Request for Proposal for -Upgradation and support of existing EIRMS Application (SAS platform) and Implementation of IFRS including ECL (Ind AS 109), Funds Transfer Pricing & Operational resilience (including Third Party risk Management) on SAS platform and requisite hardware.

Tender No: PSB/HO RMD/RFP/01/2025-26 dated 07/08/2025

PUNJAB & SIND BANK
(A Govt. of India Undertaking)
Risk Management Department
https://punjabandsindbank.co.in
Corporate Office: Second Floor, NBCC Complex,
Block – III, East Kidwai Nagar, New Delhi-110023
Head Office: Bank House,
21, Rajendra Place, New Delhi- 110008

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INTRODUCTION

Punjab & Sind Bank, a body corporate constituted under the Banking Companies (Acquisition and Transfer of Undertakings) Act, 1980 one of the leading nationalized Banks of the country, has a national presence through a widespread network of 1564 branches, 25 Zonal Offices, 58 Departments in Head Office, 3 Regional Clearing Centres, 1 Training Centre and 12 Currency Chests all networked under Centralized Banking Solution. It also has a network of more than 1045 ATMs spread across the country including onsite and offsite ATMs. With more than 117 years of customer services, the Bank has a large satisfied clientele throughout the country. For enhancing customer convenience levels and overall inter-branch efficiency, Bank has been a frontrunner in implementing various IT enabled products.

This RFP should not be considered as a statement of intent for procurement unless a Purchase Order or Letter of Intent is issued by the Bank, as an end result of this RFP process.

This Request for Proposal ("RFP") document has been prepared solely to enable Punjab & Sind Bank ("Bank") for the selection of vendor through tender for Supply, Implementation, Integration, Maintenance and Management of **Upgradation and support of existing EIRMS Application (SAS platform) and Implementation of IFRS including ECL (Ind AS 109), Funds Transfer Pricing & Operational resilience (including Third Party risk Management) on SAS platform and requisite hardware.**

The Bank is using the financial software Finacle 10 for carrying out the Banking operations. The Bank's Data Centre (DC) is located in Vashi Mumbai and Disaster Recovery Centre at Greater Noida and both are managed by Bank's System Integrator M/s Wipro. The DC is connected to the branches, Zonal Office and Head Office through Bank-wide Wide Area Network.

DISCLAIMER

The information contained in this Request For Proposal ("RFP") document or information provided subsequently to bidders or applicants whether verbally or in documentary form by or on behalf of Punjab & Sind 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 RFP document is not an agreement and is not an offer or invitation by Punjab & Sind Bank to any parties other than the applicants who are qualified to submit the bids (hereinafter individually and collectively referred to as "Bidder" or "Bidders" respectively). The purpose of this RFP is to provide the Bidders with information to assist the formulation of their bids. This RFP does not claim to contain all the information each Bidder requires. Each Bidder may conduct its own independent investigations and analysis and is free to check the accuracy, reliability and completeness of the information in this RFP. Punjab & Sind Bank makes no representation or warranty and shall incur no liability under any law, statute, rules or regulations as to the accuracy, reliability or completeness of this RFP. The information contained in the RFP document is selective and is subject to updating, expansion, revision and amendment. It does not purport to contain all the information that a Bidder requires. Punjab & Sind Bank does not undertake to provide any Bidder with access to any additional information or to update the information in the RFP document or to correct any inaccuracies therein, which may become apparent.

Punjab & Sind Bank reserves the right of discretion to change, modify, add to or alter any or all of the provisions of this RFP and/or the bidding process, without assigning any reasons whatsoever. Such change will be published on the Bank's Website (https://punjabandsindbank.co.in/) and it will become part and parcel of this RFP. Punjab & Sind Bank in its absolute discretion, but without being under any obligation to do so, update, amend or supplement the information in this RFP. Punjab & Sind Bank reserves the right to reject any or all the request of 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 parties.

KEY INFORMATION

Particulars	Details
Tender Number	**PSB/HO RMD/RFP/01/2025-26**
Tender Title	Request for Proposal for Selection of Vendor for - **Upgradation and support of existing EIRMS Application (SAS platform) and Implementation of IFRS including ECL (Ind AS 109), Funds Transfer Pricing & Operational resilience (including Third Party risk Management) on SAS Platform and requisite hardware**
Participation Fee (Non-Refundable)	Rs. 10,000 + 18% GST in the form of "Demand Draft" in favor of Punjab & Sind Bank, payable at New Delhi (Non-refundable)
Bid Security (EMD)	Rs.90,00,000 (INR Ninety Lakh Only) in the form of Bank Guarantee or online mode to account mentioned in RFP
Bid Validity	180 Days (From the date of submission of Bids.)
Performance Bank Guarantee	3% of Bid Value valid for 66 months i.e. (60+6) months.
Date of Publishing the tender on GeM, PPP & Bank's Website	07/08/2025
Last Date for submission of Pre-Bid Query	16/08/2025 up to 03:00 p.m. (The queries should be mailed on email id – anil.rawat@psb.co.in, tarun.narang@psb.co.in)
Date and Time for Pre-Bid Meeting (Virtual Meeting)	25/08/2025 at 03:30 p.m.
Last Date and time for submission of Bids	04/09/2025 at 03:00 p.m.
Place of submission of physical bids	Punjab & Sind Bank Risk Management Department **Corporate Office:** Second Floor, NBCC Complex, Block – III, East Kidwai Nagar, New Delhi-110023
Date and Time of Opening of Technical Bids	04/09/2025 at 03:30 p.m.
Date and Time of Commercial Bids Opening	**To be notified later to the qualified bidders through E-mail only.**
Contact Person for any clarifications / Submission of Bids	AGM (HO RMD) / SRM (HO RMD)
Contact Number	Anil Rawat (AGM-HO RMD) – 9873753994 Tarun Narang (SRM-HO RMD) – 9896801004

1. If any of the dates given above happens to be Holiday in Delhi, the related activity shall be undertaken on the next working day at the same time.

2. All Claims made by the Bidder will have to be backed by documentary evidence.
3. Bidders should submit bids well before time rather than waiting for the last moment to avoid any technical glitches or networking issues etc. at their end.
4. Bidders are requested to use a reliable internet connection (data cable / broadband) to safeguard themselves. The bank is not responsible for telephone line glitch, internet response issues, hardware hangs etc. at bidder's end.
5. No Claim of any bidder shall be entertained, whatsoever for delayed submission of their bid at any stage because of any reason. Therefore, bidders are advised to submit their bids well before the scheduled time.
6. In case of any contradiction in eligibility criteria, business rules, terms & conditions or any information published over GeM portal, the RFP and its consecutive corrigendum/addendum document will prevail.

Information for Online Participating:

This Tender will follow e-Tendering process which will be conducted by Bank's authorized e-Tendering Service Provider M/s C1 India Pvt. Ltd. through website: https://psb.eproc.in

Following activities will be conducted online through the above website:
1. Purchase of RFP document including all Annexures.
2. Addendums to the RFP.
3. Submission of Technical Bid & Commercial Bid by the Bidder.
4. Opening of Technical Bid & Commercial Bid by the Bank.
5. Announcement of results and other information, if any.

Instructions:
1. Bidders who wish to participate will have to register with the website (https://psb.eproc.in). Bidders will be required to create login id & password on their own in registration process.
2. Bidder who wish to participate in this tender need to procure Class-III Digital Signature Certificate (With Both DSC Components, i.e. Signing & Encryption) from any of the licensed Certifying Agency. Bidders can view the list of licensed CAs from www.cca.gov.in.
3. In case of any clarification/ queries regarding online registration/ participation, Bidders may reach out to:
Email: psbsupport@c1india.com
Ph: 0124-4302033/36/37.

*In compliance to GFR Rules - All MSEs(Micro & Small Enterprises) having registration as per provisions of the Public Procurement Policy for Micro and Small Enterprises i.e. District Industries Centre (DIC) or Khadi and Village Industries Commission (KVIC) or Khadi and Industries Board (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 Startups (recognized by DIPP) are exempted from submission of Participation Fee and EMD only. Relevant Certificates should be submitted by the bidder in this regard to avail exemption.

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.

CHAPTER 1 – INSTRUCTIONS TO BIDDERS

1.1 Minimum eligibility Criteria for Bidders

Bidders are required to provide factually correct responses to this RFP. Adequate justification and documents for the response (including the technical and other requirements) should be provided as part of the response. In case the Bank finds any response to be inadequate, the Bank has the right to ask for additional explanation/ justification/ documentations. In the event of any discrepancy in the response submitted by the bidder, the Bank reserves the right to disqualify and/or blacklist the bidders.

The Bank reserves the right to verify and evaluate the claims made by the Bidders independently. Any deliberate misrepresentation will entail rejection of the bid.

Bidder must be OEM or OEM authorized dealer. Bidders other than OEM must provide the certificate of authorisation from OEM. The Minimum Eligibility Criteria (EC) for the Bidder (the "bidder" or "vendor") are as under:-

Sr. No.	Eligibility Clauses	Minimum Documents Required (The Bank can ask for additional documents to its satisfaction for the eligibility clauses mentioned below.)
EC-1	The bidder should be registered as a company in India as per Company Act 1956 & 2013 operating since last 5 years as on the date of RFP.	Copy of the certificate of incorporation issued by The Registrar of Companies.
EC-2	The Bidder should have a minimum average turnover of Rs. 75 Crores in last three financial years (i.e. 2022-23, 2023-24 and 2024-25) and they should be net-worth positive till date in all three financial years.	Audited Financial Statements (and Annual Reports, if applicable) for the last three financial years, viz. 2022-23, 2023-24 and 2024-25) are to be furnished. CA certificate with regard to turnover is required to be submitted by the bidder. If audited financial statement of FY 2024-25 cannot be furnished, the CA certified provisional certificate for the same is to be provided.
EC-3	Bidder can submit only one bid. Multiple bids from the same bidder will get disqualified.	Undertaking from Bidder is required.
EC-4	The Bidder's Technical Support Centre should be located at Delhi/ NCR. In case bidder is not having support	Details of Technical Support Centres to be provided. In case bidder is not having Technical Support centres at Delhi/ NCR,

	centre at Delhi/ NCR, bidder should give undertaking to open the Technical support centre in Delhi/ NCR within 1 month from award of tender.	then an undertaking is to be provided by the bidder.
EC-5	The Bidder should not be banned/blacklisted/ debarred by any Bank/ PSU/ GOI Department/ Indian Financial Institutions as on date of submission of bid.	An undertaking letter to be enclosed by the Bidder clearly stating that they are not banned/blacklisted/ debarred by any Bank, PSU/GOI Departments/ Indian Financial Institutions as on date of submission of bid.
EC-6	The Bidder (including OEM and OSD/OSO, if any) should either be Class-I or Class-II local supplier as defined in Public Procurement (Preference to Make in India) Revised Order (English) dated 16/09/2020.	Certificate by CA/statutory auditor/cost auditor of the company to be submitted as per Annexure: XXI

Photocopies of relevant documents / certificates, and undertaking duly stamped and signed must be submitted as proof in support of the claims made. The Bank reserves the right to verify/ evaluate the claims made by the Bidder independently. The decision of the Bank in this regard shall be final, conclusive and binding upon the Bidder.

1.2 Language of the Bid contract

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 No commitment to accept lowest or any bid

The Bank shall be under no obligation to accept the lowest or any other offer received in response to this tender notice and shall be entitled to reject any or all offers including those received late or incomplete. Bank will be under no obligation to have discussions with any bidder, and/or entertain any representation.

1.4 Right to Accept Any Bid and To Reject Any or All Bids

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.

Bidder can submit only one bid. Multiple bids from the same bidder will get disqualified.

1.5 Correction of Errors

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

- Where there is a discrepancy between the amounts in figures and in words, the amount in words shall prevail.
- Where there is a discrepancy between the unit rate and the line-item total resulting from multiplying the unit rate by the quantity, the unit rate will govern unless, in the opinion of Bank, there is an obvious error such as a misplacement of a decimal point, in which case the line-item total will prevail.

- Where there is a discrepancy between the amount mentioned in the bid and the line item total present in the schedule of prices, the amount obtained on totalling the line items in the Bill of Materials will prevail The amount stated in the correction form, adjusted in accordance with the above procedure, shall be considered as binding, unless it causes the overall price to rise, in which case the bid price shall prevail.

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.

1.6 Bid Validity Period

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

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

1.7 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 (through online mode only) on the date and time as indicated in the RFP in Key-Information.

1. A pre-bid meeting of the intending bidders will be held on the date & time and at the venue specified in the RFP document to clarify any point/doubt raised by them in respect of this tender. No separate communication will be sent for this meeting.

2. If the meeting date is declared as a holiday under NI Act by the Government subsequent to issuance of RFP, the next working day will be deemed to be the pre-bid meeting day. Authorized representatives of interested bidders shall be present during the scheduled time. In this connection, Bank will allow maximum of Two (2) representatives from each bidder to participate in the pre-bid meeting.

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

4. Bank will have liberty to invite its technical consultant or any outside agency, wherever necessary, to be present in the pre-bid meeting to reply to the technical queries of the bidders in the meeting.

5. The Bank will consolidate all the queries and any further queries during the pre-bid meeting and the replies for the queries shall be made available in the Bank's website and GeM portal. No individual correspondence shall be made. 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.

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

For any clarification with respect to this RFP, the bidder may send an email to anil.rawat@psb.co.in and tarun.narang@psb.co.in by last date of submission of queries as defined in Key-Information in this document. The format to be used for seeking clarification is mentioned in Pre-bid Query Format (Annexure-VIII, in Excel file only). 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.

1.8 Signing of contract

The successful bidder shall be required to enter into a contract with Bank, within thirty (30) days of the award of the work or within such extended period, as may be specified by Bank. This contract shall be based on this RFP document (read with addendums/ Corrigendum/ Clarifications), LOI, Purchase order and such other terms and conditions necessary for the due performance of the work, as envisaged herein and in accordance with the bid. However, the terms and conditions of purchase order and RFP shall constitute a binding contract till such a contract is executed.

1.9 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.

1.10 Bid Security - Earnest Money Deposit (EMD)

Non-submission of Earnest Money Deposit as mentioned in Key-Information will lead to outright rejection of the Offer. The EMD is to be submitted in the shape of Financial Bank Guarantee from any scheduled commercial Bank valid for minimum 225 Days from the date of Bid Submission Date.

EMD of unsuccessful Bidders will be returned to them on completion of the tender process. The EMD of successful Bidder will be returned within 30 days on submission of Performance Bank Guarantee.

The Earnest Money Deposit may be forfeited under the following circumstances:

a. If the Bidder withdraws its bid during the period of bid validity.
b. If the Bidder makes any statement or encloses any form which turns out to be false, incorrect and/or misleading at any time prior to signing of contract and/or conceals or suppresses material information; and / or
c. In case of the successful Bidder, if the Bidder fails:

- To honour submitted bid
- To sign the contract in the form and manner to the satisfaction of the Bank.
- To furnish performance Bank Guarantee in the form and manner to the satisfaction of the Bank.

The bidder shall furnish Non interest earning Earnest Money Deposit (EMD) amount of Rs. 90,00,000/- (Rupees Ninety Lakhs only) in the form of Bank Guarantee and the same will be valid for the minimum period of 6 months from the last date for submission of offer with additional claim period of 45 days. 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 **Annexure IV**.

The Bank Guarantee issued by the issuing Bank on behalf of Bidder in favour of Bank shall be in paper form as well as issued under the "Structured Financial Messaging System" (SFMS). Any bank guarantee submitted in physical mode, including EMD/bid guarantee which cannot be verifiable through SFMS will be rejected summarily. The bank details for SFMS confirmation are as below.

OR

The bidder also has the option to deposit the Earnest Money Deposit (EMD) through online mode to below mentioned account for this RFP:

Account Name: Punjab & Sind Bank
Account No. : 06065039026001 (14 digits)
IFSC Code: PSIB0020606
Bank & Branch: Punjab & Sind Bank, Bank House, 21- Rajendra Place, New Delhi -110008

Bidders are requested to clearly mention the Name of the Firm with RFP No. in the Narration field. Bid submitted without EMD will be rejected.

1.11 Formation of Technical Bid

The Technical bid must be made in an organized and structured manner. The Technical Bid shall contain the following documents and should be properly sealed and marked as "Bid for EIRMS Phase-

2 (Upgradation of Existing Application and implementation of IFRS, FTP and TPRM)", Tender Reference Number, Bidder's name and Address as per **ANNEXURE XIII of this RFP**.

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

1.12 Evaluation Process of the Bids

The Evaluation will be a two-stage process:

1. **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 XVIII

2. **Commercial Bid**: Furnishing all relevant information as required as per Bill of Material as per Annexure- XI.

The evaluation by the Bank will be undertaken by a committee of internal team which would have Bank officials.

1.13 Technical & Commercial Evaluation:

The Technical & Commercial bidding will be carried out through Online over GEM portal.

- The Indicative commercial bids of only the technically qualified bidders will be opened.
- In the Indicative commercial bids (In **Annexure - XI**). Prices shall be expressed in Indian Rupees only. The bidder must quote prices exclusive of all applicable taxes / GST and duties.
- The cost will not depend on any variation in dollar exchange rate/change in tax structure.
- The bidder must quote the best competitive price in the indicative commercial bid.

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

The Bank reserves the right of selection of vendor by rates quoted by the bidders (who are found eligible after evaluation of Technical Bids).

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 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 its right to accept such arrangement or reject the proposal outright. Proof of such contracts should be submitted to the Bank.

Price Variation Factor:
"If a bidder quoting higher prices, higher by more than 40% as compared to the average indicative quoted prices (of all technically qualified bidders) for all items in aggregate (TCO), the same bidder shall not be called for reverse auction process".

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:

- reject / cancel the bid/proposal after giving 7 days' notice to the such bidder/s; and /or
- forfeit the bid security and/or invoke Bank Guarantee; and /or
- 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
- debar such bidder/s from future RFP processes/contracts for the period as deemed fit by the Bank; and/or circulate the list of such entities to member organization/s for circulation among members and/ or
- 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.

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

Address for Submission of Bid

Offers should be addressed to the following office at the address given below:

Assistant General Manager

Punjab & Sind Bank
Risk Management Department (HO RMD)
Corporate Office: Second Floor, NBCC Complex,
Block – III, East Kidwai Nagar,
New Delhi-110023

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

Bank reserves 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.

- No bidder 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 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 bidders' 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).

1.15 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.

Purchase Preference:

Purchase Preference to Micro and Small Enterprises (MSEs), Start-ups and Purchase Preference linked with Local Content (PP-LC) shall be applicable subject to full compliance of other terms and conditions of the RFP and Contract. Following are the conditions applicable as per the Government of India Guidelines on Purchase Preference.
Micro & Small Enterprises [MSEs]: Procurement through MSEs (Micro & Small Enterprises) will be done as per the Policy guidelines issued by the Ministry of Micro, Small & Medium Enterprises

vide Gazette notification no. D.L. - 33004/99 dated 23.03.2012 and as amended from time to time. Following are the conditions applicable as per the Government of India Guidelines:

MSEs should provide proof of their being registered as MSE for the item under RFP along with their offer, with any agency mentioned in the Notification, including:

1. District Industries Centres or
2. Khadi Village Industries Commission or
3. Khadi & Village Industries Board or
4. Coir Board or National Small Industries Corporation or
5. Directorate of Handicrafts & Handloom or
6. Any other body specified by the Ministry of Micro, Small & Medium Enterprises.
7. Udyam Registration Certificate

MSEs are exempted from paying EMD, subject to furnishing of valid certificate for claiming Exemption. Bidder has to submit as self-declaration accepting that if they are awarded the contract and they fail to sign the contract, or to submit a performance security before the deadline defined in the RFP, they will be suspended for the period of three years from being eligible to submit Bids for contracts with Punjab & Sind Bank.

The aforesaid Policy is meant for procurement of only goods produced and Services rendered by MSEs and not for any trading activities by them. An MSE unit will not get any Purchase Preference over any other MSE Unit.

MSEs shall have to first fulfil the basic required qualification under eligibility criteria specified In the RFP to become qualifying Bidders and only then shall be able to avail benefits under the above Policy. Kindly note that no relaxation in any of the eligibility criteria will be provided to MSE bidders

The details are available on web site dcmsme.gov.in. Interested bidders are requested to go through the same for details.

Start-up:
- Applicable for Indian Bidders only as defined in gazette notification no. D.L-33004/99 dated 11.04.2018 of Ministry of Commerce and Industry and as amended from time to time.
- As mentioned in Section-II of O.M. No.F.20/2/2014-PPD(Pt.) dated 20.09.2016 of Procurement Policy Division, Department of Expenditure, Ministry of Finance on Prior turnover and prior experience, relaxations may be applicable for all Start-ups [whether Micro & Small Enterprises (MSEs) or otherwise] subject to meeting of the quality and technical specifications specified in RFP document.

- Further, the Start-ups are also exempted from submission of EMDs.

- For availing the relaxations, bidder is required to submit requisite certificate towards Start-up enterprise registration issued by Department of Industrial Policy and Promotion, Ministry of Commerce and the certificate should be certified by the Chartered Accountant (not being an employee or a Director or not having any interest in the bidder's company/firm) and notary public with legible stamp.

- Bidder has to submit as self-declaration accepting that if they are awarded the contract and they fail to sign the contract, or to submit a performance security before the deadline defined in the

RFP, they will be suspended for the period of three years from being eligible to submit Bids for contracts with Punjab & Sind Bank.

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

- "Local content" means the amount of value added in India which shall, unless otherwise prescribed by the Nodal Ministry, be the total value of the item procured (excluding net domestic indirect taxes) minus the value of imported content in the item (including all customs duties) as a proportion of the total value, in percent.
- "Class-I Local Supplier" means a supplier or service provider whose goods, services or works offered for procurement meets the minimum local content as prescribed for Class-I local supplier under this order.
- "Class –II Local Supplier means a supplier or service provider, whose goods, services or works offered for procurement, meets the minimum local content as prescribed for 'Class – II Local supplier' but less than that prescribed for 'Class –I Local supplier' under this order.
- 'Non-Local Supplier' means a supplier or service provider, whose goods, services or works offered for procurement has local content less than that prescribed for 'Class-II Local Supplier' under this order.
- The 'local content' requirement to categorize a supplier as 'Class I Local Supplier' is minimum 50%. For 'Class-II Local supplier' the 'local content' requirement is minimum 20%. The margin of Purchase preference shall be 20%.
- Purchase preference for local supplier, self-certification, compliance, monitoring and other terms & conditions shall be as per the aforesaid Guidelines/Notifications. The Guidelines may be treated as an integral part of the RFP documents.
- In cases of procurement for a value in excess of Rs.10 Crores, the 'Class-I Local supplier'/'Class –II local supplier' shall be required to provide a certificate from the statutory auditor or cost auditor of the company (in case of companies) or from a practicing cost account or practicing chartered accountant (in respect of suppliers other than companies) giving the percentage of local content.
- False declarations will be in breach of the Code of Integrity under Rule 175(1)(i)(h) of the General Financial Rules issued by the Ministry of Finance for which a bidder or its successors can be debarred for up to two years as per Rule 151 (iii) of the General Financial Rules along with such other actions as may be permissible under law.
- All the relevant documents/information regarding claim for preferential treatment under this policy must be submitted along with offer by the tenderers. Post tender submission of these information/documents shall not be considered. Further firms seeking these considerations shall be completely responsible for the truthfulness and authenticity of their claim for these benefits.

Ministry of Electronics and Information Technology (MeitY):
- In furtherance of the Public Procurement (Preference to Make in India) Order 2017 notified vide reference cited above, Ministry of Electronics and Information Technology, Government of India has issued revised Public Procurement (Preference to Make in India) Order 2019 for cyber security products vide reference File No.1 (10)/2017-CLES dated 06/12/2019.

- The bidders complying with all the guidelines in this regard and providing supporting documents along with the bid can only participate in this bid.
- Punjab & Sind Bank shall also have the authority to audit as well as witness production processes to certify the achievement of the requisite local content and/or to obtain complete back up calculation.
- Following evaluation, a Contract/ Purchase Order may be awarded to the bidder whose bid meets the requirements of this RFP and provides the best value to the Bank commercial point of view.
- The Bank reserves the right to award the contract in whole or in part. The acceptance of the bid, subject to contract, will be communicated by way of placing a purchase order in writing at the address supplied by the bidder in the bid document. Any change of address of the bidder should therefore be notified promptly to the Assistant General Manager (IT) at the address given in this RFP. The terms and conditions of purchase order and RFP shall constitute a binding contract.

Amendment to RFP Contents

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

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

Disqualification

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

1.16 Preliminary Scrutiny

1. The Bank will examine the Bids to determine whether they are complete, required formats have been furnished, the documents have been properly signed, and the Bids are generally in order.
2. The Bank may, at its discretion, waive any minor infirmity, non-conformity, or irregularity in a Bid, which does not constitute a material deviation.
3. The Bank will first examine whether the Bid and the Bidder is eligible in terms of Eligibility Criteria. The bids not meeting the Minimum Eligibility Criteria shall not be considered for further evaluation.
4. Prior to technical evaluation, the Bank will determine the responsiveness of each Bid to the Bidding Document. For purposes of these Clauses, a responsive Bid is one, which conforms to all the terms and conditions of the Bidding Document without material deviations. Deviations from, or objections or reservations to critical provisions, such as those concerning Bid Security, Applicable Law, Bank Guarantee, Eligibility Criteria, will be deemed to be a material deviation.
5. The Bank's determination of a Bid's responsiveness will be based on the contents of the Bid itself, without recourse to extrinsic evidence.
6. If a Bid is not responsive, it will be rejected by the Bank and may not subsequently be made responsive by the Bidder by correction of the non-conformity.

7. If any information / data / particulars are found to be incorrect, bank will have the right to disqualify the company, take appropriate action and invoke the performance bank guarantee/ EMD

A stage bid system is adopted for selection of the vendor:
      Stage 1 – Eligibility Bid evaluation
      Stage 2 - Evaluation methodology for eligible bidders
- Technical Bid Evaluation
- Commercial Bid Evaluation
- Weighted evaluation

During evaluation of the Tenders, the Bank, at its discretion, may ask the Vendor for clarification in respect of its tender. The request for clarification and the response shall be in writing, and no change in the substance of the tender shall be sought, offered, or permitted. The Bank reserves the right to accept or reject any tender in whole or in parts without assigning any reason thereof. The decision of the Bank shall be final and binding on all the vendors to this document and bank will not entertain any correspondence in this regard.

1.17 Power of Attorney or Resolution Copy

In case of company, Board Resolution in favour of authorized person and Power of Attorney in case the authorized person delegates authority to another person of the company to sign the Bid documents is to be submitted with bid documents.

1.18 Signing of Pre Contract Integrity Pact

The bidder should undertake for signing of the Integrity Pact as per the Performa (Annexure-XVII) provided by the bank to the bidder as per CVC guidelines.

The Integrity Pact envisages a panel of Independent External Monitors (IEMs) to review independently and objectively, whether and to what extent parties have complied with their obligation under the pact. The IEM has the right to access to all the project document. For implementation of Integrity Pact, Bank has appointed Independent External Monitor (hereinafter referred to as IEM) in respect of procurements as per directives received from the Central Vigilance Commission (CVC). Details of IEM are as under:

Name	Email	Mobile No
Sh. Debal Kumar Gayen	gayen.dk@gmail.com	9113484729
Sh. Pramod Kumar Garg	pkgarg.1957@gmail.com	9810778058

1.19 Soft copy of tender document

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

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

1.20 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 must have minimum 3 years of experience in similar banking projects and certifications such as PMP/PRINCE2 preferred.

1.21 Confidentiality of the Bid Document

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

CHAPTER 2 – TERMS AND CONDITIONS

2.1 Two Bid System

Bid Submission through GeM: The bid documents and commercial bid shall be submitted online on GeM portal as per this RFP document and as per the provisions and terms & conditions of GeM portal. Please make sure that all the documents are properly scanned and are legible to read. Bidder shall necessarily register on GeM portal for participating in the bid. Bidders will have to abide by terms and conditions of GeM portal for participating the bidding process.

Submission of Hard Copies of Bid: Bank Guarantee towards Earnest Money Deposit, integrity pact and all such Declarations/ Forms/ Formats/ Documents etc. asked in the RFP, which need to be submitted on Stamp Paper shall be submitted along with RFP Documents both Online (Scanned Copy) on GeM portal and Offline (Original) Document should be submitted on or before last date of bid submission.

Assistant General Manager
Punjab & Sind Bank
Risk Management Department (HO RMD)
Corporate Office: Second Floor, NBCC Complex,
Block – III, East Kidwai Nagar, New Delhi-110023

a) The TB should cover all items asked for in the Technical Requirements/ Specifications Annexure IX and should not contain any price information.

b) The CB should give all relevant price information and should not contradict the Technical Bid (TB) in any manner and should be submitted in the format given in "Annexure XI Commercial Bill of Material".

c) Opening of the CB will be subject to the Bidders getting short-listed on the basis of technical evaluation as per annexure XVIII. (The CB of bidders not short listed will not be opened.)

d) The TB will be opened in the presence of only one authorized representatives of the bidders on the date specified. The representative of the bidder shall produce an authorization letter from the bidder to represent them at the time of opening of TB. Irrespective of the presence of such representatives, the TB will still be opened at the scheduled time at the sole discretion of the Bank, in the presence of Bank's Tender Committee Members.

e) The original bids shall be typed or printed in a clear typeface and signed & stamped by authorized representatives of the Bidder. The Copies of bids if any submitted may be good quality photocopies of the original. An accompanying letter is required, signed by an authorized signatory of the Bidder, committing the bidder to the contents of the original response.

f) The CB should give prices /costs in INR (Indian Rupees) only and bids in currencies other than INR would be disqualified.

g) All costs should be for door delivery and should be exclusive of all taxes, duties, charges and levies of State or Central Governments, as applicable and subject to deduction of all statutory deductions applicable, if any. The benefits realized by Bidder due to lower rates of taxes, duties, charges and levies shall be passed on to Bank.

h) The Bidder has to submit masked Commercial Bid along with the technical bid document.

