



Punjab & Sind Bank

(A Government of India undertaking)

Addendum No. 1 Dated: 29.05.2026

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

GeM BID No: PSB/HOIT/RFP/GEM2026/B/7519329/2026-27 Dated 08-05-2026

**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



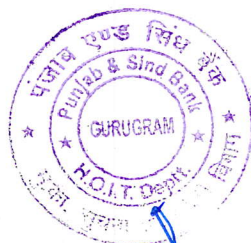


Punjab & Sind Bank
(A Govt. of India Undertaking)
Where service is a way of life

Addendum - 1

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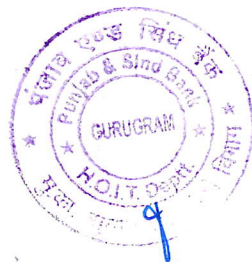


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Introduction

Bank has published the Tender No: **GeM BID No: PSB/HOIT/RFP/GEM2026/B/7519329/2026-27** Dated 08-05-2026 regarding "Selection of Vendor for Implementation and maintenance of CTS Continuous Clearing Solution" for 5 years.



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

Modification in RFP Clauses

Page No.	Clause No.	Original Clause	Revised/ Added/ Deleted
6	Key Information	Last Date and Time for submission of Bids -29.05.2026 04:00 PM Date and Time of Opening of Bids - 29.05.2026 04:30 PM	Last Date and Time for submission of Bids -12.06.2026 04:00 PM Date and Time of Opening of Bids - 12.06.2026 04:30 PM
44	2.1 Proposed Solution Mechanism / Solution Capabilities	The proposed solution must provide automated mechanism for reading and extracting all required data fields from Inward cheque images with a minimum automation accuracy not less than 80%. The 80% accuracy should be maintained cycle wise without any manual enrichment. The system should intelligently capture and validate fields including, but not limited to: <ul style="list-style-type: none"> • 8 Digit Cheque Number • Account Number • Cheque Date • MICR Band Details • Alphanumeric Fields • Any additional mandatory data fields from cheque images as specified by NPCI or Bank 	The proposed solution must provide an automated mechanism to read and extract all required data fields from inward cheque images with minimum automation accuracy not less than 80% (with a exception of 40% for handwritten fields) . The 80% accuracy should be maintained cycle wise without any manual enrichment. The system should intelligently capture and validate fields including, but not limited to: <ul style="list-style-type: none"> • 8 Digit Cheque Number • Account Number • Cheque Date • MICR Band Details • Alphanumeric Fields • Any additional mandatory data fields from cheque images as specified by NPCI or Bank
45	2.1 Proposed Solution Mechanism / Solution Capabilities	The proposed solution must provide an automated mechanism to read and extract all required data fields for Outward cheque images with minimum field-level automation accuracy of 80%. The system should intelligently capture and validate (at minimum): <ul style="list-style-type: none"> • Cheque Date • Cheque Amount (Amount in figures to be cross validated with in amount words) • Beneficiary/Payee Name • Drawee Name • Account Number • MICR Band Details • Any other Bank-specified outward processing fields 	The proposed solution must provide an automated mechanism to read and extract all required data fields for Outward cheque images with minimum field-level automation accuracy of 80% (with a exception of 40% for handwritten fields) .The system should intelligently capture and validate (at minimum): <ul style="list-style-type: none"> • Cheque Date • Cheque Amount (Amount in figures to be cross validated with in amount words) • Beneficiary/Payee Name • Drawee Name • Account Number • MICR Band Details • Any other Bank-specified outward processing fields



