30 days from go live date. Bank will bear the charges for escrow arrangement.

82 System must support two factor authentication for logging into the proposed CTS application. Bank wish to use SMS or Biometric authentication system as additional factor of authentication which need to be integrated with the CTS solution without any extra cost to the Bank.

83 Bidder has to agree and provide undertaking not to disclose any Bank information and will maintain confidentiality of Bank information as per policy of the Bank and will sign "Non-Disclosure Agreement" document provided by Bank.

84 Bidder need to provide a mechanism to represent outward cheques directly by CTS system if cheques are return in BULK.

- 85 The solution should be capable of presenting the outward cheques in the opening session, for those cheques that are not been pushed on the previous day due to session closure.
- 86 Communication between the two layers need to be secured. It can use standard security method such as token based, certificate based.
- 87 Application should adhere to OWASP top 10 security guidelines.
- 88 Any interaction between the two servers or distributed system needs to have Channel Encrypted. E.g. SSL / TLS 1.2 or above.
- 89 All cheque images and associated metadata must be encrypted at rest and in transit using AES-256 or equivalent or above.
- 90 The proposed solution should have Role-based access control (RBAC) with multi- factor authentication (MFA) for users accessing the system.
- 91 The proposed solution should maintain immutable industry standard logs of user and system activities.
- 92 The Bank prefers that the proposed CTS solution adopt a modern architecture such as microservices or modular component-based design. However, this is a preference and not a mandatory requirement. The application must be deployable on Bank-provided Virtual Machines (VMs) hosted on the Bank's private cloud
- 93 If the Bidder provides a microservices-based design, the solution should support independent updates, deployment, and maintenance of individual components. For non-microservices solutions, the Bidder must still ensure strict separation of Inward Clearing and Outward Clearing as independent runtimes and separate databases, deployed on separate VMs or server instances. Each distributed layer should have adequate application log which can troubleshoot any application issues. The Logs should not store any client or PII data but should be sufficient to uniquely identify requests. It should support enterprise logging practices.
- 94 In case of development of any mobile application ensure to develop & release for both i.e.

android and iOS.

95 Data Dictionary should be documented and reviewed periodically for the system.

96 The proposed CTS solution will align with evolving industry standards and RBI requirements, incorporating advanced features such as AI-enabled clearing, enhanced OCR, QR code based cheque capturing, positive pay system, remote deposit capture (RDC), real-time inward and outward clearing response, data analytics, and seamless third-party API integration and branch-level implementation with technical support.

97 The solution must ensure real-time data replication of all web, application, and database components—including configuration data, inward data, and image files—from the Primary Site to the Secondary DR Site. All replicated data should remain fully synchronized at all times to maintain consistency between Primary and DR environment.

98 The bidder should provide backup solution for taking backup on daily (incremental backup) and weekly (full backup) /monthly basis. The media (tape) will be provided by Bank. The restoration activity from the media will also perform by bidder at least once in a quarter. Prompt restoration mechanism should also be there.

99 Solutions to be deployed should have the scalability of integration with Bank's LDAP, SMS Gateway, Email Gateway, Bank's Security Solutions, SIEM, DAM, API Gateway and others etc

2.2 Technical Requirement Automation of inward CTS clearing

- a. Successful bidder is required to train the solution in existing cheque images, signatures available in CBS. The proposed solution must be capable enough to extract signature from signature card available in CBS.
- b. If the signature images available in CBS is of low quality / resolution, the solution has to deal with such cases & process accordingly to obtain satisfactory result. A report of such cases to be provided separately.
- c. The solution must be capable of self-learning, continuous learning using the processed data and evaluating the models using performance metrics like accuracy, precision, recall etc.

- d. Bank will not pay charges for false positive & false negative cases.
- e. The bidder will be liable for any financial loss that the bank may incur due to false positive, false negative result or due to any other technical glitch without any upper limit. Suitable penalty will be applicable in this regard.
- f. The solution should also have custom record fetching mechanism i.e. for any root cause analysis there should be an option to fetch response of matching a single cheque image. Also, the cheque & signature image on which system has processed should be visible in front end utility of solution for further analysis. Unique Signature ID, date of signature uploaded in finacle, fetched from CBS should also be available for further analysis.
- g. In CBS there are instances where more than one signature images are available. In such cases, the solution should consider latest image only. Also, at any later stage if Bank wants to match signature in cheque from all the available signature images in CBS, solution should be capable enough to do proceeding accordingly & provide the signature image sequence number/ image ID & image created date with which the solution has matched with cheque image & provide result in extract file.
- h. The entire solution should be of modular nature and can be integrated with the existing CTS or any other application.
- i. For a seamless operation, the proposed solution should perform following activities:
 - 1 The solution should have the capability to perform verification of signature, amount in words & figures (printed / handwritten), cheque number, account number, date, alphanumeric code, MICR fields, etc.
 - 2 Solution provider would be provided with cheque image and NPCI metadata along with basic cheque information.
 - 3 The system should read the Cheque image and should extract the data like date, account number, cheque number, alphanumeric code, MICR details, amount in words and figures (printed / handwritten) and signature.
 - 4 To check the font and style of the cheque.

- 5 To check the semantics in the cheque.
- 6 The system should check whether the date of cheque is stale or post-dated.
- 7 The system should match the amount in words with figures and also compare it with the amount appearing in NPCI metadata.
- 8 After checking all the above Parameters, the system should provide confidence level against each parameter viz. amount in words, amount in figure, date, cheque number, alphanumeric code, positive pay, MICR details etc and pass these parameter values to CTS application or CBS.

2.3 Scalability

- a. The solution should allow to quickly scale-up in case volume surges. Any limitation to future scalability should be mentioned while submitting the RFP.
- b. The solution should provide the scalability to absorb future expansion of processing capabilities, at least to the extent of three times the present volume.
- c. Proposed solution must comply with the prevailing and new regulatory guidelines.
- d. Proposed solution should be capable of handling higher volume of cheques concurrently.
- e. The Capacity Planning for future requirements for Infrastructure requirements must be submitted for provisioning the same.

2.4 Documentation

This includes Technical & Functional manuals for proposed CTS.

- a. Bidder needs to provide complete documentation of technical, operational, functional, user manual, architecture, description of interfaces, data model, data flow diagrams, complete description of data elements (meta data) etc. for own & third-party software.
- b. Bidder has to provide all other necessary documentation for access, control, modification, process control, SOP, monitoring, audit, rectification, upgradation, troubleshooting, management of solution etc.
- c. Proper documentation & training to be provided to Bank staff for using the solution/

application. Knowledge sharing to be provided to Bank staff / support vendor staff at the time of solution deployment & upgradation.

- d. Following documents should be delivered by the Bidder to the Bank for every software including third party software before software/ service becomes operational, which includes- user manuals, administrative manual, installation manuals, operation manuals, design documents, process documents, technical manuals, functional specification, software requirement specification, system configuration documents, system/ database administrative documents, debugging/ diagnostics documents, test procedures etc.
- e. Bidder should also provide documents related to Review Records/Test Bug Reports/Root Cause Analysis Report, list of all Product components, list of all dependent/ external modules and list of all documents related to traceability of the Product as and when applicable. Bidder should also provide the MIS reports as per requirement of the Bank.
- f. Any level/ version changes and/ or clarification or corrections or modifications in the above-mentioned documentation should be supplied by the Bidder to the Bank free of cost in timely manner.
- g. MIS Reports need to be customized as per Bank's requirement for various regulatory/ statutory requirements.
- h. Solution Architecture Overview, Logical & Physical Database Design, System Interfaces design, Development Tools, Development Platform, APIs, delivery Platform
- i. Design Specification Document.
- j. System configuration / set up parameters documentation.
- k. System Administration Manual.
- l. Module-wise User and Administrator's manual.
- m. Documentation for Master data set up.
- n. Test cases for User Acceptance Testing (UAT).
- o. Customization details along with Full Process Flow.
- p. System Performance Benchmarks (response times, etc.)
- q. Any changes due to "Non-Compliance" observed during UAT must be incorporated in Base Documents.
- r. Reference material shall be provided before Training and User Acceptance Testing.

- s. Detailed documentation on system set up & configuration of UAT, Production (DC), Fallback (DR) (if any) environments.
- t. Documentation on detailed procedure for switching to fall back mode in case of disaster/system down time and again switching back to normal production set up once systems are made available.
- u. User Manual for the entire processes i.e. Technical & Administration Manual.
- v. Detailed process documentation, SOP (Standard operating procedure)
- w. Provide APIs for integrations with various External Systems as required.
- x. Provide Ancillary Services like documentation and reporting toolkit.
- y. Perform Current System Study and Gap Analysis.

2.5 Audit & Regulatory Compliance

- a. All the observation raised by internal / external audit needs to be closed as per defined timelines of the Bank's policy.
- b. The product should also have proven abilities of assisting the Bank in maintaining audit trails, audit logs of all its functions/processes/operations.
- c. Logs generated should contain all relevant information to trace & perform root cause analysis, in case of any issue. Logs should not be editable.
- d. Bidder is required to audit the solution software (s) on yearly basis during the contract period & ensure that the Solution software(s) including third party software (if any) is/are bug free. The bidder is required to submit a certificate from a CERT-In empaneled IS Auditor to the Bank on a yearly basis without any additional cost to the Bank.
- e. Any changes required in application to comply with VAPT (done by Bank/by bidder) observations or any audit observations to be implemented without additional cost to the Bank.
- f. All Critical/High/Medium & Low observations from CERT-In VAPT/IS/CISO/ESA audits shall be closed at no additional cost within 7/15/30/45 days respectively for meeting the compliance.
- g. Bank has right to conduct audit on any interface such as access & authorization procedures, network security controls, program change control, backup & recovery

procedures, solution upgrade procedures and any other procedures.

- h. Bidder has to rectify all discrepancies find in audit at no additional cost.
- i. Bank/Reserve Bank of India shall have the right to audit at bidder's premises anytime during the term of this Agreement. All costs for such an audit shall be borne by the Bank.
- j. Bidder has to provide the source code audit report on yearly basis to the Bank with CERT-In certified auditor.
- k. The Selected Bidder shall, at no additional cost to the Bank, ensure 100% compliance with and mitigation of all audit observations, including Vulnerability Assessment and Penetration Testing (VAPT) findings, raised by the Bank's Internal/ Empaneled Auditors, Statutory Central Auditors (SCA), NPCI, RBI, or any other Regulatory Body within the Bank's stipulated timelines. The Bidder must provide full assistance and technical support throughout the audit lifecycle for the entire project and all subsequent enhancements. This includes mandatory performance and resolution of Application Security Audits, SAST, DAST, and VAPT by CERT-In empanelled auditors during initial Go-Live, and for every customization, enhancement, or version upgrade throughout the contract period. All identified vulnerabilities must be remediated and validated through re-testing/closure audits at no additional cost to the Bank

2.6 Project Management

The Scope of the Project Management Plan is explained below:

- a. Requirement analysis with the CTS Team of the Bank
- b. Prepare a Gap Analysis report, which is mutually agreed upon
- c. Project implementation Schedule
- d. Change Management process
- e. Quality control /Testing Plan
- f. Documentation Management Process
- g. Progress Reporting and distribution Process
- h. Solution Management, Maintenance, DR/NDR Replications and Backup / Restoration Process

Note: All functional and technical requirements specified in this RFP are listed to ensure the functionalities either available or customizable in the proposed Centralized CTS Solution. However, detailed scope will be discussed with the selected vendor during the Gap Analysis and finalized accordingly.

2.7 Project Reporting

- a. A weekly progress report shall be submitted. Also the Vendor/Bidder shall report on items by exception or that require urgent action.
- b. Weekly Project Execution Committee meetings will be held at Bank premises. The Vendor representatives to attend the meeting and required to provide a report on the following:
 - i. Progress against the Project Management Plan
 - ii. Status of all open issues
- c. Ad-hoc requests for information will be assessed promptly by the Vendor/Bidder and a delivery date will be given. The Vendor/Bidder shall deliver the required information within the agreed time frame.

2.8 Implementation & Customizations

- Installation & configuration of various components and functionalities of CTS application.
- Pre-deployment study and gap analysis.
- Customization in CTS as per the required functionality mentioned in RFP, Any changes required or suggested by Regulator, Bank's Internal /External Audit and compliance with Bank's policies.
- Integration with all models of CTS Cheque Scanners available within the Bank.
- Integration with Internal and External Systems.
- Support for UAT.
- Provide support for Go Live.
- Perform Stress Testing and Performance Tuning on CTS application

and database.

- Project hand-over at the end of the agreed period.
- Creation of overall functional design - mapping business requirements to various applications/modules, which will be installed.
- Create specification document for each application/module which is part of the architecture.
- Define the data flows between Automation of Inward CTS clearing solution, bank's internal systems and external third-party data providers / consumers.
- Output: Functional Specification Documents (FSD)
- It is be noted that no internet access will be provided in servers, vendor has to provide the solution accordingly.