2.2 Pro-forma for Technical Details

The bank expect point to point reply (For Technical Requirements/ Specifications in Annexure IX) with clearly stating the response requested by the bank in the column provided and additional information in Remarks/ Explanation column. If any additional data sheets/ Reports/ Screen shots are to be attached label them as annexure and refer the number in the remark's column. Please note that product brochures/ webpage printouts covering broadly the technical requirements/ specifications are not acceptable & liable for rejection.

a) Point wise compliance of the terms and conditions enumerated in Tender Document. Any technical/ commercial deviation with the Tender Document should be clearly stated with the reasons thereof.

b) The detailed specifications, make and versions of various components (H/W, S/W, and Network) and tools proposed by the Bidder are to be provided.

c) The Bank reserves the right not to allow/ permit changes in the technical specifications and not to evaluate the offer in case of non-submission or partial submission of technical details.

d) The Bank may at their discretion waive any minor non-conformity or ask for clarifications in any offer and the same shall be binding on all bidders and the Bank reserve the right for such waivers or accepting such clarifications at a later date, before the date of opening of commercial bids.

e) If the Bank is not satisfied with the compliance to technical specifications in the bid and observes major deviations, the technical bids of such bidders will not be short-listed and the CB of such bidders will not be opened. No further discussions shall be entertained with such bidders in this regard/ matter.

f) The Bank reserves the right to reject this Tender Notice in part or full, or cancel the entire process at any stage without assigning any reason. The bank shall not be obliged to inform the affected bidder(s) of the grounds for the Bank's rejection.

g) The bank reserves the right to change or relax the eligibility criteria to ensure inclusivity and fair play.

h) The bank reserves the right to re-tender and the Bank shall not incur any liability to the affected bidder(s) on account of such rejection. The Bank shall not be obliged to inform the affected bidder(s) of the grounds for the

i) Bank's rejection. The bank reserves the right to modify any technical requirements specifications within the overall scope of the RFP before accepting the bids from the bidders and the same will be communicated with the bidder through an Addendum/ Corrigendum.

j) The Bank reserves the right to modify any technical requirements specifications within the overall scope of this Tender and the Bank reserves the right to obtain revised CB from the bidders with regard to changes in clauses/ terms & Conditions or if the Bank is not satisfied with the prices offered.

k) Notwithstanding anything contained herein above, in case of any dispute, claim and legal action arising out of this tender, the parties shall be subject to the jurisdiction of courts at New Delhi i.e. where Bank's Head Office is located.

2.3 Modification and withdrawal of offers

a) The bidder may modify or withdraw its offer after submission, provided that a written notice of the modification or withdrawal is received by the Bank prior to the closing date and time prescribed for submission of offers.
b) No offer can be modified or withdrawn by the bidder subsequent to the closing date and time for submission of the offers without the risk of the bid security being forfeited.

2.4 Erasure or Alterations

a) The offers should not contain hand written material, erasures, corrections or alterations. Technical details must be completely filled up. Correct technical information of the product being offered must be filled in.

b) Filling up of the forms using terms such as "OK", "complied", "noted", "as given in the brochure/manual", etc. are not acceptable and needs to be filled with as requested by the Bank and additional details in Remarks/Explanation columns. If supporting documents screens shots etc. are attached, these should be properly labelled and reference should be provided in the remarks/ explanation column.

c) The Bank may treat the offers as unacceptable if they do not adhere to these guidelines.

2.5 No Commitment to Accept Lowest or Any Tender

a) The bank shall be under no obligation to accept the lowest or any other offer received in respect of this tender and shall be entitled to reject any or all offers without assigning any reason whatsoever.

b) The bank reserves the right to 'call off'/ cancel the tender proceedings or cancel the Tender at any point of time.

2.6 Delivery Locations

a) The proposed solutions need to be delivered & installed at locations specified in the Scope of Work.

2.7 Bid Price & Bid Security

a) RFP document can be purchased against payment of Participation Fee (Non-Refundable), mentioned in the Key Information section of this RFP, in the form of a Demand Draft issued by a Scheduled Commercial Bank favouring Punjab & Sind Bank, payable at New Delhi.

b) Alternatively, the RFP document can be downloaded from the Bank's website www.punjabandsindbank.co.in However, bidder will have to submit the Demand Draft along with the TB in the sealed cover.

c) In the event of non-submission of Participation Fee towards the Tender Document the Technical Bid will not be considered and the bidder would in effect be disqualified.

d) Bidders are required to give a Bid Security (EMD) as mentioned in the Key Information section in the form of Bank Guarantee along with Technical Bid. Offers made without the Bid Security (EMD) will be rejected.

e) The Bid Security will be refunded to the unsuccessful bidders only after completion of the bid process. No interest will be payable on the Bid Security amount.
f) The Bid security amount will be forfeited if the selected bidder refuses to accept assignment or having accepted the assignment, fails to carry out his obligations mentioned therein.

2.8 Software drivers & manuals

a) All software and required drivers of the Solution/appliances/Servers are to be delivered along with the appliance/Server.

2.9 Transport and Insurance Costs

a) The commercial bid will be inclusive of transportation to locations specified in the Tender, insurance till installation, supervision of commissioning, and acceptance.

b) Any delay in installation of the hardware for whatsoever reason should not entail in expiry of insurance and the same should be continued to be extended up to the date of installation, commissioning, and acceptance of the Hardware by the bank.

2.10 Fixed Price

a) The rates quoted by the bidders in the CB are exclusive of taxes prevailing at the time of submission of bid. Bank will pay the taxes on actual on production of necessary documents by the bidder to the Bank.
b) The prices indicated in the CB should address all requirements in the technical bill of material. No other cost apart from that mentioned in the final commercial bill of material shall be considered.
c) Where there is a discrepancy between the amounts in figures and in words, the amount in words shall govern.
d) 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 the Bank, there is obviously a gross error such as a misplacement of a decimal point, in which case the line-item total will govern.
e) If any bidder fails to quote or kept 'blank' against any of the services or line item in the CB sought by the Bank, it will be presumed by the Bank, that the cost of such items is included in the overall cost and will not accept any plea or excuse from the bidders later. Such solution/ services have to be provided to the Bank without any extra cost along with all other solution/ services. However, for the purpose of evaluation the highest value quoted for such line item(s) by any of the bidders will be taken into consideration.
f) The Price offer shall be on a fixed price basis. The rate quoted by the Bidder should necessarily include the following:
- Cost of all the equipment, solution, service, software, licenses for complete EIRMS Phase-2 (Upgradation of Existing Application and implementation of IFRS, FTP and TPRM)
- Warranty for First Three (3) years & AMC for next two (2) years in the case of Hardware being supplied and Licensing cost of Procuring the software in the first year & Software Technical support along with product updates/ upgrades for the next four (4) years.
- Transportation, forwarding and freight charges to the site.

- Comprehensive Insurance to cover equipment during transit period and until installation, commissioning, and acceptance of equipment by the Bank.

g) Local entry taxes/ octroi, if any, will be paid by the Bank on production of relative payment receipts/ documents.

h) Terms of payment as indicated in the RFP will be final and binding on the Bidder and no interest will be payable by the Bank under any circumstances.

2.11 Performance Guarantee

a) The Bank will require the selected Bidder to provide a Performance Bank Guarantee, within 30 days from the date of signing of the contract, for a value equivalent to 3% of the total contract value with validity of 66 months (or extended period, if any), subject to extension in line with the execution of contract with the mutual consent of both parties. The selected Bidder shall be responsible for extending the validity date and claim period of the Performance Guarantee as and when it is due. In case the selected Bidder fails to submit performance guarantee within the time stipulated, The Bank, at its discretion, may cancel the order placed on the selected Bidder without giving any notice. 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.

b) Until the Performance Guarantee is provided, the validity of Bid Security shall continue.

2.12 Vicarious Liability

a) The bidder is responsible for managing the activities of its personnel or the personnel of its consortium partners and will be accountable for both.

b) The bidder shall be vicariously liable for any acts, deeds or things done by their employees, agents, contractors, subcontractors etc. which is outside the scope of power vested or instructions issued by the Bank.

c) Bidder shall be the principal employer of the employees, agents, contractors, subcontractors etc. engaged by BIDDER and shall be vicariously liable for all the acts, deeds or things, whether the same is within the scope of power or outside the scope of power, vested under the purchase contract to be issued for this tender.

d) No right of any employment shall accrue or arise, by virtue of engagement of employees, agents, contractors, subcontractors etc. by the BIDDER, for any assignment under the purchase contract to be issued for this tender.

e) All remuneration, claims, wages, dues etc. of such employees, agents, contractors, subcontractors etc. of BIDDER shall be paid by BIDDER alone and the Bank shall not have any direct or indirect liability or obligation, to pay any charges, claims or wages of any of BIDDER's employee, agents, contractors, and subcontractors.

f) The BIDDER agrees to hold the Bank, their successors, Assigns and Administrators fully indemnified and harmless against loss or liability, claims actions or proceedings, if any, that may arise from whatsoever nature caused to the Bank through the action of its employees, agents, contractors, subcontractors etc.

2.13 Delivery, Installation, Commissioning and Completeness

a) The Bidder shall be responsible for delivery, installation, integration, customization, commissioning, and completeness of the solutions as mentioned in the Scope of the RFP.
b) If the Bidder fails to deliver, install and/ or supervise commissioning the solutions within the stipulated timelines as defined in the section Project Timelines of this RFP, it shall be considered as a breach of contract. In such cases, Penalties shall be charged as per the terms of this RFP.
c) The project shall be considered as completed only after commissioning of the solutions in scope with full-fledged features mentioned in the Scope of Work/ Technical Requirements. The necessary customization, integration, policy/ rules development and configuration, report generation, for all solutions in scope have to be completed.
d) The project period will start from the date of signoff (the date on which the bidder completes entire installation/ configuration/ starting of services for all the items under the scope of work.)

2.14 Payment Terms

a) The bidders must accept the payment terms proposed by the Bank. The sealed commercial bid submitted by the bidder must be in conformity with the payment terms proposed by the Bank. Any deviation from the proposed payment terms would not be accepted. The Bank shall have the right to withhold any payment due to the selected bidder, in case of delays or defaults on the part of the selected bidder. Such withholding of payment shall not amount to a default on the part of the Bank.

b) The payment terms for the project are as follows:

[I] Upgradation of Existing Application and IFRS, FTP and TPRM Implementation Cost:

Activities and Deliverables	% of the Total pay-out for "IFRS, FTP and TPRM Implementation" from Final Commercial bill of material Table A (Note: " EIRMS Phase-2 (Upgradation of Existing Application and implementation of IFRS, FTP and TPRM)" cost total deliverables cost mentioned under includes Table-B of Commercial Bid.)
For EIRMS, ECL, FTP and TPRM system Implementation	
System Hardware Cost of EIRMS Phae-2 (Existing Application along with IFRS, FTP and TPRM).	40% of hardware cost will be paid on delivery of hardware at PSB premises within 10 weeks from the date of Purchase Order. 60% of hardware cost will be paid on installation of hardware within 8 weeks from the delivery of hardware.

License cost of EIRMS Phase-2 (Existing Application along with IFRS, FTP and TPRM)	**Licence Fee:**
	  i. 50% of license fee will be payable on delivery of license.
	  ii. Rest 50% of licence fee on installation of solution in UAT.

Upgradation and modernization of existing EIRMS solutions	**Upgradation & Modernization of existing Solution:** Existing system shall be upgraded to the latest version and shall be payable as under: Submission of Charter Document – 10.00% Installation Completion – 10.00% Design Document Sign off - 20.00% Release in UAT - 20.00% UAT Sign Off - 20.00% Production Sign Off - 20.00%
Implementation of applications ECL, FTP and TPRM	Submission of Charter Document – 10% Installation Completion under UAT– 10% Design Document Sign off - 15.00% Release in UAT - 15.00% UAT Sign Off - 20.00% Production Sign Off - 20.00% Closure of External Audit -10%
Consultation Cost for EIRMS Phase-2 (Existing Application along with IFRS, FTP and TPRM)	Existing Operation Risk Framework – 15% RCSA (Risk and Control Self-Assessment) – 5% Key Risk Indicators (KRIs) – 5% Incident Management – 5% Issues and Action Plans – 5% Third-Party Risk Management (TPRM) – 20% Business Continuity Planning (BCP) – 5% BCM Framework – 5% Funds Transfer Pricing (FTP) – 20% System Implementation Support – 15%

[II]   **Payment for Upgradation of existing EIRMS application, implementation of IFRS, FTP and TPRM -Maintenance Charges (ATS/ AMC),** i.e. Table-C of Commercial Bill of Materials: Yearly, after warranty period.

[III]   **Onsite Resource Cost**, i.e. Table-D of Commercial Bid Quarterly (at the end of quarter) from the date of sign-off of the project based on number of resources deployed.

The payments as per the Payment Schedule covered shall be paid by Punjab & Sind Bank, Risk Management Department, Second Floor, NBCC Complex, Block – III, East Kidwai Nagar, New Delhi-110023.

Invoices will get generated after signoff of each line item. Bank shall take 1 month to release payment on receipt of invoice.

2.15 Penalty

[a] DELIVERY OF ALL HARDWARE AND SOFTWARE COMPONENTS:
The final "Project Time Plan" must be submitted by the bidder within four weeks of issuing of purchase order or letter of intent by the bank. The complete solution (including hardware and software etc.) should be supplied within 15 Months from the date of purchase order.

Any delay in delivery of hardware / software component from the Project Time Plan will attract penalty of 0.25% of product cost {i.e. (Table-A) of Commercial Bid} per week (maximum of 10% of product cost) for late delivery. If the delay exceeds 3 months from the scheduled timeline then Bank reserves the right to cancel the order, blacklist the company and recover any payment made by invoking the PBG as penalty.

Besides downloadable form, the software should also be provided in Pen Drive/CD/DVD/Hard Disk. In case of delayed delivery or incomplete delivery, the date of receipt of the complete and final components as per the project time plan shall be treated as delivery date.

[b] IMPLEMENTATION SCHEDULE
Complete installation and configuration etc. of the hardware and solution in live environment (DC and DR) as per the RFP terms and successful integration (UAT and Sign-Off) of EIRMS Phase-2 with all the mandatory delivery channels/ products within 3 + 3 + 9 (3 months for Hardware Delivery + 3 months for Migration & Stabilization and + 9 months for implementation i.e. 15 months from the date of submission of "Project Time Plan" by the selected bidder. However, the final "Project Time Plan" must be submitted by the bidder within two weeks of issuing of purchase order or letter of intent by the bank.

User Acceptance Test: Installation, implementation, and integration of the Solution will also include User Acceptance Test of the offered solution by the Bank. The User Acceptance Test shall be carried out for the solution jointly by the representatives of the Bank and the Successful Bidder after the installation and integration is completed.

Penalty is also applicable in case of delay in implementation and migration of the existing solution. 0.25% of the "Integration Cost of EIRMS Phase-2" {i.e. Sr. No. [3] of Table-A of Commercial Bill} will be deducted as penalty per week for any delay from the schedule, with a maximum of up to 10% of TCO.

[c] FOR DELAY IN ATS / AMC
Resolution of the problem is expected within 24 hours of escalation by the Bank as per the support matrix provided by the Bidder. Delay in providing resolution will attract penalty at 0.5% of the yearly ATS/ AMC Cost, per week subject to a maximum of 10% of the ATS/ AMC for the year. The bank reserves the right to terminate the contract after giving 30 days' notice, in case the support is not in compliance with the terms of this RFP.

Note: Total cap for cumulative/overall penalty across all categories in the RFP will be restricted to 10% of TCO.

2.16 Recovery of Penalty

(i) **During AMC/ ATS Period:** Amount of penalty as per above clauses will be recovered/ adjusted while making payment for AMC/ ATS/ OTS as applicable.

(ii) **During Warranty Period:** Amount of penalty will be recovered from vendor, on demand by Bank. The vendor undertakes to pay the penalty amount as prescribed by the Bank. Bank also reserves the right to invoke the Bank Guarantee for recovering the penalty amount.

The bank reserves its right to cancel the whole/ or part of the order without assigning any reasons thereon and selected bidder will be paid for services rendered and product delivered upto the date of termination. In case of any dispute at any stage, the same shall be settled at a court of Law situated within the Union Territory of Delhi.

2.17 Upgrades and Updates

The bidder shall be required to provide all future updates and upgrades for the solution provided free of cost during warranty and AMC/ ATS period. If, however, the upgrades are not available then the support for the implemented solution should be available at any point of time. In case if effort for implementing upgrade / any specific changes related to banks in the system is on higher side, then cost for implementation, upgrade/change request will be discussed with bank mutually.

The vendor shall ensure that all implemented microservices are maintained regularly:
- Updates for security vulnerabilities
- Support for newer container orchestration versions
- Documentation of upgrade paths for microservices

2.18 Contract Cancellation

a) The Bank reserves the right to cancel the contract and invoke the Performance Bank Guarantee in the event of happening of one or more of the following Conditions solely attributable to the vendor:

   i. Failure of the successful bidder to accept the contract/ LOI and furnish the Performance Guarantee within 30 days of receipt of purchase contract.
   ii. Delay in delivery beyond the specified period.
   iii. Delay in completing installation, implementation, integration, and acceptance tests/ checks beyond the specified period.
   iv. Delay in project sign off beyond specified time.

b) In addition to the cancellation of purchase contract, the Bank reserves the right to appropriate the damages through encashment of Bid Security/ Performance Guarantee or security given by the Bidder.

2.19 Indemnity

a) Bidder should ensure that the hardware/Solution delivered to the Bank are licensed and legally obtained with the valid documentation made available to the Bank.

b) Bidder should ensure that the hardware delivered to the Bank including all components and attachments are brand new.

c) Bidder shall indemnify, protect and save the Bank against all claims, losses, costs, damages, expenses, action, suits and other proceedings, resulting from infringement of any patent, trademarks, copyrights etc or such other statutory infringements under the Copy Rights Act, 1957 or IT Act 2000 and its subsequent amendments in respect of all the hardware, software and network equipment or other systems supplied by them to the Banks from whatsoever source.

d) The Bidder shall, at their own cost and expenses, defend and indemnify the Bank against all third-party claims including those of the infringement of Intellectual Property Rights, including patent, trademark, copyright, trade secret or industrial design rights, arising from use of the Products or any part thereof in India.

e) The Bidder shall expeditiously meet any such claims and shall have full rights to defend itself there from. If the Bank is required to pay compensation to a third party resulting from such infringement, the Bidder shall be fully responsible therefore, including all expenses and court and legal fees.

f) The Bidder shall also be liable to indemnify the Bank, at its own cost and expenses, against all losses/damages, which the Bank may suffer on account of violation by the Bidder of any or all national/international trade laws, norms, standards, procedures etc.

g) The bidder shall always keep indemnified and hold the Bank harmless from and against any and all damages, losses, liabilities, claims, actions, costs and expenses (including attorneys' fees) relating to, resulting directly or indirectly from or in any way arising out of any claim, suit or proceeding brought against the Bank by a third party as a result of non-compliance with Laws in force default in obtaining consents, permissions, approvals, licenses, etc as may be necessary or required for this project or for the conduct of their own business under any applicable Law, Government Regulation/Guidelines.

h) In the event of third-party software products being incorporated in or forming part of the Solution, either as its main engine or under a run-time or other subsidiary license, the bidder(s) shall warrant that the software has been procured by the bidder(s) under valid licenses from the relevant intellectual property right owners of such software.

The bidder(s) further warrants that they possess a legal right to use the software under such licenses, in terms set out under any relevant license or sub-license agreement. The bidder(s) will indemnify the Bank for any and all costs that may arise out of the use of software, in which it is alleged that any rights of the owners of such software have been infringed.

2.20 Manufacturer's Authorization Form

a) The Bidder should furnish a letter from Original Equipment Manufacturer (OEM) authorizing the bidder to quote for OEM's Solutions in response to the RFP.

b) The said letter should also offer to extend the required warranty from the OEM in respect to the items stipulated in the tender for contract period. The Proforma of the letter is given in Annexure XIX and Annexure XX.

2.21 Publicity

a) Any publicity by the Bidder in which the name of the Bank is to be associated should not be carried out without the explicit written approval of the Bank.

b) In case the Bidder desires to show any of the services to their customers at Bank's sites, prior approval of the Bank will have to be obtained by them.

2.22 Confidentiality of Banks data

a) Bidder agrees that all information gathered during the course of RFP or contract from the Bank including oral enquiries, letters, documents, emails, presentations, interactions, technical documentation and other information are confidential information of the Bank. Unauthorized disclosure of any such confidential information will amount to breach of contractual terms and in such cases Bank may pre-maturely terminate the contract and initiate any legal action as deemed fit.

b) The Bidder will treat as confidential all data and information about the Bank obtained in the process of execution of their responsibilities, in strict confidence, and will not reveal such information to any other party without the written approval of the Bank.

c) 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 has also 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.

d) Moreover, Bidder has to submit Non- Disclosure Agreement along with technical bid as per the format provided in this document.

2.23 Force Majeure

a) The Bidder shall not be liable to the Bank if, and to the extent, that the undertaking or performance of any of its activities, duties, obligations or functions under the Agreement is prevented, restricted, delayed or interfered with, due to circumstances beyond the Bidder's control which is not involving the Bidder's fault and negligence.

b) Such event may include acts of god or public enemy, acts of Government of India in their sovereign capacity and acts of war.

c) The Bidder claiming an event of force majeure shall promptly notify the bank within fifteen calendar days in writing of such delay or failure in performance, the reasons there of, the expected duration thereof and its anticipated effect and also keep the Bank informed of the further developments.

d) The Bidder shall use its best efforts to remedy such a cause of non-performance.

e) Unless otherwise directed by the bank in writing, the Bidder affected by force majeure shall continue to perform the obligations under this agreement, which are not affected by the force majeure event and shall take such steps as are reasonably necessary to remove the causes resulting in force majeure and to mitigate the effect thereof.

f) As soon as the cause of force majeure has been removed, the Bidder shall notify the Bank and resume the affected activity without delay.

g) Notwithstanding the above, the decision of the bank shall be final and binding on the Bidder in the event of force majeure.

2.24 Amendments/ Supplements to Bidding Documents and Right to alter Quantities

a) The Bank reserves the right to alter the quantities specified in the tender and to delete/substitute items/add from the ones specified in the tender.

b) At any time prior to the deadline for submission of bids, the bank may, for any reason, modify the RFP Document by amendments/ corrigendum at the sole discretion of the bank. All amendments/ corrigendum will be in writing and shall be posted on Bank's website. In order to provide,

prospective bidders, reasonable time to take the amendment into account in preparing their bid, the bank may, at its discretion, extend the deadline for submission of bids.

2.25 Technical Inspection and Performance Evaluation

Bank may choose to carry out a technical inspection and performance evaluation of the solutions by the third party. The Bank reserves the right to perform technical evaluations of:

- Microservices design and separation of concerns
- Container deployment on Bank's chosen orchestration platform
- API gateway integration
- Performance benchmarking under containerized deployment

2.26 Contract Period, Review and Extension of the Agreement

a) The initial contract shall be for (05) five years (unless terminated by the Bank before that date). Effective date of contract will be from the date of acceptance of Purchase order.
b) The bank reserves the right to review the performance of the bidder, which shall be reviewed after every year and the bank reserves the right to terminate the contract at any point of time after giving 3 months' notice without assigning any reasons.
c) **After expiry of the contract period of five (05) years, Bank may further extend the contract for a period of maximum two years at mutually agreed terms & conditions, subject to satisfactory performance of successful bidder.**

2.27 Mean Time between Failures (MTBF)

a) If during warranty and AMC period, any equipment has a hardware failure on three or more occasions in a period of less than three months or five times in a period of less than twelve months, it shall be replaced by equivalent or higher-level new equipment by the Bidder at no cost to the Bank.
b) However, if the new equipment supplied is priced lower than the price at which the original item was supplied, the differential cost should be refunded to the Bank.
c) Non adherence to the above stipulations will entail in levy of penalty as SLA section of this RFP.

2.28 General Instructions

a) Bank is looking for well-proven solutions, which are being used in Banking and Financial environment. The capabilities, operating characteristics and other technical details on architecture of the hardware items offered should be furnished together with product brochures, literature and technical specifications etc.
b) The technical literature explaining the special features of the solution being offered should be furnished.
c) If the detail of solution offered by the Bidder is available on any website, the address thereof should be indicated. The review details of the product/solution by third party industry survey agencies like Gartner, Chartis and Forrester should also be provided.
d) The Bidder shall be responsible for extending the validity date and claim period of all the bank guarantees as and when it is due on account of incompletion of work under guarantees.
e) Bank shall invoke the guarantee before expiry of validity if work is not completed and the guarantee is not extended, accordingly.

f) In case of non-submission or partial submission of details sought in this tender, the Bank reserves their right not to evaluate the offer.

g) The technical Bid must be submitted in an organized and structured manner. No brochures / leaflets etc. should be submitted in loose form. Point wise explanation is to be provided in the column Remarks/explanation. Supporting documents shall be labelled properly and reference of the same is to be provided under Remarks column.

h) Each page of the tender document issued by the Bank shall be signed and returned by the Bidder.

i) Bank reserves the right to disqualify any or all Bidders either on the basis of their responses to all or some of the response sheets or even any part thereof without assigning any reasons whatsoever

j) Bank reserves the right to issue amendments, seek any details / clarifications from the bidders at any stage of the RFP.

k) It is absolutely essential for the bidders to quote the lowest price at the time of making the offer in their own interest. No Bidder shall contact the Bank on any matter relating to its offer from the time of offer opening to the time the Contract is awarded. Any effort by a bidder to influence the Bank in its decision on offer evaluation, comparison or contract award decisions may result in the rejection of the Bidder's offer.

2.29 Warranty/ AMC

a) Hardware:

The offer must include a minimum comprehensive on-site free warranty of 3 years from the date of installation and acceptance of the solution by the Bank including all parts and labour. No parts, accessories of the systems should be excluded from such warranty.

Also, the offer includes AMC of 2 years from expiry of the warranty period. During the AMC period, the services rendered by the bidder should be the same as those extended during the Warranty period.

All the hardware to be delivered for the EIRMS Phase-2 (Upgradation of existing Application and implementation of IFRS, FTP and TPRM) Project should be sized at 70% CPU and RAM peak utilization.

Disaster Recovery Mechanism

The proposed system must be capable of and compatible for Disaster Recovery Implementation. The successful vendor should describe the provisions for disaster recovery and show that the proposed solution facilitates disaster recovery.

Data Centre/Disaster Recovery Centre

Successful Vendor shall suitably and adequately train the Banks or its designees' team for fully and effectively manning, operating and maintaining the Data Centre. The same shall be scoped and charged additionally. Successful Vendor shall provide adequate documentation thereof. SUCCESSFUL VENDOR shall provide all the system, database, network passwords in a sealed envelope and also provide the documentation of the operational knowledge SUCCESSFUL VENDOR shall jointly manage the Data Centre with the Bank or its designee's team for a reasonable period of time. SUCCESSFUL VENDOR shall assist the Bank in relocation of Disaster Recovery facility, if desired by the Bank.

The successful bidder must design the solution with high availability & secure infrastructure in Data Centre and Disaster Recovery site as per Industry accepted security standards and best practices.

Disaster Recovery

The solution must support Disaster Recovery plans as follows:
Allow fail over to a DR Site Provide architecture and design for Disaster Recovery.

Disaster Recovery design to support that "No transactions are lost".
SI must detail out any licensing information related to Disaster Recovery design.
Peak: The peak utilization of the components mentioned above should not cross 70% of its installed / activated performance parameters even at peak load for the entire contract period.

b) Software:

All software updates/upgrades during the period of contract have to be provided at no cost to the Bank. All technical support issues related to software like bugs, problems with the product software causing the service disruptions have to be attended as per the SLA terms mentioned in this RFP. It is responsibility of the bidder/ OEM that the software solution shall function at satisfactory level during the period of contract.

a) All software supplied will carry warranty including Patches and software/solution generic updates and upgrades for 5 years. In case if effort for implementing upgrade / any specific changes related to banks in the system is on higher side, then cost for implementation, upgrade/change request will be discussed with bank mutually.
b) Bidder shall be fully responsible for the manufacturer's warranty in respect of proper design, quality and workmanship of all equipment, accessories etc. covered by the tender.
c) Bidder must warrant all equipment, accessories, spare parts etc. against any manufacturing defects during the warranty and AMC period.
d) During the warranty period of contract bidder shall maintain the systems and repair/replace at the installed site, at no charge to the Bank, all defective components that are brought to the Bidder's notice.
e) The Bidder shall carry out Preventive Maintenance (PM), including cleaning of interior and exterior, of all hardware and testing for performance once in a calendar quarter and should maintain proper records of the same.
f) As far as possible, the equipment should be repaired at site and where the equipment is taken for repairs outside the Bank, a substitute of the similar or higher configuration/ capacity equipment should be provided and data should be transferred to the substitute machine besides creating back-up.
g) The selected bidder shall deploy latest version of all software/ hardware/ licenses/ solutions/ devices for the EIRMS Phase-2 (Upgradation of existing Application and implementation of IFRS, FTP and TPRM).
h) The selected bidder shall be liable for not meeting security standards and/or cyber security aspect for - EIRMS Phase-2 (Upgradation of existing Application and implementation of IFRS, FTP and TPRM).

