

ਪੰਜਾਬ ਐਂਡ ਸਿੰਧ ਬੈਂਕ
(ਭਾਰਤ ਸਰਕਾਰ ਦਾ ਉਪਕਰਮ)
ਪ੍ਰਧਾਨ ਕਾਰਜਾਲਯ ਸੂਚਨਾ ਪ੍ਰਾਈਵੇਟੀਕੀ
ਵਿਭਾਗ
ਦਿਵੀਤੀਯ ਮੰਜਿਲ, ਭੂਖੰਡ ਸੰਖਯਾ-151,
ਸੇਕਟਰ-44, ਸੰਸਥਾਗਤ ਕੇਤ੍ਰ, ਗੁਰੁਗ੍ਰਾਮ-
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Punjab & Sind Bank

(A Government of India undertaking)

Addendum No. 1 Dated: 17.01.2026

RFP for Selection of Vendor for Supply Installation & Maintenance of Biometric Authentication Solution

GeM BID No: PSB/HOIT/RFP/GEM/2026/B/7061083/2025-26 Dated 01-01-2026

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

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

This document is prepared by Punjab and Sind Bank for the "Selection of Vendor for Supply Installation & Maintenance of Biometric Authentication Solution" The information provided by the bidders in response to this RFP Document will become the property of the Bank and will not be returned. The Bank reserves the right to amend and reissue this RFP Document and all amendments will be integral part of the RFP. The Bank also reserves its right to accept or reject any or all the responses to this RFP Document without assigning any reason whatsoever and without any cost and / or compensation therefor

<p>ਪੰਜਾਬ ਐਂਡ ਸਿੰਧ ਬੈਂਕ (ਭਾਰਤ ਸਰਕਾਰ ਦਾ ਉਪਕਰਮ) ਪ੍ਰਧਾਨ ਕਾਰਜਾਲਯ ਸੂਚਨਾ ਪ੍ਰਾਈਵੇਟੀਕੀ ਵਿਭਾਗ ਦਿੱਤੀਯ ਮੰਜਿਲ, ਭੂਖੰਡ ਸੰਖਿਆ-151, ਸੈਕਟਰ-44, ਸੰਸਥਾਗਤ ਖੇਤਰ, ਗੁਰੂਗ੍ਰਾਮ- 122003 ਈ-ਮੇਲ- ho.it@psb.bank.in ਦੂਰਭਾਸ਼-0124-2544112</p>	<p>ੴ ਸ੍ਰੀ ਵਾਹਿਗੁਰੂ ਜੀ ਕੀ ਫ਼ਤਹਿ</p>  <p>ਪੀ. ਐਸ. ਬੀ.</p>	<p>Punjab & Sind Bank (A Government Of India Undertaking) H.O. Information Technology Department 2nd Floor, Plot No. 151, Sector -44, Institutional Area, Gurugram- 122003 E-mail: ho.it@psb.bank.in Ph: 0124-2544112</p>
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Addendum - 1

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<p>ਪੰਜਾਬ ਐਂਡ ਸਿੰਧ ਬੈਂਕ (ਭਾਰਤ ਸਰਕਾਰ ਦਾ ਉਪਕਰਮ) ਪ੍ਰਧਾਨ ਕਾਰਜਾਲਯ ਸੂਚਨਾ ਪ੍ਰਾਈਵੇਟ ਲਿਮਿਟਿਡ ਵਿਭਾਗ ਦਿੱਤੀਯ ਮੰਜਿਲ, ਭੂਖੰਡ ਸੰਖਿਆ-151, ਸੈਕਟਰ-44, ਸੰਸਥਾਗਤ ਖੇਤਰ, ਗੁਰੂਗ੍ਰਾਮ- 122003 ਈ-ਮੇਲ- ho.it@psb.bank.in ਦੂਰਭਾਸ਼-0124-2544112</p>	<p>ਪੰਜਾਬ ਐਂਡ ਸਿੰਧ ਬੈਂਕ ਜੀ. ਐਸ. ਐਸ.  ਜੀ. ਐਸ. ਐਸ.</p>	<p>Punjab & Sind Bank (A Government Of India Undertaking) H.O. Information Technology Department 2nd Floor, Plot No. 151, Sector -44, Institutional Area, Gurugram- 122003 E-mail: ho.it@psb.bank.in Ph: 0124-2544112</p>
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Introduction

Addendum for date extension of RFP and Pre Bid queries of RFP - **PSB/HOIT/RFP/GEM/2026/B/7061083/2025-26 Dated 01-01-2026** for "Selection of Vendor for Supply Installation & Maintenance of Biometric Authentication Solution" for 3 years.

Following amendments have been made to RFP clauses. All other terms and conditions of the RFP shall remain unchanged.

Modification in RFP Clauses

S.No.	Page No.	Clause No.	Original Clause	Revised/ Added/ Deleted
1.	5	Key Information	<p>Last Date and Time for submission of Bids- 04:00 PM January 22, 2026</p> <p>Date and Time of Opening of Bids - 04:30 PM January 22, 2026</p>	<p>Last Date and Time for submission of Bids - 04:00 PM January 27, 2026</p> <p>Date and Time of Opening of Bids - 04:30 PM January 27, 2026</p>
2	29	2.1 General scope of work	Annual third-party VAPT and application security assessment shall be conducted at Bidder's cost and reports submitted to the Bank.	Annual third-party VAPT and application security assessment shall be conducted by the Bank through its designated agency and vendor has to mitigate all the observations provided by them.
3	42	3.12 Insurance	It is the sole responsibility of the Bidder to obtaining adequate insurance cover for hardware etc.	This clause stands deleted.
4	68	ANNEXURE - IX Format for Bill of material (BOM)	Rate card for L1 and L2 resource if required should not be part of TCO (Total Cost).	Revised Annexure –IX, Format for Bill of Material (BOM) attached