47	2.1 Proposed Solution Mechanism / Solution Capabilities	Bidder should provide mobile application (Android/IOS) for cheque truncation using Mobile/ Tablets by branch users/Corporate clients/ Sub members.	Bidder should provide mobile application either on Android or IOS or Both for cheque truncation using Mobile/ Tablets by branch users/Corporate clients/ Sub members.
56	2.1 Proposed Solution Mechanism / Solution Capabilities	In case of development of any mobile application ensure to develop & release for both i.e. android and iOS	In case of development of any mobile application ensure to develop & release for Android or IOS.
68	2.11 Scope for Facility Management Service	2.11.6 The technical resources deploy for onsite support should be competent to handle/ integrate/ implement/ test/ go-live of the solution/customizations within Bank's stipulated time. Onsite resources are responsible to perform development, testing, UAT, preparation of test cases, support, monitoring, implementation, reporting, coordination with banks team/s, Audit compliance, closure of VAPT(Vulnerability Assessment & Penetration Testing) & other audit observations, support for external and internal audits, any other statutory compliance, patch installation, fixes, analytics, logged complain for software/hardware issues, fraud risk/rule management & monitoring, day to day MIS reports, conducting DR Drill, DC-DR Drill (planned/ unplanned), database support including performance monitoring, perform daily/weekly/monthly/yearly backup and restoration activity, optimization, maintenance of table spaces, log files, troubleshooting, online replication with zero lag, product documentation, user management and post go- live support. These activities are illustrative, and the details will be shared with successful bidder. In case onsite resource is unable to perform/complete the above-mentioned activities, then it will be responsibility to the bidder to complete the activities within timeframe	The technical resources deploy for onsite support should be competent to handle/ integrate/ implement/ test/ go-live of the solution/customizations within Bank's stipulated time. Onsite resources are responsible to perform customization (preferably through Bank's CI CD pipeline) , testing, UAT, preparation of test cases, support, monitoring, implementation, reporting, coordination with banks team/s, Audit compliance, closure of VAPT(Vulnerability Assessment & Penetration Testing) & other audit observations, support for external and internal audits, any other statutory compliance, patch installation, fixes, analytics, logged complain for software/hardware issues, fraud risk/rule management & monitoring, day to day MIS reports, conducting DR Drill, DC-DR Drill (planned/ unplanned), database support including performance monitoring, perform daily/weekly/monthly/yearly backup and restoration activity, optimization, maintenance of table spaces, log files, troubleshooting, online replication with zero lag, product documentation, user management and post go- live support. These activities are illustrative, and the details will be shared with successful bidder. In case onsite resource is unable to perform/complete the above-mentioned activities, then it will be responsibility to the bidder to complete the activities within timeframe



72	2.15	Solution should be capable enough to keep data up to 12 years, hence system data purging, archival & retrieval utility should be provided	Solution should be capable enough to keep data up to 10 years, hence system data purging, archival & retrieval utility should be provided
88	Production - Severity Level 1 (Critical)	Rs.50,000/-per every hour after non resolution of issue within stipulated time.	Rs.10,000/- per every hour after non resolution of issue within stipulated time.
88	Production - Severity Level 2 (High)	Rs.40,000/-per every hour after non resolution of issue within stipulated time.	Rs.8000/- per every hour after non resolution of issue within stipulated time.
88	Production - Severity Level 3 (Medium)	Rs.30,000/-per every hour after non resolution of issue within stipulated time.	Rs.6,000/- per every hour after non resolution of issue within stipulated time.
88	Non-production environment	Rs.20,000/-per every hour after non resolution of issue within stipulated time.	Rs.4,000/- per every hour after non resolution of issue within stipulated time.
92	3.12. 34 Operational Level Penalty		Clause stands Deleted
132	Functional Requirement - 67	System should have facility to allocate limits to the users for each type of transaction and over- riding of	System should have facility to allocate limits to the users for each type of transaction.
77	Payment Terms	Annual technical Support (ATS for CTS solution) After Successful implementation of the project Go live and sign off from the Bank and after one year warranty. The ATS for the License would start from 2nd year onwards, post delivery and installation of licenses and sign-off from the Bank	Annual technical Support (ATS for CTS solution) After Successful implementation of the project Go live and sign off from the Bank and after one year warranty. The ATS for the License would start from 2nd year onwards, post delivery and installation of licenses and sign-off from the Bank and shall be paid annually in advance.
77	Payment Terms	Dem Setup cost – DC and DR-After Successful implementation of the project Go live and sign off from the Bank and after one year warranty. The ATS for the License would start from 2nd year onwards, post	Dem Setup cost – DC and DR-After Successful implementation of the project Go live and sign off from the Bank and after one year warranty. The ATS for the License would start from 2nd year onwards, post delivery and installation of licenses