2.30 Resolution of Disputes

The Purchaser (Bank) and the supplier (Bidder) shall make every effort to resolve amicably, by direct informal negotiation any disagreement or dispute arising between them under or in connection with the contract.

a) If after thirty days from the commencement of such informal negotiations, the Bank and the bidder are unable to resolve amicably a contract dispute; either party may require that the dispute be referred for resolution through formal arbitration.

b) Such dispute may be submitted by either party for arbitration within 20 days of the failure of negotiations.
Arbitration shall be held in New Delhi and conducted in accordance with the provisions of Arbitration and Conciliation Act, 1996 or any statutory modification or re-enactment thereof. Each Party to the dispute shall appoint one arbitrator each and the two arbitrators shall jointly appoint the third or the presiding arbitrator.

c) 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.

d) 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.

e) Work under the Contract shall be continued by the selected bidder during the arbitration proceedings unless otherwise directed in writing by the Bank unless the matter is such that the works cannot possibly be continued until the decision of the arbitrator or of the umpire, as the case may be is obtained and save as those which are otherwise explicitly provided in the Contract, no payment due or payable by the Bank, to the selected bidder shall be withheld on account of the ongoing proceedings, if any, unless it is e subject matter or one of the subject matter thereof.

f) 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.

2.31 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.

2.32 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.

2.33 Authorized Signatory

The selected Bidder shall indicate the authorized signatories who can discuss and correspond with the bank with regard to the obligations under the contract. The selected Bidder shall submit at the time of signing the contract a certified copy of the resolution of their board, authenticated by the company secretary, 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.

2.34 Confidentiality

a) 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.

b) 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.

c) 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.

d) Physical as well as logical security of data to be ensured. This step should include having the employees assigned to Punjab & Sind Banks' work sign a 'Confidentiality Agreement'. The selected vendor(s) undertakes not to keep this data with its company after the end of this agreement. This clause will outlive the agreement date. The Bidder shall sign a Non-Disclosure Agreement as per **Annexure-XII.**

2.35 Ownership and Retention of Documents

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

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

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

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

2.36 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.

2.37 Compliance with Laws

The bidder should adhere to laws of land and rules, regulations and guidelines prescribed by various regulatory, statutory and Government authorities. Bidder is to ensure that all the proposed solutions are 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). **A self-declaration to this effect is to be submitted by the bidder.**

The Vendor shall undertake to observe, adhere to, abide by, comply with all applicable laws 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 shall indemnify, keep indemnified, hold harmless, defend and protect the Bank and its employees/ officers/ staff/ personnel/ representatives/ agents from any failure or omission resulting from Vendor's non-compliance to applicable laws on its part to do so 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.

Compliance in obtaining approvals/ permissions/ licenses: The Vendor 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 during the term of the project, and in the event of any failure or omission resulting from Vendor's non-compliance to do so, Vendor 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.

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

2.38 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.

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.

2.39 Contract Termination/ Order Cancellation

The Bank reserves the right to terminate the contract / cancel the order placed with a 3 month notice to the selected
Bidder and recover expenditure incurred by the Bank under the following circumstances: -

a. The selected Bidder commits a breach of any of the terms and conditions of the bid that has adverse impact on Bank.
b. The Bidder goes into liquidation, voluntarily or otherwise.
c. If the selected Bidder fails to complete the assignment as per the time lines prescribed in the RFP and the extension if any allowed and maximum amount recoverable under liquidated damage is reached, it will be
   a breach of contract. The Bank reserves its right to cancel the order in the event of delay and forfeit the bid security as liquidated damages for the delay.
d. If deductions of account of liquidated damages exceeds more than 10% of the total contract value (TCO).
e. In case the selected Bidder fails to deliver the services as stipulated in the schedule, The Bank reserves the right to procure the same or similar product from alternate sources at the risk, cost and responsibility of the selected Bidder.
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/or invoking The Bank guarantee under this contract.
g. The Bank reserve its right to cancel the order in the event of one or more of the following situations, that are not occasioned due to reasons solely and directly attributable to the bidder:
a. Delay in customization/ implementation/ takeover of services beyond the specified period that is agreed in the contract that will be signed with the successful vendor.
b. Serious discrepancy in the quality of services.
h. The Bank reserve its right to terminate the contract in the event of change in bank policy/ administrative exigency after providing notice period of six months and payment of all outstanding dues of the services availed by the Bank.

2.40 Exit option and Reverse transition

a) The Bank reserves its right to cancel the order in the event of happening of one or more of the situations as mentioned in the contract termination/Order Cancellation clause.

b) Notwithstanding the existence of a dispute, and/or the commencement of arbitration proceedings, the bidder should continue to provide the facilities to the Bank.

c) Reverse transition mechanism would be activated in the event of cancellation of the contract or exit by the parties or 6 months prior to expiry of the contract. The bidder should perform a reverse transition   mechanism to the Bank or its selected vendor. The reverse transition mechanism would facilitate an orderly transfer of services to the Bank or to an alternative 3rd party/ vendor nominated by the Bank. Where the Bank elects to transfer the responsibility for service delivery to a number of vendor's, Bank will nominate a service provider who will be responsible for all dealings with the bidder regarding \the delivery of the reverse transition services.

d) Knowledge Transfer: The bidder shall provide such necessary information, documentation to the Bank or its designee, for the effective management and maintenance of the Deliverables under this contract. Bidder shall provide documentation (in English) in electronic form where available or otherwise a single hardcopy of all   existing procedures, policies and programs required to support the Services. Such documentation will be subject to the limitations imposed by bidder's Intellectual Property Rights of this Agreement.

e) The parties shall return confidential information, Data and will sign off and acknowledge the return of such confidential information.

f) The bidder shall provide all other services as may be agreed by the parties in connection with the reverse transition services. However, in case any other services, in addition to the above are needed, the same shall be scoped and priced.

g) The bidder recognizes that considering the enormity of the assignment, the transition services listed herein are only indicative in nature and the bidder agrees to provide all requisite assistance and services for period of six months required for fully and effectively transitioning the services provided   by the bidder under the scope, upon termination or expiration thereof, for any reason whatsoever.

h) The cost for reverse transition if any should be part of the commercial offer.

i) During which the existing bidder would transfer all knowledge, knowhow and other things necessary for the Bank or new bidder to take over and continue to manage the services. The bidder agrees that the reverse transition mechanism and support during reverse transition will not be compromised or affected for reasons whatsoever be for cancellation or exist of the parties.

j) The Bank shall have the sole and absolute discretion to decide whether proper reverse transition mechanism over a period of 6 months, has been complied with. In the event of the conflict not being resolved, the conflict will be resolved through Arbitration.

k) The Bank and the bidder shall together prepare the Reverse Transition Plan. However, the Bank shall have the sole decision to ascertain whether such Plan has been complied with.

l) The bidder agrees that in the event of cancellation or exit or expiry of the contract it would extend all necessary support to the Bank or its selected vendors as would be required in the event of the shifting of the site during the six-month period of reverse transition.

m) The bidder shall handover the complete data to bank after termination of contract/expiry of contract.

n) In case of contract termination or exit:
   - The vendor shall hand over:
   - All container images and deployment manifests
   - Microservices codebase and documentation
   - CI/CD scripts

The solution must be documented sufficiently to allow transition to an alternate service provider without vendor lock-in.

2.41 Effects of Terminations

The bidder agrees that it shall not be relieved of its obligations under the reverse transition mechanism notwithstanding the termination of the assignment.

a) Same terms (including payment terms) which were applicable during the term of the contract should be applicable for reverse transition services.
b) The bidder agrees that after completion of the Term or upon earlier termination of the assignment the bidder shall, if required by the Bank, continue to provide facility to the Bank at no less favourable terms than those contained in this tender document. In case the bank wants to continue with the bidder's facility after the completion of this contract then the bidder shall offer the same or better terms to the bank. Unless mutually agreed, the rates shall remain firm.
c) The Bank shall make such prorated payment for services rendered by the bidder and accepted by the Bank at the sole discretion of the Bank in the event of termination, provided that the bidder is in compliance with its obligations till such date. However, no payment for "costs incurred, or irrevocably committed to, up to the effective date of such termination" will be admissible.
d) Termination shall not absolve the liability of the Bank to make payments of undisputed amounts to the bidder for services rendered till the effective date of termination. Termination shall be without prejudice to any other rights or remedies a party may be entitled to hereunder or at law and shall not affect any accrued rights or liabilities or either party nor the coming into force or continuation in force of any provision hereof which is expressly intended to come into force or continue in force on or after such termination.
e) Upon cancellation of contract/completion of period of service, the bidder should handover the peaceful legal possession of all the assets provided and obtains discharge from the Bank. The Bank also reserves the right to assign or allot or award the contract to any third party upon cancellation of the availed services.

2.42 Limitation of Liability

Neither party shall be liable to the other for any special, indirect, incidental, consequential (including loss of profit or revenue), exemplary or punitive damages whether in contract, tort or other theories of law, even if such party has been advised of the possibility of such damages.

The total cumulative liability of Bidder arising from or relating to the Agreement shall not exceed TCO. The successful Bidder shall be excused and not be liable or responsible for any delay or failure to perform the services or failure of the services or a deliverable or plant under the Agreement to the extent that such delay or failure has arisen as a result of any delay or failure by the Bank or its employees or agents or third-party service providers to perform any of its duties and obligations. In the event that the successful Bidder is delayed or prevented from performing its obligations due to such failure or delay on the part of or on behalf of the Bank, then the successful Bidder shall be allowed an additional period of time to perform its obligations and unless otherwise agreed the additional period shall be equal to the amount of time for which the successful Bidder is delayed or prevented from performing its obligations due to such failure or delay on the part of or on behalf of the Bank. Such failures or delays shall be brought to the notice of the Bank and subject to mutual agreement (including on commercials) with the Bank, the successful Bidder shall take such actions as may be necessary to correct or remedy the failures or delays on mutually agreeable terms."

2.43 Bidder Employees' Verification

The selected bidder shall submit employee verification report to the Bank for all employees on-boarded onsite for the project. The bidder shall also submit the Non-disclosure Agreement (NDA) executed by the bidder with the resources on-boarded for the – **EIRMS Phase-2 (Upgradation of existing Application and implementation of IFRS, FTP and TPRM)** Project.

2.44 OEM Recommendation for Hardware, Software, Licenses

The bidder shall submit an OEM recommendation letter confirming the sufficiency of all deliverables like- hardware, software (including licenses), services, and other tools etc. supplied by the bidder for the project as per the scope of the RFP.

2.45 Security Certificate

The bidders shall submit security certificate of proposed solutions from OEM. In case SI is the bidder, OEM will submit the undertaking that in case of failure to implement the project/solution as per schedule.

2.46 Escrow Mechanism

The successful bidder shall deliver the source code of the final customized version of the - EIRMS Phase-2 (Upgradation of existing Application and implementation of IFRS, FTP and TPRM) Solution under an Escrow arrangement to a mutually agreed escrow agent. In case of a disagreement between the Bank and successful bidder regarding appointment of an escrow agent, the Bank shall appoint an escrow agent in its entire discretion which shall be final and binding on the successful bidder. The Parties will also execute an Escrow agreement setting out the terms and conditions of the escrow arrangement which will set out, inter alia, the events of the release of the source code and the obligations of the escrow agent. The complete costs of the escrow arrangement shall be borne by the bidder.

CHAPTER 3 – REQUIREMENTS/ SCOPE OF WORK

In view of the growing use of IT and the evolving new threat environment, Bank has decided to build a comprehensive Enterprise-wide Integrated Risk Management System (EIRMS)Framework. Therefore, the Bank decided to invite bids from Vendors/ OEMs for Supply, Implementation, Integration, Maintenance and Management of Upgradation of existing EIRMS Application and Implementation of IFRS, FTP and TPRM. The selected Bidder will also supply and install all required infrastructure for successful operation of the - EIRMS Phase-2 (Upgradation of existing Application and implementation of IFRS, FTP and TPRM) as per the broad objectives outlined in this RFP.

The selected Bidder shall supply, install, customize, integrate, migrate, test, and troubleshoot- {EIRMS Phase-2 (Upgradation of existing Application and implementation of IFRS, FTP and TPRM)}. The cost of integration of EIRMS Phase-2 (Upgradation of existing Application and implementation of IFRS, FTP and TPRM) as per the scope of the RFP) will be completely borne by the selected bidder. It will be the sole responsibility of the selected bidder to liaison and coordinate with all the respective vendors of the Bank for successful integration and implementation of the - EIRMS Phase-2 (Upgradation of existing Application and implementation of IFRS, FTP and TPRM).

3.1 Introduction

Bank has decided to implement EIRMS Phase-2 (Upgradation of existing Application and implementation of IFRS, FTP and TPRM) on SAS platform. In this view, Bank invites technically complete and commercially competitive proposals from reputed IT companies/ vendors for Supply, Implementation, Integration, Maintenance and Management of Upgradation of existing EIRMS Application, Implementation of IFRS, FTP and TPRM.

This section provides the scope of work for this RFP. The intent for implementing Integrated Risk Management Solution (referred as - EIRMS Phase-2 (Upgradation of existing Application and implementation of IFRS, FTP and TPRM)) at bank is covered in the below functional principles:

- Regulatory and MIS reporting for the Bank Scenario and Attribution Analysis for RWA, EAD, ECL, FTP and TPRM

3.2 Project Objective

The Bank intends to implement EIRMS (Enterprise-wide Integrated Risk Management Solution) Phase-2 (Upgradation of existing Application and implementation of IFRS, FTP and TPRM) on SAS platform.

3.3 Hosting of the Solution

Bank intends to procure the EIRMS Phase-2 (Upgradation of existing Application and implementation of IFRS, FTP and TPRM) solution as per technical and other requirements explained in this RFP. The solution will be installed and maintained at Bank's premises. All the hardware, equipment, solutions, and software etc. should be installed/ deployed with **High Availability** (both at Bank's DC and DR sites) and the same should of the latest versions and the Bidder must confirm this and furnish details thereof. Further technical and other requirements are mentioned in details under various clauses in this RFP. High availability proposed in either active-active or active passive mode or combination thereof, has to be clarified by the bidder in the proposal and the architecture.

3.4 EXISTING EIRMS SOLUTION

The selected bidder will undertake existing EIRMS solution and provide support for the ongoing operation of the application. The existing application will be deployed on the infrastructure proposed for the EIRMS phase-2, as detailed in this RFP.

Existing Credit Risk, Market Risk, Operational Risk and ALM solution on SAS 9.4 M6 Platform has to be migrated to the latest version available for all solutions

The scope of migration broadly covers the following:

Area	Scope
Credit Risk	Data Pipes – Existing ETL jobs Standardized Approach All existing Regulatory Reports Regulatory Stress Testing Report All existing Internal Reports (10)
Market Risk	Data Pipes – Existing ETL jobs Standardized Approach Historical VaR Stress Testing Reports Existing Back testing Reports All existing Regulatory Reports All existing Internal Reports (10)
ALM	Data Pipes – Existing ETL jobs Cashflow Generation Existing Behavioral Models Existing IRRBB configuration Back testing Reports Stress Testing Reports All existing Regulatory Reports All existing Internal Reports (15)
Operational Risk	Key Business Dimension Risk & Control Matrix RCSA KRI Loss Data Issue & Action Plan User & Roles Existing Reports (15)

3.5 Other Deliverables

The selected bidder shall be responsible for the following at Bank's Data Centre (DC) and Disaster Recovery Site (DR), (cost for the following deliverables should be included in the Commercial Bid):

• Procurement of the necessary solutions and the corresponding hardware, software, database etc. required for successfully implementing the solutions for the Bank.
• Sizing of the hardware: Sizing of the complete hardware, software, solution, and infrastructure etc. for end to-end implementation of the - EIRMS Phase-2 (Upgradation of existing Application and implementation of IFRS, FTP and TPRM) should be done by the selected bidder. The bidder shall submit an OEM recommendation letter confirming the sufficiency/ sizing of all deliverables like-hardware, software (including licenses), services, and other tools etc. supplied by the bidder for the project as per the scope of the RFP.
• Evaluation by OEM of deliverables in implementation.
• Supplying OEM support for technical and operational requirement during implementation phase.
• Technical Support by OEM throughout the contract period and perpetual license of applications thereafter.
• Integration of the solution with other systems and provide a comprehensive dashboard view.
• Work and Liaison with the existing System Integrator(s) and other vendors of the Bank to ensure successful implementation of the solution.
• Providing resources for EIRMS Phase-2 having experience of SAS platform along with certification from SAS within 3 months from the date of purchase order.
• Providing resources for EIRMS Phase-2 having experience of upgradation and integration of application.
• Providing adequate resources for on-going operations of the - EIRMS Phase-2 (Upgradation of existing Application and implementation of IFRS, FTP and TPRM).

• Development of operating procedures in adherence with the Bank's policies.
• Adherence to Service Level Agreements (SLA) and periodic monitoring and reporting of the same to the Bank. Procurement of servers, software, database, storage solution, and networking & security equipment etc. required for implementation of - EIRMS Phase-2 (Upgradation of existing Application and implementation of IFRS, FTP and TPRM).
• The integration cost of - EIRMS Phase-2 (Upgradation of existing Application and implementation of IFRS, FTP and TPRM) with all devices, servers, and applications will be completely borne by the Bidder.
• Bank will conduct IS Audit of the complete - EIRMS Phase-2 (Upgradation of existing Application and implementation of IFRS, FTP and TPRM) Solution through a CERT-In empanelled auditor agency within one year of issuance of Purchase Order, and closer of the observations/ vulnerabilities reported by the auditor, without any cost to the Bank.
• All Critical vulnerabilities found during audits or reported by CERT-in, RBI or any authorized agency shall be remediated within 15 days, High severity within 30 days and Medium severity within 45 days.
• The proposed solution should be compatible for deployment in on premise, private cloud, or public cloud environments, subject to RBI guidelines on cloud adoption.
• Selected bidder to engage consultant for the project with required skillset for scope of work as outlined in Annexure-IX.
• The Vendor will provide a Ind AS solution as per the functional & technical requirements of the bank (refer Annexure 9) including but not limited to tool for Expected Credit Loss (ECL), Effective

Interest Rate (EIR), Lease accounting (Ind AS 116), Fair Valuation of staff & other loans, treasury accounting etc. All the different scenarios related to the above mentioned Ind AS should be a part of the solution The solution must ensure full compliance with all key Ind AS standards applicable to the Company, including but not limited to Ind AS 109, Ind AS 116, Ind AS 107, Ind AS 102, Ind AS 115, Ind AS 12, Ind AS 101, etc.

- The solution shall not only be capable of meeting the current requirements but is also designed to accommodate future enhancements or modifications in solution. The solution must comprehensively address the RBI proforma format, ensuring full coverage of all detailed aspects including relevant reconciliations. It should also comply with SEBI requirements, including but not limited to quarterly and half-yearly reporting obligations.
- Implementation of Ind-AS across the Bank's operations, ensuring that the quarterly and annual financial statements, along with the requisite disclosures, are compliant with the Ind AS. The solution must be able to address all the requirements related to proforma financial statement format for RBI covering reconciliations, MTM, CRAR norms, impairment walk through, etc.
- Consultant to do comparison study of differences between the current accounting framework and Ind AS. Likely impact analysis on all key indicators in all financial statements and disclosure requirements thereof due to change in the accounting standards to be done.

3.6 Architecture Requirements:

3.6.1 Modular & Layered Architecture:

The proposed solution should support / or capable of supporting the requirement mentioning 3.6.2 to 3.6.5 for all modules in future releases.

Each functional component must be isolated in such a way that future upgrades or changes to one module should not require major changes to other modules.

3.6.2 Microservices Architecture:

The solution should be capable to be designed using microservices principles, adhering to:

- Bounded context as per Domain-Driven Design
- Loose coupling and high cohesion between services
- Well-defined APIs for communication (REST/gRPC/Event-driven)
- Each microservice must be independently deployable and scalable.
- Services should avoid direct database coupling where possible and interact via APIs or messaging.
- State should be minimized or externalized where possible (stateless design).

3.6.3 Containerization Compatibility:

- All application components must be compatible for containerized and capable of deployment on enterprise grade Kubernetes orchestration platforms like Tanzu/OpenShift.
- Solution must support:
    - Horizontal scaling of containers
    - Resource limits for CPU and memory
    - Rolling updates without downtime

o   Liveness and readiness probes
- Vendor shall provide:
    o   Dockerfiles or equivalent scripts for building container images
    o   Helm charts or Kubernetes manifests for deployment

3.6.4 Service Discovery & Service Mesh:

The solution must be capable of integration with a service mesh (e.g. Istio, Linkerd) for:
- Secure service-to-service communication
- Observability (metrics, tracing, logging)
- Circuit breaking, retries, rate limiting

3.6.5 Deployment Automation (CI/CD):

Solution deployment must be fully automatable through:
- CI/CD pipelines
- Infrastructure-as-Code practices (e.g. Helm, Terraform)
- Vendors should provide:
    o   Sample CI/CD scripts
    o   Documentation for deployment automation

3.7 Training

	Pre-Implementation Training	Post Implementation Training	Train the Trainer
No. of Batches	3	3	1
No. of Days	3	3	5
No. of Staffs	5 per batch	5 per batch	5

The training cost (if any) should be quoted by the bidder in the Commercial Bid. Below are the tentative training requirements.

- **Pre-Implementation Training:** Provide training to the bank personnel/ Risk Management Department Team of the Bank on the product architecture, functionality and data feed from banking systems into the solution and the design for solution under the scope of this RFP.
- **Post Implementation Training:** Provide hands-on training to the Risk Management Department Team on EIRMS Phase-2 (Upgradation of existing Application and implementation of IFRS, FTP and TPRM) operations including but not limited to rule and scenario configuration for each type of risks workflow, reporting and dash-boarding.
- The bidder and OEM are required to provide training jointly for people nominated by the bank for each product specified in the scope of work
- The bidder and OEM are required to provide ad-hoc trainings to the bank staff, to acquaint them with the latest features and functionalities of the solutions for minimum of three days. Bank has the right to exercise this training option at its discretion, at any time. The cost of this training would need to be quoted in the Commercial Bid by the bidder.
- The bidder is required to provide all trainees with detailed training material. This training material should cover installation, operation, integration, maintenance, troubleshooting and other necessary areas for EIRMS (incl. IFRS, FTP and TPRM) Solution.
- All out of pocket expenses related to training shall be borne by the selected bidder/ OEM.

- The bidder shall utilize the OEM resources in case the bidder does not have adequately experienced resources for providing training.

Brief description to be covered during training is as follows:

1. Introduction to the tool, functionalities, features and access management • Login process of the - EIRMS Phase-2 (Upgradation of existing Application and implementation of IFRS, FTP and TPRM) • Demonstration of various features and capabilities in the tool. Understanding how to access customer data • Do's and Don'ts with the tool • Building scenarios from alerts • Redefining rules, thresholds
Description of rules and scenarios Understanding each rule and scenario configured in the system for each delivery channel/ product Understanding the action/investigation process for each rule and scenario if alert triggered
Hands-on training for existing solutions Hands-on training for IFRS Hands-on training for FTP
Reports and Dashboard generation Generating the periodic alert volumes MIS reports, ageing reports, etc. Requesting ad-hoc reports Generating summarized trend depicting reports for Senior Management Generating User performance KPI reports Sample reports review

CHAPTER 4 – SERVICE LEVEL AGREEMENT AND PENALTIES

4.1 Service Levels during operations phase

- Penalties will be levied @ Rs 25,000/- per instance for any loss or equal to the loss of amount due to breach will be deducted whichever is higher, bank has suffered due to frauds taken place during the down time or non-availability of system. The penalty will be restricted to the yearly payout value.
- Penalties will be levied @ Rs 25,000/- per instance or equal to the loss of amount due to breach will be deducted whichever is higher for alerts not sent on time to the concerned persons in case of Frauds. The penalty will be restricted to the yearly payout value.
- Penalties will be levied @ Rs 25,000/- per instance or equal to the loss of amount due to breach will be deducted whichever is higher for violations of rules configured to prevent fraud and/or generate alerts etc. The penalty will be restricted to the yearly payout value.

The bidder is required to adhere to the service levels as mentioned below for the operations phase:

#	Solution Module / Service Area	Service Level	Penalty
1	EIRMS Phase-2 (Upgradation of existing Application and implementation of IFRS, FTP and TPRM) Solution Uptime	Uptime % calculated on monthly basis for - EIRMS Phase-2 (Upgradation of existing Application and implementation of IFRS, FTP and TPRM) In case of any hardware problems, the Bidder should ensure that replacement devices are made available to meet the Service Levels.	Penalty as XX% (as mentioned below) of overall monthly - EXISTING EIRMS, ECL AND FTP) operation charges. If the uptime is below 98%, the Bank shall have full right to terminate the contract with the Bidder.
		99.9% and above	NA
		98% to 99.9%	3%
		95% to 97.99%	6%
		90% to 94.99%	10%
		80% to 89.99%	15%
		70% to 79.99%	25%
		Less than 70%	60%

- EIRMS Phase-2 (Upgradation of existing Application and implementation of IFRS, FTP and TPRM) Operations Charges/ Cost includes: AMC, Onsite Technical Support for monitoring and maintenance.

- For repeat failure, same or higher penalty will be charged depending upon the delay in rectification of the problem.
- Solution uptime is to be maintained without any consideration of devices **in HA mode**. If any functionality at the primary site is down, the same should be shifted to DR site within the Service Level parameters.
- The Solution Uptime is, for calculation purposes, equals to the Total number of hours of the day in a month, less Downtime in number of hours. Any part of hour is treated as full hours.
- The "Downtime" is the time between the Time of Report by the Bank and Time of Restoration/ Rectification within the contracted hours. "Failure" is the condition that renders the solution is not available to bank. "Restoration" is the condition when the selected bidder demonstrates that the solution is in working order and the Bank acknowledges the same.

The percentage uptime is calculated on monthly basis as follows:

$$\frac{\text{(Total hours in a month - downtime hours within the month)}}{\text{Total hours in a month}} \times 100$$

Sr. No.	Service Area	Expected Output	Service Levels
1.	Report and Dashboard	Periodic reports (as per the format of Bank) to be provided to bank.	**Reports:** reports should be submitted daily or as outlined in the detailed BRD. Delay in reporting by more than 3 days for reports shall incur a penalty of 1% of Operations Cost for the Month
2.	Continual Improvement	The Bidder is expected to improve the operations on an on-going basis. The Bidder is expected to provide a quarterly report of the new improvements suggested, action plans, and the status of these Improvements to the bank. Improvement areas could include: process changes/ training resulting in efficiency/ Service Level improvement, new correlation rules to identify threat patterns etc.	Quarterly reports need to be provided by the 5th day of each quarter beginning Delay in providing quarterly reports by more than 7 days shall lead to penalty of 2% of the monthly EIRMS Phase-2 (Upgradation of existing Application and implementation of IFRS, FTP and TPRM).

3.	EIRMS Phase-2 (Upgradation of existing Application and implementation of IFRS, FTP and TPRM) solution management – Version / Release/Upgrades / patches	Bidder to inform bank team and ensure that entire stack of - EIRMS Phase-2 (Upgradation of existing Application and implementation of IFRS, FTP and TPRM) – firmware, software, middleware, etc. are updated with latest firmware, patches, upgrades, release, version, etc. as per the Bank policy.	• Penalty of 0.5% of Quarterly AMC for every fortnight for not informing of the Bank of latest versions / release/upgrades/ patch for - EIRMS Phase-2 (Upgradation of existing Application and implementation of IFRS, FTP and TPRM) Solution upon its release. • Penalty of 0.5% of Quarterly AMC for every week for not informing of critical security patches of - EIRMS Phase-2 (Upgradation of existing Application and implementation of IFRS, FTP and TPRM) components. • Penalty of 0.5% of Quarterly AMC for every week of delayed updating/patching beyond mutually agreed upon time schedule for any component of - EIRMS Phase-2 (Upgradation of existing Application and implementation of IFRS, FTP and TPRM) once notified by the Bank.
4.	Audit of EIRMS Phase-2 (Upgradation of existing Application and implementation of IFRS, FTP and TPRM) Solution	EXISTING EIRMS, IFRS, FTP and TPRM) infrastructure may be subjected to audit from Bank and/or third party	Audit observations to be closed in mutually agreed timeframe. Penalty of 2% for each week of delay in implementation of critical and important observations. Penalty of 0.5% for each repeated observation.
5.	Manpower Service	Bidder to provide experienced and certified manpower at Bank's location as per RFP. The bidder has to replace the manpower if specially asked by the Bank within a period of one month. Any lacuna will attract penalty	Penalty of 0.25% for absence per day of L1/L2 resources with required qualification and certification as per RFP. Penalty of 1% for absence per day of a L3 resource with required qualification and certification as per RFP.

4.2 Responsibility Matrix

- The following table describes the responsibilities of the vendor selected through this RFP, Bank, and Original Equipment Manufacturer (OEM) for EIRMS Phase-2 (Upgradation of existing Application and implementation of IFRS, FTP and TPRM).
- The Bank or consultant appointed by the bank shall conduct the acceptance test for the hardware and software proposed by the Bidder.