<p>ਪੰਜਾਬ ਐਂਡ ਸਿੰਧ ਬੈਂਕ (ਭਾਰਤ ਸਰਕਾਰ ਦਾ ਉਪਕਰਮ) ਪ੍ਰਧਾਨ ਕਾਰਜਾਲਯ ਸੂਚਨਾ ਪ੍ਰਾਈਵੇਟੀਕੀ ਵਿਭਾਗ ਦਿੱਤੀਯ ਮੰਜਿਲ, ਭੂਖੰਡ ਸੰਖਿਆ-151, ਸੈਕਟਰ-44, ਸੰਸਥਾਗਤ ਖੇਤਰ, ਗੁਰੂਗ੍ਰਾਮ- 122003 ਈ-ਮੇਲ- ho.it@psb.bank.in ਟੂਰਭਾਸ਼-0124-2544112</p>	<p>ੴ ਸ੍ਰੀ ਵਾਹਿਗੁਰੂ ਜੀ ਕੀ ਫ਼ਤਹਿ</p>  <p>ਪੀ.ਐਸ.ਬੀ.</p>	<p>Punjab & Sind Bank (A Government Of India Undertaking) H.O. Information Technology Department 2nd Floor, Plot No. 151, Sector -44, Institutional Area, Gurugram- 122003 E-mail: ho.it@psb.bank.in Ph: 0124-2544112</p>
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5	39	3.7 - Payment terms	<p>Bills would be payable, on receipt of advice/confirmation for satisfactory delivery/installation/reinstallation, live running and service report from the user department/concerned offices where the purchased hardware and software have been delivered and implemented. Also, the Bidder has to submit the certificate of insurance covering all the risks during transit, storage, installation, commissioning, testing and handling including third party liabilities.</p>	<p>Bills would be payable, on receipt of advice/confirmation for satisfactory delivery/installation/reinstallation, live running and service report from the user department/concerned offices where the purchased hardware and software have been delivered and implemented.</p>
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<p>ਪੰਜਾਬ ਈਥ ਸਿੰਥ ਬੈਂਕ (ਭਾਰਤ ਸਰਕਾਰ ਕਾ ਉਪਕਰਮ) ਪ੍ਰਧਾਨ ਕਾਰਜਾਲਯ ਸੂਚਨਾ ਪ੍ਰਾਯੋਗਿਕੀ ਵਿਭਾਗ ਦੁਵਿਤੀਯ ਮੰਜਿਲ, ਭੂਖੰਡ ਸੰਖਯਾ-151, ਸੇਕਟਰ-44, ਸੰਸਥਾਗਤ ਕੇਤਰ, ਗੁਰੂਗਰਾਮ- 122003 ਈ-ਮੇਲ- ho.it@psb.bank.in ਦੂਰਭਾਸ਼-0124-2544112</p>	<p>ੴ ਸ੍ਰੀ ਵਾਹਿਗੁਰੂ ਜੀ ਕੀ ਫ਼ਤਹਿ</p>  <p>ਪੀ.ਪਸ.ਜੀ.</p>	<p>Punjab & Sind Bank (A Government Of India Undertaking) H.O. Information Technology Department 2nd Floor, Plot No. 151, Sector -44, Institutional Area, Gurugram- 122003 E-mail: ho.it@psb.bank.in Ph: 0124-2544112</p>
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Response to Pre-bid Queries for “RFP for Selection of Vendor for Supply Installation & Maintenance of Biometric Authentication Solution

S.No.	Page No.	Clause No.	Sub-Clause	Bidder's Query	Bank response
1	27	2.1 Scope of Work- 1	The selected bidder should supply, install, commission and operationalize Fingerprint based Biometric Authentication solution to all Branches and offices of Punjab & Sind Bank spread across the country, outside India, all RRBs (in future). The solution should include Application Software, 24*7 support etc.	Since RRB is mentioned as a future requirement, hardware sizing cannot be determined at this stage. In the event that implementation for the RRB is undertaken in the future, we request the Bank to arrange the necessary hardware.	The selected bidder has to suggest the sizing as the bank will provide further details to selected bidder.
2	28	2.1 14	Failure of DR drill shall be considered a Critical SLA breach.	Since the DR drill is executed within the Bank's infrastructure and network, only failures attributable to the application should be considered as an SLA breach.	No Change. As per RFP.
3	29	2.1 41	Annual third-party VAPT and application security assessment shall be conducted at Bidder's cost and reports submitted to the Bank.	It will be challenging for the Bidder to engage a third-party agency to perform VAPT within the Bank's infrastructure, as this may involve multiple approval processes, NDAs, and other compliance steps. It is therefore recommended that the Bank conduct the VAPT through its designated agency, while any required mitigation can be carried out by the Bidder.	Please refer the Addendum

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4	30	2.1 44	Bidder should take backup of existing fingerprint and import in new solution offered without any additional cost.	Since the Bank has specified the formats in points 4 & 5, we expect that the existing FP data is available in the same format and without any encryption, enabling the Bidder to import it into the new system.	As per RFP.
5	30	2.1 46	Bank is currently using IDEMIA MSO 1300 E3 2M Biometric scanners. Bidder shall design the biometric authentication system in such a way that it supports above devices along with other biometric scanners (fingerprint scanners, iris scanners, facial recognition etc), if procured by Bank in future. The bidder will co-ordinate with the device vendors for integrating above mentioned devices with the proposed biometric solution at no additional cost to the Bank.	Since the Bank has an existing mandate with the IDEMIA MSO 1300 E3 2M biometric device vendor, we request the Bank to coordinate with the vendor for providing the required SDK to the Bidder for integration. In case the vendor imposes any commercial charges for the SDK, the same may be handled by the Bank. The Bidder will perform the integration with the provided device at no additional cost to the Bank; however, the required SDK for integration is expected to be made available to the Bidder at no cost.	Bank will provide the SDK from the existing vendor.
6	30	2.1 50	Firmware vulnerabilities shall be addressed by the Bidder in coordination with OEMs at no additional cost.	If the biometric devices are supplied by the Bidder under this RFP, the Bidder can take ownership of firmware-related vulnerabilities. However, devices that are already with the Bank or procured under a separate mandate from another vendor will be outside the Bidder's scope.	As per our understanding the firmware vulnerabilities update shall be applicable on L1 device. Bank has only L0 device.
7	31	2.1 58	If there is any system upgrade in Bank's CBS or any other application which is integrated with Biometric Authentication Solution, then it is vendor's responsibility to ensure that the integration with the above systems is provided without affecting the normal course of business.	As the other systems are under the Bank's mandate with respective Vendors/OEMs, we request the Bank to coordinate with them as required to support the Bidder in fulfilling the Bank's expectations.	Bank will provide support for the same.