2.9 Training

The training shall include Functional and Technical training to Bank's designated personnel and training material should be in English. Mode of training for functional training for branches/regional offices/Zonal offices will be online while technical training should be offline.

I. Functional Training:

- All functionalities & features
- Cheque's Scanning and Data-entry Processes
- Image / Data Review / Authorization
- Report generation
- Uploads/ downloads the extracts /reports.
- Begin of Day / End of Day process, if required as part of the solution
- User Management and Auditing Techniques
- All other aspects required for smooth Operation and maintenance of CTS software
- Top executive awareness program

II. Technical Training:

- Installation and configurations of CTS (including all functionalities and requirements) along with all third-party software
- Management and Administration of CTS
- Configuring scanner with proposed CTS application
- Backup & Recovery Operations
- Reports generation
- Patches Testing and deployment
- Troubleshooting
- Management of Database
- Data Dictionaries
- All other aspects required for smooth implementation and maintenance of CTS software.

The Bidder shall provide hands on training as per the User Training Plan. Bank will measure the effectiveness after the completion of the training. Training shall be of required duration, Training deliverables shall be:

- User Training Plan
- Training Material in English
- Hands on experience

On receipt of each deliverable, Bank will review each deliverable within agreed time frame.

2.10 Scope Related to Service

The selected bidder will maintain the system for a period of 5 years from Go- Live date of the complete CTS solution for all the grids. The vendor shall provide technical support for the software application systems, database management, supplied under this contract, and will have overall responsibility of the performance, functionality, and operation of the systems under this contract. On receipt of a problem/issue, the vendor shall analyze the problem and resolve the problem completely to the satisfaction of the Bank within predetermined time frame. The vendor shall also provide escalation matrix in respect of support and maintenance of the application software. The scope of work is as below:

- The development of the system as mentioned in the scope.
- Delivery of predefined deliverables as agreed.
- The complete documentation –User Manual and Administrator Manual required for users. Context sensitive help is required.
- Maintenance and support of the software application systems during the contract period, which includes implementation, post-implementation, warranty, and maintenance periods. The coverage shall be at least 99.95% uptime on monthly basis.
- Post-implementation and GO-LIVE, on-site support should be provided by the bidder for the contract period by deputing engineers at Bank's site. On-site support by functional and technical team of vendor conversant/acquainted with the entire CTS module.
- Migration of existing Archival into New Archival.

2.11 Scope for Facility Management Service

2.11.1 The vendor should arrange required number of onsite support resources along with team lead/project manager with following minimum qualifications and experience:

- Bachelor of Engineering/ Bachelor of Technology (B.E./B.Tech.) or Master of Computer Application (MCA) or Master of Science (M.Sc.) with minimum 2 years of experience for L1 out of which 1 years in Supporting, Troubleshooting, Development, Maintenance etc. of Cheque Truncation System (CTS) application on Oracle Database for onsite resources.
- Bachelor of Engineering/ Bachelor of Technology (B.E./B.Tech.) or Master of Computer Application (MCA) or Master of Science (M.Sc.) with minimum 5 years of experience for L2 out of which 3 years in Supporting, Troubleshooting, Development, Maintenance etc. of Cheque Truncation System (CTS) application on Oracle Database for onsite resources while for team lead/project manager having Bachelor of Engineering/ Bachelor of Technology (B.E./B.Tech.) or Master of Computer Application (MCA) or Master of Science (M.Sc.) with minimum 6 years of experience out of which 2

years in Supporting, Troubleshooting, Development, Maintenance etc. of Cheque Truncation System (CTS) application on Oracle Database.

2.11.2 FM resources deployed must be on the pay roll/contract of the successful bidder. Required verification reports like Police verification, Credit history etc. to be submitted to the Bank.

2.11.3 In case engineer intends to leave the firm, Bidder should inform the Bank 30 days in advance and depute new engineer, 2 weeks prior to last working day of existing engineer for proper handover of work.

2.11.4 Provide support in setting up Production, Disaster Recovery, Development and Test Environments.

- a. Post-implementation on-site support for 5 years from Go Live date and extended period if any.
- b. Centralized Cheque Truncation solution software problem fixes, maintenance/upgrades including archival systems.
- c. Software requests for change shall be handled in the following manner.
 - Software changes/upgrades as regards to any statutory requirements or any other requirement of RBI / NPCI should be provided by the Bidder at the earliest without any additional cost during the contract period.
 - End user specific functionality change, or enhancement requests shall be assessed, and impact analysis shall be performed by the Bidder.
 - The Change Impact on schedule for implementation & efforts shall be agreed between Punjab and Sind Bank and Bidder on case-to-case basis.
 - The Bidder shall provide technical and functional support for the proposed CTS solution, database maintenance and shall have overall responsibility of the performance, functionality, and operation of the CTS system.

2.11.5 The bidder has to provide required onsite technical experts throughout contract period (except Sundays and National Grid Holidays) for technical support without any additional cost such as travelling, lodging, resources etc from go-live. However, in case of business requirements, vendor may be asked to depute the resources beyond the above stipulated time. The timing may be changed at bank's discretion. In case of need or emergent situation it may be extended on Sunday/Holidays/working-day also. But

after implementation of continuous clearing as per regulatory guideline timing for inward as well as outward will be adhered accordingly and Bidder shall provision for onsite support based on continuous clearing timing.

2.11.6 The technical resources deploy for onsite support should be competent to handle/ integrate/ implement/ test/ go-live of the solution/customizations within Bank's stipulated time. Onsite resources are responsible to perform development, testing, UAT, preparation of test cases, support, monitoring, implementation, reporting, coordination with banks team/s, Audit compliance, closure of VAPT(Vulnerability Assessment & Penetration Testing) & other audit observations, support for external and internal audits, any other statutory compliance, patch installation, fixes, analytics, logged complain for software/hardware issues, fraud risk/rule management & monitoring, day to day MIS reports, conducting DR Drill, DC-DR Drill (planned/unplanned), database support including performance monitoring, perform daily/weekly/monthly/yearly backup and restoration activity, optimization, maintenance of table spaces, log files, troubleshooting, online replication with zero lag, product documentation, user management and post go- live support. These activities are illustrative, and the details will be shared with successful bidder. In case onsite resource is unable to perform/complete the above-mentioned activities, then it will be responsibility to the bidder to complete the activities within timeframe.

2.11.7 The deputed personnel will be employed by the selected bidder on their payrolls/contracts without having any employment right with the bank. Moreover, deployed personnel will not have any right whatsoever to lodge claim of any nature directly or indirectly with the bank and it would be responsibility of selected bidder to address such issues without involving the bank. The deputed persons must maintain the utmost secrecy & confidentiality of the bank's data including process performed at the Bank premises. At any time, if it comes to the notice of the bank that data has been compromised/ disclosed/ misused/ misappropriated then bank would take suitable action as deemed fit and selected vendor would be required to fully compensate the bank of loss incurred by the bank. Bidder is expected to adhere Bank's request for removal of any personnel, if bank notice any negligence/gross misconduct/violation of trade secret/disclosure of bank's data to third party and any decision of the bank in

this regard would be final and binding upon the selected vendor. Bidder has to submit undertaking on company letter head as per Annexure.

2.11.8 Monitoring and troubleshooting of application, Database, Mobile App solution i.e. RDC for branches, Centralized Positive pay System (CPPS).

2.11.9 To ensure flawless availability of CTS application system and mobile app (CTS) to all Branches/Service centers/Grids and customers.

2.11.10 To maintain and troubleshoot the CTS Application. The maintenance includes regular patch update, closing VAPT observations, address audit observations, application upgrade etc.

2.11.11 Carrying out quarterly DR Drill activity as per Bank's Business Continuity Plan (BCP).

2.11.12 Regular purging and archival of records in database for performance tuning in CTS application.

2.11.13 Successful bidder must provide application and DB support, maintenance etc. as per Bank's requirement at no additional cost during the contract period.

2.11.14 Change Management must be done by the facility management resources during the contract period.

2.11.15 Support for any new module or feature enable for CTS, Customization in CTS as per the required functionality mentioned in RFP, Any changes required or suggested by Regulator, Bank's Internal /External Audit / compliance/Operations vertical etc.

2.12 Migration, customization, and implementation Plan

Bank expects the bidder to submit a detailed plan for existing data migration from existing application, implementation of new CTS application, customization. Plan should include the full scope of the project as mentioned above with timelines. On acceptance of such plan by the Bank, the vendor is required to carry out the implementation, migration and customization including supply, installation, and testing of solution etc.

2.13 Hardware & Bandwidth

- 2.13.1 Hardware, Operating System and database licenses supplies are not in scope of this RFP.
- 2.13.2 Bidder shall provide the hardware requirement for CTS solution to handle 10,000 transactions on hourly basis. However, CTS application should be capable to handle load up to 20,000 or more per hour and Bank will not pay any additional cost for software. Bank will upgrade the hardware as and when required.
- 2.13.3 Solution to be deployed in Bank's on premises private cloud. Training, UAT (User Acceptance Test), Production, and DR (Active-Active / Active-Passive Disaster Recovery) environments setup to be created by vendor.
- 2.13.4 The additional hardware such as physical server, components etc required for enhancing the scope of work, has to be procured by the bidder at their own cost and Bank will provide server rack, power & cooling for the same. Post completion of project hard disk / SSD of physical server to be handed over to Bank.
- 2.13.5 If additional hardware is required bidder has to make proper arrangement well before submission of bid, no extension will be allowed.
- 2.13.6 Any additional requirement regarding environmental software after awarding the contract will not be entertained by the Bank. The Bidder shall be responsible for the same.
- 2.13.7 Post completion of project bidder can take back the hardware but any storage part such as hard disk, SSD etc will be retained by Bank at no cost to bank.
- 2.13.8 The hardware should be compatible with Bank's existing cloud infrastructure for commission & connectivity.
- 2.13.9 Processed data to be store in Bank's environment only.
- 2.13.10 In any later stage for performance improvement any other hardware, software is required, bidder has to procure at their own cost. Bank will not reimburse the cost & license of the same should be in Bank's name with enterprise support.
- 2.13.11 Any additional requirement regarding environmental software after awarding the contract will not be entertained by the Bank. The Bidder shall be responsible for the same.
- 2.13.12 Bidder has to follow three tier architecture.
- 2.13.13 Bank shall provide Operating System (RHEL 9 and above or Windows 2022 or higher only). However, the selected bidder has to provide hardware sizing as per Annexure XVIII so that CPU utilization of any server/ appliance should not go beyond

70%. Bidder should also provide the details of Software/tool and any other required deliverables.

2.13.14 In case of any Open-Source Software to be used, the bidder should include the License Fee with Enterprise Support of the required Open-Source Software and the bidder will be responsible for installation, maintenance, patching, bug fixes, upgradation, support etc. for the same.

2.13.15 It is responsibility of bidder to get AMC/ATS of associated server/components/additional server for entire contract period of 5 years and extended period , if any without any cost to Bank.

2.13.16 Bidder shall recommend Bandwidth requirement, Directory Layout, Storage Size, Kernel Parameters and Database Parameters etc.

2.14 Technical Design

Based on functional design the vendor is required to create the technical specification document as:

2.14.1 Creation of overall technical design meeting non-functional requirements (e.g.: capacity, response time etc.)

2.14.2 Detailed technical design for the interfaces and customizations

2.14.3 Output: Technical Specification Documents (TSD)

2.14.4 Solution should be capable of processing 30,000 cheques per hour, this requirement can be increased/decreased as per Bank requirement. Bidder has to mention infra requirement/sizing in Bank's private cloud accordingly for DC, DR, UAT& setup.

2.14.5 Solution architecture should be flexible & scalable to meet Banks existing & future custom requirement.

2.14.6 Required technical details of solution offered by the Bidder duly supported by schematic diagrams and technical specifications of each component offered shall be furnished along with the reasons justifying the requirement/s for each such items/components, accessories, and software products as part of the Technical Bid. Bidders should provide all the information necessary as per the RFP, failing which their proposals are liable to be rejected.