#	Activity	Bank	Bidder	Consultant	OEM
1	EIRMS Phase-2 (Upgradation of existing Application and implementation of IFRS, FTP and TPRM) Solution Design	S	P	V	-
2	Installation and integration of the proposed solution, hardware and software including configuration as per the solution design and scope of RFP	S	P and V	-	M
3	Acceptance of the solution	S	P	V	-
4	EIRMS Phase-2 Operations – Ongoing	S	P	-	-
5	SLA Reports	S	P	-	-
6	Incident Management	S	P	-	-
7	EIRMS Phase-2 (Upgradation of existing Application and implementation of IFRS, FTP and TPRM)	S	P	V	M
8	User Acceptance Testing	S	P	V	-
	"V" - Validated (Responsible for Validating the activity) "P" - Performed (Primary responsibility for executing the activity) "S" – Signed Off (Responsible for providing the go-ahead) "M"- Monitoring (Responsible for monitoring of activity)				

An undertaking from OEM(s) to carry out its responsibilities as mentioned above in clause 4.2 Responsibility Matrix of the RFP must be submitted along with the Technical Bid.

*Note: Total cap for cumulative/overall penalty across all categories in the RFP will be restricted to 10 % of TCO.

CHAPTER 5 – PROJECT TEAM STRUCTURE

All team resources included in both the implementation and operation of - EIRMS Phase-2 (Upgradation of existing Application and implementation of IFRS, FTP and TPRM) should be on the payroll of bidder or consultant.

5.1 Implementation Phase

The bidder is required to deploy necessary resources at Bank locations for complete implementation of - EIRMS Phase-2 (Upgradation of existing Application and implementation of IFRS, FTP and TPRM) solution keeping in view meeting the Project Timelines.

5.2 Subcontracting

i. Principle bidder only can participate and bidder should not sub-contract to any other company/firm/trust. After Selection process of the bidder and order placement, resources deployed should be employed with the selected bidder and they should be on the payroll of the selected bidder.

ii. The selected bidder shall not subcontract or permit anyone other than its personnel to perform any of the work, service or other performance required of the selected bidder under the contract without the prior written consent of the Bank.

iii. In case subcontracting is warranted in interest of the project, the selected bidder should take consent of the Bank before undertaking any such agreement. The selected bidder should further ensure subcontracting agreement is vetted by the Bank.

iv. Even if the selected bidder gets into subcontracting, accountability and responsibility of the resource provided shall lie with selected bidder only. Bank shall hold correspondence only with the selected bidder.

5.3 Roles & Responsibilities

5.3.1 Vendor Team Lead

A Team Lead from the vendor shall be identified as the project lead; her or his responsibilities are outlined below:

- Primarily responsible for successful implementation of the project in bank.
- Act to remove critical project bottlenecks.
- Identification of working team members, project management office members and team lead.
- Single point of contact for bank senior management.
- Report on progress to bank.
- Customize device/ solutions as per requirements.

5.3.2 Consultant Team

Consultant shall provide on-site/off-site resources at each deployment location for their solution during the implementation phase for:

- Validation of solution design and architecture in consultation with OEM
- Continuous monitoring of implementation at each location.
- Provide support to working teams.
- Ensure implementation is in line with RFP requirements.

5.4 Operations Phase

Bidders need to provide adequate and experienced number of on-site resources in order to meet the service level agreements mentioned in this RFP. Bidders should mention number of resources required for managing the EIRMS Phase-2 (Upgradation of existing Application and implementation of IFRS, FTP and TPRM).

The cost of the resources as provided in the Final commercial bill of materials shall be considered as fixed for the term of the project and the bank may procure additional resources at the cost.

CHAPTER 6 – PROJECT TIMELINES

6.1 Delivery of all Hardware and Software Components:

The final "Project Time Plan" must be submitted by the bidder within two weeks of issuing of purchase order or letter of intent by the bank. The complete solution (including hardware and software etc.) should be supplied as per payment terms mentioned in 2.14 (b)

The final "Project Time Plan" should also contain the timelines for integration of the - EIRMS Phase-2 (Upgradation of existing Application and implementation of IFRS, FTP and TPRM) with all the mandatory products as mentioned in the scope of the RFP.

6.2 Implementation Period:

Complete installation and configuration etc. of the hardware and solution in live environment (DC and DR) as per the RFP terms and successful integration (UAT and sign-off) of - EIRMS Phase-2 (Upgradation of existing Application and implementation of IFRS, FTP and TPRM) and Implementation within 15 months from the date of submission of "Project Time Plan" by the selected bidder. However, the final "Project Time Plan" must be submitted by the bidder within two weeks of issuing of purchase order or letter of intent by the bank.

Timelines for successful integration (UAT and sign-off) of - EIRMS Phase-2 (Upgradation of existing Application and implementation of IFRS, FTP and TPRM) and Implementation shall be mutually decided by the Bank and the selected bidder. However, the selected bidder shall ensure that the integration is completed within the timelines provided to the Bank by regulatory body or Govt of India or any other body.

6.3 Training:

The training to the Bank officials has to be provided during the Implementation Period by the selected bidder. The duration of the training shall be mutually decided by the Bank and the selected bidder. The cost of training will be borne by the successful selected bidder.

CHAPTER 7 – EVALUATION AND AWARD CRITERIA

The Bank will evaluate the bids submitted by the bidders under this RFP. The Bank will open the technical bids on the stipulated day in the presence of authorized representatives of the bidders. The bids will be evaluated by a Committee of officers of the Bank. If warranted, the Bank may engage the services of external consultants for evaluation of the bids. It is Bank's discretion to decide at the relevant point of time.

The technical bids will be opened first and evaluated for technical requirements as per the stipulations. The Technical Proposal will be evaluated for technical suitability and the criteria for evaluation of technical bids. After opening of the technical bids, all the documents and annexure will be evaluated by the bank. Bank will seek clarifications, if required. Bank will evaluate the responses provided by the bidders for compliance to Scope of Work, Technical and Functional Requirements, Technical evaluation criteria and other terms & conditions as specified in Annexure-IX. The technical response to the RFP needs to be substantiated by necessary documents, proofs, certificate, records etc.

After qualifying the eligibility criteria, the evaluation will be a two-stage process.

The stages are:

• Technical Bid Evaluation

• Commercial Bid Evaluation

Bidder should secure minimum 60% marks under Technical cum Eligibility evaluation to become qualified for opening of Commercial Bid. The bidders scoring less than 60% marks in Technical evaluation criteria will not be considered for the selection process and their Commercial Bids will not be opened.

7.1 Technical Evaluation of Bidders:

7.1.1 Bidders will be evaluated technically on the basis of marks obtained in Technical evaluation criteria as mentioned in **Annexure XVIII**.

7.1.2 Presentation and Demonstration of the solution will be an important input to understand quality of the Bidder's capability and experience and other details furnished by the Bidder.

7.1.3 Bidder should secure minimum 60% marks under Technical cum Eligibility evaluation to become qualified for opening of Commercial Bid.

Note:-

• Copies of Work order / client reference to be provided.

• Technically qualified and successful bidders would be called to make presentation of the solution offered by them as per the schedule decided by bank. Bank may also visit and inspect the onsite / development centre's and other installation of the bidders.

• Only those bidders satisfying the technical requirements and accepting the terms and conditions of this document shall be short-listed for further steps.

- Further the Bank's officials would visit reference sites provided by the Bidder if deemed necessary.

In case there is only one bidder having technical score of 60 or more, the Bank may, at its sole discretion, also consider the next highest technical score and qualify such bidder. In case, none of the participating bidders qualify on technical criteria and reach or exceed the cut-off score of 60, then the Bank, at its sole discretion, may qualify two bidders on the basis of the top 2 scores. 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 requirement.

7.2 Commercial Evaluation

The commercial bid of only those bidders shall be opened who have been technically qualified on the basis of the technical proposal. These technically qualified bidders as per technical evaluation process will participate in Reverse Auction process. The bank will notify the date and time for participating in the online reverse auction process to the technically qualified bidders.

The envelope containing the Commercial offers of only those Bidders, who are short-listed after technical evaluation, would be opened. The format for quoting commercial bid set out in Annexure XI -Commercial Bill of Material. The commercial offer should consist of comprehensive Cost for required solution. Bidder must provide detailed cost breakdown, for each and every category mentioned in the commercial bid. The Bank will determine whether the Commercial Bids are complete, unqualified and unconditional. Omissions, if any, in costing any item shall not entitle the bidder to be compensated and the liability to fulfil its obligations as per the Scope of the RFP within the total quoted price shall be that of the Bidder.

Bank will notify the name of the technically eligible bidders on the Bank's site for participating in Reverse Auction. **Commercial bid valuation shall be considered as below in case of any kind of discrepancy:**

- If there is a discrepancy between words and figures, 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.
- If there is discrepancy between unit price and total price, the unit price shall prevail
- If there is a discrepancy in the total, the correct total shall be arrived at by Bank
- In case the bidder does not accept the correction of the errors as stated above, the bid shall be rejected.
- 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.
- 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.

- All liability related to non-compliance of this Minimum Wages Requirement and any other law will be responsibility of the bidder.
- 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 Bank shall not incur any liability to the affected Bidder on account of such rejection.
- The Bidder whose technical and commercial Bid is accepted will be referred to as "Selected Bidder" and the Bank will notify the same to the Selected Bidder.
- The final decision on the bidder will be taken by the Bank. The implementation of the project will commence upon successful negotiation of a contract between the Bank and the selected bidder based on the evaluation.
- 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 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 rounding off in Rs. only.

7.3   Technical Scores:

➢ The Criteria for Technical Evaluation and Commercial Evaluation will have weightage of 70:30.
➢ After completion of Commercial Bid evaluation. The Commercial Bid will comprise of the Total Cost for Bank (TCB) and break-up of their final price.
➢ The final selection of the bidder will be based on the QCBS (Quality and Cost Based Selection). Weightage for Technical Score and Commercial is explained below.
➢ Sample evaluation process is shown below:

QCBS Calculation[#]	
Formula	$[[X_t.(T/ T_{high} *100) + X_f.(C_{low} /C*100)]]$
T	Total Technical score awarded to the Service provider
T_{high}	Highest Technical score achieved for the Bid
C	Price Offered By Bidders
C_{low}	The lowest of all Price offered(L1 Price)
X_t	Weightage for technical evaluation
X_f	Weightage for financial evaluation

[#]The QCBS Calculation is system generated as per the GeM norms.

Selected Bidder for the Bank = H1 (Max of Scores of Bidder 1, 2 and 3)

7.4 Normalization of Bids

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

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

<div align="center">

OR

</div>

7.4.2   Revised submissions of the entire bid in the whole

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

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

7.5   Intimation to Qualified/Successful Bidders

The names of qualified bidders at each stage would be announced on the GeM portal. Commercial Bids of only technical qualified bidders shall be opened. Based on marks obtained by the bidder at each stage i.e., Technical and Commercial, the Techno-commercial evaluation will be as per GeM terms and conditions. Final list of the bidders (H1, H2 etc.) will be announced as indicated above. No separate intimation will be sent to successful Bidder.

7.6   Selection of successful Bidder

7.6.1 The H1 (highest Score) bidder will be determined on the basis of the final scores as described under Techno-Commercial evaluation process.

7.6.2 However, the Bank does not bind itself to accept the highest scored bidder or any Bid and reserves the right to reject any or all bids at any point of time prior to the order without assigning any reasons whatsoever.

7.6.3 The Bank reserves the right to re-tender without assigning any reasons whatsoever. The Bank shall not incur any liability to the affected bidder(s) on account of such rejection. Bank shall not be obliged to inform the affected bidder(s) of the grounds for the Bank's rejection.

7.6.4 The Bank reserves the right to modify any terms, conditions and specifications of the RFP and Bank reserves the right to obtain revised price bids from the bidders with regard to change in RFP clauses. The Bank reserves the right to accept any bid in whole or in part.

7.6.5 The bidder who is H1 (highest score) will be referred as the selected bidder/ successful bidder.

ANNEXURE - I   TENDER COVERING LETTER

Assistant General Manager
Punjab & Sind Bank
Risk Management Department (HO RMD)
Corporate Office, Second Floor, NBCC Complex, Block – III,
East Kidwai Nagar, New Delhi-110023

Dear Sir,

Reg.: Request for Proposal for "Selection of Vendor/ System Integrator for EIRMS Phase-2 (Upgradation of existing Application and implementation of IFRS, FTP and TPRM) on SAS platform and requisite hardware" - Tender Ref No. PSB/HO RMD /RFP/01/2025-26 dated 07/08/2025.

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 RFP for '**Selection of Vendor/ System Integrator for EIRMS Phase-2 (Upgradation of existing Application and implementation of IFRS, FTP and TPRM)**' in the RFP document forming Technical as well as Commercial Bids being parts of the above referred Bid.

In the event of our selection by the Bank for the captioned RFP, we will submit a Performance Guarantee for a sum equivalent to 3% of the total contract value with validity of 66 months (or extended period, if any) in favour of Punjab & Sind Bank.

Further we agree to abide by the terms and conditions of this RFP and our offer shall remain valid for 180 days from the date of technical bid opening and our offer shall remain binding upon us which may be accepted by the Bank any time before expiry of 180 days.

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.

 Date: _____

Place: _____   Signature of Authorised Signatory

                                     Name of Signatory: _____

                                     Designation: _____

                                     Seal of Company

ANNEXURE – II COMPLIANCE TO MINIMUM ELIGIBILITY CRITERIA

Reg.: Request for Proposal for "Supply, Implementation, Integration, Maintenance and Management of EIRMS Phase-2 (Upgradation of existing Application and implementation of IFRS, FTP and TPRM) on SAS platform and requisite hardware" - Tender Ref No. Tender Ref No. PSB/HO RMD /RFP/01/2025-26 dated 07/08/2025.

Sr. No.	Eligibility Clauses	Minimum Documents Required (The Bank can ask for additional documents to its satisfaction for the eligibility clauses mentioned below.)
EC-1	The bidder should be registered as a company in India as per Company Act 1956 & 2013 operating since last 5 years as on the date of RFP.	Copy of the certificate of incorporation issued by The Registrar of Companies.
EC-2	The Bidder should have a minimum average turnover of Rs. 75 Crores in last three financial years (i.e. 2022-23, 2023-24 and 2024-25) and they should be net-worth positive till date in all three financial years.	Audited Financial Statements (and Annual Reports, if applicable) for the last three financial years, viz. 2022-23, 2023-24 and 2024-25) are to be furnished. CA certificate with regard to turnover is required to be submitted by the bidder. If audited financial statement of FY 2024-25 cannot be furnished, the CA certified provisional certificate for the same is to be provided.
EC-3	Bidder can submit only one bid. Multiple bids from the same bidder will get disqualified.	Undertaking from Bidder is required.
EC-4	The Bidder's Technical Support Centre should be located at Delhi/ NCR. In case bidder is not having support centre at Delhi/ NCR, bidder should give undertaking to open the Technical support centre in Delhi/ NCR within 1 month from award of tender.	Details of Technical Support Centres to be provided. In case bidder is not having Technical Support centres at Delhi/ NCR, then an undertaking is to be provided by the bidder.
EC-5	The Bidder should not be banned/blacklisted/ debarred by any Bank/ PSU/ GOI Department/ Indian Financial Institutions as on date of submission of bid.	An undertaking letter to be enclosed by the Bidder clearly stating that they are not banned/blacklisted/ debarred by any Bank, PSU/GOI Departments/ Indian Financial Institutions as on date of submission of bid.

EC-6	The Bidder (including OEM and OSD/OSO, if any) should either be Class-I or Class-II local supplier as defined in Public Procurement (Preference to Make in India) Revised Order (English) dated 16/09/2020.	Certificate by CA/statutory auditor/cost auditor of the company to be submitted as per Annexure: XXI

Date: _____
Place: _____
_____

_____

Signature of Authorised Signatory
Name of Signatory:

Designation:

Seal of Company

ANNEXURE - III BIDDER'S INFORMATION

Assistant General Manager
Punjab & Sind Bank
Risk Management Department (HO RMD)
Corporate Office, Second Floor, NBCC Complex, Block – III,
East Kidwai Nagar, New Delhi-110023

Sir,

Reg: Request for Proposal for Selection of Vendor/ System Integrator for Supply, Implementation, Integration, Maintenance and Management of EIRMS Phase-2 (Upgradation of existing Application and implementation of IFRS, FTP and TPRM) on SAS platform and requisite hardware.

With reference to RFP No PSB/HO RMD /RFP/01/2025-26 dated 07/08/2025 (Read with its Addendums/ Corrigendum/ Amendments), we hereby submit necessary information hereunder: -

1.	Name & address of the Company with direct phone numbers			
2.	Registration No. and date of establishment			
3.	Website Address			
4.	Email Address:			
5.	Detail of Tender Fee and Earnest Money Deposited:			
6.	Figures for last 3 years (in Crores with two decimal):- Annual Turnover	2022-23	2023-24	2024-25
7.	Income Tax PAN GSTIN number			

DECLARATION

1. 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 biding 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 do not contain any deviation and misrepresentation. We understand that bank reserve the right to reject our bid on account of any misrepresentation/deviations contained in the bid.

4. Bank may accept or entrust the entire work to one Bidder or divide the work to more than one bidder without assigning any reason or giving any explanation whatsoever and the Bank's decision in this regard shall be final and binding on us.

5. If our bid is accepted, we are to be jointly and severally responsible for the due performance of the contract.

6. Bidder means the vendor who is decided and declared so after examination of commercial bids.

Name of person Authorized to sign:	
Mobile No.	
Email:	

Date: _____

Place: _____

Signature of Authorised Signatory

Name of Signatory: _____

Designation: _____

Seal of Company

ANNEXURE - IV PERFORMA FOR THE BANK GUARANTEE FOR EARNEST MONEY DEPOSIT

(To be stamped in accordance with stamp act)

Ref: Bank Guarantee #   Date: _____

Punjab & Sind Bank
Risk Management Department,
Second Floor, NBCC Complex, Block – III,
East Kidwai Nagar, New Delhi-110023

Dear Sir,

In accordance with your bid reference No. _____
Dated: _____M/s_____ having its registered
office at _____ (herein after Called bidder) wishes to
participate in the said bid for 'Selection of Vendor/ System Integrator for **Supply, Implementation, Integration, Maintenance and Management of EIRMS Phase-2 (Upgradation of existing Application and implementation of IFRS, FTP and TPRM) on SAS platform and requisite hardware -** An irrevocable Financial Bank Guarantee (issued by a nationalized/ scheduled commercial Bank) against Earnest

Money Deposit amounting to Rs._____(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 _____ 14.30 hours (Indian Standard Time) 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 Designation Bank Common Seal

ANNEXURE - V ACCEPTANCE OF SCOPE OF WORK

(On Bidder's letter head duly stamped and signed by Authorized Signatory)

RFP Reference No_____   Date: _____

Assistant General Manager
Punjab & Sind Bank
Risk Management Department (HO RMD)
Corporate Office, Second Floor, NBCC Complex, Block – III,
East Kidwai Nagar, New Delhi-110023

Dear Sir,

Reg: Request for Proposal for Supply, Implementation, Integration, Maintenance and Management of EIRMS Phase-2 (Upgradation of existing Application and implementation of IFRS, FTP and TPRM)

We hereby undertake that we have read and understood the complete scope of work mentioned in the Section Scope of Work and elsewhere in the said Tender Document (Read with Addendums /Corrigendum and response to queries).

We further undertake the Cost includes all the cost of solutions/ services mentioned in the document and bank shall not be liable to pay any other/ additional cost except whatever quoted by us due to any omission of factoring the cost of any solution/ services whatsoever mentioned in the document.

I further undertake that all desired clarifications, if any, have been obtained by us as to interpretations of the Scope of work. We undertake to comply with the complete Scope of work mentioned in the tender document. Yours faithfully,

Date : _____

Place: _____

Signature of Authorised Signatory

Name of Signatory: _____

Designation: _____

Seal of Company

ANNEXURE – VI ACCEPTANCE/ COMPLIANCE CERTIFICATE

Date: _____

Reg.: Request for Proposal for "Supply, Implementation, Integration, Maintenance and Management of EIRMS Phase-2 (Upgradation of existing Application and implementation of IFRS, FTP and TPRM) on SAS platform and requisite hardware - Tender Ref No. RFP No PSB/HO RMD /RFP/01/2025-26 dated 07/08/2025.

All Terms and Conditions including scope of work

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

Signature of Authorised Signatory
Name of Signatory: _____
Designation: _____
Seal of Company

<div align="center">**ANNEXURE - VII   SAMPLE FORMAT OF**
PERFORMANCE GUARANTEE</div>

Tender Reference No: RFP No PSB/HO RMD /RFP/01/2025-26 dated 07/08/2025

<div align="right">Date:</div>

Assistant General Manager
Punjab & Sind Bank
Risk Management Department (HO RMD)
Corporate Office, Second Floor, NBCC Complex, Block – III,
East Kidwai Nagar, New Delhi-110023

Dear Sir,

1. WHEREAS pursuant to a Request for Proposal dated…………….. (hereinafter referred to as RFP, issued by Punjab & Sind Bank, Bank House, 21, Rajendra Place, New Delhi in response of (Vendor / Service Provider), a Company registered under the Companies Act, 1956 and having its Registered / Corporate Office at …………………………………has awarded the Contract valued Rs……………………………….and appointed……………………..as Vendor/ Service Provider for '**Supply, Implementation, Integration, Maintenance and Management of EIRMS Phase-2 (Upgradation of existing Application and implementation of IFRS, FTP and TPRM) on SAS platform and requisite hardware** ' for Bank 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 / 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 / Service Provider) has approached us for issuing in your favour a performance

   Guarantee for the sum of Rs…………………………….. (Rupees…………………………………….).

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

claimed by you on account of breach on the part of ……………of their obligations or default in terms of the said Appointment letter / Purchase Order.

4. Notwithstanding anything to the contrary contained herein or elsewhere, we agree that your decision as to whether the ……………..has committed any such breach / default or defaults and the amount or amounts to which you are entitled by reasons thereof will be binding on us and we shall not be entitled to ask you to establish its claim or claims under this Guarantee, but will pay the same forthwith on demand without any protest or demur. Any such demand made by you shall be conclusive as regards the amount due and payable by us to you.

5. This Guarantee shall be valid up to ……….. plus 6 (six) 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 the ………and either to enforce or forbear to enforce any of the terms and conditions of the said appointment letter or the Contract and we shall not be released from our liability under Guarantee by exercise of your liberty with reference to matters aforesaid or by reason of anytime being given to or any other forbearance, act or omission on your part or any indulgence by you or any other act, matter or things whatsoever which under law relating to sureties, would but for the provisions hereof have the effect of releasing us from our liability hereunder provided always that nothing herein contained will enlarge our liability hereunder beyond the limit of Rs…………………….. (Rupees…………………………………only) as aforesaid or extend the period of the guarantee beyond …………………. (Date) unless expressly agreed to by us in writing.

7. This Guarantee shall not in any way be affected by you are taking or giving up any securities from ……………or any other person, firm or company on its behalf or by the winding up, dissolution, insolvency as the case may be of ……….

8. In order to give full effect to the Guarantee herein contained, you shall be entitled to act as if we were your principal debtors in respect of all your claims against ……….hereby guaranteed by us as aforesaid and we hereby expressly waive all our rights of surety ship and other rights, if any, which are in any way inconsistent with any of the provisions of Guarantee.

9. Subject to the maximum limit of our liability as aforesaid, this Guarantee will cover all your claim or claims against ………from time to time arising out of or in relation to the said appointment letter / Contract and in respect of which your claim in writing is lodged on us before expiry of Guarantee.

10. Any Notice by way of demand or otherwise hereunder may be sent by special courier, telex, fax, e-mail or registered post to our Head Office / Local address as aforesaid and if sent accordingly it shall be deemed to have been given when the same has been posted.

11. This Guarantee shall not be affected by any change in the constitution of _____or nor shall it be affected by any change in your constitution or by any amalgamation or absorption thereof or therewith but will ensure to the benefit of and be available to and be enforceable by the absorbing or amalgamated company or concern.

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

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

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

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

16. Notwithstanding anything contained herein above;

i) Our liability under this Guarantee shall not exceed Rs_____ (Rupees _____only)

ii) This Guarantee shall be valid and remain in force up to_____ plus the Claim period of 6 (Six) 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 serve upon us a written claim or demand for payment on or before the expiry of this Guarantee.

Dated this the _____ day of _____ 2025.

Signature and Seal of Guarantors

Vendor's Bank

ANNEXURE - VIII   PRE-BID QUERY FORMAT

(Queries must be e-mailed to anil.rawat@psb.co.in and tarun.narang@psb.co.in, strictly as per following format in MS-Excel file only, quoting Tender Number in the subject field of the email.)

Sr. No.	Page No.	Section/ Annexure/ Appendix	RFP clause	Bidders remark

ANNEXURE – IX
TECHNICAL REQUIREMENTS/ SPECIFICATIONS
Proposed Solution General/ Functional Requirements for Technical Evaluation:

Sr. No.	Proposed Solution General/ Functional Requirements	Essential (E)/ Preferable (P) - [Any Non-compliance of (E) lead to technical disqualification]	Compliance (YES/ NO)	Remarks.
A	**GENERAL**			
1.	All the solution, service, hardware, software, licenses, rack, cabling, network and security devices and storage solution etc. for the - EIRMS Phase-2 (Upgradation of existing Application and implementation of IFRS, FTP and TPRM) Solution will be provided by the selected bidder. The Bank will only provide connectivity and premises for hardware installation.	E		
2.	Bidder has to provide a unified web-based dashboard for - EIRMS Phase-2 (Upgradation of existing Application and implementation of IFRS, FTP and TPRM) reporting which should cover all the types of financial risks across the bank's environment for risk management.	E		
3.	The bidder shall provide service desk portal which should be configured, maintained and updated to record all agreed upon SLA breaches. Bank should be able to generate reports to validate the service availability through comprehensive web-based portal (dashboard). The portal shall be accessed by Bank users with individual login credentials.	E		
4.	Compliance to standards like ISO 27001:2013, PCI DSS etc., should be supported by the Bidder. Also, bidder is required to support the bank in audits of the same.	E		
5.	Preparation of all documents including but not limited to deployment architecture, operation, maintenance including the Standard Operating Procedures (SOP) for maintaining, enhancing and operating the solution, and roles & responsibilities of all the personnel deployed. The bidder needs to provide a complete set of documentation in 03 sets of Hardcopies as well as in Softcopies as part of the	E		

	EIRMS Phase-2 (Upgradation of existing Application and implementation of IFRS, FTP and TPRM) implementation. Also, the documents need to be updated periodically and submitted to the bank.			
6.	The bidder would provide updates, patches, bug fixes, version upgrades for the entire EIRMS Phase-2 (Upgradation of existing Application and implementation of IFRS, FTP and TPRM) Solution/ infrastructure.	E		
7.	The Bidder should provide the latest version of the Solution. The bidder will replace the out-of-support, out-of-service, end-of-life, undersized infrastructure elements at no extra cost to the bank during the entire contact period. (Replacement to be done before due of date.)	E		
8.	The solution should be in hot-standby, high availability mode and with BC (Business Continuity) set-up at Bank's DR (Disaster Recovery) site. The Bidder would be responsible for installation, testing, commissioning, configuring, integration, warranty and maintenance of the system.	E		
9.	The solution must comply with India's Digital Personal Data Protection Act, 2023, especially regarding data residency, private notices, and data breach notifications	E		
10.	Initial installation, configuration and integration should be done by the Bidder through the OEM. The Bidder would be the single point of contact. The Bidder should have necessary agreement with the OEM for all the required onsite support for entire project period. Bidder should have back-to back support with OEM during the total contract period for necessary support. However, Bidder will be held accountable for OEM's inaction and penalty charges would be levied on the bidder as per the Service Levels and Terms & Conditions.	E		
11.	Bidder will manage EIRMS Phase-2 (Upgradation of existing Application and implementation of IFRS, FTP and TPRM) operations and monitoring in consultation with the Bank's team.	E		

12.	All the solutions supplied as part of this RFP should be supplied with Enterprise-wide License. The licenses should be perpetual from the first day with no dependence on payment of any Annual support/ technical license fee and the Bank wants the licenses to continue to be an integral asset of the Bank in perpetuity even in the event of Govt. of India and its bodies decreasing their stake to less than majority shareholding structure.	E		
13.	Bank will have the right to use the solution for the functions provided by the solutions in any manner and for any number of branches, offices, irrespective of the number of users/concurrent user, geographical location of the devices being monitored. Bank will also have a right to relocate any one or all the solutions to different locations.	E		
14.	Installation, configuration, integration would be done by the bidder and OEM and signed off provided by the OEM / Bidder. It will be the joint responsibility of Bidder and OEM to provide full technical support in compliance with the terms of this RFP. The Bank has a complex infrastructure with multiple resources maintained and managed through multiple vendors. So, for seamless implementation, close coordination is required with other vendors and bank personnel by the selected bidder. A robust documentation system needs to be in place for all to understand the process and their responsibilities by the selected bidder. Therefore, the bidder has to provide the documentation for the project including but not limited to references regarding scope, functional and operational requirements, resource requirements, project design/ plan, product description, guidance for best practices, implementation guidelines, user acceptance test plan, operations/ policy configuration manual, integration document, security implementation, training materials, evaluation scoreboards and matrices etc.	E		
15.	Adherence to agreed Service Levels, periodic (Daily/Weekly/Fortnightly/Monthly/Quarterly/Half	E		