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8	31	2.1 60	Provide robust & fool-proof backup & storage solution for storage, backup & retrieval of 2FA data.	As the hardware is supplied by the Bank, this point is applicable to the Bank and not to the Bidder.	As per RFP.
9	33	2.4 Testing in UAT and Customization:	The selected bidder should provide all the necessary application for carrying out testing the Biometric solution within 2 weeks from date of accepting the Purchase Order. UAT covers testing the entire functionality Migration of existing production biometric database to UAT database for testing.	Migration will be limited to biometric data, user data, and hierarchy, subject to support from the respective vendor. Further, the 2-week testing window from PO is too short, particularly as the hardware is to be arranged by the Bank.	As per RFP
10	35	2.7 Infrastructure	The Vendor needs to size the infrastructure (hardware, Operating System, Database and other related software) for the solution based on the volume and the growth indicated in the Requirement (Project Scope) and propose the same as part of their technical bid submission. Bank may use existing IT infrastructure or procure separately the required infrastructure based on the sizing proposed by the vendor. However, the complete implementation, maintenance and support for Biometric Authentication System shall be part of the scope of the vendor.	As the Bank is supplying the hardware, hardware failures and any resulting application downtime should be owned by the Bank. The Bidder can support hardware management, but hardware-related outages fall under the Bank's responsibility.	As per RFP.

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11	39	3.8 Payment, Penalty, Delivery And Timelines	Implementation in all 3 environments(UAT, Development and Production) at DC & DR and closure of all UAT issues	We understand that only UAT and PROD environments are envisaged. Please confirm whether a development environment is required. Due to IP considerations, the Bidder may not be able to provide such an environment.	Yes, required.
12	41	3.9 Penalty ii. Downtime	Downtime Bidder should provide facility of call (fault) logging through telephone, e-mail, web portal, etc. The bidder must submit call wise details monthly during warranty and contract period.	Please confirm who will arrange and bear the cost of the telephone line, and clarify which web portal the Bank is referring to.	As per RFP.
13			Bank has the right to recover penalty amount from any dues that may be payable to the vendor under any previous contract with the Bank under the right of set off.	Requesting further clarity on the clause.	As per RFP.
14	42	3.12 Insurance	Insurance It is the sole responsibility of the Bidder to obtaining adequate insurance cover for hardware etc.	Since the hardware is supplied by the Bank, please clarify the need for the Bidder to obtain insurance coverage for the same.	Please refer the Addendum

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15	68	1 ANNEXURE - IX Format for Bill of material (BOM)	Rate card for L1 and L2 resource if required should not be part of TCO (Total Cost).	<p>We would like to inform the bank that the commercial format currently does not provide a provision to enter the values for L2 resources. We kindly request the bank to include this provision.</p> <p>Further, we wish to highlight that the presence of an onsite facility team is essential to ensure continuous and effective support.</p>	Please refer the Addendum
16	5	Key Information , Last Date and Time for submission of Bids	Last Date and Time for submission of Bids : 22.01.2026 04:00 PM, where as in GEM Bid document Bid End Date/Time is given as 22-01-2026 18:00:00	We request you to kindly clarify the exact time of submission	Please refer the timelines as per RFP.

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17	5	Key Information , Date and Time of Opening of Bids	Last Date and Time of Opening of Bids : 22.01.2026 04:30 PM, where as in GEM Bid document Bid End Date/Time is given as 22-01-2026 18:30:00	We request you to kindly clarify the exact time for Bid opening	Please refer the timelines as per RFP.
18	25	1.27 Eligibility Criteria 5	The Bidder should have implemented Proposed/Similar Biometric Solutions in at least one Public / Private sector Bank with minimum 1000 branches, during last three years in India.	We request you to kindly change it to 800 branches ,during last 5 (five) years in India	As per RFP
19	27	2.1 General Scope of Work 8	Customization of the application software, as and when required to be done by the bidder at no additional cost	Kindly update the same to: "Mutually accepted customization of the application software, as and when required, shall be carried out by the bidder at no additional cost."	As per RFP.

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20	29	2.1 General Scope of Work 41	Annual third-party VAPT and application security assessment shall be conducted at Bidder's cost and reports submitted to the Bank	This may result in multiple updates and patches, as the Bank will also conduct VAPT assessments on the application. The vendor shall address and fix the VAPT observations raised by the Bank, as well as RBI assessment findings.	Please refer the Addendum
21	30	2.1 General Scope of Work 44	Bidder should take backup of existing fingerprint and import in new solution offered without any additional cost	If the existing fingerprints are available in ISO format and the corresponding decryption key is provided, fingerprint migration can be performed.	As per RFP.
22	30	2.1 General Scope of Work 46	Bank is currently using IDEMIA MSO 1300 E3 2M Biometric scanners. Bidder shall design the biometric authentication system in such a way that it supports above devices along with other biometric scanners (fingerprint scanners, iris scanners, facial recognition etc), if procured by Bank in future. The bidder will co-ordinate with the device vendors for integrating above mentioned devices with the proposed biometric solution at no additional cost to the Bank.	The Bank shall provide the SDK for the procured device/technology to enable integration with the application.	As per RFP. Bank will provide the necessary SDK for the smooth functioning.
23	30	2.1 General Scope of Work 47	Encryption keys are stored and managed securely, preferably using HSM or an equivalent secure key management mechanism	Kindly clarify whether the HSM will be provided by the Bank. Also, please confirm if the use of a secure keystore for storing keys is acceptable.	Any efficient way to securely store the encryption key is accepted.