		delivery and installation of licenses and sign-off from the Bank	and sign-off from the Bank and shall be paid Annually in advance.
77	Payment Terms	FM support The payment of FM services (L1 and L2) shall be applicable only after successful implementation of project and sign-off from Bank	FM support The payment of FM services (L1 and L2) shall be applicable only after successful implementation of project and sign-off from Bank and shall be paid Quarterly in arrears after due verification of defined terms.
46	2.1.23 Proposed Solution Mechanism / Solution Capabilities:	The bidder has to make ensure that the proposed CTS application is compatible with all the latest CTS scanning devices including Mobile/Tablet etc	The bidder has to make ensure that the proposed CTS application is compatible with all the latest CTS scanning devices including Android/IOS Mobile/Tablet/ipad etc



<p>पंजाब एण्ड सिंध बैंक (भारत सरकार का उपक्रम) प्रधान कार्यालय : सूचना प्रौद्योगिकी विभाग, द्वितीय तल, भूखंड संख्या-151, सेक्टर-44, संस्थागत क्षेत्र, गुरुग्राम - 122003 Email: ho.it@psb.bank.in</p>	 <p>ਪੰਜਾਬ ਐਂਡ ਸਿੰਧ ਬੈਂਕ (भारत सरकार का उपक्रम) जहाँ सेवा ही जीवन - ध्येय है</p>	<p>Punjab & Sind Bank (A Govt. Of India Undertaking) H.O. Information Technology Dept., 2nd Floor, Plot No. 151, Sector -44, Institutional Area, Gurugram - 122003 Email: ho.it@psb.bank.in</p>
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Response to Pre-bid Queries for “Selection of Vendor for Implementation and maintenance of CTS Continuous Clearing Solution for 5 years.”

S. N O	Page No	Section	RFP Clause	Clause / Technical Specification	Bidders Query	Bank Response
1	43	Chapter 2 - SCOPE of WORK	8 - The selected bidder shall provide 4 L1 & 2 L2 onsite technical resources at the Bank's Primary Site (Navi Mumbai) , RCC delhi and HO IT Gurgaon for end-to-end Facility Management Services covering application support, database operations, integration monitoring, DR drills, security compliance, hardening of servers as per Bank's		Is bank expecting 4 + 2 at each location (NaviMumbai, Delhi and Gurgaon), Location wise resource details	The bidder must provide a total of 6 resources (4 L1 and 2 L2) distributed across the 3 locations. Location wise resource details will be shared post completion of RFP based on bank requirement.
2	44	Chapter 2 - SCOPE of WORK	13 - The selected bidder shall integrate the solution with the Bank's existing HSM. All cryptographic keys must be generated, stored, and managed strictly within the HSM's FIPS 140-2 (or higher) security		HSM Product available in bank, Model details required.	Bank is in process of procuring New network HSM for DC and DR location. Selected Bidder will integrate

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			<p>boundary. No plaintext keys shall reside outside the HSM at any point in the lifecycle. Selected bidder to ensure Audit logging should be enabled while configuring the HSM with CTS application</p>			<p>with their solution accordingly.</p>
3	44	Chapter 2 - SCOPE of WORK	<p>14 The bidder will be responsible for hardening of CTS servers, Database and any other software used for the solution as per the Bank's IT security policy. Bank conducts the audit of the IT systems by internal, external and third party (RBI/NPCI etc.) auditors on regular basis. Bidder will be responsible for complying and provide closure report with all the audit observations within timeline in all respect including OS, application, database, third party application, if any without any additional cost to the Bank.</p>		<p>Since Servers are provided by bank, and as per Banks policy Hardening needs to be done by Bank. Software provider will provide software as per policy</p>	<p>Apart from the options available in Bank's on prem VM, in case any additional Hardware/ Software/ Licenses, required to implement the proposed Solution, the same should be provided by the bidder & cost of the same should be factored in the TCO. The bidder will be responsible for all the activities related to additional Hardware/ Software/ Licenses.</p>