	Yearly/Yearly) monitoring and reporting of the same to the bank through a portal.			
16.	EIRMS Phase-2 (Upgradation of existing Application and implementation of IFRS, FTP and TPRM) setup/ infrastructure may be subjected to audit from Bank and/ or third party and/ or regulatory body. It shall be responsibility of the Bidder to cooperate and provide necessary information and support to the auditors. The Bidder must ensure that the audit observations are closed on top priority and to the satisfaction of the Bank, regulator and its appointed auditors. Extreme care should be taken by the Bidder to ensure that the observations do not get repeated in subsequent audits. Such non-compliance by Bidder shall attract penalty.	E		
17.	The Hardware/Servers provisioned should be having 10G Fiber Ports along with SFPs required for smooth implementation of the Solution. However, Management port shall be on 1 G copper.	E		
18.	The proposed solution should save the data in latest industry standard encryption format in EIRMS Phase-2 (Upgradation of existing Application and implementation of IFRS, FTP and TPRM) system, as per regulatory/bank norms and other recommendations/ guidelines.	E		
19.	The proposed solution should replicate the data between Bank's DC and DR Site.	E		
20.	The proposed solution should maintain Audit Logs of all user activities including User ID, Date, Time, IP Address, Terminal ID, Locations, etc.	E		
21.	The proposed solution should conform to all regulatory, statutory, & government guideline; and also, legal acts and rules including IT Act, 2000 (as amended time to time).	E		
22.	Integration required to the Bank environment has to be done at no extra cost and will be the sole responsibility of the bidder.	E		
23.	Hardware(s) should have built-in redundancy features such as- dual power supply etc. The hardware components should be hot swappable.	E		

	Backup & Recovery			
24.	• Complete backup solution shall be provided by the bidder, both at DC and DR.			
	• The backup success rate should be 99.99% at all times for EIRM Solution			
	• The proposed solution should provide on-line replication to backup site. Should provide automating the backup processes for all the applications/ databases in Primary and Disaster Recovery sites.	E		
25.	**Security/ Audit Trail**			
	• All Error messages must be logged. It should be possible to look up online (by error message number or by alphabetical list) all error messages reported by the system, to determine their meaning and the appropriate corrective course of action. Error messages or events of a certain severity level should be immediately notified to the System Administrator's Group and actual user.			
	System should provide auditable management of User-ids, access rights and passwords, login, activities etc.			
	• Maintenance of a secure, auditable log of access to the system, identifying user-Id, date, time, functions accessed, and operations performed etc.	E		
26.	• A separate Login/ Role/ user type is required for Auditors who can view all the parameters/ test cases/ pending reports/ and perform complete Audit/ reporting through the user. Though the audit user would have view permission only.	E		
27.	• A separate Login/ Role/ user type is required for Auditors who can view all the parameters/ test cases/ pending reports/ and perform complete Audit/ reporting through the user. Though the audit user would have view permission only.			
	Provide Comprehensive Audit Trail Features, such as (but not limited to):			
	• Daily activities log merged into the history log Files			
	• Date, time and User stamped process list for different processes.	E		

	• Provision for daily activity report/s to highlight all the processes invoked				
28.	Solution is modular and designed as independent, loosely coupled components.	E			
29.	Application follows microservices architecture.	P			
30.	All components are containerized and deployable on Kubernetes / OpenShift/ Tanzu.	P			
31.	Service discovery and service mesh integration is supported.	E			
32.	Vendor provides CI/CD pipeline scripts and deployment manifests.	P			

B	FUNCTIONAL REQUIREMENTS			
B-1	IFRS			
1.	The proposed solution should be designed to seamlessly integrate with the bank's existing Cash Flow Engine (CFE), enabling direct data integration for Realtime processing. Alternatively, it should possess the capability to import cash flow data from external files through batch processing, ensuring flexibility and compatibility with the bank's operational framework.	E		
2.	The vendor should ensure that the cashflow as per IND AS guidelines are consumed by the proposed solution. Additionally, the solution should be capable of incorporating any necessary changes/ adjustments in the externally generated cash flow to maintain compliance with these guidelines. In case, there is any product variant or results that is not generated by existing ALM system of the bank, the solution should be capable of generating cashflows/results for the same.	E		
3.	The proposed solution should include a comprehensive governance feature that meticulously documents all modifications made to the existing cash flow i.e crucial for providing transparency and accountability, serving as a reliable record for both internal and external auditing purposes. It should capture the nature, rationale, and impact of each change, ensuring that the organization can demonstrate adherence to established financial controls and regulatory requirements. The solution should facilitate easy retrieval and review of these change logs to support audit processes and maintain a high standard of financial governance.	E		
4.	The solution should integrate with multiple systems to gather essential data for ECL calculations (including but not limited to IRB ratings, computations of Probability of Default at Rating or pool/segment level, LGD & CCF at facility or segment level, restructuring data, SMA data, watchlist Data, technical write-off information, EWS, all types of collateral, cashflows & recovery.)	E		
5.	Solution shall be able to check incoming data for quality, reliability, consistency and validity, Adequacy, completeness and should be able to transform the data with built in logic as required.	E		
6.	The solution should be capable of developing a unified metadata repository that serves as the primary point of reference for all data prerequisites essential for	E		

	facilitating data modeling & visualization tasks extracted from multiple sources			
7.	The solution should be capable of integrating and processing diverse data files from various sources into a specified data model (Both Physical & Logical), which is essential for model development along with validation. This includes the capacity to manage exceptions that occur during the ETL (Extract, Transform, and Load) process, as well as when utilizing interfaces between systems, such as APIs. Additionally, the solution must be equipped with tools and features that enable the evaluation and resolution of data quality concerns, including but not limited to missing values, Overrides, outliers, incorrect formatting, and inconsistencies.	E		
8.	The solution should be capable to integrating data from various origins as well as handling simultaneous data streams from these diverse sources in real time. The solution shall utilize built-in capabilities to manage and merge the information automatically without any need of manual intervention (i.e no need to write step-by-step code to process the data)	E		
9.	The solution must be equipped to collect and store comprehensive master data for all financial assets, enabling initial categorization in accordance with Indian Accounting Standards (Ind AS). Once captured, this master data should be appropriately labeled to ensure that each financial asset is classified according to the specifications set by Ind AS & other regulatory requirements.	E		
10.	The solution should facilitate the sorting of financial assets into the three distinct classifications stipulated by Indian Accounting Standards (Ind AS), namely: Amortized Cost, Fair Value through Other Comprehensive Income (FVOCI), and Fair Value through Profit and Loss (FVTPL) and basis regulatory requirements.	E		
11.	Ability to change segmentation rules Or incorporate new segmentation rules within a system and controlled environment. For example, when changes to business models, launch of new products, restructuring of portfolio, etc. occurs, the solution is flexible in redefining the new segmentation strategy, which will feed into the development of ECL models.	E		
12.	The solution must accurately segregate assets into 'retail' and 'corporate' classes following RBI	E		

	definitions, accounting for all fund-based and non-fund-based exposures, both domestically and internationally.			
13.	The solution should have ability to perform segmentation analysis to provide both quantitative and qualitative justifications for the segmentation strategy employed. The approaches available for utilization should allow for multi-level segmentation to ensure sufficient granularity.	E		
14.	The solution must be designed to seamlessly integrate with existing model development code written in various programming languages, or new models in future, including R, Python, SAS, and SQL etc. This functionality should eliminate the necessity for users to translate or restructure their code to fit a proprietary system format	E		
15.	The solution must be designed with the capacity to securely retain all relevant data for a minimum duration of 10 years extendable up to 20 years.	E		
16.	The solution should be able to accommodate the end-to-end model development & validation process which involves data collection & cleansing and preparation, conducting exploratory analysis, missing value treatment, variables selection and transformation, model fitting, validation and calibration, and performing goodness-of-fit tests. This is followed by back-testing, benchmarking, comprehensive documentation, ensuring regulatory compliance, implementing the model into systems, and establishing ongoing monitoring and updating protocols to maintain model accuracy and relevance. The model development process should have the capability of comparison on Challenger model basis at the same time.	E		
17.	The solution should be capable of executing a comprehensive array of statistical modelling techniques including both supervised and unsupervised learning algorithms for developing ECL models (PD/LGD/CCF) within a cohesive environment. This robust functionality should extend to the models required for IND AS 109/IRB compliance such as PD, LGD, and CCF. By providing such an integrated system, the platform ensures that users can efficiently manage and execute a diverse set of statistical models necessary for accurate financial reporting and risk assessment in accordance with IND	E		

	AS 109 standards. Additionally, the solution should enable development of credit scorecards and credit rating models.			
18.	The solution should be able to use homogeneous discrete time and non-homogenous continuous time processes for the generation of rating transition matrices to model the credit risk term structures (e.g. multi-year default rates).	E		
19.	The solution should possess the capability to model the term structures for Probability of Default (PD), Loss Given Default (LGD), and Exposure at Default (EAD) across various time horizons. This feature is essential for generating both 12-month and lifetime Expected Credit Loss (ECL) calculations in accordance with measurement requirements.	E		
20.	The solution shall possess the capability to calculate both Through-the-Cycle (TTC) Probability of Default (PD) and Point-in-Time (PIT) PD. Additionally, it shall facilitate the conversion of TTC PD to PIT PD and vice versa.	E		
21.	The solution should provide GUI (Graphical User Interface) to provide the standard scorecard development steps like data cleansing, single factor analysis, multifactor analysis, log-odds scaling and final scorecard generation.	E		
22.	The solution should possess the flexibility to incorporate Point-in-Time (PIT) models and methodologies that align with the specific analytical frameworks and decision-making processes of the bank. It should also support the integration of user-defined mapping tables, allowing for the customization of data relationships and the translation of complex logic into operational models.	E		
23.	The solution should have the capability either to import and process macroeconomic data using a flat file or integrating the data from external system, both historical and projected, encompassing a wide range of macroeconomic indicators but should not be limited to GDP, unemployment rates, inflation, and crude oil prices. Additionally, it should be equipped to construct forecasting and forward-looking models for all risk parameters, utilizing this macroeconomic data.	E		
24.	The solution should be capable of computing LGD using market based LGD, implied LGD and work-out method as per the nature, applicability and data availability of credit risk exposures. Further, the	E		

	system should be able to drill down the LGD estimation into industry wise, vertical wise, product wise, workout method wise, year wise/quarter wise/Other frequencies/, collateral-wise, Risk rating grade-wise and offer additional drilldown options and reports.			
25.	The solution should be capable of enabling users to select an appropriate discount rate for the purpose of discounting recovery cash flows and associated recovery costs. Users can choose from a range of discount rates that best align with the risk profile, time horizon, and specific characteristics of the recovery process.	E		
26.	For estimation of EAD & CCF, system should enable undrawn analysis, UGD (Usage Given Default) analysis.	E		
27.	The solution should allow users to build, validate and deploy CCF prediction models based on multiple methodologies including linear regression, logistic regression and clustering Single/ multiple horizon analysis.	E		
28.	The solution should have capabilities to capture outstanding and limit information for all revolving and off- balance sheet exposures.	E		
29.	The solution should have capabilities to compute realized CCF (Credit Conversion Factor) for defaulted exposures.	E		
30.	The solution should be capable of creating and maintaining retail pools (for PD, LGD and CCF) as per the definitions of pools.			
31.	The solution should be able to make use of survival analysis to estimate multi-year default and / or loss experience by means of measuring the occurrence and timing of default events. For example, through proportional hazards regression, competing risks models and discrete-time methods etc.	E		
32.	The solution is expected to possess the functionality to calculate Expected Credit Loss (ECL) risk parameters, which include PD, LGD & CCF, as part of the IND AS 109 solutions. Additionally, the system should also be designed to accept estimates of these parameters externally in cases where they are developed outside of the solution.	E		
33.	The solution should be able to integrate with any existing development environment, the credit risk models currently employed by the Bank, including	E		

	internally developed models and or external vendor developed models. This includes IND AS109/IRB models, internal scorecards / rating models, application and behavioral models.			
34.	The solution should contain a defined model to support the development of ECL models. Additionally, the solution should be flexible in allowing changes to any pre-defined data model, or allow the definition of a new data model. The solution should be capable of automatically adjusting pre-existing models to the new data model.	E		
35.	The solution should facilitate comprehensive model lifecycle management, encompassing continuous performance monitoring, centralized repository maintenance, and detailed oversight of model ownership, modifications, approvals, and validity periods to ensure sustained accuracy and compliance.	E		
36.	The solution should provide a repository for ECL models (including documentation) used in IND AS 109 compliances, capturing model codes, Uses, limitations, sensitivity of the output to input data assumptions, and business rules, while enabling the configuration of model interdependencies and conditionality within the application.	E		
37.	The solution should enable users to establish one or more sets of rules (using user friendly interface), where each set represents a sequence of rules executed according to a predetermined order of priority. Users should have the capability to rearrange the execution sequence of rules within a rule set using a drag-and-drop interface.	E		
38.	The solution must include features that allow for the critical assessment of whether to apply the 30/60/90 days rebuttable presumption in the staging process. It should be able to perform in-depth analysis, considering various factors and scenarios, to determine if there are valid grounds to contest the presumption, thereby supporting a more tailored approach to stage classification.	E		
39.	The proposed solution must provide a sophisticated yet user-friendly interface that enables financial institutions to establish and apply bespoke staging rules directly, bypassing the need for specialized coding or programming skills. This feature is essential for banks the bank to customize the credit risk assessment framework according to its distinct	E		

	policies and operational needs, with the added flexibility to modify these rules promptly in response to evolving market dynamics or regulatory changes.			
40.	The solution should enable authorized business users to directly add or modify the rules for Expected Credit Loss (ECL) calculations via a user-friendly front-end interface, incorporating access control mechanisms to ensure data integrity and compliance.	E		
41.	Flexibility of dynamic updates on the ECL computation & reporting process. (e.g. reusing the business rule for different jurisdiction ECL computation, assigning the existing methodology for new products from the bank etc).	E		
42.	The solution should be able to register multiple sets of scenarios and have user interface to manage/register/de-register a scenario set.	E		
43.	The solution should have the ability to define different business rules regarding the designation of a financial asset as being Stage 1, 2 or 3, including definitions of default. The designation of business rules should be flexible, able to define specific rules at the account / transaction level, as well as on an aggregated level, and incorporate any internal accounting standards. This includes the ability to apply different rules within the same portfolio, segment, product, account, etc. The business Rules engine should be GUI based and configurable by Business User.	E		
44.	Solution should provide pre-defined (out of box) rules for IND AS 109 Stage 1, Stage 2 & Stage 3. The rules listed below for stage determination should include, but not be limited to: Credit Rating, Loan-to-Value (LTV) Ratio, Days Past Due, New Account Origination, Industry Sector, Country of Risk, Methodology Adopted, and Credit Status (defaulted or impaired).	E		
45.	Solution should able to define bank specific staging rules with complex nested rules and exception rules, for stages 1,2, and 3 at legal entity/ LOB/ subsidiary & group levels.	E		
46.	Solution should incorporate input data field changes (if any) corresponding to bank specific criteria for stage determination with reference to different portfolios/ subsidiary or local regulation related requirements.	E		

47.	The solution should provide the flexibility to apply distinct staging rules tailored to various legal entities and regions, accommodating both domestic/foreign and group-level reporting and disclosure obligations.	E		
48.	The solution must include a robust stage override feature that allows for manual adjustment of the credit risk stage classification for financial instruments. This feature should be accessible through two primary methods: a) File-Based/Manual Override: The system should support the ability to perform bulk stage overrides by importing a well-structured file (e.g., CSV, Excel) that contains the necessary details for stage reclassification. The file import process should include validation checks to ensure data integrity and compliance with IND AS 109 requirements. b) User Interface (UI) Override: The solution should also offer an intuitive user interface that enables users to individually override the stage classification of financial instruments. The UI should provide a seamless experience with options to document the rationale for each override, along with any supporting evidence or analysis. In both cases, the system must maintain a comprehensive audit trail that records all override activities, including the original stage, the overridden stage, the user who performed the override, the date and time of the override, and the justification provided.	E		
49.	The solution should be capable of identifying exposures that have not undergone stage assignment due to incomplete input data, and it should offer the option to assign default values for any missing data to facilitate the final determination of the stage.	E		
50.	The solution should offer a clear, rule-based approach for identifying Significant Increase in Credit Risk (SICR), utilizing either user-defined (Bank specific) or system predefined/ inbuilt criteria's. This entails identifying the criteria that trigger a shift from Stage I (performing assets) to either Stage II (underperforming assets with a significant increase in credit risk) or Stage III (non-performing assets), and implementing the necessary assessment processes to determine the appropriate stage classification based on the account's current financial indicators and historical performance data.	E		

51.	The proposed solution must be capable of identifying and managing the triggers that indicate a Significant Increase in Credit Risk (SICR) as per IND AS 109 requirements. The system should allow for the configuration of SICR criteria, including both quantitative and qualitative factors, and provide a mechanism to monitor and detect changes in credit risk levels. It should also facilitate the documentation and justification of SICR decisions, ensuring compliance with regulatory standards and enabling transparent reporting	E		
52.	The solution should have the capability to enable the authorized users to modify the rules that determine the staging of financial instruments under IND AS 109. This modification capability must be governed by a robust approval workflow that adheres to the maker-checker principle, ensuring a high level of control and integrity in the rule adjustment process.	E		
	Key aspects of this functionality should include: a) User Permissions: Only users with designated authority should have the ability to propose changes to the stage determination rules. The system must enforce strict access controls to prevent unauthorized modifications. b) Maker-Checker Workflow: The solution must implement a two-tiered process where one user (the 'maker') proposes changes to the rules, and a separate, authorized user (the 'checker') reviews and approves these changes before they are implemented in the system. c) Change Documentation: Every proposed rule modification should require a detailed explanation for the change, including the rationale and any supporting evidence or analysis that justifies the adjustment. d) Approval Notifications: The system should automatically notify approvers when a rule change is pending review. Additionally, it should alert relevant stakeholders upon the approval or rejection of rule modifications. e) Audit Trail: The solution must maintain a comprehensive and tamper-evident audit trail for all rule modifications and approvals. This trail should capture the identity of the maker and checker, the details of the proposed changes, timestamps of each action, and the approval or rejection status.			

	f) Version Control: The system should implement version control for rule sets, allowing for the tracking of historical changes and the ability to revert to previous versions if necessary.			
53.	The solution should be capable to calculate provisions based on the "Expected Credit Loss" (ECL) model, which is utilized for the acknowledgment of impairment losses on financial assets for domestic, foreign & treasury portfolio.	E		
54.	The solution should offer customizable options to establish and adapt bank-specific methodologies for calculating Expected Credit Loss (ECL), ensuring alignment with individual banking policies and regulatory requirements.	E		
55.	The solution should offer the functionality to readily update model parameters, entire models, or input data in response to shifts in the bank's policy decisions or as necessitated by other circumstances.	E		
56.	The solution by default should compute 12m and Lifetime forward ECL for all accounts. The system should allow dynamic stage allocation and ECL computation without resubmitting of inputs to ECL engine.	E		
57.	The solution should include the ability to apply ad-hoc adjustments to measured ECL values (at both the ECL parameter level and the estimated loss amount level). The adjustments include management and / or regulator overlays, and prescribed or specific adjustments to the PD, LGD and EAD parameters. Where adjustments have been made to estimated values, the solution should be able to track and keep in record, the specific adjustments made and the impact on final estimated ECL values.	E		
58.	The proposed solution should be capable of producing a range of economic scenarios that can be applied to calibrate the prospective ECL (Expected Credit Loss) measurements for various timeframes, such as 1-year, 3-year, and 5-year estimates. This should encompass the integration of internally generated economic scenarios derived from stress testing, capital planning, and business planning activities.	E		
59.	The solution should be able to simulate the impact on ECL arising from different assumptions and economic	E		

	scenarios. This includes the ability to forecast the ECL measures over "foreseeable horizon". This can vary from a few years to 10 years depending on the expected life of the financial asset. Additionally, the simulation should include the ability to "test" new business rules (e.g. segmentation, modelling assumptions, stage allocation rules, etc.) for the purpose of an impact assessment.			
60.	The solution should include sensitivity type analysis and scenario type analysis to simulate the impact on ECL levels. The solution should be able to accommodate multiple scenarios (including sensitivity assumptions).	E		
61.	The solution should provide governance for ECL activities to be carried out by various teams to make the process repeatable, transparent and auditable. The system should provide workflow for orchestration of activities and override of results.	E		
62.	ECL Execution logs should be available on the user interface to enable debugging of any of the previously executed ECL runs.	E		
63.	The solution must offer a robust reporting tool that provides concise summaries and in-depth analysis of financial asset stage transitions between reporting periods, critical for assessing portfolio credit quality and risk. Key capabilities should include: a)Transition Tracking: Monitor and document asset shifts across Stage I, Stage II, and Stage III. b)Period Comparison: Compare stage changes over selected timeframes to track historical trends. c)Quantitative Analysis: Calculate the financial impact of stage transitions on expected credit losses and provisions. d)Movement Drivers: Analyze and report on the causes of stage changes, including economic, borrower, and behavioral factors. e)Visual Summaries: Create charts and graphs for a clear visual understanding of stage movement patterns. f)Drill-Down Functionality: Access detailed views of individual asset transitions and contributing factors. g)Customizable Reporting: Apply filters to focus on specific sectors, regions, or exposure types for targeted analysis.	E		

64.	The solution should cover all the disclosure requirements as set out by IND AS109. For reference: the solution should be capable of generating report based on segment, rating grade, stage, retail pools, stage transitions, recoveries, impairment loss, accrued interest and write offs. Additionally, a report showing the different elements of the expected loss calculation, such as gross amount, accrued interest and impairment loss.	E		
65.	The solution should have pre-defined regulatory disclosure templates and pre-defined management reporting templates which can be readily generated. Where additional disclosures are required, the solution should be flexible and capable of amending defined templates to incorporate the new requirements. This should include the ability to readily define the data requirements to support the new disclosures, within a controlled environment.	E		
66.	The solution should be capable of generating credit quality analysis by credit risk rating grades, the gross carrying amount of financial assets and the exposure to credit risk on loan commitments and financial guarantee contracts. Financial assets include: loans & advances at amortized cost, debt investment securities at amortized cost, debt investment securities at FVOCI.	E		
67.	The solution should be designed to produce reports that detail the concentration of credit risk, categorized by industry sectors and geographical areas.	E		
68.	The solution should allow the scheduled generation of reports and allow configuration of the scheduler to the following but not limit to: a) Monthly, b) Quarterly, c) Yearly.	E		
69.	System should allow running of previous month/ quarter/ years portfolio and should enable generation of attribution analysis from the same i.e. ability to drill down on the cause for change of ECL number.	E		
70.	User should be able to choose periods on the user interface between which attribution/reconciliation analysis needs to be run.	E		
71.	The solution should be capable of generating multi-currency reports based on user preference and also offer the functionality to produce consolidated reports for multiple entities.	E		

72.	The solution should be capable of generating various reports w.r.t 1. Provisions & Allowance reports across different line of business, Stages, Segments. 2. Staging Transition: Stage Classification by LOB, Segments, Product &customer type, staging trend 3. Trend Analysis: Stagewise Allowance and Provision trend, trend across various lines of business in terms of credit losses. 4. Concentration Analysis: Analysis of ECL concentration across Line of Business, Customer type, ratings, DPD Bands, Credit Ratings, PD Bands 5. Vintage Analysis 6. Transition Matrix: Historical Avg Transition Matrix (Corporate/Retail), Predicted Transition Matrix (Corporate/Retail) Impaired Assets, Loan Forecasts across Corporate and Retail 7. ECL reconciliation Analysis: The analysis should provide a visual description of the ECL movements between two reporting dates. 8. Other relevant reports	E		
73.	The system should support the classification of financial assets in accordance with Ind AS standards, enabling categorization into three specified types: Amortized Cost, Fair Value through Other Comprehensive Income (FVOCI), and Fair Value through Profit and Loss (FVTPL) and basis regulatory requirements.	E		
74.	The system should support the classification of financial liabilities in accordance with Ind AS standards, enabling categorization into specified types: Amortized Cost and Fair Value through Profit and Loss (FVTPL) and basis regulatory requirements.	E		
75.	The system should incorporate all possible business model conclusions, with embedded logic to conduct the Solely Payments of Principal and Interest (SPPI) test, applying a pass/fail criterion for each security or financial instrument. Also, the system should have flexibility to manually select the SPPI and Business Model.	E		
76.	The solution should have capability to map financial asset wise fee and transaction cost and generate report of amortized and unamortized income on reporting dates.	E		
77.	The solution should be able to capture deal wise financial assets having premium/ discount and	E		

	information required for the calculation of premium and discount amortization at EIR over the life of security.			
78.	The solution should be capable of recording other charges like documentation charges, Inspection fees, etc. which are collected upfront at the time of origination of loan need to be captured separately in a separate GL. Upfront Fees related to loan accounts needs to be tagged to respective loan account.	E		
79.	The solution should have the capability of Bifurcation/ mapping of all charges/Fees (Such as but not limited to Processing Fee, Mortgage Fee, Doc charges, etc.) received from borrowers into One-time charges & recurring charges.	E		
80.	The system should have the capability of reversing the processing fees due to waiver or concessions given and that should also be factored account wise.	E		
81.	The solution should calculate the effective interest rate (EIR) for all financial assets (including purchase or originated credit impaired assets) carried at amortized cost and FVOCI over their entire life, whether fixed or expected based upon the stage assessment, and generate the necessary cash flows.	E		
82.	The solution should recalculate the effective interest rate (EIR) whenever there are changes to the normal repayment schedule, such as partial prepayments, interest rate adjustments, EMI defaults, changes in tenure or EMI amounts, or restructuring.	E		
83.	The solution should be capable of capturing data related to financial assets with a redemption premium, and ensure that the premium is accrued in accordance with the Effective Interest Rate (EIR) method. It should also provide the flexibility to allow for manual input of such information on a per-asset basis.	E		
84.	The solution should provide the ability to integrate the EIR calculated with the Impairment calculations.	E		
85.	The solution should be able to generate the amortization schedule at account level and/or portfolio level	E		
86.	The solution should be able to recalculate the carrying value at the time of modification of the loan (i.e. modified cash flows needs to be discounted at original EIR) and recognize a gain/ loss on modification to P/L statement.	E		
87.	The solution should have the capability to integrate with the current treasury solution and generate the	E		

	output w.r.t treasury as required as per applicable Ind AS.			
88.	The solution should be flexible enough to compute all "sell" transactions deducted from the face value of the security using methods other than Weighted Average Method (WAM), such as First In, First Out (FIFO) or Last In, First Out (LIFO). The closing face value of the security will be calculated based on the selected approach.	E		
89.	The solution should calculate the New Price to compute the amortized cost of the securities which will be reported in the balance sheet. Amortized cost will be product of New Price and quantity of the security. Quantity of security should be computed using Closing Face value of the security as per FIFO/LIFO or any other method chosen by Bank.	E		
90.	The solution should generate report showing financial asset wise Call option, put option, conversion option etc. solution should have flexibility to add such information at inception level	E		
91.	The solution should enable the calculation of fair value using Level 1, Level 2, and Level 3 inputs, and generate reports showing the fair value of financial assets. The solution should have capability to source and store fair value of investment and treasury book at account level	E		
92.	The solution should generate reports on derivative accounting in accordance with Ind AS. The system should account for deal-wise Positive and Negative MTM separately, recording Positive MTM under Derivative Financial Assets and Negative MTM under Derivative Financial Liabilities.	E		
93.	The solution should have capability to compute CVA/DVA based on positive MTM and negative MTM respectively and should be able to generate report individually as well as collectively for CVA/DVA calculation.	E		
94.	The system should incorporate logic to notify about restrictions on sale/transfer of securities held under amortized cost category	E		
95.	The solution should be able to assess the criteria for modification and de- recognition of financial assets at any point of time and calculate the gain and loss as per the Ind AS requirement	E		
96.	The solution should be able to generate modified financial assets reports: a) amortized cost before	E		

	modification b) net modification gain or loss recognized for financial assets.			
97.	The system should be able to do hedge accounting for derivative instruments as per Ind AS 109.	E		
98.	The system should be able to recognize income, gains, losses of hedged and non-hedged derivatives based on Ind AS 109 requirements	E		
99.	The solution should enable the fair valuation of staff loans and deposits, calculating the difference between the fair value and nominal value, and recognizing this as an employee benefit cost.	E		
100.	The solution to map chart of accounts of Interest accrued with securities where the classification is amortized cost.	E		
101.	The solution should have capability to identify whether a contract entered by Bank contains lease as per the requirements of Ind AS 116.	E		
102.	The solution should be capable of extracting contract-related data from the bank's existing contract maintenance system in accordance with Ind AS 116 requirements.	E		
103.	The solution should be capable to capture lessor & lessee accounting as per the requirements of Ind AS 116	E		
104.	The solution should be capable to capture sub lease accounting as per the requirements of Ind AS 116	E		
105.	The solution should generate appropriate accounting entries for lessee accounting, lessor accounting and sublease transactions.	E		
106.	The solution should provide detailed disclosures on lease liabilities, right-of-use assets and lease expenses as per requirement of Ind AS 116.	E		
107.	The solution should be able to calculate present value of right-of-use assets and lease liability using appropriate discount rate as per requirement under Ind AS 116	E		
108.	The solution should be able to calculate/provide template for computation of incremental borrowing rate	E		
109.	The solution should generate amortization schedule for lease liability and calculate deprecation for right-of-use assets.	E		
110.	The solution should have capability to handle lease modifications and re measure lease liabilities and right-of-use assets as per requirements of Ind As 116.	E		