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24	30	2.1 General Scope of Work 49	Future biometric modalities (iris, facial recognition, etc.) shall meet prescribed FAR/FRR accuracy benchmarks acceptable to the Bank/RBI.	FRR/FAR is dependent on the device's capture capability. Also, since we are currently expected to support biometrics, kindly remove this clause.	Vendor should have the capability to incorporate these changes.
25	32	2.2 GENERAL ASPECTS IN SCOPE 3	Upgradation of existing application version to latest version preserving all the existing functionalities/forms/data/modules and customize application in such a way that application can be run in all supported latest versions of OS/DB/browser without additional cost to the Bank.	All major functionalities will be provided as per the RFP; however, the forms may differ. Kindly update the clause accordingly.	As per RFP.
26	33	2.4 Testing in UAT and Customization:	The selected bidder should provide all the necessary application for carrying out testing the Biometric solution within 2 weeks from date of accepting the Purchase Order.	Request you to make this as 2 business weeks from the date of SOW agreement Sign-off and infrastructure readiness."	As per RFP.
27	33	2.4 Testing in UAT and Customization:	The total process of testing and customization should be completed within 3 weeks from date of accepting PO	Request you to extend 2 weeks since the customization is subject to dependency on the Bank's team.	As per RFP

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28	33	2.5 Final Rollout:	Upon successful completion of UAT testing the Selected Bidder should rollout the solution across all the branches of the Bank within a period of 5 weeks from the date of Purchase Order	Request you to extend 2 weeks since Rollout is subject to end-user availability and infrastructure availability.	As per RFP
29	36	2.9 Source Code Escrow Agreement: 2.9	1) Service Provider shall deposit the source code of the Software and other related requisites to independently maintain the Software, to the source code escrow account and agrees to all the terms as mentioned in source code escrow agreement. 2) Service provider shall deposit the latest version of source code in escrow account at regular intervals as mentioned in source code escrow agreement. The service provider shall share the confirmation letter to Bank as and when latest version of source code is deposited in the escrow account.	The bidder has to submit the source code for the application developed for Punjab & Sind Bank, but in the case of OEM/Bidder is using an OTS (off-the-shelf) product or any Patented Solution, then the codes used for customisation to meet the requirements of the RFP have to be submitted to Punjab & Sind Bank on mutually agreed terms. Kindly request the bank make an amendment appropriately.	As per RFP.
30	25	ELIGIBILITY CRITERIA (Point No 5)	The Bidder should have implemented Proposed/Similar Biometric Solutions in at least one Public / Private sector Bank with minimum 1000 branches, during last three years in India.	We would like to respectfully submit that this condition appears overly restrictive , as very few OEMs or system integrators would have executed a single biometric deployment covering 1000+ branches of one bank within the specified timeframe. This may limit participation from capable OEMs who have successfully implemented large-scale biometric ecosystems We further wish to clarify that Mantra Softech , being an indigenous OEM with deep expertise in Aadhaar-based authentication, STQC-certified L1 devices, biometric matching, RD services, and large-scale identity management solutions, has executed similar nature projects across	As per RFP.

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				<p>both Government and Private sector organizations. These projects include:</p> <ol style="list-style-type: none"> 1. Creation of large biometric databases for identity/authentication 2. Enabling biometric matching and verification workflows 3. Deploying authentication systems at scale across multiple geographical locations <p>This experience demonstrates our ability to implement, manage, and support end-to-end biometric authentication solutions of the scale and complexity required by the Bank.</p> <p>In view of the above, we request the Bank to kindly review this eligibility condition to allow participation of OEMs with proven large-scale biometric authentication and database creation experience across Government and Private sector projects.</p>	
31	46	SCOPE OF WORK 2.1 General Scope of Work:	<p>Bank is currently using IDEMIA MSO 1300 E3 2M Biometric scanners. Bidder shall design the biometric authentication system in such a way that it supports above devices along with other biometric scanners (fingerprint scanners, iris scanners, facial recognition etc), if procured by Bank in future. The bidder will co-ordinate with the device vendors for integrating above mentioned devices with the proposed biometric solution at no additional cost to the Bank.</p>	<p>We fully understand and agree with the requirement to ensure compatibility of the proposed solution with the Bank's existing IDEMIA MSO 1300 E3 2M devices. However, as these devices are already procured and deployed by the Bank, access to the official IDEMIA SDK, API libraries, and technical documentation is essential to ensure proper and secure integration.</p> <p>We therefore request the Bank to kindly facilitate coordination with the OEM (IDEMIA) if we won the tender so that the required SDK, drivers, and integration documentation can be shared with us through the Bank's existing vendor channels. This will ensure:</p> <ol style="list-style-type: none"> 1. Smooth and timely integration 2. Compliance with OEM-recommended security protocols 3. No dependency gaps or delays in accessing 	As per RFP.

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				proprietary SDK components We request confirmation that the Bank will assist in coordinating with IDEMIA for providing the necessary SDK and technical integration package at the time of implementation. We seek your kind clarification on the above.	
32					
			General Query	Budget for the solution	Kindly check the BOM
33	27	Chapter 2- Scope of work 2.1 - General Scope of work	The Client machines (running MS Windows/MAC/Ubuntu/Solaris) will be accessing the application through any web browser (Microsoft Edge, Internet Explorer Ver 8.0 and above, Mozilla Firefox, Google Chrome etc.) where the finger print devices are connected. The backend application will fetch the LIVE finger print information from the Client machines. The LIVE finger print information received will be compared with the respective finger print template stored in the database and send a "YES or NO" response. Application should also be compatible with any other web	We currently provide support for MS Windows but do not support MAC, Ubuntu, or Solaris. Please note that most bank client machines run on Windows. Kindly update the clause regarding solution compatibility with MAC, Ubuntu, and Solaris client machines	As per RFP.

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			browsers suitable to future technology like opera, Safari.		
34	27	Chapter 2- Scope of work 2.1 - General Scope of work	Size of the finger print template should not exceed 1KB and should be stored in central server in encrypted format.	Our solution supports a template size of 4 KB per finger during enrollment; however, it is reduced to 1 KB for each authentication request.	As per RFP.
35	27	Chapter 2- Scope of work 2.1 - General Scope of work	The successful Bidder should provide Perpetual License for the Biometric application for an unlimited user license. There should not be any other license like Client Access License to run the application.	We will provide a perpetual license for the biometric application, based on the bank's user count (11,000 with an annual increase of 2%) for a project duration of 3 years, extendable by 2 additional years. The vendor will support the bank with all user license related requests and issues.	As per RFP.