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4	44	Chapter 2 - SCOPE of WORK	15 The bidder has to ensure that all Operating system, Database, NPCI/RBI and network related patches/firmware updates, SCD are applied regularly as per Bank's patching cycle on the CTS Infrastructure during the contract period without hampering the CTS application activities at no additional cost to the Bank.		This is responsibility of the hardware and OS vendor.	Bank will manage OS patches and firmware updates for the Bank-provided private cloud hardware infrastructure. However, the bidder remains solely responsible for all database patching, security configuration updates (SCD), and application-level maintenance on the CTS Infrastructure at no additional cost to the Bank.
5	44	Chapter 2 - SCOPE of WORK	17 Data in transit and data in rest should be in encrypted form and encryption key can be generated & managed in platform/solution.		Clarification required for Encryption Key - Is bank expectation to keep encrypted data and same will work between DEM, CTS and CBS.. Customisation required at CBS end.	yes, Bank expected to keep encrypted data and the same will work between DEM, CTS and CBS (customisation will be

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						done at CBS end if required)
6	44	Chapter 2 - SCOPE of WORK	<p>18 The proposed solution must provide automated mechanism for reading and extracting all required data fields from Inward cheque images with a minimum automation accuracy not less than 80%. The 80% accuracy should be maintained cycle wise without any manual enrichment. The system should intelligently capture and validate fields including, but not limited to:</p> <ul style="list-style-type: none"> • 8 Digit Cheque Number • Account Number • Cheque Date • MICR Band Details • Alphanumeric Fields • Any additional mandatory data fields from cheque images as specified by NPCI or Bank 		<p>Since there are hand wirtten fileds to be extracted 80% accuracy will not be possible. This shall be reduced to 40%</p>	<p>Kindly check the addendum No.1</p>

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7	44	Chapter 2 - SCOPE of WORK	19 - The proposed solution must provide an automated mechanism to read and extract all required data fields for Outward cheque images with minimum field-level automation accuracy of 80%. The system should intelligently capture and validate (at minimum): <ul style="list-style-type: none"> • Cheque Date • Cheque Amount (Amount in figures to be cross validated with in amount words) • Beneficiary/Payee Name • Drawee Name • Account Number • MICR Band Details • Any other Bank-specified outward processing fields 		Beneficiary / Payee Name, Cheque Date fields are handwritten, accuracy cannot be achieved 80%, need to bring down to 40% since there are Penalty associated	Kindly check the addendum No.1
8	44	Chapter 2 - SCOPE of WORK	20 The extracted data must be automatically pushed to the Core Banking System (CBS) with an overall field-level accuracy of more than 80%, ensuring minimal manual intervention. At any point, the Inward Data received from NPCI should be made available to CBS within 15 minutes from the time it received in the DEM server. The		15 minutes is too less, should be 30 Min. Request bank to modify	Please be guided by RFP

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			solution should include advanced OCR/ICR capture techniques, validation controls, and error-handling mechanisms to guarantee data integrity, operational efficiency, and compliance with NPCI guidelines.			
9	45	Chapter 2 - SCOPE of WORK	20 : • Duplicate cheque number detection		Duplicate Cheque for same day or multiple days. Recommendation : to validate the duplication in CBS	The solution proposed by bidder should detect the duplicate cheque for multiple days
10	45	Chapter 2 - SCOPE of WORK	• Solution should be able to identify and mark cheques which are not compliant with CTS 2010 standards.		Since entire 2010 standards cannot be identified, request to remove this clause	It is clarified that the proposed/offered solution to be capable of handling and identifying tampered instruments.
11	46	Chapter 2 - SCOPE of WORK	22 . The volume of records requiring manual data entry should not exceed 10% cycle wise in case of inward and 20% cycle wise in case of outward.		If accuracy level expected is 80%, then Inward cycle should be 20%. This should be changed to 40% accuracy from 80%	It is clarified that the minimum acceptable field-level automation accuracy for handwritten fields is 40%. For all other remaining fields on inward and outward