111.	The solution should facilitate the generation of key financial statements and reports, including the Profit and Loss Account, Cash Flow Statement, Segment Reporting, Other Comprehensive Income Account, Balance Sheet, and Financial Asset Ledger. It should also support report generation based on various grouping criteria i.e., branch (domestic and international) /region/circle/segment including disclosures without any manual intervention. The solution may leverage the trial balance data from the existing internal balance sheet & P&L and consolidation package (IBSPL & CBSPL). The solution should be able to implement the first-time adoption options available as per Ind AS 101 – First time Adoption of Indian Accounting Standard.	E		
112.	The solution should have capability to generate consolidated financial statement of the Banking group including subsidiaries, JVs, Associates and RRBs along with the capability of consolidating the financials of the entities that may not have adopted the Ind AS	E		
113.	The solution should have capability to generate elimination entry for intercompany transactions and generate minority interest for subsidiaries and associates from the system	E		
114.	The solution should have capability to map new chart of accounts as per the requirements of Ind AS	E		
115.	The solution should make it possible to configure accounts code to be in line with the Bank's chart of accounts based on e.g. transaction type, sub-type, sub-portfolio, currency, branch, etc.	E		
116.	The solution should ensure presentation and disclosures for financial reporting as per Ind AS requirement.	E		
117.	The solution should be able to provide both tax base and book base amounts for deferred tax computation	E		
118.	The solution should be capable for generating financials statement on Daily, Monthly, Quarterly, or Yearly frequency, and the system should also be flexible in defining accounting periods as per specific requirements.	E		
119.	The solution should be able to define customized business rules that is based on internal significant financial assets segmentation and capable of identifying operating segments based on the criteria set by Ind AS 108, including business activities,	E		

	revenue generation, and discrete financial information.			
120.	The solution should able to accurately track revenues and expenses for each segment, including inter-segment transactions and should be able to provide reports for assets and liabilities for each segment.	E		
121.	The solution should be capable of generating multi-currency reports based on user preference along with provision to set as default currency and also offer the functionality to produce consolidated reports for multiple entities.	E		
122.	The solution should have capability to define exchange rate with multiple currency and process transactions entered in foreign currency based on the exchange rates	E		
123.	The solution should be capable of defining the chart of accounts in such a manner that account balances can be tracked by various dimensions (e.g. line of business, product, Account code, source, branch intercompany) and group the accounts by different types (user defined) e.g. assets, current assets, etc.	E		
124.	The solution must support scheduled report generation with customizable intervals, allowing reports to be produced on a Monthly, Quarterly, or Yearly basis, or according to other specified requirements.	E		
125.	The solution should provide pre-defined templates for regulatory disclosures and management reporting, which can be generated readily. In cases where additional disclosures are needed, the solution must offer flexibility to modify the existing templates to meet new requirements. It should also allow for easy definition of data requirements to support these new disclosures, all within a controlled environment.	E		
126.	The solution should have capability to generate various MIS reports for expense, revenue and profitability at various levels.	E		
127.	The solution to generate reports and dash boards as per regulatory (RBI) specifications/disclosure and reporting requirements viz CRAR reports, LCR, and other reports.	E		
128.	The solution must generate reports, records, and logs of events or reasons that lead to changes in income or expense recognition.	E		
129.	The solution should support historical data migration as well as retrieval of historical data.	E		

130.	The solution should have maker checker concept, it should have ability to modify any transaction with the appropriate authorization matrix.	E		
131.	The solution should have ability to approve the entries generated using either batch upload or through work flow management, also solution should define levels of hierarchy for approving entries and avoid posting without adequate approval.	E		
132.	The Solution should be capable of generating accounting entries for transactions covered under Ind AS 115 including the credit/debit card related revenue transactions.	E		
133.	The solution should be able to deploy models based on simplified approaches required as per Ind AS including trade receivables and contract assets (within the scope of Ind AS115), and lease receivables (within the scope of Ind AS 116).	E		
134.	The solution should be capable to compute interest on NPA accounts and should be able to create account level GL entry.	E		
135.	The solution must fully support the disclosure requirements outlined in Ind AS 107 and should include built-in standard reports that align with Ind AS 107.	E		
136.	The solution must support the disclosure of Expected Credit Loss (ECL) reconciliation, including movements between stages, and provide reporting on the total carrying amount for financial assets moving between Stage 1, Stage 2, and Stage 3.	E		
137.	The solution should have capability to generate below mentioned disclosures as per the Ind AS requirements: (a) Ind AS 24- Related Party disclosure (b) Ind AS 108- Operating segment (c) Ind AS 113- Fair valuation measurement (d) Ind AS 115- Revenue from contracts with customers (e) Ind AS 102- Shared based payments (f) Ind AS 19- Employee Benefit (g) Ind AS 12- Income tax (h) Ind AS 116- Leases (i) Ind AS 33- Earning per share (j) Other disclosures required as per Ind AS	E		
138.	The solution should enable users to create and integrate custom disclosure report formats for seamless report generation.	E		

139.	The Vendor should provide detailed Financial Specification Document (FSD)/ Business Requirement Document (BRD) for implementation of Ind AS in IT system.	E		
140.	The solution should facilitate generation of accounting entries for various Ind AS/IFRS impact areas at granular level and automate the entire process to the maximum extent so as to avoid/ ensure minimal manual interventions and seamlessly integrate these entries into the Bank's Core Banking System (CBS).	E		
141.	Solution should be capable of generating all the disclosure reports as per Ind AS guidelines including changes as prescribed by the regulatory authorizes from time to time up to a period of 2 years from the date of release of final guidelines on Ind AS.	E		
142.	The vendor is responsible for the creation of any new interfaces that may be required for seamless integration as mentioned in point 1	E		
143.	The solutions should have the provision of updating the historical transactions, reopening of closed periods subject to valid authorisation. It should allow making mass transactions/breversals if required.	E		
144.	The solution shall be able to provide different financials as per different accounting principles for the same period.	E		

C	CONSULTANCY			
	Existing Operation Risk Framework:			
1.	Review existing Operation Risk Module implemented in EIRMS application	E		
2.	Perform GAP analysis to evaluate the implemented operational risk module in relation to its operational capabilities within EIRMS application	E		
3.	Propose the approaches to address the findings identified in the GAP analysis	E		
4.	Design SOP for dependency mapping across various operational risk	E		
5.	Review Pillar-II risks of the Bank	E		
6.	Suggest methodology for quantification of Pillar-II risks	E		
	RCSA (Risk and Control Self-Assessment):			
7.	Configure entity hierarchies and risk/control libraries within SAS GCM	E		
8.	Enable self-assessment workflows, scoring mechanisms, control evaluations, and risk aggregation	E		
9.	Set up dashboards and reports for residual risk heatmaps, control effectiveness trends, and risk profile comparisons	E		
	Key Risk Indicators (KRIs):			
10.	Define and implement KRI libraries in SAS GCM with automated data ingestion where possible	E		
11.	Configure thresholds, alerts, and exception reporting	E		
12.	Set up real-time dashboards and early warning indicator panels within GCM's reporting layer	E		
	Incident Management:			
13.	Configure workflows to capture operational risk events, categorize impacts, assign ownership, and conduct root cause analysis	E		
14.	Map incidents to associated risks and controls for enhanced analytics	E		
15.	Set up loss event capture in accordance with Basel/industry guidelines and generate trend reports	E		
	Issues and Action Plans:			
16.	Build and configure issue lifecycle workflows in GCM (identification, action assignment, remediation tracking, and closure)	E		

17.	Link issues/actions to RCSA findings or incident reports to ensure accountability and traceability	E		
18.	Implement automated reminders, overdue alerts, and SLA monitoring	E		
	Third-Party Risk Management (TPRM):			
19.	Configure third-party risk profiles and onboarding workflows in SAS GCM	E		
20.	Define and implement risk tiering methodology, risk questionnaires, due diligence templates, and periodic review cycles	E		
21.	Integrate third-party assessments with internal risk/control libraries	E		
22.	Set up control testing and attestation workflows for third parties, where applicable	E		
23.	Design dashboards for third-party risk exposure, due diligence status, and performance tracking	E		
	Business Continuity Planning (BCP):			
24.	Use SAS GCM to design and document Business Impact Analyses (BIAs), continuity plans, and recovery strategies	E		
25.	Configure workflows for plan creation, periodic reviews, and approval	E		
26.	Enable tracking of RTOs/RPOs, recovery dependencies, and testing results	E		
27.	Build reporting dashboards for BCP readiness, test outcomes, and continuity gaps	E		
28.	Align business continuity records with operational risk events and control failures	E		
	BCM Framework:			
29.	Consultant needs to list departments and processes to be covered and document the same based on inputs from the Bank	E		
30.	Review existing BCM Governance structure and recommend improvements	E		
31.	Consultant should prepare a detailed program plan including escalation matrix and status reporting formats/templates	E		
32.	Consultant shall prepare a comprehensive and robust BCM Policy for the Bank in line with the ISO 22301 standards and global BCM good practices	E		
33.	Consultant shall assist in implementation of BCM software for implementing the BCM Framework	E		

34.	Consultant should create, define and document the Business Impact Analysis (BIA) approach for all IT and Non-IT Applications/systems, teams and processes	E		

35.	Consultant should create detailed BIA templates that should include but not be limited to the following parameters:
	  a. Mega and major process overview
	  b. Impacts to be considered (e.g. financial, non-financial)
	  c. Recovery Time Objectives (RTOs) and Recovery Point Objectives (RPOs)
	  d. Weightages for estimating criticality of processes
	  e. Seasonality
	  f. Staff requirements for Business As Usual (BAU) and recovery
	  g. Dependencies – internal and / or external
	  h. Existing workarounds
	  i. Time periods for recovery resources to be arranged e.g. after 2 hrs. 6 hrs., 12 hrs., 1-2 days etc.
	  j. Recovery resource requirements at each of the above time periods 11. Applications, automation tools and utilities dependencies
	The template should be customized to cover special requirements for Bank. The template will be reviewed by the Bank's BCM Team and will be used only after their approval.
		E		

36.	Consultant shall identify critical business processes and underlying application systems, and recovery resources for the same	E		
37.	Consultant shall present findings and learnings of the pilot run to PSB BCM Team	E		
38.	BIA template should be reviewed based on learnings, revised and approved by PSB BCM Team for subsequent BIA exercise	E		
39.	Consultant shall conduct a BIA pilot run with 2 departments in Delhi NCR location that are approved by the PSB BCM Team	E		
40.	Consultant should create a project plan for conducting BIA for each department in the locations mentioned	E		

41.	Independent BIA documents shall be created for each department in consultation with PSB BCM Team	E		
42.	Consultant shall conduct an interdependency analysis of the processes documented in the BIA to identify additional critical processes	E		
43.	Consultant shall present the critical applications/systems, processes and recovery requirements of all Departments to the Bank's BCP Team. A Summary of resources and infrastructure required for all Departments to implement their BCM strategy	E		
44.	Consultant shall define and document the Risk Assessment (RA) Methodology for identifying Business Continuity risks	E		
45.	Consultant should conduct/perform a detailed RA across all critical functions/processes identified during BIA	E		
46.	Create Risk Analysis and Risk treatment for respective IT and non-IT departments as mandated and required by standard ISO 22301	E		
47.	To expedite the process, Consultant should to the extent feasible leverage upon existing Risk Management practices, Risk Registers and note Business Continuity risks identified, if any	E		
48.	Consultant shall provide and present the RA report	E		
49.	Based on BIA and RA results, Consultant shall define and document the BCM Strategy to be considered for implementation.	E		
50.	The strategy should provide recovery options and cost benefit analysis of each option for consideration	E		
51.	The Consultant shall define the Crisis Management Framework and Emergency Response Framework including teams, roles, responsibilities and procedures for each team	E		
52.	Consultant should define and document detailed plan and procedures for all business functions and locations included in the scope. These should include both an organization level BCM as well as department level BCMs	E		
53.	Plans and procedures should include but not be limited to Invocation Plan, Crisis Management Plan, and Call Trees etc. This will include IT disaster recovery and service continuity management (IT DR/SCM) as well as supplier/third party risk and contingency management	E		

54.	Create/Update BCP plans for IT and non- IT teams	E		
55.	The consultant shall evaluate various options in terms of efficacy, cost, criticality of functions, and suggest alternate solutions including hot desking etc	E		
56.	Identification and listing of out critical vendors associated with outsourced business process	E		
57.	Strategies for assessing, managing and mitigating vendor risk	E		
	Funds Transfer Pricing (FTP):			
58.	Conduct detailed current state assessment of existing FTP frameworks	E		
59.	Benchmark bank's FTP practices against industry best practices and regulatory requirements	E		
60.	Engage with key stakeholders (ALM, Treasury, Finance, Risk, Business Units) to define policy objectives	E		

61.	Draft a comprehensive **FTP Policy** document covering:
	
	   o FTP objectives and guiding principles
	   o FTP methodologies (matched maturity, pool rate, behavioural assumptions, etc.)
	   o Treatment of different product types (retail, corporate, off-balance sheet)
	   o Liquidity and interest rate risk premiums
	   o FTP curve construction and maintenance
	   o Roles and responsibilities of involved departments
		E		

62.	Present policy drafts for stakeholder feedback and facilitate approval through governance channels (ALCO, Risk Committee, Board, etc.)	E		
63.	Develop detailed SOPs to operationalize the approved FTP policy	E		

64.	SOPs to include:
	   o Step-by-step methodology for rate construction and application
	   o Source systems and data requirements
	   o Roles and responsibilities of users and approvers
	   o Calculation frequency, exceptions handling, and adjustment process
	   o Reporting formats and audit trail requirements
		E		

65.	Collaborate with the Finance and Treasury Operations teams to validate	E		

66.	Ensure alignment of SOPs with IT system workflows and control standards	E		
	System Implementation Support:			
67.	Participate in the selection and/or customization of the FTP module within SAS	E		

68.	Act as a liaison between business users and IT/vendor teams to:
	   o Define business and functional requirements
	   o Validate data mapping and data quality for FTP inputs
	   o Configure product segmentation, FTP methodologies, and transfer pricing rules
	   o Support model calibration and curve generation logic
		E		

69.	Provide input into the development of interfaces with GL, Core Banking, ALM, and Risk systems	E		
70.	Document all configurations, workflows, and system logic for audit and training purposes	E		
71.	Develop and validate the **UAT strategy, test plans, and test cases** based on business requirements	E		

72.	Coordinate UAT execution with business units, ensuring coverage of:
	   o Functional accuracy of FTP calculations
	   o Curve generation and application to transactions
	   o Data completeness and integrity
	   o Integration with downstream reporting tools
		E		

73.	Manage defect logging, tracking, and resolution in coordination with IT/vendor teams	E		
74.	Support preparation of UAT sign-off documentation and facilitate final user approvals	E		
	SKILLS AND EXPERIENCE			
75.	Minimum 5 years of experience in risk and compliance functional consulting, with at least 2 years working directly on SAS GCM implementations or enhancements	E		
76.	Deep understanding of operational risk, third-party risk, business continuity planning processes and FTP	E		
77.	Experience in configuration of SAS GCM including workflows, risk/control libraries, KRI thresholds, and dashboard/reporting	E		

D	TECHNICAL REQUIREMENTS			
1	Vendor to ensure and incorporate all necessary security and control features within the application, operating system, database, etc. so as to maintain integrity and confidentiality of data at all times	E		
2	Vendor will be responsible for setting up the test environment for interface testing.	E		
3	The vendor should provide detailed procedure for backup and restoration for Indian Accounting Standards (Ind AS) in accordance with Bank's Backup and restoration Policy. The same will be shared with selected vendor.	E		
4	The solution should be able to seamlessly call Data Quality functionalities such as data standardization as part of the ET (or Interfaces through API etc.) process flow.	E		
5	The ETL for data management should integrate with any RDBMS.	E		
6	The solution should provide the ability to execute external OS level commands such as call shell scripts as part of the ETL. Additionally, system should be able to be deployed and execute seamlessly on any operating system	E		
7	The solution should provide the ability to export metadata as a package for backup and archival and import the same through a wizard driven interface.	E		
8	The solution should provide reports for data quality and issues encountered in input data.	E		
9	The solution should support import & export data to Excel and CSV/TSV document formats.	E		
10	Ability to export reports into excel and Ability to save reports to Excel /PDF and enable email notifications.	E		
11	Data Repository to store Bank wide data in a organized manner.	E		
12	Password protection should be available and no system password should be displayed in clear text	E		
13	The system should allow a user to have one profile at any one time.	E		
14	Ability to completely rebuild all data from back up including historical data.	E		
15	Ability to switch seamlessly to a Bank assured disaster recovery site and switch DC to DR and vice versa without manual intervention.	E		
16	The system must have an assured DR site in place.	E		
17	There needs to be a DR Script users can run following switchover/ restore to both the DR site and back again to Primary site.			

18	The solution should provide details of the clustering/fail over mechanisms proposed.	E		
19	The solution should describe the technical architecture in detail with the hardware and environmental software requirements.	E		
20	The system should provide details of the integration methodology proposed, API structure and the ease of integration with different application as well peripheral systems.	E		
21	Integration/interface architecture is based around industry best practices.	E		
22	The System needs to have a Distributed Architecture to allow for load balancing, high availability and failover.	E		
23	The system should integrate with existing industry standard security methods (MSAD, LDAP, etc.) for authentication. The system should support multiple sources of authentication for single application.	E		
24	All data, metadata and computation rules should be centrally located for easy maintenance, security and to present a single version of truth at all times.	E		
25	Access should be based on different roles and privileges.	E		
26	Audit trail to track changes like Addition, Deletion and Modification to master data e.g., Chart of Accounts.	E		
27	Audit trail to track changes like Addition, Deletion and Modification to transaction data e.g., Transaction Entry posted.	E		
28	Period audits - For re-opening of fiscal/Financial year periods the final system architecture should provide backup and restore solution.	E		
29	The System should provide easy Audit Trail Functionality for monitoring Changes.	E		
30	System should have the functionality to archive system generated outputs to help bank generate back dated reports without re-run of the end-to-end system run.	E		
31	System should also have the capability to select data between two different dates from data mart and run the system to generate the expected results.	E		
32	System should be flexible enough to accommodate addition of new products without making system configuration modifications. Ex: Usage of Mapping files to include new product variants, Capability to modify treatment for a specific product through UI interface by the bank business user.	E		
33	Front end reporting web user interface with specific privileges to business users should be available. Ex: Business user should be capable to view GL or account	E		

	level contribution to a specific line showing as aggregation in the report.			
34	Front end reporting web user interface with specific privileges to business users including drill down facility should be available. Ex: Business user should be capable to view GL or account level contribution to a specific line showing as aggregation in the report.	E		
35	Solution should have pre-defined regulatory reporting templates as expected by RBI.	E		
36	System should be capable to generate customized internal MIS reports apart from regulatory ones and should be capable to support adhoc requests during bank's internal audits.	E		
37	System should support both incremental load and full load data that can be consumed by the system	E		
38	Solution should be capable of extracting data across excel, pdf, .txt, .csv, .bat files and modify data in line with expected results generation.	E		
39	Solution should have the capability to consume data from different data source systems with varying data structure and formats.	E		
40	System should have pre-built data validation checks and capability to enhance the data validation checks to suite bank's data. Additionally, data discrepancies should be mailed to the bank business and IT teams after the process execution is completed.	E		
41	The tool should have the ability to easily capture and display performance information such as real time, CPU time, memory use, input/output, and record count data for bank's IT system to analyses the resource usage.	E		
42	System should be fully automated with scheduled processes on daily basis without having any manual intervention.	E		
43	System to be fully optimized and process should be completed within bank's expected process completion time and reports and results to be made available to business users in reasonable time period.	E		
44	The solution should include archival module be able to keep the historical record of impairment trend for analysis at least for past 10 Years. Solution should also archive daily processed data to this historical data mart.	E		
45	The Vendor to ensure that all the necessary hardware and related items like software, Operating Systems and database along with relevant licenses in order to implement the Ind AS solution.	E		

E	OTHER REQUIREMENTS			
1.	**Support for the Solution:** OEM and bidder both will have to warranty availability of support including future upgrades for all components of the solution, without any exception, for a minimum period of 5 years from the date of sign-off. In case of takeover/ amalgamation /merger of bidder with any other entity, the Service level agreements (SLAs) and other commitments entered into will be continued at the same terms and conditions of the SLA. Immediately after the launch of new versions of the proposed solution, bidder will install the same at Bank 's sites within 3 months and without interrupting the running solution and without any cost to the Bank.	E		
2.	**Onsite Technical Support:** Successful Bidder will install/ implement the solution at Bank 's premises and also provide Onsite Technical Support resource as per requirement of the Bank who would operate from Bank's location in Delhi to provide technical support with regard to the offered solution as per requirement of the bank.	E		
3.	**Support for application version/ hardware-cum software infrastructure upgrade without any extra cost:** The successful bidder should be able to monitor core financial risk in bank during the entire contract period. In case of application version/ hardware-cum-software infrastructure upgrade of - EIRMS Phase-2 (Upgradation of existing Application and implementation of IFRS, FTP and TPRM) solution, the successful bidder should be able to integrate the solution to the new/ upgraded version of respective applications and/ or hardware cum-software infrastructure within 3 months of up gradation while ensuring continuation of services during up gradation/migration and without any cost to the Bank.	E		

4.	**Training to bank employees:** Successful Bidder will impart requisite operational training of the offered solution to Bank officials. The successful Bidder will involve Bank 's nominated officials during installation and implementation of the solution. The selected Bidder will provide comprehensive training to Bank 's nominated team on all aspects of solution including but not limited to system fundamentals, Operating Systems, application software, policy management, policy deployment, policy customization, databases, fault diagnosis and first line support etc. The training must be provided on site. Training manuals/ CDs must be provided along with the software documentation/ manuals/ CDs.	E		
5.	**Architecture:** Bidder should provide details of architecture of the proposed solution containing complete details of specifications of components of proposed solution.	E		
6.	**Uptime & Availability:** The Successful Bidder should maintain 99.99% uptime and availability of proposed solution and services, excluding planned maintenance. Excess downtime in providing monitoring services will attract penalty as explained in the RFP. The solution so provided must have high availability.	E		
7.	**Data security and confidentiality:** Bidder to ensure no unwarranted, illegal, and fraudulent misuse of data shared by the Bank and Bidder to categorically indemnify the Bank against any losses that the Bank may suffer on account of any such fraudulent and illegal act by the Company or its employees (including ex-employees).	E		
8.	**Documents for Facility Management:** Following documents, both in hard and soft copy to Bank during development, Implementation and maintenance of project: i) Detailed SRS (System Requirement Specifications) ii) High Level Architecture Document iii) Techno - Functional Risks and Mitigation Document	E		

	iv) Functionality Traceability matrix which would provide details on the interdependence of the technical components for the realization of functionality. This matrix should provide a projection of the efforts required for completion of a technical module.			
	v) High Level Design Document			
	vi) Low Level Design Document			
	vii) Comprehensive Test Cases Document			
	viii) Deployment Plan Document			
	ix) Change Management			
	x) Security Guide			
	xi) User Management Manual			
9.	**General Specifications:**	E		
	i. All hardware and software supplied should be in compliance with all applicable regulatory and statutory requirements.			
	ii. The sizing and components at DC and DR have to be identical.			
	iii. The datasheet, future roadmap, and scalability of all the proposed hardware like Server, storage, etc. needs to be submitted			
	iv. All Software to be supplied under the scope of the project must be of latest versions. Software tools must be compliant with generally accepted industry standards.			
	v. All the proposed components of the solution must have a minimum support of 5 (five) years for which supporting document to be provided. Any deviation has to be addressed by the bidder without any loss to the Bank.			
	vi. Deliverables to include installation with support services and integration with existing environment at the Bank, without any cost to the Bank.			
	vii. There should be no single point of failure in the proposed architecture and solution.			
	viii. Adherence to best practices and ISO 27001:2013 requirements and submitting compliance reports as required by Bank.			

10.	ix. Bidder to ensure high availability, security, reliability, data integrity, business continuity.	E		
	x. Both Compute & storage system should be from single OEM			
	xi. Both compute & storage should be offered as a scalable platform from single OEM.			
	xii. Compute should be offered with latest Intel 4th /5th Gen scalable CPUs for DB & Application Servers. CPUs should have the most built-in accelerators for tasks like AI & Data analytics exceptional performance.			
	xiii. Storage systems should support 99.99 % Data Availability guarantee			
	xiv. Proposed storage solution should support multiple integration points with virtualization technologies that are used in data centres such as VMware vSphere and Microsoft Hyper-V.			
	xv. Storages must Scale-Up by supporting additional drive enclosures and Scale out by supporting additional controllers.			
	xvi. Data tiering (Auto sub-LUN tiering) should be supported, in case of Hybrid systems.			
	xvii. The storage should support volume movement within the cluster. Addition of controllers/nodes in the same cluster should not cause any downtime and the system should automatically detect and add new controllers/nodes to the cluster.			
	xviii. The storage system should be configured with usable capacity with 1:1 Deduplication ratio using all NVMe drives on Industry standard RAID5 and should be able to deliver minimum 20K IOPS with sub-millisecond latency for both read & write IOs. Mentioned performance numbers should be achieved with data reduction techniques like Compression & deduplication and data Encryption turned ON. OEM should submit the document / official sizing tool output stating the above-mentioned performance metrics capability of the proposed system. These performance numbers should be delivered after considering the overheads of deduplication, compression and encryption. The capacity to be configured as a single storage pool which should be			

	accessible to both the controllers simultaneously for Read & Write operations.
	xix.　End to End Infra monitoring from a single management suite.
	xx.　The storage system should support Zero RTO natively. (In case of future requirement of the bank, it should be supported by the hardware)
	xxi.　The storage system should support native remote replication both synch & A synch replication for backup/DR purposes.
	xxii.　Management Software should be integrated with Active-Directory for Role based access control of the Cluster.
	xxiii.　The storage system should be a unified storage which support both SAN & NAS
	xxiv.　The storage system should be an all-NVMe array with active-active / active passive / combination multi-controller/node scale-out architecture. Proposed Storage should support non-disruptively upgrades, and proposed storage should support single drive capacity upgrade. The proposed array should support data in place upgrade to higher models of the same storage family.
	xxv.　The storage system should support FC, iSCSI, vVols 2.0, NFS v4.1, SMB 3.1.1, FTP and SFTP, NVMe/TCP, NVMe/FC from day one.
11.	xxvi.　Hardware should also have following specifications: Proposed servers should have latest generation Intel Xeon or AMD EPYC processors. Proposed storage disks should be at least SSD. Network switches (TOR) should be included in the proposal by Bidder. Bank is using Cisco ACI and SDWAN hence bidder to propose the compatible switches. Database servers should be on separate hardware. All required OS or application or any other licenses required to run the solution should be included in proposal by Bidder. Bidder has to propose either latest or 'n-1' version of the OS or software. No freeware is allowed in Bank's IT environment hence bidder needs to consider the same

	xxvii. Secured Boot & Secure start for enhanced security			
12.	Implementation shall be done on premises, the bidder shall do back-to-back tie-ups with OEM for the same, if required. The bidder shall prepare an Implementation Plan with OEM and Bidder shall depute project manager on site till implementation signoff from the bank.	E		
13.	The warranty of hardware, OS, DB and other peripheral /environmental software will start from the date of Installation. And The ATS of Proposed Application licenses will start from the date of implementation signoff. Bidder has to provision accordingly	E		
14.	The bidder shall ensure that during various phases of implementation, the performance, security, network availability, etc. of the existing network setup must not be altered/compromised	E		
15.	During the period of the contract, all upgrades/updates or requirements in hardware, software, licensing, implementation of upgrades/patches/version changes etc., due to whatsoever reason including but not limited to EOL or EOS, shall be done by the bidder within stipulated time but not later than one month without any additional cost to the bank. EOS/EOL solution will not be accepted and if any solution is declared EOS/EOL during the period of contract, the bidder shall do the necessary upgrade as stated above.	E		
16.	Post implementation of the solution, the scope of bidder contains support for the following activities, but not limited to, from time to time, in relation to maintenance and upgrades/updates/patches: (a) Firmware/ IOS Upgrades / up to date patching, (b) Faulty Parts replacement, (c) Hardware System monitoring, (d) Troubleshooting & Performance Tuning, (e) Operating System Upgrades, (f) Upgrades of supplied software, (g) Advisories on software upgrades & vulnerabilities (h) Support during DR Drills, (i) OS Administration & patching as per OEM guidelines	E		

	(j) VA / PT Compliance/Audit /Review as per Bank's requirement /Statuary guidelines (k) Any support required to make the system & solution up and running as per SLA.			
17.	The solutions should be scalable, designed and deployed throughout the IT infrastructure of the Bank.	E		
18.	The solution deployment should be compliant with Bank's IT and Cyber policies, internal guidelines, regulatory standards and countrywide regulations and laws from time to time	E		
19.	The proposed solution should be able to integrate with SIEM (RSA Netwitness at present), Active Directory/ LDAP/ PIM for user authentication or with any other solution/ tool as stated by the Bank to have control and visibility	E		
20.	The URLs of the management server/software of proposed solution should be accessible on HTTPS/TLS 1.2 or latest Protocol with valid certificate	E		
21.	The Proposed solution should be free from any kind of vulnerabilities and as and when vulnerabilities are notified by the bank, regulators, Govt. of India or any other Govt agencies, it should be patched within prescribed time	E		
22.	The bidder should keep the bank explicitly informed about the end of support dates of the related products/hardware and should ensure support during the warranty and AMC period	E		
23.	The product OEM should have a 24x7 support contact centre to log the calls. The contact centre numbers should be provided to the Bank along with the escalation matrix mentioning the contact person's name, number and designation in the company	E		
24.	If any supplied hardware goes faulty, then the bidder shall immediately replace the defective unit (with new one) on immediate basis, not more than 4 hours OR standby has to be given till the original item is replaced. The bidder should maintain proper inventory of standby components for early resolution of issues	E		
25.	In case if the proposed solution is declared end of life/end of support during the contract period, the bidder shall do up gradation or replacement and	E		

	implementation of the solution without any cost to the bank			
26.	During the period of the contract, all upgrades or requirements software, licensing, implementation of upgrades/patches/version changes, etc., due to whatsoever reason including but not limited to EOL or EOS, would be done by the bidder without any additional cost to the bank.	E		
27.	The bidder shall provide all the software, hardware, accessories, related appliances, Operating System, Database & Tape library. including any other components required to make solution running as per SLA and required uptime. The supplied infrastructure shall be compatible with IPv6 and comply with all latest security protocols/ industry standards. The proposed solution shall be TLS 1.3 or higher ready	E		
28.	The proposed solutions must be integrated with existing bank infrastructure and Network.	E		
29.	The bidder shall prepare the SOPs (Standard Operating Procedures) with periodical review as per industry practices and regulatory guidelines. The drafted SOPs shall be submitted to the Bank for its review and Approval	E		
30.	The bidders shall also provide the following documents as part of the deliverables of the project. a. Original manuals of all proposed hardware/software/applications. b. Standard Operating Procedures. c. Installation & Technical Configuration Documents. d. Network & Security Design Documents (Will be approved by the Bank) e. Troubleshooting Manual f. Executive summary report for the project to the management g. Functional and operational requirements h. Project design/plan i. Product description j. Guidance for best practices, implementation guidelines k. User acceptance test plan, if any l. Training materials m. Once a year health check-up report by OEM.	E		

31.	The ATS/AMC support for the respective Solution should include all minor and major version upgrades during the period of contract at no extra cost, Program updates patches, fixes and critical security alerts as required, Documentation updates, Call basis Support for Solution related malfunctions, configuration as defined in SLAs and ability to log requests online, providing software upgrades in time for the devices supplied by the Vendor from the Original Equipment Manufacturer (OEM), Arranging for the replacement of defective equipment / faulty parts (due to whatsoever reason) of equipment's on time basis as per SLA and the necessary coordination with OEM for the same during the whole contract period	E		
32.	Bidder shall deliver the following documents to the Bank for every software including third party software before software/ service become operational, which includes, user manuals, 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		

Note:	
(a)	If the bidder feels that certain features offered are superior to what has been specified by the Bank, it shall be highlighted separately. Information regarding any modification required in the proposed solution to meet the intent of the specifications and state-of-the-art technology shall be provided. However, the Bank reserves the right to adopt the modifications/ superior features suggested/ offered.
(b)	The bidder shall provide all other required equipment's and/or services, whether or not explicitly mentioned in this document, to ensure the intent of specification, completeness, operability, maintainability and upgradability.
(c)	The bidder shall own the responsibility to demonstrate that the solution offered are as per the specification/performance stipulated in this document and as committed by the bidder either at site or in bidder's work site without any extra cost to the Bank.
(d)	All the above technical and functional compliance points are mandatory, non- compliance to any of the above points will render the bid invalid and further technical evaluation will not be done.