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36	28	Chapter 2- Scope of work 2.1 - General Scope of work	Biometric authentication response time shall be ≤ 2 seconds for 95% of transactions during peak load.	The response time for each service (including authentication) supported by our solution is less than 3 seconds. The required servers must be provided by the bank as per the BOM shared by the vendor. We request the bank to update the clause to specify a response time of ≤ 3 seconds.	As per RFP.
37	30	Chapter 2- Scope of work 2.1 - General Scope of work	Bank should at any point of time be able to integrate any number of applications with the biometric authentication solution as and when required. There should not be any application based licenses which limit the same. Vendor has to integrate the said application with the biometric authentication solution at no extra cost to the Bank.	We request the bank to provide all necessary details regarding the additional business applications so that we can evaluate the technical feasibility of integration.	As per RFP.
38	30	Chapter 2- Scope of work 2.1 - General Scope of work	The application shall not be dependent on OS or DB version and in case the OS or DB version is upgraded by Bank, bidder needs to upgrade the application without any additional cost to Bank.	Application upgrades will be provided at no additional cost; however, if significant changes are requested, we expect the bank to raise a change request, which may incur additional charges.	As per RFP.

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39	32	Chapter 2- Scope of work 2.1 - General Scope of work	Management and maintenance of Biometric application operating system as well as install, upgrade/update security patches. Further vendor to assist in Integration of tool with SIEM solution, Active Directory (AD), Antivirus (AV), NAC/ WAF, An and other solutions procured by the Bank in future without any additional cost to the Bank.	We request the bank to keep Antivirus (AV) and NAC/WAF out of scope for the RFP requirement.	As per RFP
40	34	Chapter 2- Scope of work 2.6 - Interface and Integration Requirements	The Bidder is required to study the existing interface and making necessary changes to upgrade interfaces between the proposed Solution with the applications and systems mentioned below:- · Finacle – Core · Manual Data (Excel Files) · Data Ware house · Any others source not specified above	We request the bank to explain the points Manual Data (Excel Files), Data Ware house and any other sources, as mentioned in this clause.	As per RFP. Manual Data like Auditor Bypass Data and any other necessary changes if required
41	36	Chapter 2- Scope of work 2.6 - Functional and Technical Specifications of Solution	MIS Module: MIS reports related to biometric login authentication and failure report, Device Reports, biometric attendance reports etc.	We request the bank to provide clarity on 'biometric attendance report' mentioned in this clause. While biometric attendance report is mentioned here, there is no mention of the requirement of attendance functionality/module in the general scope of work section in the RFP.	As per RFP. As future requirements of the same needs to be implemented by the Bidder like HRMS etc.

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42	39	Chapter 3- Terms & Conditions 3.7 - Payment terms	Bills would be payable, on receipt of advice/confirmation for satisfactory delivery/installation/reinstallation, live running and service report from the user department/concerned offices where the purchased hardware and software have been delivered and implemented. Also, the Bidder has to submit the certificate of insurance covering all the risks during transit, storage, installation, commissioning, testing and handling including third party liabilities.	We request the bank to provide a detailed clarification of this clause, particularly regarding the insurance certificate. We also expect the insurance certificate requirement to be kept separate from the payment terms.	Please refer the Addendum.
43	57	Annexure - IV Pre-qualification Criteria	The bidder should not be involved in any litigation which threatens solvency of company. Details of addresses, contact details and corresponding document is to be attached.	We request the bank to name the exact document which needs to be provided according as per this clause.	As per RFP. Kindly refer Annexure X.
44	72	Annexure - XII Technical Compliance Sheet	Onsite support during banking hours on all working days & as and when required in case of exigencies beyond above mentioned working days/hours.	We would like to emphasize that the vendor will provide onsite support to the bank, but this will be on a chargeable basis.	As per RFP. L1 resource is mentioned in the BOM in Annexure IX.
45	72	Annexure - XII Technical Compliance Sheet	Certification of the solution provider viz Information Security, Business Continuity, Data Privacy, Quality Management, etc	We request the bank to provide us the name of exact documents required as per this clause.	As per RFP

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46	72	Annexure - XII Technical Compliance Sheet	Any other technical related work as and when decided by the Bank.	The clause appears vague and open-ended. We request the bank to clearly define the scope of additional technical work, as certain requirements may fall under Change Requests and could incur additional charges	As per RFP
47	73	Annexure - XII Technical Compliance Sheet	Image Quality Determination and Feature Generalization algorithms as per STQC guidelines.	We request the bank to remove this clause as it is applicable to biometric device(s), not solutions	As per RFP. Vendor should have the capability to incorporate these changes in- future.
48	73	Annexure - XII Technical Compliance Sheet	FAR & FRR threshold as per STQC guidelines.	We request the bank to remove this clause as it is applicable to biometric device(s), not solutions	As per RFP. Vendor should have the capability to incorporate these changes in- future.
49	39-40	Chapter 3- Terms & Conditions 3.8 - Payment, Penalty, Delivery and Timelines	Penalty of 0.5 % of eligible amount for every week delay and maximum penalty is 5% and 10% of eligible amount in stipulated deliverables.	The current penalty and the maximum penalty seem very high. Request you to please reduce the penalty of 0.5 % of eligible amount for every week delay to ____% of eligible amount for every week delay and maximum penalty of 5% and 10% of eligible amount in stipulated deliverables to ____% and ____% of eligible amount in stipulated deliverables.	As per RFP.
50	40	Chapter 3- Terms & Conditions 3.8 - Payment, Penalty, Delivery and Timelines	At all times bank would be paying only for the services/ application modules utilized by the bank or deployed in production. At no point, Bank would pay for the services/ modules that is not deployed for the Bank's use.	We fully agree with the principle that the Bank should not pay for unused shelfware. However, it is commercially untenable for the vendor to carry the full cost risk when deployment decisions rest solely with the Bank. A deemed-deployment or acceptance-based trigger needs to be added to avoid ambiguity. The Bank shall pay only for those services or application modules that are deployed in the Bank's production environment and made available for the Bank's use. However, where deployment or utilization is delayed for reasons not attributable to the Vendor, the relevant	As per RFP