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						cheques, the bidder must maintain an automation accuracy rate of not less than 80%
1 2	47	Chapter 2 - SCOPE of WORK	29 : 29 Bidder should provide mobile application (Android/IOS) for cheque truncation using Mobile/ Tablets by branch users/Corporate clients/ Sub members.		Request to Remove IOS as this is a data entry operation. Expensive development and use of iOS device will add the cost	Kindly check the addendum No.1
1 3	47	Chapter 2 - SCOPE of WORK	30 The Bidder should ensure that CTS/software modules / licensing will be compliant for the integration requirements across various touch points including cheque deposit Kiosks, CBS, APIM, Internet Banking, Mobile Banking, SMS Banking, ATMs, Centralized Positive Pay System (CPPS), National Payment Corporation of India (NPCI), National Archival Server (NAS) (act as image processing units), HSM (Hardware security module) and Branches/offices/processing units of Bank and its Clients (Corporate and all		Expect SMS Gateway will be provided by Bank, integration point will be banks responsibility	Yes Bank will provide the SMS gateway. Further, Bank will provide necessary support for integration points

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			types of Sub- member Banks).			
1 4	47	Chapter 2 - SCOPE of WORK	31 The bidder should provide Integration of proposed CTS application with Bank's Core Banking solution (Existing & Future), Cloud network, Internet Banking, Mobile Banking, ATMs, SMS/WhatsApp Banking, CMS,NPCI, cheque deposit Kiosks/ Machines, CPPS (Centralized Positive Pay System), HSM (Hardware security module) ,cheque scanners(all models available in the market),smart cheque mobile capture, Automated Cheque returns processing, National Archival System (NAS), Images and transaction data Storage, Retrieval solution, Account Master retrieval (Payee name) from		BIO-METRIC Make and Models details required	Currently Bank is having Biometric device with Make and model as IDEMIA MSO 1300 E3.

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			CBS,Data Lake/MIS, Bio- metric solution, Active Directory of the Bank and any API integration with other channel/vertical server, Kiosks, scanning server through mobile or tablet using remote deposit capture.			
1 5	53	Chapter 2 - SCOPE of WORK	61 The technical resources deploy for onsite support should be competent to handle/ integrate/ implement/ test/ go-live of the solution/customizations within Bank's stipulated time.		Development happens from Central Location only customisation deployment can be handed by Technical resource. Hope this is not development on site, Please clarify	Yes, Bank is not asking for development on site.

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1 6	53	Chapter 2 - SCOPE of WORK	62 Onsite resources are responsible for resolving production issues, UAT, preparation of test cases, testing, support, monitoring, implementation, reporting, coordination with banks teams, Audit compliance, hardening of the servers, implementation of SCDs as per Bank's policy or fix any gap, closure of VAPT (Vulnerability Assessment & Penetration Testing) & other audit observations, support for external and internal audits, any other statutory compliance, patch installation, fixes, day to day MIS reports, conducting DC- DR Drill (planned/ unplanned), database support (writing SQL and PL/SQL queries based on Bank's requirement) database support including performance monitoring, perform daily/weekly/monthly/yearly backup and restoration activity, optimization, maintenance of table	Hardening of the servers are bank responsibility or hardware provider responsibility Remove - database support (writing SQL and PL/SQL queries based on Bank's requirement)	OS level Hardening will be done by the Bank's team, however bidder has to coordinate with the concerned Bank team for smooth functioning of application. Bidder has to ensure that CTS applications are not impacted by these changes. Bank also expect the onsite resource to perform Database query as and when required by Auditor or by Bank.
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			spaces, log files, troubleshooting, online replication with zero lag, product documentation, user management and post go-live support.			
1 7	53	Chapter 2 - SCOPE of WORK	65 Selected bidder will migrate the existing data, archival system along with cheque images both for Inward and Outward instruments from the existing service provider to proposed CTS solution for the grids/national grid at no additional cost to the Bank and must be preserved for at least 10 years.		how old data and images will be provided, Existing vendor needs to give data/image in format required	Last 10 years data will be provided, Selected Bidder needs to coordinate with existing vendor for the data/image format compatibility
1 8	53	Chapter 2 - SCOPE of WORK	66 Bidder has to ensure that the proposed solution is capable of capturing & verifying the information based on the security features defined in CTS 2010 and any other guidelines.			NA