ANNEXURE – X DATA FOR HARDWARE

Sizing for - EIRMS Phase-2 (Upgradation of existing Application and implementation of IFRS, FTP and TPRM) reporting portal**:** Sizing of the complete hardware, software, solution, and infrastructure etc. for end-to-end implementation of the EIRMS Phase-2 (Upgradation of existing Application and implementation of IFRS, FTP and TPRM) should be done by the bidder. The bidder shall submit an OEM recommendation letter (along with bid) confirming the sufficiency/ sizing of all deliverables like-hardware, software (including licenses), services, and other tools etc. supplied by the bidder for the project as per the scope of the RFP.

Hardware intended to be sized by the bidder for porting the EIRMS Phase-2 (Upgradation of existing Application and implementation of IFRS, FTP and TPRM) Solution should be able to process the peak level transactions projected at the end of 5th year at any point of time seamlessly and adhere to the hardware utilization parameters mentioned in this document. The bidder as part of the bid should submit the sizing certificate of the EIRMS Phase-2 (Upgradation of existing Application and implementation of IFRS, FTP and TPRM) Solution on the bid hardware for the proposed EIRMS Phase-2 from OEM.

Performance Parameters:

Performance Parameters	Bank's Requirement
Concurrent Users	System/ Solution should support at least 100 concurrent users per second
Response Time for web interfaces	Should be less than 1 Seconds
CPU, Memory and IO Utilization on hourly average basis	Less than 70% utilization

Hardware Specification for Existing Solution:

COMPONENT	MINIMUM TECHNICAL SPECIFICATIONS
CPU	Latest Generation Intel® Xeon® Gold or AMD EPYC series Scalable processors with up to 8 cores per processor. CPU should have launched in or after 2023
Memory slots	Minimum 32 DDR5 DIMM slots
RAID Controller	HW RAID Card with minimum 8GB NV cache, capable of supporting minimum 22.5Gb/s SAS or higher
Memory Configured (DC & DR):	**Type-1 (Metadata-3 server):** 32GB populated with 16GB RDIMMs, 200 GB SSD/NVMe **Type-2 (Compute-5 servers):** 512GB populated with 64GB RDIMMs, 200 GB SSD/NVMe {5000 GB SSD (Shared SAN) for all Type-2 servers} **Type-3 (Mid-Tier-1 server):** 512GB populated with 64GB RDIMMs, 200 GB SSD/NVMe **Type-4 (Database-1 server):** 256GB populated with 64GB RDIMMs, 8000 GB SSD/NVMe
Memory Configured (Dev):	**Type-1 (Metadata-1 server):** 32GB populated with 16GB RDIMMs, 200 GB SSD/NVMe

	Type-2 (Compute-4 servers): 256GB populated with 64GB RDIMMs, 200 GB SSD/NVMe {3000 GB SSD (Shared SAN) for all Type-2 servers } **Type-3 (Mid-Tier-1 server):** 128GB populated with 64GB RDIMMs, 200 GB SSD/NVMe **Type-4 (Database-1 server):** 128GB populated with 64GB RDIMMs, 100 GB SSD/NVMe
Disks supported	Up to 8 x 2.5" NVMe Drives
Disks configured	2x 1.92TB Data Center NVMe or higher
RAID Controller	HW RAID Card with minimum 8GB NV cache, capable of supporting minimum 22.5Gb/s SAS or higher
I/O slots	Up to 8 x PCIe Gen5 or higher
Ethernet ports	2x Dual Port 10G SFP+ Ports with optics, 2 x 1GbE
OS	Server Should be supplied with required OS, 5yr Premium Subscription, Virtual Data centres
Warranty and Support	5 Years support with 4 Hour On-site response

Storage Array:

ARCHITECTURE:	The proposed array should be an all-NVMe array with active-active / active passive / combination multi-controller/node scale-out architecture. The array should be scalable to at-least 4 active-passive storage controllers/nodes, Proposed Storage should suppport non-disruptively upgrades, and proposed storage should support single drive capacity upgrade.The proposed array should support data in place upgrade to higher models of the same storage family. The proposed array should support FC, iSCSI, NFS/SMB, NVMe/TCP,NVMe/FC from day one.
NVMe Support:	The proposed array should have multi-controller architecture with support of NVMe media for optimal storage performance. The proposed array should be configured with at least 4 x 32Gbps & 4 x 10Gbps optical front-end ports.
UNIFIED STORAGE:	The proposed array should be an unified storage which support both SAN & NAS
HIGH AVAILABILITY:	The proposed array should be designed with full redundancy across all components at both the hardware and software level enabling the system to have 99.99% availability.
FLASH DRIVES:	The proposed array must support the latest industry standard (No proprietary) dual ported NVMe TLC drives. Faulty hard drive/ storage disks will not be returned to OEM/Bidder.
Data Replication	The proposed array should be proposed with native IP ports for remote replication to DR site with appropriate licenses.
STORAGE MANAGEMENT SOFTWARE:	The proposed array should be supplied with native Storage management software with Web based GUI capable of generating customized reports, real time monitoring, at least 1 year of historical performance data for analysis and trending, capacity utilization monitoring.
Data Encryption:	The proposed array must include SED based Data at Rest Encryption (D@RE) solution to encrypt data on all drives (AES 256 bit) with embedded automated key management. Encryption should seamlessly work with all the storage features and without any performance penalty.

Backup Platform:

Backup Platform Solution	The proposed solution must be an enterprise class backup solution with Disk and Tape based backup solution.
	The bidder will also supply backup solution one each at DC and DR site along with disk based backup solution at Primary Site. Proposed hardware for backup solution should not be single point of failure.
	The Proposed solution must have Disk to Disk to Tape (D-D-T) Backup solution with backup data to be kept on disk for easy retrieval.
	Proposed backup solution should be able to take backup from the major operating systems like Windows, Linux.
	The proposed backup software must integrate with leading Virtualisation OEM's and able to initiate recovery plan execution from virtualization manager platform with a single click and able to support automated boot of protected virtual machines with pre-specified boot sequence.
	Proposed backup software must support Data compression and de-duplication features.
	Backup Solution must support retention lock or equivalent feature which ensures that no data is deleted accidently.
HA Capabilities	The proposed solution must have the High Availability with failover/failback capabilities for the Backup Management server without the need of clustering at OS level and any additional license requirements.
	If Solution requires any Backup Servers, media servers, etc. as part of solution, Bidder should quote required servers in HA mode (at least Media Servers) along with required operating system, database licenses etc.
Efficient Data Management	Backup software should have the ability to archive data and create a single repository for backup and archive for space efficiency and easier data management.
Database Support	Backup software should be able to protect the databases (online) through online agents enabling granular restores. Backup Major DBs like Oracle, MS SQL, MySQL etc. and Applications likes SAP, etc. across wide range of popular Windows / Linux and Unix flavours.
	The Proposed solution must have capability to take online backup of shared disk configured in OS cluster and Oracle RAC solution.
Oracle Support	Backup solution must integrate with RMAN based backups to perform consistent oracle backups and recoveries.
	Should be able to perform block level backup and recovery of oracle databases
	Should support Oracle online backups of Windows, Linux.
	The backup information must be readable from all target media (Disk, Tape or Cloud) in case of failure of backup media server.
	Should have the ability to configure redundant data paths for backup, to enable load balancing and dynamic path failover in case of hardware failure
Restoration	Proposed backup solution must support Instant recovery of VM from disk and seamless recovery from Tape
	Backup software must capable of restoration to destination on The current location (in place), A different VM (out of place), on guest agent installed on server, on different hypervisor (cross-hypervisor restore).

	Backup software must capable restoring backup of most recent backup: For example, restore the most recent backup to its original location, A backup from a specific date: For example, restore data to a point in time before it became unusable, Backups from a date range: For example, restore data that was accidentally deleted

The above mentioned specifications are minimum and indicative. Bidder may propose the higher specifications as per application requirements.

Note:
1. If there is any additional component (e.g.: SAN Switch), hardware, software etc. required to for the solution then all those additional components should be provided by bidder and cost for the same should be mentioned in BOM .
2. All proposed components should be interoperable and compatible with each other. In case of any deviation, the bidder has to replace the components without any cost to Bank.
3. All production servers should be in high availability mode.
4. Freeware or open source with community support software's are not allowed in the Bank.

Volumetric for sizing infrastructure of new solutions:

Solution	Sizing Parameters Needed (Approximation)	Growth % (per year)
ECL	Total no of Positions for ECL and EIR computation – **8 Lakh**	10%
FTP	Total no of positions in Banking book (Asset & Liabilities) – **135 Lakh** Total No of new positions in the Banking Book on a monthly basis(Asset & Liabilities) – **1 Lakh**	10%
TPRM	Total no of Vendors - **130** Total No of Vendors to be on boarded in a Year - **10** Total No of Users - **50** Total no of Concurrent Users - **10**	10%
BCP	Total no of Continuity Plans - **75** Total No of BCP Testing in a Year - **75** Total No of Users - **150** Total no of Concurrent Users - **75**	10%

ANNEXURE – XI COMMERCIAL BILL OF MATERIALS

Reg.: Request for Proposal for "Selection of Vendor/ System Integrator for Supply, Implementation, Integration, Maintenance and Management of EIRMS Phase-2 (Upgradation of existing Application and implementation of IFRS, FTP and TPRM) on SAS platform and requisite hardware" - Tender Ref No. PSB/HO RMD /RFP/01/2025-26 dated 07/08/2025.

TABLE – A Total Cost of Ownership (TCO) for 5 Years		
Sr. No.	**Item/ Deliverables**	**COST (in INR)**
[1]	**Total Cost of TABLE - B** Hardware cost for EIRMS Phase-2 (Upgradation of existing Application and implementation of IFRS, FTP and TPRM) required to host Should be provided with high availability both at Bank's DC and DR.	
[2]	Software Cost (Enterprise Licenses) for EIRMS Phase-2 (Upgradation of existing Application and implementation of IFRS, FTP and TPRM):- One year warranty period.	
[3]	Implementation cost for Upgradation of existing Application and implementation of IFRS, FTP and TPRM	
[4]	**Total Cost of TABLE - C** ATS & AMC for EIRMS Phase-2 (Upgradation of existing Application and implementation of IFRS, FTP and TPRM)	
[5]	**Total Consultation Cost**	
[6]	**Total Onsite Resource Cost (INR) TABLE – D**	
[7]	**Total Cost for any additional requirements/additional customization/enhancement as per Table-E**	
[8]	Training Cost	
[9]	Any other Requirement Cost (Specify) Add rows if required.	
	TOTAL COST FOR TABLE A (5 Year TCO) =	

		Data Centre (DC)			**Disaster Recovery Site (DRS)**			

TABLE - B   EIRMS Phase-2 Hardware Cost (INR)

Hardware, Middleware, Database, Storage & Backup Solution, and Replication Solution costs etc. for both DC and DR Sites. All-inclusive cost of Hardware should be mentioned as per requirement of the RFP and with capacity to meet Bank's expected workload to handle existing as well as projected Transactions for the contract period. Hardware is to be sized with 99.99% data Availability, with threshold of 70% CPU utilization and all its monitoring tools are to be deployed and managed by the successful bidder.

Sr. No.	Particulars	No of Units	Unit Price in INR	Total Cost in INR	No of Units	Unit Price in INR	Total Cost in INR	Total Cost including DC and DRS
[1]	**Application Servers** (details of system configuration to be given in technical bid.)							
[2]	**Web Servers** (details of system configuration to be given in technical bid.)							
[3]	**Database Servers** (details of system configuration to be given in technical bid.)							
[4]	**Any other servers** (if required) (details of system configuration to be given in technical bid.)							
[5]	**Enterprise edition license for Operating System** (complete details including versions to be given in technical bid)							
[6]	**Enterprise edition license for Database (RDBMS)** (complete details including versions to be given in technical bid)							

[7]	**Enterprise edition license for any other software, middleware** required for EIRMS solution such as BI and Reporting Tool, Monitoring Tools, ETL Tool, SLA Tool, if any, required for solution as per RFP Scope. (Complete details including versions to be given in technical bid) with three-year warranty.							
[8]	Storage and Backup Solution Cost, including replication solution for data replication between DC and DR Sites, SAN Networking, Tape Library etc.							
[9]	Networking Cost: Link cost between Bank's DC and DR, along with networking & security equipment's etc. required for Implementation of EIRMS Phase-2							
[10]	Racks for deploying the Solutions/ Appliances at DC, DR, and Other Locations. Including Network Cables at DC, DR, and Other Locations.							
[11]	Database Licenses (In case proposed database is Oracle then, Database cost to be indicated as Zero)							
[12]	Any other Requirement Cost (Specify) Add rows if required.							
	TOTAL COST FOR TABLE - B =							

TABLE - C	Annual Maintenance Charges (ATS/ AMC) (INR)						
Sr. No.	Deliverable	Year 1	Year 2	Year 3	Year 4	Year 5	Total Cost
[1]	**EIRMS Phase-2 (Upgradation of existing Application and implementation of IFRS, FTP and TPRM) Software - ATS Cost** ATS cost of EIRMS Phase-2 (Upgradation of existing Application and implementation of IFRS, FTP and TPRM)/ License for 4 years (after completion of warranty period of 1 year) for both DC and DR sites.	X					
[3]	**EIRMS Phase-2 (Upgradation of existing Application and implementation of IFRS, FTP and TPRM) Hardware – AMC Cost** Annual Maintenance Contract (AMC) cost for Hardware for 2 years (after completion of warranty period of 3 years) for both DC and DR site	X	X	X			
	TOTAL COST FOR TABLE - C =						

TABLE – D	Onsite Resource Cost (INR)			
	[Onsite Technical Support (OTS), including Facility Management. **Refer Annexure - XVI for FM scope.]**			
Resource	**No of Units for Bank** **(a)**	**Unit Price in INR** **(per month)** **(b)**	**Total Cost in INR per Annum** **(c = a*b*12)**	**Total Cost for 5 years** **(d = c*5)**
L1 Resource Cost	4			
L2 Resource Cost	1			
			TOTAL Onsite Resource Cost =	

L3 Resource(s) shall be available at the Bank's location on requirement basis, additional resources (L1/L2) may be allocated from Offsite location associated with the project.

Table E: Cost for any additional requirements /additional customization/ enhancement								
[Amount in Indian Rupees]								
Sl. No.	**Description**	**Charges Per Man Day (Excl. of Tax)**	**No. of man days#**	**No. of Years**	**Total Cost (Incl. of Tax)**	**Tax for column d**		**Total Cost (Incl. of Tax)**
						% Tax	**Tax amt.**	
		A	**b**	**c**	**d=(a*b*c)**	**E**	**f**	**g=d+f**
1.	Cost for any additional requirements/ additional customization/ enhancement (application)		500	5				

2.	Cost for any additional requirements/ additional customization/ enhancement (Consultant)		250	5				

Bank through mutual understanding with selected bidder may enhance the scope of additional customization/ enhancement and services related to consultant at the same per Man Day cost.

Additional Man days services may be utilized in the contract period on as and when required basis. The price quoted by the bidder is fixed for entire contract period and number of man days mentioned above is indicative only. However, the no. of man-days may vary from time to time in total.

Note:

- The rates quoted by the bidders in the **COMMERCIAL BILL OF MATERIALS are exclusive of taxes** prevailing at the time of submission of bid. Bank will pay the taxes on actual on production of necessary documents by the bidder to the Bank.
- The prices indicated in the **COMMERCIAL BILL OF MATERIALS** should address all requirements of the scope of the RFP. No other cost apart from that mentioned in the final commercial bill shall be considered.

Date: _____

Place: _____   Signature of Authorised Signatory

                                         Name of Signatory: _____

                                         Designation: _____

                                         Seal of Company

ANNEXURE – XII SAMPLE NON-DISCLOSURE AGREEMENT

(To be executed on the stamp paper)

This Non-Disclosure Agreement made and entered into at _____ on this XX day of XXXXX.

BY AND BETWEEN

XXXXXXX, a company incorporated under the _____ Act, XXXX having its registered office at XXXXXXX (hereinafter referred to as the firm / Company 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 1970 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 Firm / Company 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 an independent entity for Managed Security Services for Security Operation Centre for the Bank.

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 Firm / Company some Confidential Information (as hereinafter defined), to enable the Firm / Company to carry out the aforesaid professional services assignment (hereinafter referred to as " the Purpose").

3.   The Firm / Company 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 Firm / Company are confidential information and are privileged and strictly confidential and or proprietary of Punjab & Sind Bank. The firm / Company undertake 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 firm / Company 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 firm / Company whether orally, in writing or in electronic, magnetic or other form for the limited purpose

of enabling the Firm / Company to carry out the proposed 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 firm / Company 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 firm / Company without any obligation of confidentiality prior to receiving it from Punjab & Sind Bank,
(c) Was rightfully obtained by the firm / Company from a source other than Punjab & Sind Bank without any obligation of confidentiality,
(d) Was developed by for the firm / Company 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 firm / Company shall, unless prohibited by law or regulation, promptly notify Punjab & Sind Bank of such order and afford Punjab & Sind Bank the opportunity to seek appropriate protective order relating to such disclosure. (e) The recipient knew or had in its possession, prior to disclosure, without limitation on its confidentiality; (f) Is released from confidentiality with the prior written consent of the other party.

The recipient shall have the burden of proving hereinabove are applicable to the information in the possession of the recipient.

Confidential Information shall at all times remain the sole and exclusive property of the disclosing party.

Upon termination of this Agreement, Confidential Information shall be returned to the disclosing party or destroyed, if incapable of return. The destruction shall be witnessed and so recorded, in writing, by an authorized representative of each of the parties.

Nothing contained herein shall in any manner impair or affect rights of Punjab & Sind Bank in respect of the Confidential Information.
In the event that any of the Parties hereto becomes legally compelled to disclose any Confidential Information, such Party shall give sufficient notice to the other party to enable the other Party to prevent or minimize to the extent possible, such disclosure. Neither party shall disclose to a third party any Confidential Information or the contents of this Agreement without the prior written consent of the other party. The obligations of this Clause shall be satisfied by handling Confidential Information with the same degree of care, which the receiving party applies to its own similar confidential information but in

no event less than reasonable care. The obligations of this clause shall survive the expiration, cancellation or termination of this Agreement

2. Non-disclosure:

The firm / Company 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 Firm / Company who have a need to have access to and knowledge of the Confidential Information solely for the Purpose authorized above. The firm / Company shall take appropriate measures by instruction and written agreement prior to disclosure to such employees to assure against unauthorized use or disclosure. The Firm / Company may disclose Confidential Information to others only if the Firm / Company 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 Firm / Company 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 Firm / Company 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 Firm /Company 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 Firm /Company 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.

After expiry of the contract period of five (05) years, Bank may further extend the contract for a period of maximum two years at mutually agreed terms & conditions, subject to satisfactory performance of successful bidder.

5. **Title and Proprietary Rights**:
Notwithstanding the disclosure of any Confidential Information by Punjab & Sind Bank to the Firm / Company, the title and all intellectual property and proprietary rights in the Confidential Information shall remain with Punjab & Sind Bank.

6. **Remedies**:
The Firm / Company acknowledges the confidential nature of Confidential Information and that damage could result to Punjab & Sind Bank if the Firm / Company 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 Firm / Company, 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. **Governing Law**:

The provisions of this Agreement shall be governed by the laws of India and the competent court at New Delhi shall have exclusive jurisdiction in relation thereto even though other Courts in India may also have similar jurisdictions.

9. **Indemnity**:

The Firm/ Company 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 Firm / Company 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 Firm / Company, in the course of discharge of its obligations under this Agreement.

10. **General**:

The Firm / Company 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, and merchantability, fitness for a particular purpose, title, non-infringement, or anything else.

11. **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 Firm / Company 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 Firm / Company 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 XXXXX   For and on behalf of Punjab & Sind
Bank XXXXXXX   _____ XXXXX
(Designation)

ANNEXURE - XIII CHECK – LIST FOR BID SUBMISSION

Sr. No.	Document	Attached with Bid (Y/N)
1	ANNEXURE - I TENDER COVERING LETTER	
2	ANNEXURE – II COMPLIANCE TO MINIMUM ELIGIBILITY CRITERIA	
3	ANNEXURE - III BIDDER'S INFORMATION	
4	ANNEXURE - IV PERFORMA FOR THE BANK GUARANTEE FOR EARNEST MONEY DEPOSIT	
5	ANNEXURE - V ACCEPTANCE OF SCOPE OF WORK	
6	ANNEXURE – VI ACCEPTANCE / COMPLIANCE CERTIFICATE	
7	ANNEXURE - VII SAMPLE FORMAT OF PERFORMANCE GUARANTEE	
8	ANNEXURE - VIII PRE-BID QUERY FORMAT	
9	ANNEXURE - IX TECHNICAL REQUIREMENTS/ SPECIFICATIONS	
10	ANNEXURE – X DATA FOR HARDWARE	
11	ANNEXURE – XI COMMERCIAL BILL OF MATERIALS	
12	ANNEXURE – XII SAMPLE NON-DISCLOSURE AGREEMENT	
13	ANNEXURE - XIII CHECK – LIST FOR BID SUBMISSION	
14	ANNEXURE - XIV DETAILS OF TECHNICAL SUPPORT CENTERS	
15	ANNEXURE - XV UNDERTAKING OF INFORMATION SECURITY	
16	ANNEXURE - XVI FACILITY MANAGEMENT (FM) AND SERVICE REQUIREMENT	
17	ANNEXURE - XVII INTEGRITY PACT	
18	ANNEXURE – XVIII PARAMETERS FOR TECHNICAL CUM ELIGIBILITY EVALUATION OF TECHNICAL BID	
19	ANNEXURE – XIX MAF FROM HARDWARE OEM	
20	ANNEXURE – XX MAF FOR SOFTWARE OEM	
21	ANNEXURE - XXI MAKE IN INDIA CERTIFICATE	
22	ANNEXURE - XXII BID SECURITY DECLARATION	
23	FORMAT – 1 BIDDER'S UNDERTAKING LETTER (Non-Blacklisting)	
24	FORMAT – 2 SAMPLE CHANNEL PARTNER/ DEALERSHIP/ EXPERIENCE LETTER FROM SOFTWARE OEM	
25	FORMAT – 3 CONFIRMATIONS OF SOFT COPY	
26	FORMAT – 4 COMPLIANCE STATEMENT	

Date : _____
Place : _____

Signature of Authorised Signatory
Name of Signatory: _____
Designation: _____
Seal of Company

ANNEXURE - XIV DETAILS OF TECHNICAL SUPPORT CENTERS

Reg.: Request for Proposal for "Selection of Vendor/ System Integrator for Supply, Implementation, Integration, Maintenance and Management of EIRMS Phase-2 (Upgradation of existing Application and implementation of IFRS, FTP and TPRM) on SAS platform and requisite hardware" - Tender Ref No. PSB/HO RMD/RFP/01/2025-26 dated 07/08/2025.

Sr. No.	Location of Centres	Area of operation of each centre	Number of support engineers at each centre

Date : _____

Place : _____

Signature of Authorised Signatory

Name of Signatory: _____

Designation: _____

Seal of Company

ANNEXURE - XV UNDERTAKING OF
INFORMATION SECURITY

(This letter should be on the letter head of the bidder as well as the OEM/ Manufacturer duly signed & stamped by an authorized signatory on Information security as per regulatory requirement)

RFP Reference No_____   Date: _____

Assistant General Manager
Punjab & Sind Bank
Risk Management Department (HO RMD)
Corporate Office, Second Floor, NBCC Complex, Block – III,
East Kidwai Nagar, New Delhi-110023

Sir,

We hereby undertake that the proposed solution/ hardware/ software to be supplied will be free of malware, free of any obvious bugs and free of any covert channels in the code (of the version of the application being delivered as well as any subsequent versions/ modifications done.)

Yours faithfully.

Signature of Authorised Signatory

Name of Signatory: _____

Designation: _____

Seal of Company

ANNEXURE - XVI   FACILITY MANAGEMENT (FM) AND SERVICE REQUIREMENT

The bidder will provide onsite operational and technical support for the solution during the entire period of the project including warranty and post warranty periods. This section describes, but does not limit, the services required by the Bank. The Bidder shall consider and envisage all services that will be required in the maintenance of these facilities. Considering the enormity of the assignment and the envisaged relationship with the Bidder, any service, which forms a part of facility management that is not explicitly mentioned in this RFP as excluded, would form part of this RFP. The Bank will not accept any plea of the Bidder at a later date for omission of critical services on the pretext that the same was not explicitly mentioned in the RFP.