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				services or modules shall be deemed deployed for billing purposes upon successful delivery and written acceptance by the Bank. Charges for implementation, customization, integration, and pre-production services shall be payable as agreed, irrespective of production deployment.	
51	41	Chapter 3- Terms & Conditions 3.8 - Payment, Penalty, Delivery and Timelines	Bank has the right to recover penalty amount from any dues that may be payable to the vendor under any previous contract with the Bank under the right of set off. In case the bidder refuses to accept / execute the order, bank is having all the rights to recover the penalty amount from PBG as well as any amount payable to the bidder. If required, Bank may also take action against the bidder and blacklist them without any correspondence in this regard. All types of Penalties can be levied simultaneously up to their maximum limit. Maximum deducted penalty of one type will not affect any other type of penalty. However, maximum cumulative penalty shall not be more than 10 % of the Contract Value. In case there is breach, Bank reserves the right to Cancel the Purchase Order, Terminate the Contract, Forfeit the Performance Bank	<p>We appreciate the Bank's need for strong contractual safeguards; however, cross-contract set-off, double recovery, and blacklisting without notice seem one-sided.</p> <p>Any penalty recoverable by the Bank shall be limited to dues payable to the Vendor under the present Contract only and shall not be subject to set-off against amounts payable under any other contract between the Bank and the Vendor.</p> <p>Penalties, if any, shall be recovered either from the Performance Bank Guarantee or from amounts payable under this Contract, but not both, so as to avoid double recovery.</p> <p>No penalty shall be levied or recovered unless the Vendor has been provided with prior written notice of the alleged breach and a reasonable opportunity to cure or explain such breach.</p> <p>The aggregate liability of the Vendor towards all penalties under this Contract shall not exceed ____% of the Contract Value. Upon imposition of</p>	As per RFP

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			Guarantee and Blacklist the Vendor. Bank, at its sole discretion, may exercise any or all of the options against the Vendor, in such circumstances.	the maximum aggregate penalty, no further penalties shall be levied for the same breach. Termination of the Contract, forfeiture of the Performance Bank Guarantee, or blacklisting of the Vendor shall be exercised only in the event of a material breach, after due notice and an opportunity of being heard, and shall be proportionate to the nature of the breach	
52	41	Chapter 3- Terms & Conditions 3.11 - Assignment & Subcontracting	a) The selected bidder shall not subcontract or permit anyone to perform any of the work, service or other performance required under the contract. If the Bank undergoes a merger, amalgamation, takeover, consolidation, reconstruction, change of ownership, etc., this tender shall be assigned to the new entity and such an act shall not affect the rights of the Agency under this tender.	We request that the right to subcontract and assignment be provided to the Vendor as well, on a reciprocal basis, with appropriate safeguards to ensure accountability and no material change to scope or commercials. The Vendor shall not subcontract the services under this Contract without prior intimation to the Bank provided that the Vendor remains fully responsible for the performance of its obligations under this Contract. The Contract may be assigned by either Party to a successor entity pursuant to any merger, amalgamation, consolidation, or corporate restructuring, provided that such assignment does not materially alter the scope of work, commercial terms, or obligations of the other Party. Any material change arising from such assignment shall be subject to prior mutual discussion and written agreement between the Parties.	As per RFP

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ਸੈਕਟਰ-44, ਸੰਸਥਾਗਤ ਖੇਤਰ, ਗੁਰੂਗ੍ਰਾਮ-
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53	42	Chapter 3- Terms & Conditions 3.13 - Delays in the Bidder's Performance	Bank's remedies in event of delay of performance.	<p>Our request is only that delays outside the vendor's control are excluded, and that remedies for delay remain proportionate and not duplicative.</p> <p>The Vendor shall adhere to the schedule specified in the Purchase Order, subject to extensions for delays caused by the Bank, force majeure events, or reasons not attributable to the Vendor.</p> <p>In case of delay attributable to the Vendor, the Bank may levy liquidated damages after providing prior written notice and an opportunity to cure.</p> <p>Where liquidated damages are levied, the Bank shall not simultaneously terminate the Contract or invoke the Performance Bank Guarantee for the same delay, unless such delay constitutes a material breach.</p> <p>The Bid Security / EMD shall not be invoked after execution of the Contract, except in cases of fraud or wilful default</p>	As per RFP
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ਵਿਭਾਗ
ਦੁਵਿਤੀਯ ਮੰਜਿਲ, ਭੂਖੰਡ ਸੰਖਯਾ-151,
ਸੇਕਟਰ-44, ਸੰਸਥਾਗਤ ਖੇਤਰ, ਗੁਰੂਗ੍ਰਾਮ-
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54	42-43	Chapter 3- Terms & Conditions 3.14 - Liquidated Damages	Liquidated Damages	<p>We accept liquidated damages as a genuine estimate of delay impact. Our concern is only around proportionality and attribution. LDs should apply only to vendor-caused delays and to the affected scope. In this regard, we suggest the following modifications for consideration. Delays in delivery or implementation attributable solely to the Bidder shall be treated as a breach and may attract liquidated damages as a genuine pre-estimate of loss. Timelines shall be extended for delays caused by the Bank, third-party dependencies, regulatory requirements, or force majeure events.</p> <p>Liquidated damages shall be levied at the rate of 0.5% per week of delay on the value of the delayed items or services, subject to a maximum of 5% of the Contract Value.</p> <p>Where liquidated damages are levied, the Bank shall not simultaneously cancel the order or invoke the Performance Bank Guarantee for the same delay, unless such delay constitutes a material breach.</p> <p>The Performance Bank Guarantee may be invoked only after prior written notice and failure of the Bidder to cure the breach within a reasonable period. Any extension of delivery timelines shall be accompanied by a proportionate extension of the bank guarantee validity.</p>	As per RFP
55	43	Chapter 3- Terms & Conditions 3.14 - Order Cancellation	Order Cancellation	<p>Please clarify whether termination and cancellation rights will be exercised subject to prior notice and cure period (except in cases of fraud), recovery limited to actual losses without duplication of LDs, payment of dues up to termination, and blacklisting only after due process in accordance with law.</p>	As per RFP

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ਵਿਭਾਗ
ਦੂਜੀ ਮੰਜਿਲ, ਖ਼ੁਸ਼ੀ ਸੰਖਿਆ-151,
ਸੈਕਟਰ-44, ਸੰਸਥਾਗਤ ਖ਼ੇਤਰ, ਗੁਰੂਗ੍ਰਾਮ-
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The Bank's right to cancellation under clauses (a) and (b) shall be exercisable only after providing the Vendor with prior written notice of sixty (60) days and a reasonable opportunity to cure the alleged breach, except in cases involving fraud or wilful misconduct.