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19	54	Chapter 2 - SCOPE of WORK	71 Facility to download extract directly from the solution for all branches / offices should be available.		Complete clarification required on expectation of Bank. Scope should be clearly specified	In case of Menu based approach, the bidder proposed solution have facility to download extract to upload in Finacle.
20	54	Chapter 2 - SCOPE of WORK	74 Proposed solution must support real time processing		Complete clarification required, Need Detail clarification	Please be guided as per RFP
21	56	Chapter 2 - SCOPE of WORK	94 In case of development of any mobile application ensure to develop & release for both i.e. android and iOS		In above clause it is specified as Android or IOS , while in this clause android and IOS is specified, should be similar as above Clauses. Request to modify the clauses	Kindly check the addendum No.1
22	57	Chapter 2 - SCOPE of WORK	96 The proposed CTS solution will align with evolving industry standards and RBI requirements, incorporating advanced features such as AI-enabled clearing, enhanced OCR, QR code based cheque capturing, positive pay system, remote deposit capture (RDC), real-time inward and outward clearing response, data analytics, and seamless third-party API integration and branch-level		QR Code, Need clarification. Request to elaborate on use of QR code in clearing. Also please elaborate on the use of AI-Based clearing	The requirement of QR Code based clearing align with future Bank's requirement.

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			implementation with technical support.			
2 3	58	2.2 Technical Requirement Automation of inward CTS clearing	c. The solution must be capable of self-learning, continuous learning using the processed data and evaluating the models using performance metrics like accuracy, precision, recall etc.		Self Learning on premises is not available on premises, request to remove	It is clarified that Self learning model is treated as optional either on premises or on SAAS model.
2 4	61	2.5 Audit & Regulatory Compliance	a. All the observation raised by internal / external audit needs to be closed as per Defined timelines of the Bank's policy.		This should be mutual agreed during the contract, as for any change, we cannot predict the efforts or timeline now	Please be guided as per RFP
2 5	68	2.11 Scope for Facility Management Service	2.11.6 - Onsite resources are responsible to perform development		Development is done from central Location, source code cannot go on site or bank premises Development by FMS clause should be removed.	Kindly check the addendum No.1
2 6	69	2.11 Scope for Facility Management	2.12 plan for existing data migration from existing application, implementation of		data and images should be provided in format required to get it migrated, who will	Please be guided as per RFP

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		ent Service	new CTS application, customization		exsiting vendor provide the data	
27	71	2.14	2.14.4 Solution should be capable of processing 30,000 cheques per hour		Bank has provided 10000, 20000 volume processing per hour and in this clause it is specified as 30000 per hour. At the same time total volume of inward + outwards is 30000. Need clear understanding .	The said clause shall be applicable in case of Bulk return.
28	72	2.15	2.15.7 Solution should be capable enough to keep data up to 12 years, hence system data purging, archival & retrieval utility should be provided		Above Bank has specified 10 year of Archive, while in this clause it is specified as 12 Years data to retain. What should be considered as Hardware sizing will be provided accordingly	Kindly check the addendum No.1
29	72	2.16.3	The Bank will host the CTS solution on Virtual Machines (VMs)		Since Bank is providing VM, Hence network HSM is must. Else Bank will have to provide physical server with PCI HSM Card	Yes ,Bank will provide the required HSM.
30	84	3.9 Audit by Third Party	The selected bidder (Service Provider), if required, has to get itself annually audited by internal/external empaneled Auditors appointed by the Bank/inspecting official from the Reserve Bank of India or any regulatory authority, covering the risk parameters finalized by the Bank/such auditors in the areas of products (IT hardware/software) and services etc.,		Hardware should be banks responsibility or hardware provided vendor, Bidder is not responsible for hardware.	Please be guided as per RFP