2.15 Performance

- 2.15.1 The proposed solution should be available 99.95% on monthly basis.
- 2.15.2 The solution must be capable of handling 8-10 cheques per second i.e. 30,000 cheques per hour should be processed.
- 2.15.3 The proposed solution should process the batch file in First in First out (FIFO) basis and create CBS extract files within 15 minutes duly reading the cheque images for extracting the fields along with validation that are required for the cheque processing.
- 2.15.4 Cheques should be returned in same extract file format provided by Bank. There will be multiple files, proposed solution should have capability to handle multiple sessions.
- 2.15.5 Solution should be able to read files provided by NPCI.
- 2.15.6 Based on the signed Service level agreement (SLA) performance parameter will be monitored. If existing vendor changed & another vendor appointed for any reasons, existing vendor has to extend complete support for migration of solution.
- 2.15.7 Solution should be capable enough to keep data up to 12 years, hence system data purging, archival & retrieval utility should be provided.
- 2.15.8 Data replication should happen from Primary site to DR site on real time to keep them in sync.
- Recovery Time Objective (RTO) – 30 Minutes
 - Recovery Point Objective (RPO) – 0 Minutes
 - Bidder is required to conduct DR drill as & when required.
- 2.15.9 Solution should be capable enough to extract account number, cheque number, MICR band details, alphanumeric, amount in words & figures (printed / handwritten), date etc.

2.16 Solution Architecture

- 2.16.1 Bidder is expected to provide the solution, including maintenance and support, training, third party utilities (if any), installation, testing, migration, providing requisite interfaces and providing technical support for a period of 5 years and extended period if any.
- 2.16.2 The solution/application should be capable enough to integrate Bank's Kubernetes ecosystem and DevOps workflows including Bank's CI/CD pipelines.
- 2.16.3 The Bank will host the CTS solution on Virtual Machines (VMs) provisioned from its

private cloud. The Bidder shall ensure that the proposed solution is fully compatible with VM-based deployment and does not require any physical servers.

2.16.4 The Bank prefers a modern, scalable architecture such as microservices or modular-component based design. However, microservices is not mandatory.

2.16.5 Mandatory Architectural Isolation Requirements:

2.16.5.1.1 Inward Clearing and Outward Clearing components shall not be co-hosted on the same server instance. They must be deployed on separate VMs/servers/containers in all environments including UAT, Production (DC), DR, and Near-DR. Deployment of Inward Clearing and Outward Clearing components in a single server instance, single application runtime, or single monolithic process is strictly prohibited.

2.16.5.1.2 Inward Clearing and Outward Clearing components shall use separate databases. The Bidder shall provision distinct database schemas or instances such that Inward Clearing and Outward Clearing transactions, logs, audit trails, configurations, and data processing remain isolated

2.16.5.1.3 Inward Clearing and Outward Clearing components shall run as separate application runtimes/services/processes at the OS level. The components shall not share the same executable, same runtime memory space, or same application service. Process isolation must be demonstrated during UAT and pre-production deployment.

2.16.5.1.4 VM refers solely to the hosting infrastructure and must not be interpreted as the application architecture model. Solutions that offer microservices-based implementation will receive preference during technical evaluation, but non-microservices designs are acceptable if they meet all performance, security, scalability, and isolation requirements described above.

2.17 Network Architecture

2.17.1 Bidder has to provide network architecture diagram, application flow diagram & any other graphical / pictorial diagram.

2.17.2 By means of diagrammatic / pictorial representations, Bidder should provide complete details of the software and network architecture of the project offered, including the

project plan for go live. Bidder to also provide security setup proposed in the solution and various layer of risk identification and mitigation measures. The Data Flow Diagram (DFD) and Standard Operating Procedure (SOP) should be submitted by the Bidder along with software and network architecture of the project.

2.18 Project Plan for Implementation

The Bidder shall provide all services specified hereunder and in the Technical, Operational and Functional specifications. If the Bank finds that any of the staff of the Bidder assigned to work at onsite is not responsive then the Bidder will be notified, the Bidder should resolve the issue to the satisfaction of the Bank. Bidders should give detailed implementation plan. The project completion should be within 4 months from date of placing of order in modules as under:

Sr. No.	Milestone	Timeline for Completion from PO date
1	Finalization of SRS & hardware sizing for CTS application	Within 2 Weeks
2	Infrastructure readiness, Hardware Deployment & Commissioning & Resource onboarding	Within 6 Weeks
3	Installation & configuration of Centralized CTS application & setup and integration with DEM server or any other application for Centralized grid at DC, DR and UAT & Sanity Testing	Within 9 Weeks
4	Data transformation, Migration, Customization & Implementation for Centralized CTS Grids	Within 10 Weeks
5	User Acceptance Testing (UARityT) Functional/Unit/Performance Testing & sign off	Within 12 Weeks
6	Training of the solution	Within 15 Weeks
7	Security/CISO/Audit/ESA/compliance etc. clearance & rectification/closure of Observations raised during VAPT/IS Audit/CISO Audit/ESA etc.	Within 15 Weeks
8	Setup of DR for all the modules and successful DR Drill test run	Within 15 Weeks
9	Go-live Preparation/Roll out of Pilot Branches (20 % branches)	Within 16 Weeks

10	Final Go-live of the project	Within 18 Weeks
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Schedule must not get impacted in case of any changes in the scope and unavailability/delay in getting the pre-requisites for the implementation.

Support required by the implementation team should be available for one month post go-live.

Note:

1. Above mentioned timelines are indicative and may be re-visited/modified by bank in consultation with successful bidder. However, Bank reserve the rights to decide the final timelines.

2.19 UAT Acceptance Criteria

- Functional Acceptance: functional requirements listed in Annexure XII are tested and passed. All mandatory workflows (Inward, Outward, Returns, Session Management, DEM Pull, CBS posting, Dashboard, MIS, Maker-Checker, Audit Trail) must pass end-to-end. All mandatory integrations (CBS, DEM/CHI, CPPS, SMS/Email/Notification Engine, API Gateway, Scanners, RDC, Mobile/Tablet, IAM/AD/SSO) must pass integration tests.
- Performance Acceptance: System must process minimum 5,000 instruments per hour sustained load. Application latency and concurrency must meet sizing guidelines.
 - Inward DEM → CTS → CBS processing must meet:
 - P95 ≤ 20 minutes
 - P99 ≤ 30 minutes
 - P100 ≤ 60 minutes (monitoring only)
- measured using timestamps from the time the instrument received in DEM to the time the instrument sent to CBS with all the pre-requisites mentioned as per Scope of work in this RFP.
- Security Acceptance: CERT-In VAPT must be completed on UAT build. All Critical, High and Medium VAPT/CISO/ESA/IS Audit findings must be closed. Low findings must have an accepted remediation plan (≤ 30 days).
- DR Drill Acceptance: Automated switchover and fallback must be validated. Successful DR drill demonstrating:

RTO ≤ 30 minutes

RPO ≤ 0 minutes

- Operational Readiness: UAT Operations Training must be completed. Monitoring alerts and dashboards must be configured. Hand-over of run books and SOPs must be completed.

2.20 Project Validity for FMS

The validity of this project for facility management services is of 5 years from the date of go-live of CTS application and extended period if any. Duration of the project for FMS will be calculated starting from the date of Go-live after successful implementation of technologies/ solutions specified in this document. The validity may be extended for a further period of two years on mutually agreed terms and conditions.

Punjab & Sind Bank

CHAPTER 3 - TERMS AND CONDITONS

3.1 Signing of Contract

The successful bidder(s) shall mandatorily enter into a Service Level Agreement (SLA), Non-Disclosure Agreement (NDA) and Integrity Pact (IP) with Bank, within 30 working days of the award of the tender or within such extended period as may be permitted by the Bank. The letter of acceptance and such other terms and conditions as may be determined by the Bank to be necessary for the due performance of the work in accordance with the Bid and the acceptance thereof, with terms and conditions shall be contained in a Memorandum of Understanding to be signed at the time of execution of the Form of Contract. If the contract is not signed within the given period i.e. 30 days/ extended, if any, the EMD will be forfeited after a grace period of 15 working days*.

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

3.2 Payment Terms

S.No	Item Details	Cost per unit per Annum Price (Excluding GST)	No of years	Total Cost for 5 years (Excluding GST)
1	One Time implementation Cost (CTS solution + license) – One Time	XX	One time	XX
2	Annual technical Support (ATS for CTS solution with one year warranty	XX	4	XX
3	Dem Setup cost – DC, DR with one year warranty	XX	4	XX
4	FM support (4 L1 resource)	XX	5	XX
5	FM support (2 L2 resource)	XX	5	XX
	Total Cost (Rupees)			XX

Payment will be made as per the following schedule upon submission of undisputed invoice:

- **One Time implementation Cost (CTS solution + license)** One Time -100 % payment will be released after successful implementation of the project Go live and sign off from the Bank after deduction of penalty if applicable.
- **Annual technical Support (ATS for CTS solution)** – After Successful implementation of the project Go live and sign off from the Bank and after one year warranty. The ATS for the License would start from 2nd year onwards, post delivery and installation of licenses and sign-off from the Bank
- **Dem Setup cost – DC and DR** - – After Successful implementation of the project Go live and sign off from the Bank and after one year warranty. The ATS for the License would start from 2nd year onwards, post delivery and installation of licenses and sign-off from the Bank
- **FM support** -The payment of FM services (L1 and L2) shall be applicable only after successful implementation of project and sign-off from Bank.

Terms and condition

1. The Tax and GST/VAT component shall be payable as applicable and as per actuals. No advance payment will be made. The invoices should be submitted along with list of work initiated /completed, along-with all supporting documents.
2. The Agency will at no time resort to plagiarism. 'Punjab and Sind Bank' will not be a party to any dispute arising on account of plagiarism resorted to by the Agency. The agency will indemnify Punjab and Sind Bank against any claim, laws, damages, etc. arising out of the agency having resorted to plagiarism or violation & IPR of any third party.
3. There shall be no escalation in the prices once the prices are fixed and agreed to by the Bank and the Bidder. Payment will be released by the Corporate Office as per above payment terms.
4. Bank will pay for undisputed invoices only.
5. The invoices should be submitted along with list of work initiated /completed, along-with all supporting documents and bills as well as copies of the Bidder bills where relevant.
6. All payments will be made only on completion of work mentioned in activities as per deliverables/ Scope of Work.
7. No payment will be made if work is not completed as per activities as per deliverables/ Scope of Work.
8. All payments shall be released directly by the Bank to the vendor. All payments by the Bank will be effected in Indian Rupees.

9. The payments will be made on quarterly basis subject to the review of agency's performance by the Bank. Charges shall be fixed for the entire duration of the contract and there shall be no escalation due to fluctuation in taxes, foreign currency or changes in duty structure or for any other reasons.

If any of the items/activities as mentioned in the commercial bid are not taken up by the Bank during this assignment, the Bank shall not pay the fees/charges quoted by the agency in the Commercial Bid against such activity/item.

10. The above is subject to submission of Originals of Invoice (plus One Copy) reflecting GST, GSTIN, State Code, HSN Code, State Name, Taxes & Duties) and Acceptance/ Sign off by the Bank on production of relevant documents and after deducting applicable penalties and Liquidated damages (if any) as per RFP Terms & conditions. The payments will be released through NEFT/ RTGS. The Vendor must provide necessary Bank Details like Account No., Bank's Name with Branch, IFSC Code etc. The payment to be made on satisfactory completion (by the competent authority as decided by the Bank) of assignment after deducting all penalties

Additional Guidelines

- Downtime shall be measured based on application non-responsiveness or functional failure due to issues in the code, scripts, database queries, or services maintained by the vendor.
- Downtime due to server failure (e.g., OS crash, storage issues), power/network failure, planned maintenance with prior intimation, security patching or upgrades approved by the Bank, force majeure events (natural disasters, power failure, etc.) or any infrastructure-related issue owned by the Bank shall be excluded.
- For each incident, the vendor must provide a root cause analysis (RCA) and fix timeline within the stipulated time.

3.3 Acceptance Test

All the delivered hardware/software/solution items may be subjected to an acceptance test. Successful bidder has to arrange one onsite support personnel at the site at the date and time mentioned by the Bank to assist in the acceptance test.

3.4 Assignment & Subcontracting

- a) The selected bidder shall not subcontract or permit anyone to perform any of the work, service or other performance required under the contract.
- b) If the Bank undergoes a merger, amalgamation, takeover, consolidation, reconstruction, change of ownership, etc., this tender shall be assigned to the new entity and such an act shall not affect the rights of the Agency under this tender.

3.5 Delays in the Bidder's Performance

The bidder must strictly adhere to the schedule, as specified in the purchase contract/purchase order, 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

3.6 Liquidated Damages

The Bank will consider the inability of the bidder to deliver or install the equipment & provide the services required 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 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

If Bidder fails to deliver/implement any or all application/hardware or perform services within stipulated time schedule as per Table A delivery and implementation, the Bank shall, without prejudice to its other remedies under the rate contract, deduct from the ordered price (Solution and Implementation cost), as liquidated damages, a sum equivalent to 1% of the order value for each week of delay subject to a maximum of 10% of the overall contract value. If the bidder fails to deliver/implement the same, the Bank may recover the complete cost of undelivered solution. The LD will be charged on order value for the items for which delivery/implementation is delayed.

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.

3.7 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 into 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 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.

3.8 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.