Any recovery of expenditure or liquidated damages under clauses (a) and (b) shall be limited to actual losses incurred by the Bank and shall not be duplicative in nature. Liquidated damages shall be subject to the overall contractual cap.

Either Party may terminate the Contract without cause by giving at least 60 days' prior written notice. In such case, the Vendor shall be entitled to payment for all Services rendered up to the effective date of termination.

The Bank may engage alternate sources at the Vendor's risk and cost only after providing prior notice and an opportunity to remedy the delay or deficiency. Any additional expenditure shall be reasonable and supported by documentary evidence.

Any set-off or recovery shall be limited to undisputed amounts arising under the same Contract and shall be subject to prior written intimation to the Vendor.

Blacklisting, if any, shall be undertaken only in accordance with applicable law and principles of natural justice, including prior notice and an opportunity of being heard.

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56	43	Chapter 3- Terms & Conditions 3.14 - Order Cancellation	Order Cancellation	We acknowledge that the Vendor does not currently have a right to terminate for default. We propose including a termination right for the Vendor in the event that the Bank fails to make payments to the Vendor as stipulated. Suggested insertion: "The Vendor shall have the right to terminate this agreement if the Bank fails to make any payment due under this agreement within seven (7) days after receiving written notice of such non-payment."	As per RFP
57	44	Chapter 3- Terms & Conditions 3.16 - Consequences of Termination	In the event of termination of the Contract due to any cause whatsoever, [whether consequent to the stipulated term of the Contract or otherwise], the Bank shall be entitled to impose any such obligations and conditions and issue any clarifications as may be necessary to ensure an efficient transition and effective business continuity of the Service(s) which the Bidder shall be obliged to comply with and take all available steps to minimize loss resulting from that termination/breach, and further allow the next successor Bidder to take over the obligations of the erstwhile Bidder in relation to the execution/continued execution of the scope of the Contract. In the event that the termination of the Contract is due to the expiry of the term of the Contract, a decision not to grant any (further) extension	Please confirm that all payments due to the Vendor up to the effective date of termination will be made, and that reasonable transition assistance will be compensated as mutually agreed. In this regard, we suggest the following modifications for consideration. "Upon termination, the Vendor shall provide reasonable transition assistance to ensure continuity of Services, including training and knowledge transfer to the Bank or its nominated successor. The Bank shall make all payments due to the Vendor up to the effective date of termination, including for Services delivered and obligations performed prior to termination. The scope, duration, and any associated costs of such assistance shall be mutually agreed. The Bank may invoke guarantees or indemnities in accordance with the Contract. Termination shall not affect accrued rights, liabilities, or any obligations intended to survive termination."	As per RFP

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ਦੁਵਿਤੀਯ ਮੰਜਿਲ, ਭੂਖੰਡ ਸੰਖਯਾ-151,
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by the Bank, the Bidder herein shall be obliged to provide all such assistance to the next successor Bidder or any other person as may be required and as The Bank may specify including training, where the successor(s) is representative/personnel of The Bank to enable the successor to adequately provide the Service(s) hereunder, even where such assistance is required to be rendered for a reasonable period that may extend beyond the term/earlier termination hereof. Nothing herein shall restrict the right of The Bank to invoke the Performance Bank Guarantee and other guarantees, securities furnished, enforce the Deed of Indemnity and pursue such other rights and/or remedies that may be available to The Bank under law or otherwise. The termination hereof shall not affect any accrued right or liability of either Party nor affect the operation of the provisions of the Contract that are expressly or by implication intended to come into or continue in force on or after such termination..

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58	48	Chapter 4 - Legal and Contractual 4.5 - Force Majeure	<p>The determination of whether a particular condition or situation qualifies as a Force Majeure event shall rest solely with the Bank, and such determination shall be final and binding on the bidder.</p> <p>Any delay beyond 30 days shall lead to termination of contract by parties and all obligations expressed quantitatively shall be calculated as on date of termination.</p>	<p>Please confirm that Force Majeure events will be mutually determined, and that if they continue beyond 30 days, the Parties may agree to extend timelines or terminate the Contract without penalty. In this regard, we suggest the following modifications for consideration.</p> <p>“The Parties shall mutually assess whether an event constitutes Force Majeure, acting reasonably and in good faith.</p> <p>If such event continues beyond thirty (30) days, the Parties may mutually agree to extend timelines or either Party may terminate the Contract without penalty.”</p>	As per RFP
59	49	Chapter 4 - Legal and Contractual 4.8 - Intellectual Property Rights	<p>In the event of any claim asserted by a third party of infringement of copyright, patent, trademark, industrial design rights, etc., arising from the use of the Goods or any part thereof in India, the Vendor(s) shall act expeditiously to extinguish such claim. If the Vendor(s) fails to comply and the Bank is required to pay compensation to a third party resulting from such infringement, the Vendor(s) shall be responsible for the compensation to the claimant including all expenses, court costs and lawyer fees. The Bank will give notice to the Vendor(s) of such a claim, if it is made, without delay. The Vendor(s) shall indemnify the Bank against all third-party claims.</p>	<p>Please clarify whether the Vendor will have the right to control the defence of any third-party intellectual property infringement claims and whether such indemnity is intended to be limited to claims arising from vendor-supplied, unmodified goods used in accordance with the Contract. In this regard, we suggest the following modifications for consideration.</p> <p>“In the event of a third-party claim alleging infringement of Indian intellectual property rights arising from the use of the Goods supplied by the Vendor, the Vendor shall take reasonable steps to defend and resolve such claim. The Bank shall promptly notify the Vendor of such claim and shall not settle the claim without prior consultation with the Vendor. The Vendor shall indemnify the Bank against damages and reasonable legal costs finally awarded in respect of such claim, to the extent the claim arises directly from the Goods supplied by the Vendor and used in accordance with this</p>	As per RFP