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31	88	Production - Severity Level 1 (Critical)	Rs.50,000/-per every hour after non resolution of issue within stipulated time.		Request to remove the penalty	Kindly check the addendum No.1
32	88	Production - Severity Level 2 (High)	Rs.40,000/-per every hour after non resolution of issue within stipulated time.		Request to remove the penalty	Kindly check the addendum No.1
33	88	Production - Severity Level 3 (Medium)	Rs.30,000/-per every hour after non resolution of issue within stipulated time.		Request to remove the penalty	Kindly check the addendum No.1
34	88	Non-production environment	Rs.20,000/-per every hour after non resolution of issue within stipulated time.		Request to remove the penalty	Kindly check the addendum No.1
35	91	3.12.32	3.12.32 Total annual project cost will be arrived based on total number of cheques processed by solution in same / previous financial year, whichever is higher. This annual project cost is for computation of penalty only.		Need to understand the rational , it will be better if we get some example	Please be guided as per RFP
36		3.12.33 - 1.	I. Any financial loss to the Bank arising due to incorrect validation of signature of the cheque, wrong/incorrect result, false positive, false negative, signature, amount in words & figures, date, account number,		Upper Limit has to be set , else it is no go for us	The upper limit shall be the disputed amount not recovered from customer/other Bank.

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			cheque number, alphanumeric code etc. will be borne by bidder without any upper limit.			
37		3.12.33 - II	II. Also, bidder will be liable for any loss/penalty imposed by any statutory body / court due to wrong processing of cheque.		Need understanding, with example	Please be guided as per RFP
38		Inward Return/R response	As per the defined inward clearing cycle, the selected vendor must ensure that return/response (positive or negative) is submitted to NPCI/RBI before the expiry of the respective cycle.	Rs. 100 0/- per instrument.	Penalty is on higher side , Request to remove penalty or bring it to 5 rs per cheque	Kindly check the addendum No.1
39			In case of any delay, where returns/responses are either:			
40			Not marked within the cycle timeline, or			
41			Not submitted to NPCI/RBI, resulting in transactions being deemed approved.			
42			Penalty shall be levied based on the total number of cheques for which return/response was not marked or submitted within the prescribed time.			

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4 3		Inward & Outward	Manual data entry > 10% with full volume of a day Auto-fetching of data is less than 90% of the total volume for the day.	Rs. 100 /- per instrument.	Accuracy to be reduce from 90% to 40%.. Also 100 per instrument is on higher side, should be less then 5Rs per Instrument	Kindly check the addendum No.1
4 4		Outward/ Inward	1. Wrong Data capture/ 2. Wrong Data submitted to NPCI/RBI Penalty shall be levied based on the total number of cheques for wrong data capture and also for wrong Data submitted to NPCI/RBI.	Rs.1 000. 00 per instrument	Request to remove penalty	Kindly check the addendum No.1
4 5	21	1.14 Contract Period	The bank may, at its sole discretion, extend the contract for a period of two durations of one year each or part thereof subject to satisfactory functioning of the successful bidder at the same terms and conditions and mutually agreed rates. The decision to further extend the contract with the same bidder shall be at the sole discretion of the Bank. Further, the Bank will have the right to renegotiate prices of AMC, ATS rates at the		Request bank to specify as Mutually agreed terms	Please be guided as per RFP

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			end of the contract period. The other Terms and Conditions of the Contract will remain the same for extended periods. The Pre-Contract Integrity Pact Agreement submitted by the bidder during the Bid submission will automatically form a part of the Contract Agreement till the conclusion of the contract including extended period.		
4 6	26	COMMERCIAL EVALUATION	i. The Bill of Material must be attached in Technical Bid as well as Commercial Bid. The format will be identical for both Technical Bid and Commercial Bid, except that the technical bid should not contain any price information (with Prices masked). Technical bid without masked Bill of Materials will be liable for rejection. Any deviations from the Bill of Material / non-submission of prices as per the format shall make the bid liable for rejection	Need Complete Clarification and expectation of Bank	Please be guided as per RFP