3.9 Audit by Third Party

The selected bidder (Service Provider), if required, has to get itself annually audited by internal/external empaneled 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.

3.10 Bidder obligations :

- 2.1.1 Bidder is responsible for and obliged to conduct all contracted activities in accordance with the Contract using state-of-the-art methods and economic principles and exercising all means available to achieve the performance specified in the Contract.
- 2.1.2 Bidder is obliged to work closely with the Bank's staff, act within its own authority and abide by directives issued by the Bank from time to time and complete implementation activities.

- 2.1.3 Bidder will abide by the job safety measures prevalent in India and will free the Bank from all demands or responsibilities arising from accidents or loss of life, the cause of which is Bidder's negligence. Bidder will pay all indemnities arising from such incidents and will not hold the Bank responsible or obligated.
- 2.1.4 Bidder is responsible for the activities of its personnel and will hold itself responsible for any misdemeanors.
- 2.1.5 Bidder shall treat as confidential all data and information about the Bank, obtained in the process of executing its responsibilities, in strict confidence and will not reveal such information to any other party without prior written approval of the Bank as explained under 'Non-Disclosure Agreement' of the Bank.
- 2.1.6 Without the Bank's prior written permission, Bidder shall not store or share Bank's materials including Confidential Information outside the geographical boundary of India or in/with a public cloud.
- 2.1.7 Bidder agrees that the Bank either itself or through its authorized representative shall have right to perform ethical hacking on public IPs and URLs of Bidder, wherein the Bank has integrations.
- 2.1.8 Bidder agrees that it shall communicate to the Bank well in advance along with detail plan of action, if any changes in Bidder's environment/infrastructure is of the nature that may have direct or indirect impact on the Services provided under this Agreement or operations of its Services.
- 2.1.9 Bidder shall ensure confidentiality, integrity and availability of the Bank's information at all times and shall comply with regard to the followings:
- (a) Acceptable Usage Policy: Information assets of Bidder should be provided to its authorized users only for the intended purpose and users shall adhere to safe and acceptable usage practices.
 - (b) Email Usage: The employees of Bidder shall use authorized media only for email communication.
 - (c) Password Management: Bidder shall have a password management system in place, which ensures secure passwords.
 - (d) Physical and Environmental Security: Bidder shall provide sufficient guidance for its employees with respect to physical and environmental security.
 - (e) Logical Access Control and User Access Management: The access to information and information systems shall be according to the principles of "least privilege" and "need to know" basis to authorized users of Bidder.

- (f) Infrastructure Security: Bidder shall ensure correct and secure operations of information processing facilities.
- (g) Bidder Relationship: Bidder shall ensure that information security risks related to outsourcing of Services to any other party, if permitted by the Bank, shall be assessed and managed regularly, to the satisfaction of the Bank.
- (h) Digital Risk: Bidder shall ensure that electronic data is gathered and preserved in a systematic, standardized and legal manner to ensure the admissibility of the evidence for the purpose of any legal proceedings or investigations, whenever demanded by the Bank.
- (i) Change Management: Bidder shall provide a managed and orderly method in which changes to the information technology environment (including, database, operating system, application, networking etc.) are requested, tested and approved prior to installation or implementation.
- (j) Port Management: Bidder shall ensure that the controls are implemented for secure port management so as to protect the network from unauthorized access.
- (k) Patch Management: Bidder shall ensure that the security patches to information assets and systems are correctly and completely updated in a timely manner for known vulnerabilities.
- (l) Access Management: Bidder shall limit access to information and information processing facilities for authorized users only.
- (m) Log Management: Logging shall be enabled on all systems of Bidder to ensure audit trail is maintained every time.

3.11 Remote Access

The Bank will not provide any access through VPN. During the migration and implementation, remote access will not be provided.

3.12 Service Level Agreement and penalties

- 3.12.1 The Bank notifies the successful Bidder that its Bid has been accepted, the Bidder shall enter into a Service Level Agreement (SLA) with the Bank, containing all the Terms and Conditions of this RFP, including confidentiality, non-disclosure and penalty clauses, and any other clause relevant to the services offered.
- 3.12.2 The bidder should adhere to timelines as described in project plan and any deviation in product, Development and production support attracts penalty.
- 3.12.3 The contract period will be for a period of five years from the date of Go-live. For the purposes of this Agreement, "Go-Live Date" means the date on which the solution and the data are completed, fully activated, and accepted by the Bank in accordance with the acceptance criteria set out herein and the Agreement.

- 3.12.4 Bidder must implement and maintain the CTS solution in the Bank for contract period of 5 years and extendable for further by 2 years on mutually agreed terms. Bidder should take complete responsibility of configuration and maintenance of CTS solution. Any technical glitch in software should be attended on priority during the contract period.
- 3.12.5 Bidder should ensure proper patches wherever applicable are applied and complied with the security and audit standards issued by bank during the contract period.
- 3.12.6 The Bidder shall have to enter into an agreement with Bank covering all terms and conditions of this tender.
- 3.12.7 RBI/Regulatory authority may inspect facilities of successful bidder during the contract period.
- 3.12.8 The Vendor shall at all times whenever required furnish all information, records, logs, data stored in whatsoever form internal or external to the Bank appointed and/or statutory/RBI inspecting auditors and shall extend all cooperation in carrying out of such inspection by the officials or duly authorized representatives of the auditors / inspecting authorities.
- 3.12.9 Further the Vendor undertakes to co-operate with the said officials/authorities/representatives to carry out its supervisory functions and objectives and will furnish all records and other information's as may be called for to carry out inspection and/or other functions. The vendor is required to facilitate the same at no additional cost and shall provide uninterrupted access to the information/documents as required by the statutory /RBI authorities.
- 3.12.10 SLA must be provided by the Bidder within 30 days from the date of issue of purchase order.
- 3.12.11 It is further agreed that the termination of the Principal Agreement shall in no event terminate or prejudice the confidential obligations of the Vendor. It is being clarified that in the event of termination of the Principal Agreement, the vendor shall continue to remain bound by the provisions of the Confidentiality clause of the Principal Agreement/RFP.
- 3.12.12 If bidder fails to monitor the systems as per defined Scope for Facility Management service or failed to report issues causing downtime of services or fails to resolve issues or fails to submit the desired report / root cause analysis or unable to upgrade version/patch within the defined timeline of 24 hours, a penalty of Rs.50,000/- per such incidence will be levied by Bank.
- 3.12.13 If Bidder fails to provide FM engineer on any day, Bank will deduct charges for that number of days on prorated basis (Calculation of Charge = (monthly charges/working days) * no. of days absent)).
- 3.12.14 Bank reserves its right to recover these amounts by any mode such as adjusting from any payments to be made by the Bank to the company.
- 3.12.15 The calculated penalty amount shall be adjusted against the monthly or subsequent payments due to the vendor, as per the terms outlined in the Service Level Agreement (SLA).
- 3.12.16 The overall Penalty including LD during contract period will be to a maximum of

10% of the total cost of the project excluding facility management cost.

3.12.17 Bidder should ensure proper patches wherever applicable are applied and complied with the security and audit standards issued by bank. During warranty as well as ATS period, the bidder will ensure smooth functioning of the CTS system

3.12.18 Any software bug/issue /defect identified by Bank/ vendor's service engineer would be fixed within the stipulated time depending upon the criticality of the issue.

3.12.19 Problem/Issue/Defect: This should be defined as any flaw within the software system/hardware which was supplied by vendor, does not allow the end user to perform its regular operations as per the specifications / operational guidelines/functionality requirements in a stipulated timeframe. Any problems/Issues /Defects, reported by application Users (branch/RCC Delhi /IT department) related to either inward/outward/positive pay/mobile application etc or major malfunction resulting which impact should be categorized based on severity as follows:

S. No.	Severity of Service	Severity Description	Problem Analysis & Response	Time frame for Resolution (Inclusive of Response Time)	Root cause analysis	Penalty Amount
1	Production - Severity Level 1 (Critical)	Production application down or major malfunction resulting in application inoperative condition or A complete outage or critical functionality failure of the CTS system that prevents Inward or Outward clearing operations. Users are unable to perform their normal functions. The specific functionality is mission-critical to the business and the situation is considered an emergency which results in regulatory risk or financial loss (including risk of deemed-paid cheques).	<45 mins	<1 hour	<2 days	Rs.50,000/-per every hour after non resolution of issue within stipulated time.

2	Production - Severity Level 2 (High)	Critical loss of application functionality or performance resulting in a high number of users unable to perform their normal functions. Here the System Operation is stopped/ halted or system malfunctioning but for the few part of application is available for work.	< 1 hour	< 2 hours	<3 days	Rs.40,000/-per every hour after non resolution of issue within stipulated time.
3	Production - Severity Level 3 (Medium)	Minor irritants during operations/won't impact in any noticeable breakdown of the system.	< 1 hour	< 8 hours	<1 week	Rs.30,000/-per every hour after non resolution of issue within stipulated time.
4	Non-production environment	Non-production Environment is not available for development activity	< 1 hour	< 24 hours	<1 weeks	Rs.20,000/-per every hour after non resolution of issue within stipulated time.

3.12.20 Incident reporting time by the bank through email/ ITSM tool to designated email id of the bidder will be base time to reckon the delay in respective services as per above table

3.12.21 If the bidder fails to respond or resolve the issues, a penalty will be applicable as per above table with a maximum penalty of 10% of total annual project cost will be levied by Bank.

3.12.22 The Bank would expect the bidder to commit to the service level assurances. The Bidder shall commit to maintain uptime of 99.95% and above per month. The SLA will be reviewed on a monthly basis. Penalties will be applicable due to downtime of software application.

3.12.23 UAT performance acceptance (P95/P99 inward SLA) shall be evaluated as per UAT Acceptance Criteria Section mentioned in this document. Penalty of 10% of implementation cost will be levied in case of delay as per project implementation plan.

3.12.24 Penalties will be applicable due to downtime of software application of both outward and inward CTS applications. The bidder shall guarantee 99.95% uptime.

The Bidder shall be liable for penalties for uptime maintained below 99.95% in a month. Penalties for downtime of the application will be as per below mentioned table:

Level of Uptime Per Month	Penalty Charges
99.95% and above	No Penalty
99.00% and above but below 99.95%	5 % of ATS Cost.
98.00% and above but below 99.00%	6% of ATS Cost.
97% and above but below 98.00%	7% of ATS Cost.
96% and above but below 97%	8% of ATS Cost.
95% and above but below 96%	9% of ATS Cost.
94% and above but below 95%	10% of ATS Cost.
90% and above but below 94%	20% of ATS Cost.
Below 90%	50% of ATS Cost.

Uptime will be calculated for i/w and o/w clearing applications separately as follows: Uptime =

$$\frac{\text{Total No.of hrs in Month} - \text{No.of hrs impacted in Month}}{\text{Total No.of hrs in Month}} \times 100$$

- 3.12.25 Bank will impose penalty for every instance of service un-availability/downtime of application.
- 3.12.26 Further if the number of downtime instances during a month exceeds 3 times, an additional 0.50% downtime will be reduced from uptime and the penalty will be calculated accordingly.
- 3.12.27 Penalties, if any, shall be calculated on monthly basis and recovered from the ATS payments.
- 3.12.28 Scheduled downtimes and downtimes on account of bank will be exempted from the downtime penalties.
- 3.12.29 Any penalty due during the warranty period will be recovered from payments / Performance Bank Guarantee (PBG).
- 3.12.30 Root Cause Analysis (RCA) for any issues faced related to supplied hardware and software must be provided by the respective bidder as per the table provided in 3.12.19.

3.12.31 Software changes/upgrades as regards to any statutory requirements or any other requirement of RBI / NPCI should be provided by the Bidder without any additional cost to the Bank as per the timeline of the RBI/NPCI/Bank's during the contract period. Any delay will be attract penalty of Rs.5,000/- per day with a maximum penalty of 10% of total annual project cost will be levied by Bank.

3.12.32 Total annual project cost will be arrived based on total number of cheques processed by solution in same / previous financial year, whichever is higher. This annual project cost is for computation of penalty only.

Operational Level Penalty

3.12.33 No payment will be made for the instrument which is not processed through solution and for incorrect result.

3.12.34 The penalty mentioned above will be over and above the financial loss that has to be borne by the bidder Penalty for financial loss to Bank, where disputed amount not recovered from customer/other Bank:

- I. Any financial loss to the Bank arising due to incorrect validation of signature of the cheque, wrong/incorrect result, false positive, false negative, signature, amount in words & figures, date, account number, cheque number, alphanumeric code etc. will be borne by bidder without any upper limit.
- II. Also, bidder will be liable for any loss/penalty imposed by any statutory body / court due to wrong processing of cheque.
- III. Bank can penalize the vendor for the dispute raised by customer, even after the vendor payment for that particular quarter has been already processed.
- IV. The penalty mentioned above due to financial loss will be over and above the penalty as mentioned in point.
- V. The calculated penalty amount shall be adjusted against the monthly or subsequent payments due to the vendor.