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				Contract. The indemnity shall not apply where the infringement arises due to modifications, misuse, or combination with third-party products.”	
60	49	Chapter 4 - Legal and Contractual 4.8 - Intellectual Property Indemnity & Indemnity against Misuse of License	The selected vendor(s) has to undertake to indemnify Punjab & Sind Bank and its officers, employees and agents against liability, including costs, for actual or alleged direct or contributory infringement of, or inducement to infringe, any Indian or foreign patent, trademark or copyright, arising out of the performance of this contract. The selected vendor(s) shall have to undertake to indemnify Punjab & Sind Bank and its officers, employees and agents against liability, including costs, for actual or alleged direct or contributory infringement or misuse by vendor(s) of, any license issues arising out of the execution of this contract.	We propose limiting this to material or wilful misuse by the vendor that actually causes loss to the Bank. “The Vendor shall indemnify the Bank and its officers, employees, and agents against third-party claims alleging infringement of Indian patents, trademarks, or copyrights, to the extent such claims arise directly from the deliverables supplied by the Vendor and used in accordance with this Contract. The indemnity shall not apply where the infringement arises due to modification, misuse, or combination of the deliverables by the Bank or any third party not authorised by the Vendor. In case of any infringement claim, the Vendor shall have the right to take remedial measures including replacement, modification, or procurement of appropriate licences. Indemnity in respect of licence misuse shall apply only to material breaches by the Vendor.”	As per RFP

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ANNEXURE - IX**Format for Bill of**


<p>ਪੰਜਾਬ ਐਂਡ ਸਿੰਧ ਬੈਂਕ (ਭਾਰਤ ਸਰਕਾਰ ਦਾ ਉਪਕਰਮ) ਪ੍ਰਧਾਨ ਕਾਰਜਾਲਯ ਸੂਚਨਾ ਪ੍ਰਾਦੇਸ਼ੀਕੀ ਵਿਭਾਗ ਦੁਵਿਤੀਯ ਮੰਜਿਲ, ਭੂਖੰਡ ਸੰਖਿਆ-151, ਸੇਕਟਰ-44, ਸੰਸਥਾਗਤ ਖੇਤਰ, ਗੁਰੂਗ੍ਰਾਮ- 122003 ਈ-ਮੇਲ- ho.it@psb.bank.in ਦੂਰਭਾਸ਼-0124-2544112</p>	<p>ੴ ਸ੍ਰੀ ਵਾਹਿਗੁਰੂ ਜੀ ਕੀ ਫਤਹਿ</p>  <p>ਪੀ.ਪਸ.ਜੀ.</p>	<p>Punjab & Sind Bank (A Government Of India Undertaking) H.O. Information Technology Department 2nd Floor, Plot No. 151, Sector -44, Institutional Area, Gurugram- 122003 E-mail: ho.it@psb.bank.in Ph: 0124-2544112</p>
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material (BOM)**Name of the Bidder:****RFP: RFP for Selection of Vendor for Supply Installation & Maintenance of Biometric Authentication Solution**

Sr No	Description	License Base		Cost	Duration	Total cost (₹) Excluding taxes
		Type	Unit			
1.	Biometric Authentication Solution software (BAS) – one time Cost		XX	XXXXXXXXXX	One Time Cost	XXXXXXXXXX
2.	Implementation Cost		XX	XXXXXXXXXXXX		XXXXXXXXXX
2.	ATS of solutions	Annual	1	XXXXXXXXXXXX	3	XXXXXXXXXX
3.	One L1 onsite resource	Annual	1	XXXXXXXXXX per Resource per year	3	XXXXXXXXXX
		Total Cost (₹)				XXXXXXXXXX

Note: -

1. Rate card for L1 and L2 resource if required should not be part of TCO (Total Cost).

<p>ਪੰਜਾਬ ਐਂਡ ਸਿੰਧ ਬੈਂਕ (भारत सरकार का उपक्रम) प्रधान कार्यालय सूचना प्रौद्योगिकी विभाग द्वितीय मंजिल, भूखंड संख्या-151, सेक्टर-44, संस्थागत क्षेत्र, गुरुग्राम- 122003 ई-मेल- ho.it@psb.bank.in दूरभाष-0124-2544112</p>	<p>ੴ ਸ੍ਰੀ ਵਾਹਿਗੁਰੂ ਜੀ ਕੀ ਫ਼ਤਹਿ</p>  <p>ਪੀ.ਐਸ.ਬੀ.</p>	<p>Punjab & Sind Bank (A Government Of India Undertaking) H.O. Information Technology Department 2nd Floor, Plot No. 151, Sector -44, Institutional Area, Gurugram- 122003 E-mail: ho.it@psb.bank.in Ph: 0124-2544112</p>
Rate card for L1 resource (if required)	Should not be the part of TCO	
Rate card for L2 resource (if required)	Should not be the part of TCO	

2. Prices shall be expressed in the Indian Rupees only. The bidder must quote price exclusive of all applicable taxes and duties. There should not be any separate incidental/travel/any other hidden charges. The cost will not depend on any variation in dollar exchange rate/change in tax structure during tenure of the project.
3. Bill of material has to be submitted on the letter head and is signed by an Authorized Signatory with Name and Seal of the Company.
4. We agree that no counter condition/assumption in response to commercial bid will be accepted by the Bank. Bank has a right to reject such bid.
5. We are agreeable to the payment schedule as per “Payment Terms” of the RFP.

Date:

Name of the Bidder

Seal and Signature of Authorized Person