1. Services To Be Provided

This section describes, but does not limit, the services required by the Bank for the Solution proposed as part of this RFP at the Data Centre, Disaster Recovery Site, Head Office/ Controlling Office etc. The Bank intends that the contract which is contemplated herein with the Bidder shall cover all deliverables and services required to be procured or provided by the Bidder during such period of contract. The Bidder needs to consider and envisage all services that would be required in the maintenance of the facilities. FM for all purposes means an Annual Maintenance Contract (AMC), warranties, ATS (Annual Technical Support) for all applications and interfaces provided, quoted and developed by the Bidder and all other costs necessary and incidental for the maintenance and support of the infrastructure and equipment provided by the bidder. The Bidder is expected to develop a methodology for conducting the FM for Bank based on the requirements. The personnel being deployed by the Bidder for FM at the Bank should be having relevant experience. The Facilities Management services would at least include:

- The scope for the on-site engineers will include configuration changes, version up-gradations, performance monitoring, trouble shooting, patch installation, running of batch processes, back-ups, application and data maintenance etc.
- Providing BANK with daily hardware utilization reports and alerting BANK in case of any performance issues or hardware up-gradation requirements
- Routing the transactions through the backup system in case the primary system fails.
- Switching to the DR site in case of system failure.
- Handling of alerts and fraud cases.
- Performance Monitoring/ Fine Tuning
- System/Application Administration
- Fixing any vulnerability
- Software Distribution
- Software License Management
- Software maintenance
- Updates/Upgrades/New releases/New versions
- Database Administration activities for Database
- Hardware Configuration Management
- Server Management, Planning and Operations
- Backup & Restore

2. Software Maintenance and Support Services during Warranty

- All product upgrades, modifications, enhancements that have to be provided to the Bank at no additional cost to the bank.
- Enhancements would include changes in the software due to Statutory and Regulatory changes and changes required due to changes in industry and other Banking practices in India which includes introduction of new products by the bank. It will also include all the functionalities mentioned in Functional & Technical Specifications. In case if effort for implementing upgrade / any specific changes related to banks in the system is on higher side, then cost for implementation, upgrade/change request will be discussed with bank mutually.
- Modifications would include minor changes, bug fixes, error resolutions and minor enhancements that are incidental to proper and complete working of the solution.
- Upgrades would include product releases made by the Bidder or OEM to incorporate changes, consolidating all bug fixes, consolidating all enhancement requests made by the Bank.
- The Bidder agrees that any future upgrades, modifications or enhancements shall not affect the current working of the licensed software and all current functionality shall be migrated to the new/ enhanced version.
- The Bidder shall implement the new/ enhanced version and that the Bank will bear no cost to migrate the existing functionality to the new / enhanced version.
- The Bidder shall apply regular patches to the licensed software including the operating system, databases and other applications as released by the Original Equipment Manufacturers (OEMs), for which the Bank will bear no additional costs. The Bidder agrees that the functioning of the EIRMS SOLUTION of the Bank will not be affected adversely as a result of any new releases, enhancements, patches, etc.
- The Bidder agrees at all times to meet the service levels as specified in this RFP document.
- The Bidder shall maintain the entire IT infrastructure for all the components implemented under this tender and subsequent agreement as well.
- User support in case of technical difficulties in use of the software, answering procedural questions, providing recovery and backup information, and any other requirement that may be incidental/ ancillary to the above.
- Installing/ commissioning the software at the designated locations/ changed designated location at no additional cost or fees or expenses to the Bank.
- Installing/ commissioning the upgrades/ new versions/ new releases of software at the designated locations/ changed designated location at no additional cost or fees or expenses to the Bank.
- The Bidder warrants that any or all program errors that are reported will be remedied.

3. Update/ Upgrade/ New Release/ New Version

- The Bidder/ OEM from time to time has to release Updates/ Upgrades/ New releases/ New versions and notify the Bank about the same.
- The Bidder agrees that all such Updates/ Upgrades/ New releases/ New versions, as and when released during the term of warranty or ATS/AMC shall be provided to the Bank at no additional cost or fees or expenses including implementation cost during the contract period. If the software update/ patch/ upgrade requires additional resources to be used by the bidder at a later point, during the period of contract, either of his own or the OEM, the cost of the same will be borne by the bidder.

- Any costs incurred to upgrade the software to maintain the performance of the EIRMS solution during the period of the contract will be borne by the bidder.

4. Software Support

- The Bidder shall provide complete technical support for software problems (all licensed software provided by the Bidder as a part of this tender or maintained by the Bidder as a part of this tender) and or questions, defect and non-defect related to Bank office automation products, systems and licensed applications.
- The Bidder shall provide licensed software support including but not limited to problem tracking, problem source identification, problem impact (severity) determination, bypass and recovery support, problem resolution, management reporting and trend analysis and interfacing with other suppliers (as required) on behalf of the Bank.
- Bidder shall log any reported incident, identify it as defect or non-defect related, and tracks it till resolution. For all incidents, the Bidder will ask the Bank to assign a severity rank and handle it according to Service Levels.
- In the event of any dispute and/ or the commencement of arbitration proceedings the Vendor shall continue all facilities management services.

5. Application Management

The Bidder should be able to provide Application Management services to manage software applications of the Bank. Deliverables for Application support should include:

- Performance Monitoring & Management of application.
- Installation & configuration of application
- Availability installation & configuration
- Application Patch management and version control. ▢
- Capacity Management.
- Up gradation & migration
- Trouble shooting of all servers product related issues.
- Troubleshooting Patch Management.
- Start, stop, and manage Application Server services.
- Configure and manage Application Web server.
- Configure and manage HTTP/HTTPS
- Configure & use monitoring tools provided for Application Server. • Un-installation
- Performance management.
- Vendor management (Logging a call with product Vendor)
- Version migration, testing and implementation
- Backup & restoration management of application server.

- User management
- Support to known errors and problems
- Monitor web and Application server availability
- Monitor alert notifications, checking for impending problems, triggering appropriate actions.

6. Patch Management

Patch Management services will include but not limited to the following:

- Rollout planning.
- Patch Release, distribution and installation
- Compliance & Adherence to Information Security Policy of the Bank.
- Log history of patches applied is required to be maintained.
- Firmware updates

7. Backup/ Restore

- The bidder has to provide backup solution including hardware/ software/ license etc to take Backup of proposed solution.
- The bidder will ensure that periodic backup as per bank's policy should be taken on tape for application logs, configuration, etc.

8. Educational Qualification for Onsite Engineer:-

- L1 Engineer- BE/ B. Tech. / MCA with minimum 3 years of experience in the field of IT Security or EIRMS Solution.
- L2 Engineer- BE/ B. Tech. / MCA with minimum 4 years of experience in the field of IT Security or EIRMS Solution.
- L3 Engineer- BE/ B. Tech. / MCA with minimum 7 years of experience in the field of IT Security. Engineer should be having minimum 3 years of experience on the proposed EIRMS Solution and should have working experience of 2 year working on the same solution as provided by the OEM.

Above mentioned Project Personnel need to sign Non-Disclosure Agreement (NDA) with the Bank before the start of the project.

ANNEXURE – XVII   INTEGRITY PACT
(To be stamped in accordance with the stamp act)

Between
Punjab & Sind Bank
Hereinafter referred to as

"BUYER",
And

(_____

_____) hereinafter referred to as
"The Bidder"

Preamble

BUYER intends to award, under laid-down organizational procedures, contract(s) for_____
_____ ____. BUYER values full compliance with all relevant laws and regulations, and the principles of economical use of resources, and of fairness and transparency in its relations with its Bidders/ Contractors.

In order to achieve these goals, BUYER and the above-named Bidder enter into this agreement called '**Integrity Pact**' which will form a part of the bid.

This agreement should be a part of the tender document, which shall be signed and submitted along with the tender document. The authorized representative of the BUYER should be the signing authority. For the bidders, the bidder himself or his authorized representative must sign the Integrity Pact (IP). If the winning bidder had not signed during the submission of the bid, the tender shall be cancelled.

It is hereby agreed by and between the parties as under:

Section I - Commitments of BUYER

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

a)   No employee of BUYER, personally or through family members, will in connection with the tender, or the execution of the contract, demand, take a promise for or accept, for him/herself or third person, any material or other benefit which he/she is not legally entitled to.

b)   BUYER will, during the tender process treat all Bidder(s) with equity and fairness. BUYER 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)   BUYER will exclude from evaluation of Bids its employee(s) who has any personnel interest in the Companies/Agencies participating in the Bidding/Tendering process.

(2) If appropriate authority of the Bank obtains information on the conduct of any employee of BUYER which is a criminal offence under the relevant Anti-Corruption Laws of India, or if there be a substantive suspicion in this regard, he will inform its Chief Vigilance Officer (CVO) and in addition can initiate disciplinary actions under its Rules.

Section II - Commitments of the Bidder

(1) The Bidder commits himself to take all measures necessary to prevent corruption. He commits himself to observe the following principles during his participation in the tender process and during the contract execution:

a)   The Bidder will not, directly or through any other person or firm, offer, promise or give to BUYER, or to any of BUYER'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 an advantage during the tender process or the execution of the contract.

b)   The Bidder will not enter into any illegal agreement or understanding, whether formal or informal with other Bidders/Contractors. This applies in particular to prices, specifications, certifications, subsidiary contracts, submission or non- submission of bids or actions to restrict competitiveness or to introduce cartelization in the bidding process.

c)   The Bidder will not commit any criminal offence under the relevant Anticorruption Laws of India; further, the Bidder will not use for illegitimate purposes or for purposes of restrictive competition or personal gain, or pass on to others, any information provided by BUYER as part of the business relationship, regarding plans, technical proposals and business details, including information contained or transmitted electronically.

d)   The Bidder of foreign origin shall disclose the name and address of the Agents/representatives in India, if any, involved directly or indirectly in the Bidding. Similarly, the Bidder of Indian Nationality shall furnish the name and address of the foreign principals, if any, involved directly or indirectly in the Bidding.

e)   The Bidder will, when presenting his bid, disclose any and all payments he has made, or committed to or intends to make to agents, brokers or any other intermediaries in connection with the award of the contract and/or with the execution of the contract.

f)   The Bidder will not misrepresent facts or furnish false/forged documents/information in order to influence the bidding process or the execution of the contract to the detriment of BUYER.

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

Section III- Disqualification from tender process and exclusion from future contracts

(1)   If the Bidder, before contract award, has committed a serious transgression through a violation of Section II or in any other form such as to put his reliability or credibility as Bidder into question, BUYER may disqualify the Bidder from the tender process or terminate the contract, if already signed, for such reason.

(2)   If the Bidder has committed a serious transgression through a violation of Section II such as to put his reliability or credibility into question, BUYER may after following due procedures also exclude the Bidder from future contract award processes. The imposition and duration of the exclusion will be determined by the severity

of the transgression. The severity will be determined by the circumstances of the case, in particular the number of transgressions, the position of the transgressors within the company hierarchy of the Bidder/ Contractor and the amount of the damage. The exclusion will be imposed for a minimum of 12 months and maximum of 3 years.

(3)	If the Bidder can prove that he has restored/recouped the damage caused by him and has installed a suitable corruption prevention system, BUYER may revoke the exclusion prematurely.

Section IV - Liability for violation of Integrity Pact

(1)	If BUYER has disqualified the Bidder from the tender process prior to the award under Section III, BUYER may forfeit the Bid Guarantee under the Bid.

(2)	If BUYER has terminated the contract under Section III, BUYER may forfeit the Contract Performance Guarantee of this contract besides resorting to other remedies under the contract.

Section V- Previous Transgression

(1)	The Bidder shall declare in his Bid that no previous transgressions occurred in the last 3 years with any other Public Sector Undertaking or Government Department 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 the contract, if already awarded, can be terminated for such reason.

Section VI - Equal treatment to all Bidders

(1) BUYER will enter into agreements with identical conditions as this one with all Bidders.

(2) BUYER will disqualify from the tender process any bidder who does not sign this Pact or violate its provisions.

Section VII - Punitive Action against violating Bidders

If BUYER obtains knowledge of conduct of a Bidder or his subcontractor or of an employee or a representative or an associate of a Bidder or his subcontractor which constitutes corruption, or if BUYER has substantive suspicion in this regard, BUYER will inform the Chief Vigilance Officer (CVO).

Section VIII - Independent External Monitor/Monitors
(1)	BUYER is appointing Independent External Monitors (IEMs) for this Pact with the approval of Central Vigilance Commission (CVC), Government of India.

(2)	The IEM is to review independently and objectively, whether and to what extent the parties comply with the obligations under this agreement. He has right of access to all project documentation. The IEM may examine any complaint received by him and submit a report to the appropriate authority, BUYER, at the earliest. He may also submit a report directly to the CVO and the CVC, in case of suspicion of serious irregularities attracting the provisions of the PC Act. However, for ensuring the desired transparency and objectivity in dealing with the complaints arising out of any tendering process, the matter shall be referred to the full panel of IEMs, who would

examine the records, conduct the investigations and submit report to Chairman-cum-Managing Director, BUYER, giving joint findings.

(3)   The IEM is not subject to instructions by the representatives of the parties and performs his functions neutrally and independently. He reports to the Chairman-cum-Managing Director, BUYER.

(4)   The Bidder(s) accepts that the IEM has the right to access without restriction to all documentation of BUYER related to this contract including that provided by the Bidder. The Bidder will also grant the IEM, upon his request and demonstration of a valid interest, unrestricted and unconditional access to his documentation. The same is applicable to Subcontractors. The IEM is under contractual obligation to treat the information and documents of the Bidder(s)/Subcontractor(s) with confidentiality.

(5)   BUYER will provide to the IEM information as sought by him which could have an impact on the contractual relations between BUYER and the Bidder related to this contract.

(6)   As soon as the IEM notices, or believes to notice, a violation of this agreement, he will so inform the Chairman-cum-Managing Director, BUYER and request the Chairman-cum- Managing Director, BUYER to discontinue or take corrective action, or to take other relevant action. The IEM can in this regard submit non-binding recommendations.

Beyond this, the IEM has no right to demand from the parties that they act in a specific manner, refrain from action or tolerate action. However, the IEM shall give an opportunity to BUYER and the Bidder, as deemed fit, to present its case before making its recommendations to BUYER.

(7)   The IEM will submit a written report to the Chairman-cum-Managing Director, BUYER within 8 to 10 weeks from the date of reference or intimation to him by BUYER and, should the occasion arise, submit proposals for correcting problematic situations.

(8)   If the IEM has reported to the appropriate authority, BUYER, a substantiated suspicion of an offence under relevant Anti-Corruption Laws of India, and the appropriate authority, BUYER has not, within the reasonable time taken visible action to proceed against such offence or reported it to the CVO, the Monitor may also transmit this information directly to the CVC, Government of India.

Section IX - Pact Duration

This Pact begins when both parties have legally signed it. It expires for the Bidder after the closure of the contract and for all other Bidder's six month after the contract has been awarded.

Section X - Other Provisions

(1) This agreement is subject to Indian Law. Place of performance and jurisdiction is the establishment of BUYER. The Arbitration clause provided in the main tender document / contract shall not be applicable for any issue / dispute arising under Integrity Pact.

(2) Changes and supplements as well as termination notices need to be made in writing.

(3) If the BIDDER is a partnership firm or a consortium or Joint Venture, this agreement must be signed by all partners, consortium members and Joint Venture partners.

(4) Nothing in this agreement shall affect the rights of the parties available under the General Conditions of Contract (GCC) and Special Conditions of Contract (SCC).

(5) Views expressed or suggestions/submissions made by the parties and the recommendations of the IEM in respect of the violation of this agreement, shall not be relied on or introduced as evidence in the arbitral or judicial proceedings (arising out of the arbitral proceedings) by the parties in connection with the disputes/differences arising out of the subject contract.

(6) 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.

_____

_____
(For & On behalf of BUYER)   (For & On behalf of Bidder)
(Office Seal)   (Office Seal)

Place: _____   Witness
1:_____
                                                                 (Name & Address): _____
Date: _____
                                                                                           Witness
2:_____
                                                                 (Name & Address): _____

ANNEXURE – XVIII Parameters for Technical cum Eligibility Evaluation of Technical Bid

Sl. No.	Evaluation Parameters	Documents to be submitted	Max marks
1	**Business Application:** The bidder should have been awarded Business Application software or Business process management projects with technology support for Scheduled Commercial Banks in India, with a minimum project value of ₹20 crore, within the last 3 years of the bid submission date	Copy of purchase Order/ Contract Agreement/ Work Order to this effect.	**Max Marks – 20 (amount in Rs. Crore)** >= 50 - 20 marks >= 40 - 15 marks >= 30 - 10 marks >= 20 - 05 marks < 20 - 00 marks
2	**Implementation on consolidated Balance sheet size:** The bidder should have implemented Business Application software or Business process management projects with technology support for Scheduled Commercial Banks in India	Copy of purchase Order/ Contract Agreement/ Work Order to this effect.	**Max Marks – 20 Implementation Experience on Balance Sheet Size (amount in Rs. Crores):** · >=2,00,000- 20 marks · >=1,00,000- 10 marks · Less than 1,00,000- 0 Marks
3	**Manpower:** The bidder should have a pool of resources having minimum 4 years of experience and have at least worked for 2 Scheduled Commercial Banks/ FI on the SAS platform.	List of the resources should be enclosed. Certificate from HR to be obtained.	**Max Marks – 10** - . >= 8 resources - 10 marks >= 4 resources - 05 marks < 4 resources - 00 marks
4	**CMMI Level certification:**	Valid CMMI certificate (Level 3 or 5) issued by an accredited body	**Max Marks – 10** - . CMMI Level 5 – 10 marks CMMI Level 5 – 10 marks

5	**Implementation Experience and Capability:** The bidder should have experience in executing an integrated project involving supply, installation and maintenance of hardware components such as (Database, Storage, Backup etc.) for banking application in Scheduled Commercial Bank / FI .	Copy of purchase Order/ Contract Agreement/ Work Order to this effect.	**Max Marks – 10 Implementation Capability (No. of projects in FI)** >= 4 - 10 marks >= 2 - 05 marks < 2 - 00 marks
6	**Presentation by the Bidder:** Presentation of in-depth understanding of the Bank project requirements through the technical proposal supplemented by Presentation & Interactions Support execution methodology (5) Competency (Functional and Technical(10) Project Governance and Project Team (5)	**Maximum Marks – 30** Points will be assigned by an internal committee based on the methodology, work plan, team composition and presentations.	
Total Marks = 100 Marks			

Note:

✓ The minimum score required to qualify during evaluation of technical bids is 60 (Sixty) as per above scoring sheet.
✓ Purchase orders should be duly supported by proof of execution. Only purchase order will not be considered for scoring.
✓ Performance / Client Certificate should invariably be issued on letter head of organization and details such as Name, designation and contact number should also be mentioned on the certificate.
✓ Purchase Order issued by Offices other than Head Office will not only be considered for scoring.
  * **Soft Copy of presentation to be submitted with the Bank at least 2 working day before the time of the presentation.**

ANNEXURE – XIX   MAF for Hardware OEM

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

Assistant General Manager
Punjab & Sind Bank
Risk Management Department (HO RMD)
Corporate Office, Second Floor, NBCC Complex, Block – III,
East Kidwai Nagar, New Delhi-110023

Sir,
REG.: REQUEST FOR PROPOSAL (RFP) for Selection of Vendor/ System Integrator for Supply, Implementation, Integration, Maintenance and Management of EIRMS Phase-2 (Upgradation of existing Application and implementation of IFRS, FTP and TPRM) on SAS platform and requisite hardware.

We hereby submit the following: -

We, M/s_____ are the OEM of the devices/components/solution/services (as per Table A) having factories at _____ do hereby offer our quotation against the above bid invitation with our products.

SL No.	Components/ devices/ solution/ equipment/services Name	Model No./ Version No and Release date

(Add as many rows as required)

We hereby extend our warranty as per the terms and conditions of this RFP and its subsequent Corrigendum and/or Clarifications, if any, and the contract for the equipment/component/solution/device and services offered against this invitation. In case of default/non-compliance of the IT asset supplied including hardware / software as per RFP requirements during the contract period, we agree to replace the IT asset including hardware / software supplied with new one in accordance with RFP requirements. We also hereby undertake to perform the obligations as set out in the RFP in respect of such equipment and services.

With reference to all the components/parts/assemble/software used inside the company products being quoted by us vide your tender cited above, we hereby undertake that all the components / parts / assembly used inside the company products/software shall be original new components / parts / assembly / software only and that no refurbished, duplicate, second-hand components, parts, assembly are being

supplied. We also ensure 99.99% data availability guarantee. We take responsibility of our delivered product related SLAs.

Date: _____

Place: _____

<div style="text-align: right">

Signature of Authorised Signatory

Name of Signatory: _____

Designation: _____

Seal of Company

</div>

ANNEXURE – XX MAF for Software OEM

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

To

Assistant General Manager
Punjab & Sind Bank
Risk Management Department (HO RMD)
Corporate Office, Second Floor, NBCC Complex, Block – III,
East Kidwai Nagar, New Delhi-110023

Dear Sir,

REG.: REQUEST FOR PROPOSAL (RFP) for Selection of Vendor/ System Integrator for Supply, Implementation, Integration, Maintenance and Management of EIRMS Phase-2 (Upgradation of existing Application and implementation of IFRS, FTP and TPRM) on SAS platform and requisite hardware -

We hereby submit the following: -

We, M/s_____ who are the established and reputable manufacturers of the following equipment/components/devices/solution/services (as per table A below) having factories at

_____ do hereby authorize

M/s_____ (who is the vendor submitting its bid pursuant to the Request for Proposal issued by Punjab and Sind Bank) to offer their quotation, negotiate and conclude a contract with you against the above bid invitation with our products.

Table-A

SL No.	Components/ devices/ solution/ equipment/services Name	Model No./Version No. and Release date	Components/ devices/ solution/ equipment/services conforms to all the technical specifications and requirements mentioned in this RFP

(Add as many rows as required)

We hereby extend our guarantee and warranty as per the terms and conditions of this RFP and its subsequent Corrigendum and/or Clarifications, if any, and the contract for the equipment/component

/solution/device and services offered against this invitation by the above-mentioned Bidder. In case of default/non-compliance of the IT asset supplied including hardware / software as per the RFP requirements during the contract period, we agree to replace the IT asset including hardware / software supplied with new one in accordance with RFP requirements. We also hereby undertake to perform the obligations as set out in the RFP in respect of such equipment and services.

In case the bidder i.e. M/s _____ is not able to perform the obligations as per RFP during the contract period (like if bidder ceases to exist from the ICT Industry, stops services or support to the Bank, terminates contract due any reasons with Bank or due to any other reason), we will perform the said obligations, as per given scope of work of RFP, either directly or through mutually agreed third party/any other authorized Partner of ours.

With reference to all the components/parts/assemble/software used inside the company products being quoted by us vide your tender cited above, we hereby undertake that all the components / parts / assembly used inside the company products/software shall be original new components / parts / assembly / software only and that no refurbished, duplicate, second-hand components, parts, assembly are being supplied.

Date: _____
Place: _____

Signature of Authorised Signatory

Name of Signatory: _____

Designation: _____

Seal of Company

Annexure XXI Make in India Certificate
(Should be submitted on Company's letter head with company seal and signature of the authorized person)

To

Assistant General Manager
Punjab & Sind Bank
Risk Management Department (HO RMD)
Corporate Office, Second Floor, NBCC Complex, Block – III,
East Kidwai Nagar, New Delhi-110023

SUB: Request for Proposal for "Selection of Vendor/ System Integrator for Supply, Implementation, Integration, Maintenance and Management of EIRMS Phase-2 (Upgradation of existing Application and implementation of IFRS, FTP and TPRM) on SAS platform and requisite hardware -" - Tender Ref No. PSB/HO RMD /RFP/01/2025-26 dated 07/08/2025

Dear Sir/Madam,

(To be certified by CA/statutory auditor/cost auditor of the company (in the case of companies)
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:
_____.

1. 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.

2. We have submitted the details indicating total cost value of inputs used, total cost of inputs which are locally sourced and cost of inputs which are imported, directly or indirectly with the commercial proposal.

Date : _____

Place : _____

Signature of Authorised Signatory

Name of Signatory: _____
Designation: _____

Seal of Company

Annexure XXII Bid Security Declaration
(To be stamped in accordance with stamp act)

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

Ref: RFP No._____ dated _____

To,

Assistant General Manager
Punjab & Sind Bank
Risk Management Department (HO RMD)
Corporate Office, Second Floor, NBCC Complex, Block – III,
East Kidwai Nagar, New Delhi-110023

Dear Sir,

We, the undersigned, declare that:

We, M/s.…………………………….. (herein referred as bidder) understand that, 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.90,00,000/-) and In case of Execution of Bid Security Declaration, we, M/s.…………………………….may be suspend for three (3) years from being eligible to submit our bids for any contracts with the Bank if we, M/s…………………………….. are in breach of our obligation(s) under the bid conditions, in case we, M/s……………………………..:-

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

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

Date : _____

Place : _____

Signature of Authorised Signatory

Name of Signatory: _____

Designation: _____

Seal of Company

FORMAT – 1 Bidder's Undertaking Letter (Non-Blacklisting)

(Note: This letter should be on the letterhead of the Prime Bidder duly signed & stamped by an authorized signatory.)

Date: ___/___/_____

To

Assistant General Manager
Punjab & Sind Bank
Risk Management Department (HO RMD)
Corporate Office, Second Floor, NBCC Complex, Block – III,
East Kidwai Nagar, New Delhi-110023

Dear Sir,

Reg.: Request for Proposal for "Selection of Vendor/ System Integrator for Supply, Implementation, Integration, Maintenance and Management of EIRMS Phase-2 (Upgradation of existing Application and implementation of IFRS, FTP and TPRM on SAS platform and requisite hardware." - Tender Ref No. PSB/HO RMD/RFP/01/2025-26 dated 07/08/2025.

We, the undersigned, as prime bidder, confirm the below:

- Neither we nor our Promoters/ Directors are defaulters to any financial institution.
- We have not been reported against by any Public Sector Bank or Indian Banks Association for any malpractice, fraud, poor service, etc.
- We have not been blacklisted by any Government authority or Public Sector Undertaking (PSU) as on date of submission of the tender.
- We have not been put in the negative list or Blacklist by any Public Sector Bank, Financial Institution, Government Organization for breach of applicable laws or violation of regulatory prescriptions or breach of agreement for providing the EIRMS Solution at the time of bid submission.

Date : _____

Place : _____

Signature of Authorised Signatory

Name of Signatory: _____

Designation: _____

Seal of Company

FORMAT – 2 SAMPLE CHANNEL PARTNER/ DEALERSHIP/ EXPERIENCE LETTER FROM SOFTWARE OEM

To,

Assistant General Manager
Punjab & Sind Bank
Risk Management Department (HO RMD)
Corporate Office, Second Floor, NBCC Complex, Block – III,
East Kidwai Nagar, New Delhi-110023

Dear Sir,

We hereby certify that M/S …………………………… (Name & Address) is an Authorised Channel Partner/ Authorised Dealer/ System Integrator (Strike out the not applicable) for Supply, Installation, Implementation, and Maintenance of …………….………………… (Equipment/ Solution details) of ……….. (Specify Make) manufactured by our company for the last …… (Specify) years. Further, we certify that the Authorised Channel Partner/ Authorised Dealership/ System Integrator agreement with M/S …………………… is in force and is valid up to …………. (Specify Period). Further, we hereby certify that M/S …………………… is authorized to participate in the tender process for "RFP for Supply, Implementation, Integration, Maintenance and Management of **EIRMS Phase-2 (Upgradation of existing Application and implementation of IFRS, FTP and TPRM)**-" on our behalf and submit bids. We undertake that the solution proposed in the response to this RFP is a licensed version of the product and has enterprise support from our company. We hereby undertake that the Model offered & empanelled will be available & supplied during the tenure of contract. We also undertake that none of the proposed solution will open/ contact any undeclared channel outside the respective bank's environment. We further certify that application/ software /solution provided by us is free of malware at the time of sale, free of any obvious bugs, and free of any covert channels in the code (of the version of the application being delivered as well as any subsequent versions/modifications done). A violation of the above would be considered as a breach of security and bank may proceed against us as they deem fit. Also, we confirm that our solution is implemented by us/ our Authorised Channel Partner/ Authorised Dealer/ System Integrator: M/S _____ in following organizations.

1)
2)
Further, we confirm that the undersigned is authorized to issue this letter. We also undertake that we will provide software patches for the solutions/ software provided by us for the duration of contract.   Yours Faithfully,
(Name, Designation, Address, Phone Number of the
Authorised Signatory with Company Seal)

Note: This format has to be issued by Original Equipment Manufacturer on their Letter Head duly signed by authorized signatory/ signatories

FORMAT – 3 CONFIRMATIONS OF SOFT COPY

Date: ___/___/_____

To

Assistant General Manager
Punjab & Sind Bank
Risk Management Department (HO RMD)
Corporate Office, Second Floor, NBCC Complex, Block – III,
East Kidwai Nagar, New Delhi-110023

Dear Sir,

Sub: Request for Proposal (RFP) for Supply, Implementation, Integration, Maintenance and Management of EIRMS Phase-2 (Upgradation of existing Application and implementation of IFRS, FTP and TPRM) on SAS platform and requisite hardware.

Further to our proposal dated XX.XX.XXX, in response to the Request for Proposal (Bank's tender No._____ hereinafter referred to as "RFP") issued by Punjab & Sind Bank ("Bank") we hereby covenant, warrant and confirm as follows:

The soft-copies of the proposal submitted by us in response to the RFP are identical with the hard-copies of aforesaid proposal submitted by us, in all respects.

Date : _____

Place : _____

Signature of Authorised Signatory

Name of Signatory: _____

Designation: _____

Seal of Company

FORMAT – 4 COMPLIANCE STATEMENT

Date: ___/___/_____

To

Assistant General Manager
Punjab & Sind Bank
Risk Management Department (HO RMD)
Corporate Office, Second Floor, NBCC Complex, Block – III,
East Kidwai Nagar, New Delhi-110023

Dear Sir,

Sub: Request for Proposal for Selection of Vendor/ System Integrator for Supply, Implementation, Integration, Maintenance and Management of EIRMS Phase-2 (Upgradation of existing Application and implementation of IFRS, FTP and TPRM) on SAS platform and requisite hardware.

We certify that except for the following deviations, we agree to abide by all clauses, terms, conditions and specifications mentioned in the RFP, along with Addendums and Corrigendum.

Sr. No.	Main RFP/ Annexure No.	Clause/ Sub Clause No.	Deviation	Specific Page no. of the Response

Date : _____

Place : _____

Signature of Authorised Signatory

Name of Signatory: _____

Designation: _____

Seal of Company

Note: If there are no deviations the bidder has to give his response by writing 'NIL' in the statement. Any deviations may lead to disqualification.