Clearing Type	Details	Timelines / Implications	Penalty
Inward	Delay in OCR Data Enrichment/ QC	i. Selected bidder must ensure that the data enrichment using solution such as OCR etc. for that file must be pushed to CBS within 20 minutes from the time of file receipt. For example, during the first inward cycle from 10:00 AM to 11:00 AM, if a file is received at 10:15 AM, the OCR based data	i. If there is a delay in pushing the file to CBS beyond 20 mins, penalty of ₹0.25 per cheque will be levied on each cheque.

		<p>Enrichment using solution for that file must be completed not later than 10:35 AM.</p> <p>ii. At any time, the file should be pushed to CBS not later than 30 mins from the time it received in DEM.</p> <p>Failure to meet the above timelines will attract penalties.</p>	<p>ii. If there is a delay in pushing the file to CBS beyond 30 mins, penalty of ₹0.50 per cheque will be levied on each cheque.</p>
Inward Return/R response	Ensure timely marking and submission of inward returns/responses to NPCI/RBI based on the respective inward cycle	<p>As per the defined inward clearing cycle, the selected vendor must ensure that return/response (positive or negative) is submitted to NPCI/RBI before the expiry of the respective cycle.</p> <p>In case of any delay, where returns/responses are either:</p> <p>Not marked within the cycle timeline, or</p> <p>Not submitted to NPCI/RBI, resulting in transactions being deemed approved.</p> <p>Penalty shall be levied based on the total number of cheques for which return/response was not marked or submitted within the prescribed time.</p>	Rs.1000/- per instrument.
Inward & Outward	Manual data entry > 10% with full volume of a day	Auto-fetching of data is less than 90% of the total volume for the day.	Rs.100/- per instrument.
Outward/ Inward	The selected vendor must ensure that the entire MICR line and associated cheque details are captured accurately and without any errors. This includes: MICR code, Short Account	<p>1. Wrong Data capture/ 2. Wrong Data submitted to NPCI/RBI</p> <p>Penalty shall be levied based on the total number of cheques for wrong data</p>	Rs.1000.00 per instrument

	<p>Number (SAN),Cheque Number, Transaction Code including alphanumeric, Cheque Date, Account Number, Any other relevant fields as per CTS standards.</p> <p>Also, any cheque returned under CTS with the reason "Not Drawn on Us"</p>	capture and also for wrong Data submitted to NPCI/RBI.	
Inward & Outward	Fraud	Fraud due to vendor or their agent.	Any loss to the Bank due to fraud & negligence by the bidder or their agent will be compensated to the Bank or Bank may deduct the same amount from the payment dues.

Punjab & Sind Bank

CHAPTER 4 - LEGAL AND CONTRACTUAL

4.1 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 (IT&DBD) 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 the 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.

4.2 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.

4.3 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.

4.4 Authorized Signatory

The selected Bidder shall indicate the authorized signatories who can discuss and correspond with the bank about 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, 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. The Bidder shall provide proof of signature identification for the above purposes as required by the bank.

4.5 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 survive termination of the contract.

The determination of whether a particular condition or situation qualifies as a Force Majeure event shall rest solely with the Bank, and such determination shall be final and binding on the bidder.

4.6 Confidentiality

This document contains information confidential and proprietary to the Bank. Additionally, the bidder will be exposed by virtue of the contracted activities to internal business information of the Bank, affiliates, and/or business partners. Disclosure of receipt of any part of the aforementioned information to parties not directly involved in providing the services requested could result in the disqualification of the bidder, premature termination of the contract, or legal action against the bidder for breach of trust. The information provided / which will be provided is solely for the purpose of undertaking the services effectively.

No news release, public announcement, or any other reference to this RFP or any program there under shall be made without written consent of Bank. Reproduction of this RFP, by photographic, electronic, or other means is strictly prohibited.

The bidder must undertake that they shall hold in trust any Information received by them, under the Contract/Agreement, and the strictest of confidence shall be maintained in respect of such Information. The bidder also has to agree to restrict access and disclosure of Information to such of their employees, agents, strictly on a "need to know" basis, to maintain confidentiality of the Information disclosed to them in accordance with this Clause.

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 stated in the RFP.

4.7 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 while 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.

4.8 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 the claimant including all expenses, court costs and lawyer fees. The Bank will give notice to the Vendor(s) of such a claim, if it is made, without delay. The Vendor(s) shall indemnify the Bank against all third-party claims.

4.9 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.

4.10 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 made to provide 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. Salaries 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. The Bidder is to 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 consequential and incidental damages. However indemnity would cover direct and indirect damages, loss or liabilities suffered by the Bank arising out of claims made by its customers and/or regulatory authorities.

4.11 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.

4.12 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).

4.13 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.

4.14 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.

4.15 Limitation of Liability

Vendor(s) aggregate liability under the Contract shall be limited to a maximum of the Contract value. This limit shall not apply to third party claims for 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.

4.16 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 qualifications for further evaluation. In other words, entering into this pact would be one of the preliminary qualifications 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 did not sign the document or refusing to sign shall be disqualified in the bidding process.

Sh. Debal Kumar Gayen & Sh. Pramod Kumar Garg have been appointed as IEM (Independent External Monitor) for the bank. IEM can be contacted at: -

1. **Sh. Debal Kumar Gayen,**

Email: gayen.dk@gmail.com

Mob: +91-9113484729

2. **Sh. Pramod Kumar Garg**

Email: pkgarg.1957@gmail.com

Mob: +91-9810778058

4.17 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 confidential information. The bidder shall furnish an undertaking and have to sign a Non-Disclosure Agreement as per **Annexure-VII** on stamp paper. No media release, public announcement or any other reference to the RFP or any program 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.

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

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

Dear Sir,

Sub: RFP for Selection of Vendor for Implementation and maintenance of CTS Continuous Clearing Solution for 5 years

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 IT Service and Operation Management Solution 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.

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 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 at the time of bid submission.

All the details mentioned by us are true and correct and if the 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. The bank reserves the right to verify /evalDC

e 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

ANNEXURE – II

Bidder's Information

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

Reg: RFP for Selection of Vendor for Implementation and maintenance of CTS Continuous Clearing Solution for 5 years

Ref: RFP No. _____ dated _____

S.No.	Particulars	Details
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 conforms to all the terms and conditions and does not contain any deviation and misrepresentation. We understand that the bank reserves 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. The 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 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 price Bid.
11. The rate quoted in the 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 made to provide remuneration for services provided to the Bank on behalf of the 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:

Bidder's Authorized Signatory

Designation

Bidder's name

Place:

Company Name and Seal

ANNEXURE - III
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,
HOIT Department,
Plot No.151, Sector 44,
Institutional Area, Gurugram- 122003

Dear Sir,

We, the undersigned, declare that:

We, M/s..... (herein referred to as bidder) understand that, according to bid clause No. 1.12, 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...../-) 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 Agreement.
 - 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

ANNEXURE-IV

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.

Sr.	ELIGIBILITY CRITERIA	SUPPORTING DOCUMENTS TO BE SUBMITTED	Submitted Document along with page no
1.	The Bidder should be a partnership firm registered under LLP Act, 2008/Indian Partnership Act, 1932 or Company in India as per Indian Companies Act, 1956 or Indian Companies Act, 2013 and should have been in operation for last 5 years as on RFP date.	Copy of the certificate of incorporation issued by The Registrar of Companies.	
2.	The bidder should have valid PAN and GST Registration in India	Copy of Valid PAN Card, GST Registration Certificates issued by competent authority in India	
3.	The bidder should have a minimum turnover of INR 16 Crore per annum for each of the past 3 financial years (i.e. 2022-23, 2023-24 & 2024-25) along with positive net worth.	Provide CA Certificate mentioning the turnover and net worth for each financial year as per the Annexure XV . And Audited Financial statements (Balance sheet & Profit & Loss statement).	

Sr.	ELIGIBILITY CRITERIA	SUPPORTING DOCUMENTS TO BE SUBMITTED	Submitted Document along with page no
		The CA certificate provided in this regard should be without any riders or qualification.	
4.	<p>The bidder should be an authorized representative/partner of OEM in India.</p> <p>Bidder needs to provide Manufacturer Authorization Form (MAF) from OEM stating that bidder is authorized partner of OEM and authorized to participate in this tender and in case the bidder is not able to perform obligations as per contract during the contract period, OEM will provide contracted services within the stipulated time.</p>	<p>MAF from OEM as per Annexure-VI on their letter Head needs to be provided.</p> <p>(Name, designation, contact no & official mail ID of the signing authority must be clearly mentioned in the MAF.)</p>	
5.	<p>The bidder must possess below certifications, at the time of bidding:</p> <ul style="list-style-type: none"> • ISO 27001 • ISO 9001 	Copy of valid certificates	
6.	<p>The bidder should either be Class-I or Class-II local supplier as defined in Public Procurement (Preference to Make in India) Revised Order No. P 45021/2/2017- PP(BE-II) dated 16-09-2020 by DPIIT(Public Procurement Section), Ministry of Commerce and Industry, Govt. of India or any subsequent</p>	<p>Certificate of local content to be submitted as per Annexure-XIII.</p>	

Sr.	ELIGIBILITY CRITERIA	SUPPORTING DOCUMENTS TO BE SUBMITTED	Submitted Document along with page no
	guidelines issued regarding the same from time to time.		
7.	In case bidder is already having association with Punjab & Sind Bank as a service provider in any project. The Bidder should have good track record with Bank.	Bidder should submit satisfactory performance certificate from concerned business Department. The certificate should be obtained from Bank post published date of the RFP.	
8.	Bidder should have successfully implemented & currently maintaining the proposed Cheque Truncation System (CTS) Solution along with Centralized Positive pay system (CPPS) on Finacle 10.x in at least one Scheduled Commercial Bank in India during the last 5 years as on date of bid submission. The proposed CTS Solution must be handling daily volumes of 30,000 cheques per day (combined volume of both Inward and Outward) as on date of bid submission	<p>Relevant copy of any one of the following:</p> <ol style="list-style-type: none"> 1. Purchase Order 2. SLA <p style="text-align: center;">And</p> <p>Relevant copy of any one of the following:</p> <ol style="list-style-type: none"> 1. Completion Certificates 2. Project Sign-Offs 5. Satisfactory client certificate 6. E-mail confirmation from client <p>Note- Credentials submitted should clearly confirm the requirement asked.</p>	
9.	The bidder must have successfully implemented mobile application for Cheque Truncation through Mobile or Tablets in at least one Schedule Commercial Bank.	Copy of letter from relevant Banks to be submitted.	

Sr.	ELIGIBILITY CRITERIA	SUPPORTING DOCUMENTS TO BE SUBMITTED	Submitted Document along with page no
10.	The Bidder to provide information that none 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 is not owned by any Director or Employee of the Bank.	Undertaking to be submitted duly signed by the authorised signatory of the Bidder.	
11.	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).	
12.	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	To be provided as per Annexure-XI .	

Sr.	ELIGIBILITY CRITERIA	SUPPORTING DOCUMENTS TO BE SUBMITTED	Submitted Document along with page no
	<p>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. (Refer GOI Cir. No F.1/20/2018-PPD dated 02.11.2021)</p>		
13.	<p>The bidder should not be involved in any litigation which threatens solvency of company.</p>	<p>Certificate is to be provided by the chartered accountant /statutory auditor, as per Annexure-X.</p>	
14.	<p>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:</p>	<p>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</p>	

Sr.	ELIGIBILITY CRITERIA	SUPPORTING DOCUMENTS TO BE SUBMITTED	Submitted Document along with page no
	<p>a. An entity incorporated, established or registered in such a country; or</p> <p>b. A subsidiary of an entity incorporated, established or registered in such a country; or</p> <p>c. An entity substantially controlled through entities incorporated, established or registered in such a country; or</p> <p>d. An entity whose beneficial owner is situated in such a country; or</p> <p>e. An Indian (or other) agent of such an entity; or</p> <p>f. a natural person who is a citizen of such a country; or</p> <p>g. A consortium or joint venture where any member of the consortium or joint venture falls under any of the above.</p>	<p>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 participate in this RFP" to be submitted in Company's letter head.</p>	
15.	<p>Bidder should have direct support offices in Delhi/NCR and Mumbai. In case direct support office of the bidder is not present in Delhi/NCR then an undertaking to be provided by the Bidder stating that direct support would be provided by the bidder at Delhi/NCR whenever desired by the Bank.</p>	<p>Letter of confirmation duly signed by the authorised signatory of the Bidder.</p>	

Sr.	ELIGIBILITY CRITERIA	SUPPORTING DOCUMENTS TO BE SUBMITTED	Submitted Document along with page no
16.	Labour Law Compliance	Undertaking to be submitted duly signed by the authorised signatory of the Bidder.	
17.	Integrity Pact	Undertaking to be provided as per Appendix-F duly signed by the authorised signatory of the Bidder.	
18.	Non-Disclosure Agreement	To be submitted as per Annexure-VII duly signed by the authorised signatory of the Bidder.	
19.	The Bidder to provide an undertaking on his letter head that all the technical features highlighted as part of Scope of work are covered in totality in the proposal submitted by the bidder.	Letter of confirmation from Bidder as per Annexure-V	

Date

Signature with seal

Name:

Designation:

ANNEXURE-V

ACCEPTANCE/ COMPLIANCE CERTIFICATE

Ref: RFP No. _____ dated _____

All Terms and Conditions including scope of work

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

ANNEXURE-VI

MANUFACTURER'S AUTHORIZATION FORM

RFP No:

(Letter to be submitted by the Manufacturer on firm's letter head –For Both Hardware and Software/licenses/subscription)

Deputy General Manager
Punjab & Sind Bank
Second Floor
IT Department
Plot Number 151, Sector 44,
Gurugram, 122003

Dear Sir,

Sub: Request for proposal for selection of vendor(s) for procurement of IT Service and Operation Management Solution vide RFP No: _____

We, who are established and reputable manufacturers / producers of _____ having factories / development facilities at _____ (address of factory / facility) do hereby authorize M/s _____ (Name and address of Authorized Business Partner (ABP)) to submit a Bid, and sign the contract with you against the above RFP.

1. We hereby extend our full warranty for the Products and services offered by the above ABP against the above RFP.

2. We also undertake to provide any or all of the following materials, notifications, and information pertaining to the Products supplied by the ABP:

(a) Such Products as the Bank may opt to purchase from the ABP, provided, that this option shall not relieve the ABP of any warranty obligations under the RFP; and

(b) In the event of termination of production of such Products:

i. advance notification to the Bank of the pending termination, in sufficient time to permit the Bank to procure needed requirements; and

ii. Following such termination, furnishing at no cost to the Bank operations manuals, standards and specifications of the Products, if requested.

3. We duly authorize the said ABP to act on our behalf in fulfilling all installations, technical support and maintenance obligations required by the contract.

4. 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 are not from such a country or if from a country, has been registered with competent authority. We certify that we fulfil all the requirements in this regard and our ABP is eligible to participate in the above RFP.

5. We hereby extend our full guarantee and warranty as per terms and conditions of the Bid and the contract for the equipment and services offered against this invitation for Bid offer by the above firm. We undertake to provide back-to-back support for spare and skill to the bidder for subsequent transmission of the same to the Bank. We also undertake to provide support services during warranty as well as AMC period if the above bidder authorized by us fails to perform in terms of the RFP.

Yours faithfully

Place:

Date:

Authorized Signatory
(Name of manufacturers)

Name:

Phone No.:

Fax:

E-mail:

Punjab & Sind Bank

ANNEXURE-VII

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.

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..... Thisday.....of.....20.....BY AND BETWEEN 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, a body corporate, established under the Banking Companies (Acquisition and Transfer of Undertakings) Act 1980 and having its Head Office at 21, Rajendra Place, New Delhi 110008 (hereinafter referred to as "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 OTHER 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 procurement of IT Service and Operation Management Solution.
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 the 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 the 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, during 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)

ANNEXURE -VIII

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		
Sl. No	Name	Designation	Full Office Address	Phone No.	Mobil e No.	Email addresses
a.		First Level Contact				
b.		Second level contact (If response not received in 4 Hours)				
c.		Regional/Zonal Head (If response not recd in 24 Hours)				
d.		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 - IX

Format for Bill of material (BOM)

Name of the Bidder:

RFP: Selection of Vendor for Implementation and maintenance of CTS Continuous Clearing

Solution for 5 years :-

S.No	Item Details	Cost per unit per Annum Price (Excluding GST)	No of years	Total Cost for 5 years (Excluding GST)
1	One Time implementation Cost (CTS solution + license) – One Time	XX	One time	XX
2	Annual technical Support (ATS for CTS solution with one year warranty	XX	4	XX
3	Dem Setup cost – DC, DR with one year warranty	XX	4	XX
4	FM support (4 L1 resource)	XX	5	XX
5	FM support (2 L2 resource)	XX	5	XX
	Total Cost (Rupees)			XX

Payment will be made as per the following schedule upon submission of undisputed invoice:

- **One Time implementation Cost (CTS solution + license)** One Time -100 % payment will be released after successful implementation of the project Go live and sign off from the Bank after deduction of penalty if applicable.
- **Annual technical Support (ATS for CTS solution)** – After Successful implementation of the project Go live and sign off from the Bank and after one year warranty. The ATS for the License would start from 2nd year onwards, post delivery and installation of licenses and sign-off from the Bank
- **Dem Setup cost – DC and DR** - – After Successful implementation of the project Go live and sign off from the Bank and after one year warranty. The ATS for the License would start from 2nd year onwards, post delivery and installation of licenses and sign-off from the Bank
- **FM support** -The payment of FM services (L1 and L2) shall be applicable only after successful implementation of project and sign-off from Bank.

*Note: -

1. 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.
2. Bill of material has to be submitted on the letter head and is signed by an Authorized Signatory with Name and Seal of the Company.
3. 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.
4. We are agreeable to the payment schedule as per "Payment Terms" of the RFP.
5. For any future requirement related to onboarding of L1 and L2 resources, Bank will use the price quoted in the Bill of Material as the reference price (rate contract) for arriving at the cost and will be done by selected bidder/OEM during contract period.

Date:

Name of the Bidder

Seal and Signature of Authorized Person

Punjab & Sind Bank

ANNEXURE – X

Litigation Certificate

Reg.: RFP for Selection of Vendor for Implementation and maintenance of CTS Continuous Clearing Solution for 5 years.

To be provided by Statutory Auditor/Chartered Accountant

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

Date: _____

Place: _____

Signature of CA/Statutory Auditor

Name of CA/Statutory Auditor:

Designation:

Email ID:

Mobile No:

Telephone No.:

Seal of Company:

Punjab & Sind Bank

ANNEXURE – XI

Undertaking for non-blacklisting

Deputy General Manager
Punjab & Sind Bank
Second Floor
IT Department
Plot Number 151, Sector 44,
Gurugram, 122003

Dear Sir,

**Req.: RFP for Selection of Vendor for Implementation and maintenance of CTS
Continuous Clearing Solution for 5 years.**

We M/s _____, a company incorporated under the companies act,
1956 with its headquarters at,
_____ do hereby confirm
that we have not been blacklisted/ debarred by the Government / Government agency / Banks /
Financial Institutions in India during last 3 years.

This declaration has been submitted and limited to, in response to the tender reference
mentioned in this document

Thanking You,
Yours faithfully,

Date: _____

Place: _____

Signature of Authorized Signatory

Name of Signatory:

Designation:

Email ID:

Mobile No:

Telephone No.:

Seal of Company:

ANNEXURE – XII
Technical Compliance Sheet

MINIMUM TECHNICAL/FUNCTIONAL REQUIREMENTS

The participating bidder should provide its compliance for each of the line items mentioned below:

Functional Requirement

Sr.No	Functional Requirement	Compliance (Yes/No)	Remarks
1.	Proposed CTS solution should comply with the requirements of CTS 2010 standards and the IT Act 2008 and the Negotiable Instruments (Amendments & Miscellaneous Provisions) Act 2002 and Payment & Settlement Act. 2007 and its subsequent amendments, continuous clearing and all other applicable guidelines issued by RBI from time to time.		
2.	The proposed CTS solution should have capability of handling Bank's clearing (Direct/In-direct) for centralized Grid based on continuous clearing using API and menu driven approach in CBS.		
3.	System should have capability for proper grid wise segregation of the Branches/Service branches/ Grid centers (All types) instruments. Facility to add/delete/ activate/de -activate of Clients and offices/locations by grid centers. System should also be able to change time limits allotted to Branches/Offices/Clients for each session centrally.		
4.	System should be capable of creating multiple clearing types as per Bank's requirements to route the instruments and transaction type level and maintain separate settlement ledgers.		
5.	The system proposed shall support multiple sessions for the four legs of clearing process - inward clearing, inward return, outward clearing and outward return along with extension as well as Blockage handling. Must be compatible with the RBI/NPCI Clearing House (CH), Clearing House interface (CHI/DEM) system and the core banking software of the bank as well as its clients.		

6.	System should be compatible to handle all Cheque Scanning devices mentioned in this RFP and capable to integrate with all types scanners comes in future, in such cases SDK will be provided by the Bank.		
7.	System should be capable of processing/ segregating Centralized Grid clearing as well as Grid wise clearing for all three existing Grids (Northern, Western and Southern) and any other new Grids that will be introduced in future, as per regulatory directions.		
8.	System should be capable of handling minimum 5,000 instruments per hour during Data Entry and Verification Processing, simultaneously across all branches/ grid centers. However, System should also be capable for minimum 10,000 instruments per hour for Outward Clearing Files (CXF/CIBF) generation in the specified format of RBI/NPCI.		
9.	Application should integrate with Mobile/Tablet applications for processing cheque truncation.		
10.	Application should be capable to integrate with various touch points for processing Cheque Truncation. The touch points could be mobile, Kiosks, cheque deposit machines, Remote Deposit Capture(RDC), ATMs with Cheque Truncation capabilities, Handheld devices (Mobiles/Tablet).		
11.	The Reject repair, Balancing and Validation work shall be distributed and shall not be restricted to a single workstation per Grid location either at Bank's Offices/Client Locations.		
12.	Shall have the seamless integration with Bank's core banking solution.		
13.	Should have provision to generate posting files for all types of clearing as per requirements of Bank. Provision to create multiple posting files templates and to tag Clients/Branches through menu driven process.		
14.	Reconciliation reports up to transaction level and summarized based on clearing types and the clearing process types (Daily / Monthly / Yearly).		
15.	Capable of routing specific instruments like Dividend warrants (DW), Demand Draft (DD), to specific service branch / Clearing House System as per Bank's requirement.		

16.	Capable of providing routing for both inward clearing and inward return based on users' roles/Grid wise. Consolidation should happen on the basis of payer city similar to NPCI segregation criteria and re-conciliation reports should match with CHI/DEM Settlement Reports generated for each Presentment and Return/extension sessions for all Clearing types.		
17.	Should have a settlement module with capabilities for consolidating the day's inward, outward presentations and returns for raising a single debit or credit on the participating branches and reconciliation reports should match with CHI/DEM Settlement Reports generated for each Presentment and Return session for all Clearing types.		
18.	Archival system to store data, images and logs of the each and every transaction as per periods defined by the Bank and support proper archival and retrieval mechanism spanning minimum 10 years.		
19.	For Inward Clearing, the software should download the data/images for all CTS Grids separately and prepare separate upload file for core Banking system for reserving the amounts for clearing debits later. Posting file formats will be provided by the Bank.		
20.	System should have proper mechanism for extraction and auto transmission of inward clearing for the respective Bank/sub-member Banks (all types). Sub-Member Banks will be accessing the system and process their inward clearing and process as per their requirements.		
21.	All Clearing reports, Return memo, posting files for SubMember Banks is to be generated from the system along with facility for automatically transmission through Secured channel.		
22.	All activities should be recorded properly with complete Audit trail and there should be easy retrieval mechanism through front end enquiry screens for both financial and non-financial transactions.		

23.	Transaction reference number should be generated automatically in the system without any manual intervention for the Bank's, Corporate Clients and SubMember Banks. Every transaction number should be unique for each instrument.		
24.	Application should comply to all the statutory regulatory norms as per RBI/ NPCI or any regulatory authority. Any further directions received from time to time, should be implemented without any additional cost to the Bank.		
25.	Already processed batch file or instruments should not be available for processing again.		
26.	Should be able to process Instrument(s) of different colours as per NPCI/RBI guidelines.		
27.	Should be possible to process high value instruments separately for scrutiny for both outward and inward Clearing instruments. The cut off amount for High value should be user definable and Controllable.		
28.	Availability of view / reports on business rules should be possible in all clearing modules. Segregation can be based on: Grid, Session, Cycle wise, Instrument Number, Instrument type, Amount, Transaction code, Pending verification, Return Rejection codes, Presenting bank / Drawee Bank etc.		
29.	System should have configurable day/time limits for the cut off time, which could be different for different clearing cycles and grids.		
30.	System must support multi factor authentication for logging into the proposed CTS application.		
31.	Parameterized compulsory periodic changing of passwords for all the users as per Bank's policy. Application should prompt users to change Password prior to the expiry date.		
32.	System should be capable of handling the Password management as per policy of the Bank.		
33.	System must maintain proper log including date, time, and terminal number of each operation done by every user. Retrieval of Audit logs should be simple and accessible to the authorized users.		

34.	The maker and checker of the transaction should not be same. Checker should have both maker/check powers but system should allow to perform both activities for same transaction.		
35.	Defining of exceptions in the system should be parameterized and configurable.		
36.	System should have a separate role profile for auditors and IT users where access to all data would be allowed.		
37.	System should have capability to perform Archive of data for the period prescribed by RBI/NPCI (Min.10 years) and retrieval purposes of data and images. The solution should provide storage / archival solution with proper quality of data / image along with logs, audit trail and reports /MIS.		
38.	System should be scalable to handle on an average 1,00,000 transactions per day.		
39.	The system should support centralized and decentralized processing.		
40.	There should not be any kind of performance downgrade/issues in case of increase in Concurrent users.		
41.	The system should have provision for printing of images on basis of any selection criteria.		
42.	System should allow administrators to manage users, groups, roles and other parameters from front end.		
43.	The CTS architecture must be scalable and shall support increasing number of users and concurrent users (Minimum 3500).		
44.	System should be capable to handle splitting/ segregation of records for proper distribution of work load.		
45.	Detailed status summary of processing of cheques (stages) to be made available by the system for monitoring purpose in the form of dashboards.		
46.	System should be able to generate reports from archived data as well from data in production environment.		

47.	System should be able to capture / input all details along with Outward presentation as per latest circular received from RBI / NPCI.		
48.	Should be able to generate cheque return memo along with image of the instrument in the report format branch-wise and individual instrument-wise as well.		
49.	Purging details should be captured to store the time and data contents in host system.		
50.	The user-interface screens should earmark and validate mandatory fields, which must be entered before submitting a transaction.		
51.	Facility to auto-lock/Screen timed out should be available with configurable feature.		
52.	Menu driven provision for addition of Sub- Member Bank under respective grid location along with their Branches/Location's MICR details, posting file formats, standard clearing reports, Return Memos and tagging for the automatic data transmission format.		
53.	Reporting tool to be provided with the proposed CTS solution to develop various Reports, MIS data etc. as may be required from time to time by the Bank.		
54.	The solution should be compatible and integrate/ handshake/ interface with CBS and related third party software / middleware of the Bank.		
55.	The solution should have features / tests/ mechanism to initiate or perform fraud prevention/detection for tampered/Xerox (photocopy) / fake instrument.		
56.	The solution should have feature to intimate branches live status of processing/ rejects etc.		
57.	The solution shall provide and support for extracting various parts of the image like CAR, LAR, Date, Payee Name, Bank Name to facilitate Application Programming Interface to third party Software to do ICR and OCR.		
58.	System should have ICR/OCR capabilities to capture any given field present on the instrument. The fields can be handwritten or printed and could be present on the instrument.		

59.	The system should provide interfaces and automated checking for the new CTS Instrument standards as and when mandated by RBI.		
60.	System should have capability for images snipping (snippets) so that Data entry operators can see only the relevant portion of the cheque image instead of displaying whole image, which will minimize the traffic on network and enhance the performance of the solution. However, provision to display full image of instrument is also to be available, which will be called on demand basis.		
61.	System should be able to interface and be compatible with bank's existing Archive system.		
62.	The system shall have the facilities to sort the MICR Data on various parameters or a combination of parameters.		
63.	The Cheque Processing software must provide adequate security. It should be possible to disable all users (except System Administrator) at Close of day and enable/disable user through any time during the day. All changes in transactions/masters/users must be logged and Audit trail available for all such changes clearly giving the position prior to change and after change the limit with higher authority user.		
64.	It should be able to generate Cheque return memo as per Bank's format with optional feature to include image of the instrument, if desired. Provision to generate Return memo for Corporate Client or SubMember Banks in specific format should also be available.		
65.	Application should not have dependency to run with Admin/ System users.		
66.	Grid wise Reconciliation of RBI / NPCI Inward clearing data with the images received.		
67.	System should have facility to allocate limits to the users for each type of transaction and over- riding of		

MINIMUM TECHNICAL REQUIREMENTS:

SI.No.	<u>Minimum Technical Requirements</u>	Bidder's Compliance (S/C/N)	Bidder's Remarks
--------	---------------------------------------	-----------------------------	------------------

1.	The solution should be enabled with AI/Gen AI/Analytics features shall be hosted on Bank's on- premises VM.		
2.	The software components to be used for enrichment and onward submission to NPCI will be provided by the bidder at its own cost. However, software provided for data enrichment will be deployed on Bank's On-prem VM at both DC and DR. The software should have multi grid facility and other features as mentioned in RFP document.		
3.	The software should have functionalities as per continuous clearing standards defined by NPCI/RBI or if any future requirement provided by RBI/NPCI or any Government agencies for inward as well as outward. The proposed solution shall work in accordance leveraging an API and menu- driven approach within the Core Banking System (CBS), without incurring any additional cost to the Bank.		
4.	The bidder to ensure that the proposed CTS application is compatible with all the latest CTS scanning devices including Mobile/Tablet etc.		
5.	The solution should provide the scalability to absorb future expansion of processing capabilities, at least to the extent of two times the present volume. The processing may vary across the centers depending upon transaction loads and spread of bank/branch.		

6.	Bidder should provide mobile application for cheque truncation using Mobile/ Tablets by branch users/Corporate clients/ Sub members. There will not be extra server setup and cost for mobile application, that must be integrated with CTS solution.		
7.	Bidder should provide solution / tool to conduct root cause analysis to identify any issue from concerned application. Reports of root cause should be available as & when required by the Bank.		

8.	Solution must support latest version of Microsoft Edge, Google Chrome, Firefox.		
9.	The Bidder must provide undertaking to make all software changes/ to provide software patches, as well as any other requirements / major changes specified by the Government/ IBA/ RBI other regulatory bodies directly or through NPCI from time to time, without any additional cost to the Bank within the term of agreement and extended terms if any.		
10.	The solution should be implemented in web mode with role based access to users located at various Branches/Hubs/Offices and also Bank's Clients (Corporate and direct/in-direct Sub-Member Banks). The proposed solution should be in compliant with NPCI and other regulatory guidelines.		
11.	The proposed CTS solution should integrate with various systems/interfaces through straight through processing (STP) i.e. there should not be any manual intervention in case of transfer of files and upload functionality from one application to another, without any extra cost to the Bank. File transfer should be encrypted. Also, proposed solution should be integrated with process as desired by RBI / any other Regulatory authority directly or through NPCI.		

12.	The proposed CTS solution shall support & integrate with various scanner feature of cheque images in grey, embedded, black & white and UV (Ultra Violate Security feature). UV features should be enabled for all the scanned cheques and should be properly visible to end user.		
13.	The solution should generate Outward pendency report / verification pending report and send automatically to respective branches/ grids/region/Business teams/DIT department (Centrally).		

14.	The solution should be capable to timely submission of CTS clearing Inward as well as Outward as per RBI/NPCI timing.		
15.	The solution should have provision for digital signing in hybrid environment i.e. distributed as well as in central processing environment. Provision should be there for digital signing at branches /Central processing /service branches/Client Locations. Only with proper validation/authentication, the processing should be carried out		
16.	Security features to be built in conformity with PKI standards, encryption techniques and digital signatures. It shall have options to implement encryptions & digital signatures at Central level, file level and instrument level. Present requirement of RBI/ NPCI states digital signatures on each and every instrument.		
17.	The CTS/ system shall provide for encryption both for data transfer and provide encryption while data at rest, Also ensure that data stored cannot be subject to alteration at a later point of time and legally recognized as per the laws of the country.		
18.	The system shall additionally conform to the Public Key Infrastructure (PKI) Requirements as prescribed by Institute of Development and Research in Banking Technology (IDRBT) prescribed the latest version of the Certification Practice Statement (CPS).		
19.	The solution must provide the necessary Application program Interface (API) to Bank's CBS application viz. Finacle 10.X & higher version (as and when migrated by Bank) for display of image of inward clearing cheque and also for fetching the Payee names for particular account number entered during data enrichment for Inward clearing without any additional cost during the contract period.		

20.	The solution should be capable of integrating with respective SMS/ WhatsApp messages. Instruments data and images to be shared with proposed systems for sending SMS/ WhatsApp messages/ images to customers. Acceptance/ rejection from customer to be captured in CTS application.		
21.	Proposed CTS Application should be capable of Image capturing in hybrid environment i.e. distributed as well as in central processing environment. Workflow based Cheque clearing transaction data processing involving data entry (i.e. Authorization levels involving Maker Checker concept), Cheque clearing transactional data transfers and receipts, Integration with Bank's Core Banking solution, Integrating with RBI / NPCI's DEM system, Automated Cheque returns processing, Implementation of Signature verification System and Archival System, Images and transaction data Storage and Retrieval solution, Integration with CBS for Clearing Files, Incremental Signature and Account Master retrieval		

22.	The implementation/migration shall be in phased manner and selected bidder shall provide necessary splitting/merging/ reconciliation programs to upload/ download clearing files to/from DEM Servers & existing CTS applications, reconciliation reports, etc. for smooth functioning of CTS operations during the transition period.		
23.	Selected bidder will migrate the existing data, archival system along with cheque images both for Inward and Outward instruments from the existing service provider to proposed CTS solution for the grids/national grid at no additional cost to the Bank and must be preserved for at least 10 years.		
24.	The Proposed Solution should be capable of identifying and capturing the information i.e. UV Check.		

25.	The Proposed Solution have capability to segregate of high and low value instruments and accordingly inward extract will generated, so that high value instruments are handled on priority.		
26.	System must support two factor authentication for logging into the proposed CTS application. Bank wish to use SMS / Biometric authentication system as additional factor of authentication which need to be integrate with the CTS solution without any extra cost to the Bank. Also, software should have capability to be integrated with Active Directory/Single Sign On (AD/SSO) or other system of the Bank for User Management purpose.		
27.	The solution should extract data like date, amount in words and figures (printed & handwritten) and signature from the cheque image.		
28.	If the signature images available in CBS is of low quality / resolution, the solution has to deal with such cases & process accordingly to obtain satisfactory result. A report of such cases to be provided separately.		
29.	The solution must be capable of self-learning, continuous learning using the processed data and evaluating the models using performance metrics like accuracy, precision, recall etc.		
30.	The solution should also have custom record fetching mechanism i.e. for any root cause analysis there should be an option to fetch response of matching a single cheque image. Also, the cheque & signature image on which system has processed should be visible in front end utility of solution for further analysis. Unique Signature ID, date of signature uploaded in finacle, fetched from CBS should also be available for further analysis.		

31.	<p>In CBS there are instances where more than one signature images are available. In such cases, the solution should consider latest image only. Also, at any later stage if Bank wants to match signature in cheque from all the available signature images in CBS, solution should be capable enough to do proceeding accordingly & provide the signature image sequence number/ image ID & image created date with which the solution has matched with cheque image & provide result in extract file.</p>		
32.	<p>The solution should provide the scalability to absorb future expansion of processing capabilities, at least to the extent of two times the present volume. Presently on average approximately 30,000 cheques received in inward & outward clearing on daily basis. Proposed solution should be capable of handling higher volume of cheques concurrently. The Capacity Planning for future requirements for Infrastructure requirements must be submitted for provisioning the same.</p>		
33.	<p>Bidder is required to audit the solution software (s) on half yearly basis during the contract period & ensure that the Solution software(s) including third party software (if any) is/are bug free. The bidder is required to submit a certificate from a CERT-In empaneled IS Auditor to the Bank on a half-yearly basis without any additional cost to the Bank. Any changes required in application to comply with VAPT observations or any audit observations to be implemented without additional cost to the Bank.</p>		
34.	<p>Bank has right to conduct audit on any interface such as access & authorization procedures, network security controls, program change control, backup & recovery procedures, solution upgrade procedures and any other procedures.</p>		
35.	<p>Bank/Reserve Bank of India shall have the right to audit at bidder's premises anytime during the term of this Agreement.</p>		

36.	Bidder has to provide the source code audit report on half year basis to the Bank with CERT-In certified auditor.		
37.	Bidder shall provide the hardware requirement for CTS solution to handle 5,000 transactions on hourly basis. However, CTS application should be capable to handle load up to 10,000 or more per hour and Bank will not pay any additional cost for software. Bank will upgrade the hardware as and when required.		
38.	The solution must be capable of handling of upto 10,000 cheques per hour should be processed.		
39.	The proposed solution should process the cycle batch file in First in First out (FIFO) basis and return the processed files within 15 minutes.		
40.	There will be multiple files, proposed solution should have capability to handle multiple sessions.		
41	Solution should be capable enough to keep data up to 10 years, hence system data purging, archival & retrieval utility should be provided.		
42.	Images and data to meet the IQA/IQU and security specifications from RBI/ NPCI with proper image quality and in compression mode.		
43.	The proposed solution should be single integrated solution for Inward Clearing / Outward Clearing /CPPS/Mobile base application/ Reject processing with a single database system for all the modules instead of multiple systems		

44.	Proposed solution must provide real-time cheque image processing and transmission to clearing house. Continuous inward/outward processing and confirmation (positive/negative) by drawee bank. Hourly settlement processing starting from 11:00 AM to 7:00 PM & Automatic release of funds to customers within 1 hour of settlement based on BRF.		
45.	The solution should extract data like date, amount in figures (handwritten) and signature from the cheque image. The solution should ensure that the cheque is not stale or post dated.		
46.	The solution should match the amount in words with figures in the cheque image and also compare it with the amount appearing in NPCI metadata and extract file.		
47.	After validating all the above parameters, the solution should provide matching level result with percentage against each parameter - date, amount in figure and words, account number, cheque number, alphanumeric code, MICR fields and shall append these values in the extract file.		
48.	The solution should be capable enough to handle high volumes of cheques (double than the current limit of 30,000 cheques per day)		
49.	Solution should have the capability of improving the accuracy with continuous usage using Deep Learning technology.		
50.	It is desirable that the solution is capable of reading multiple languages. However, reading English language is mandatory.		

ANNEXURE – XIII

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,
HOIT Department,
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 Sind 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>

ANNEXURE – XIV

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 hardware, software and licenses/subsription as per below:

S. No	Name of Bank	Calendar Year	Type (Hardware/ Software/licenses/subsription)	Make and model	Total Quantity of Hardware/licenses delivered	Remarks
-------	--------------	---------------	--	----------------	---	---------

Regards

Name:
Designation:
Bank:
Email ID:
Mobile No:
Telephone No.:
(Seal/ Stamp)

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

ANNEXURE-XV

AUDITED FINANCIAL RESULTS CERTIFICATE

(To be provided by Chartered Accountant/Statutory Auditor)

This is to certify that M/s _____, a company incorporated Under the Companies Act, 1956/2013 with its headquarters at _____ is having more than Rs.1 Crore Annual Turnover during the last three years and is having Positive Net Worth in the last three Financial Years.

Sr. No.	Year	Turnover (in Cr)	Net Worth (in Cr)
1	FY 2022-23		
2	FY 2023-24		
3	FY 2024-25		

Date:

Signature of
A/Statutory Auditor
Name of CA/Statutory
Auditor: Designation:
Seal of Company

Annexure-XVI

Resume Format

Proposed Role:

Sl. No	Section	
1	Personal Details	
1.1	Name	[Insert Name]
1.2	Designation	[Insert Designation]
1.3	Highest Qualification	[Insert Highest Qualification]
1.4	Relevant Professional Certifications/ Memberships	[Insert Certifications/Memberships]
1.5	Professional Experience	
1.6	Total Experience	[Insert Total Experience in Years]
1.7	Relevant Experience	[Insert Relevant Experience in Years]
2	Project Experience	
2.1	Project 1	
2.1.a	Name of Assignment or Project	[Insert Project Name]
2.1.b	Duration (From – To)	[Insert Duration]
2.1.c	Location	[Insert Location]
2.1.d	Client Name	[Insert Client Name]
2.1.e	Scope of Work	[Provide a brief description of the project's scope]
2.1.f	Role	[Insert Role]
2.1.g	Activities Performed	[List key activities and responsibilities in the project]
2.2	Project 2	
2.2.a	Name of Assignment or Project	[Insert Project Name]
2.2.b	Duration (From – To)	[Insert Duration]
2.2.c	Location	[Insert Location]
2.2.d	Client Name	[Insert Client Name]
2.2.e	Scope of Work	[Provide a brief description of the project's scope]
2.2.f	Role	[Insert Role]
2.2.g	Activities Performed	[List key activities and responsibilities in the project]
	<i>(Add more projects as needed)</i>	
3	Experience in Proposed Tools, Technology, Solution, Methodology, Nature of Work	
3.1	Tools and Technology	[List tools and technologies you have experience with]
3.2	Solutions Implemented	[Describe solutions you have worked on, focusing on relevance to the proposed role]

3.3	Methodologies Used	[Mention any specific methodologies or frameworks you are proficient in]
3.4	Nature of Work	[Detail the type of work performed, such as design, implementation, testing, etc.]

Name & Signature of authorized signatory Seal of Company

Punjab & Sind Bank

Annexure-XVII

To whomsoever it may concern

Please fill details for each project:

Particulars Details	Details
Client Information	
Client Name	
Client address	
Name of the contact person and designation	
Phone number of the contact person	
e-mail address of the contact person	
Project Details	
Name of the Project	
Project Relevant Scope	
Project Technology Stack	
Use cases relevant to Punjab & Sind Bank CTS requirements in brief	
Project duration (phase wise details, if any)	
Start Date	
End Date	
Current Status Completion Certificate from client (preferable), in case of project completed (Go Live)	
Whether AMC of the project's ownership is also with same SI	
Project hosted on	
Size of Project	
Value of Work Order (In Lakhs) (only single workorder)	
Location(s) where the project implemented	
No of Users	
Any other information	

Name & Signature of authorized signatory
Seal of Company

Annexure XVIII

Hardware/Database Sizing)

(Bidder has to furnish the sizing details of proposed Hardware / Database components deliverable to bank)

Table I – Hardware/System Software/Database Sizing

The Bidder must specify complete details of Hardware and other systems required for successful implementation of the offered Solution, in the following format.

S. No.	Module/ Item	Module Description	Requirement	Quantity
1	Hardware – to be placed on Bank’s environment. (Processor core and speed, RAM, HDD, vGPU and vRAM etc.)			
2	Operating System (Windows Server 2019 or higher / Red Hat Linux 8 or higher on Bank’s on- premises cloud infrastructure)			
3	Database (Mention version, License quantity required, OEM Name, Enterprise Support package details, etc.)			

Please mention type and number of processors, memory, bus speed, hard disk & Operating System number of users, license type, Storage requirement and version etc.

Note:

1. Bank will provide cumulative infra for entire tenure of contract of 5 years for UAT, DC & DR in Bank’s on-premises private cloud.
2. If the proposed CTS solution utilizes GPU-accelerated compute, the Bidder must explicitly define the vGPU and vRAM profiles required per VM. Any infrastructure provided by the Bank will be strictly limited to the sizing mentioned in the Bidder’s technical bid. Any infra requirements beyond those mentioned in above table must be procured by the bidder at own cost & to be placed in Bank’s on-premise private cloud at DC & DR location without any additional cost to Bank.
3. Bank will provide Oracle 19c or higher version of database free of cost, if bidder want to use any other database than bidder has to procure the database with enterprise support on own cost & deploy in training, UAT, DC & DR setup. License of the database should be in Bank’s name.

Table II - Software / Tools License details

Sr. No.	Name of Software	Purpose	License Type (Perpetual/Subscription)
1			
2			
3			

Please mention type and number of processors, memory, bus speed, hard disk & Operating System number of users, license type, Storage requirement and version etc. Note:

1. The resource including CPU utilization of any server/ appliance should not go beyond 70%. If the same crosses the threshold of 70%, five times in a day or 10 times in a week, bidder should fine tune the application to ensure the utilization within the aforesaid threshold without any additional cost to the bank.
2. OS/Database Licenses is also required for UAT and Development environment with minimum resources.
3. Apart from hardware, OS and Oracle database, it will be the responsibility of bidder to provide all the required license software (including third party, if any) on Bank's private cloud for implementing CTS solution. All software used for the solution should be licensed and legally obtained in the name of the Bank. Bidder needs to submit the proof for the same.

Bidder must provide the deployment architecture along with infrastructure required to host the software / solution

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) Compliance to Pre-Qualification Criteria declaration as per **Annexure-IV** with documentary proof in support of the Pre-Qualification Criteria.
- 7) Acceptance/ Compliance Certificate as per **Annexure-V**.
- 8) Manufacturer's Authorization form as per **Annexure-VI**.
- 9) Non-Disclosure Agreement as per **Annexure-VII**.
- 10) Escalation Matrix as per **Annexure-VIII**.
- 11) Masked bill of Material as per **Annexure-IX**.
- 12) Litigation Certificate as per **Annexure-X**.
- 13) Certificate of non-blacklisting as per **Annexure-XI**.
- 14) Compliance with Technical Specifications as per **Annexure-XII**.
- 15) Certificate of Local content as per **ANNEXURE – XIII**.
- 16) Experience certificate ANNEXURE – XIV.

- 17) Signed Pre-Contract Integrity Pact as per **Appendix-F** in non-judicial Stamp paper.
(Hard copy to be submitted to Bank).
- 18) Checklist as per Appendix-G.
- 19) Solution Document & detailed specifications as per the RFP.
- 20) Compliance with technical specifications.
- 21) Software Bill of Material (SBOM) and Cryptography Bill of Material (CBOM)
- 22) Detailed BoQ with specifications of hardware, licenses and software etc.
- 23) Masked Bill of Material
- 24) Indicative Required Solution Features as per Appendix k
- 25) **Resume Format** as per Annexure XVI
- 26) Details for each project as Annexure XVII

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-IX**.
2. Compliance statement as per **Appendix-G**.

Punjab & Sind Bank

Appendix-C
Pre-Bid Query Format

(Bidders should submit the queries in excel format only)

Ref: RFP No. _____ dated _____.

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

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 IT Department,

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 RFP for Selection of

Vendor for Implementation and maintenance of CTS Continuous Clearing Solution

for 5 years. An irrevocable Financial Bank Guarantee (issued by a nationalized

/scheduled commercial Bank) against Earnest Money Deposit amounting to

Rs.....) 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 _____ 2025 at _____

Name of signatory

Bank Common Seal

Designation

Appendix-E

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 IT Department, 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 IT Department 2nd 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 athas awarded the Contract valued Rs.....and appointed.....as Vendor(s) / Service Provider For Selection of Vendor for Implementation and maintenance of CTS Continuous Clearing Solution 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 underhaving 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 ofof 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 ofof 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 thehas 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 12 months 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 theand 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 fromor 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 againsthereby 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 againstfrom 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
Bank**

Vendor(s)'s

Punjab & Sind Bank

Appendix-F

(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. Debal Kumar Gayen and 2. Pramod Kumar Garg 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 cartelisation 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)

(For & On behalf of Bidder /

Contractor)

(Office Seal)

(Office

Seal)

Place -----

Date -----

Witness 1:

(Name & Address)

Witness 2:

(Name & Address)

Punjab & Sind Bank

Appendix-G

Checklist			
Sl. No.	Particulars	Submitted (Yes/No)	Page No
1	Proof of RFP Cost	NA	NA
2	Certificate of Incorporation, PAN, GST Registration certificate		
3	Proof of EMD		
4	Power of Attorney		
5	Copy of Board Resolution		
6	Audited Balance Sheets & Profit & Loss Statements, CA certificate for turnover & Networth		
7	Annexure-I.		
8	Annexure-II.		
9	Annexure-III (if eligible).		
10	Annexure-IV with documentary proof in support of the Pre-Qualification Criteria.		
11	Annexure-V.		
12	Annexure-VI		
13	Annexure-VII.		
14	Annexure-VIII.		
15	Annexure-IX.		
16	Annexure-X.		
17	Annexure-XI (Undertaking for non-blacklisting)		
18	Annexure-XII (Technical Compliance Sheet)		
19	Software Bill of Material (SBOM) and Cryptography Bill of Material (CBOM)		
20	Bank Guarantee Format for Earnest Money Deposit as per Appendix-D		

21	Signed Pre-Contract Integrity Pact as per Appendix-F on non-judicial Stamp paper.		
22	Appendix-G (Checklist)		
23	Appendix-H (Undertaking of Authenticity)		
24	Appendix-I (Client References)		
26	Masked Bill of Material		
27	Detailed BoQ with specifications		
28	Signed Copy of RFP		
29	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

Appendix-H

Undertaking of Authenticity

To:

(Name and address of Procuring Office)

Sub: Undertaking of Authenticity for supplied Product(s)

Ref: PSB/HOIT/RFP/GEM ___/2026-27 dated 08.05.2026

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

(Signature)

(Name)

(In the capacity of)

Duly authorised to sign Bid for and on behalf of

Punjab & Sind Bank

Appendix-I

Format for Submission of Client References

To whosoever it may concern

Particulars	Details
Client Information	
Client Name	
Client address	
Name of the contact person and designation	
Phone number of the contact person	
E-mail address of the contact person	
Project Details	
Name of the Project	
Start Date	
End Date	
Current Status (In Progress / Completed)	
Size of Project	
Value of Work Order (In Lakh) (only single work order)	

Name & Signature of authorised signatory

-

Seal of Company

*****End of document*****