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4 7	42	2.1	1 Bank proposes to implement CTS Solution at Bank's UAT, DC and DR locations. The selected bidder is expected to understand the existing CTS operations of the Bank and implement the new CTS solution for Continuous Clearing with AI Based Clearing		What is the expectation from AI based clearing	System should have ICR/OCR capabilities to capture all the fields presented on the cheque/DD.
4 8	49	42	42 System should have the feature to use Centralized Positive Pay System (CPPS) and integrated with mobile banking, internet banking, SMS, branch banking, WhatsApp etc. Bidder should also extend necessary compatibility and integration support in the CTS solution for any version up gradation of the above solutions at no additional cost to bank		Expecting bank to provide SMS and Wahtsapp gateways	Yes ,Bank will provide the SMS and Whatsapp gateways.
4 9	50	46	The proposed CTS solution shall support & integrate with various scanner feature of cheque images in grey, embedded, black & white and UV (Ultra Violate Security feature). UV features should be enabled for all the scanned cheques and should		Need clarification on 'embedded', UV can be captured only scanner given by bank is able to capture UV Image	Please be guided by RFP

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			be properly visible to end user.			
5 0	53	62	Onsite resources are responsible for resolving production issues, UAT, preparation of test cases, testing, support, monitoring, implementation, reporting, coordination with banks teams, Audit compliance, hardening of the servers, implementation of SCDs as per Bank's policy or fix any gap, closure of VAPT (Vulnerability Assessment & Penetration Testing) & other audit observations, support for external and internal audits, any other statutory compliance, patch installation, fixes, day to day MIS reports, conducting DC- DR Drill (planned/ unplanned), database support (writing SQL and PL/SQL queries based on Bank's requirement) database support including performance		Since Hardware and OS is provided by bank, hardening of the server shall be taken care by bank	Os level Hardening will be done by the Bank's team, however bidder has to coordinate with the concerned Bank team for smooth functioning of application. Bidder has to ensure that CTS applications are not impacted by these changes.

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			monitoring, perform daily/weekly/monthly/yearly backup and restoration activity, optimization, maintenance of table spaces, log files, troubleshooting, online replication with zero lag, product documentation, user management and post go-live support			
5 1	53	66	Bidder has to ensure that the proposed solution is capable of capturing & verifying the information based on the security features defined in CTS 2010 and any other guidelines		Since entire 2010 standards cannot be identified, request to remove this clause	It is clarified that the proposed/offered solution to be capable of handling and identifying tampered instruments.
5 2	13 1	55	The solution should have features / tests/ mechanism to initiate or perform fraud prevention/detection for tampered/Xerox (photocopy) / fake instrument.		Identification of Xerox, tampered or identifying fraud is not feasible. System will perform IQA as per NPCI/Chi Specification	please be guided as per RFP
5 3	13 1	57	The solution shall provide and support for extracting various parts of the image like CAR, LAR, Date, Payee Name, Bank Name to facilitate Application		What is the use of bank name using OCR when Sort Code is captured. Bank Name can be derived from CHM Master	The bidder can decide deriving the Bank name through their proposed solution.

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			Programming Interface to third party Software to do ICR and OCR.			
5 4	13 2	67	System should have facility to allocate limits to the users for each type of transaction and over- riding of		Statement in RFp is incomplete. Please clarify	Kindly check the addendum No.1
5 5	13 3	1	The solution should be enabled with AI/Gen AI/Analytics features shall be hosted on Bank's on- premises VM.		What are the functional expectation from AI/Gen AI/Analytics. Please clarify	System should have ICR/OCR capabilities to capture all the fields presented on the cheque/DD.
5 6	13 7	28	If the signature images available in CBS is of low quality / resolution, the solution has to deal with such cases & process accordingly to obtain satisfactory result. A report of such cases to be provided separately.		Eventhough system can work with low quality images, Cannot provide a report suggesting low quality. System can provide failed/Unmatched recprds with Images	Please be guided as per RFP
5 7	13 7	29	The solution must be capable of self-learning, continuous learning using the processed data and evaluating the models using performance metrics like accuracy, precision, recall etc.		It is not feasible and economical for on-prem self learning solution. We request to remove this. This can be achived through data sharing and learning at vendor premises	It is clarified that Self learning model is treated as optional either on premises or on SAAS model.

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58	138	35	Bank/Reserve Bank of India shall have the right to audit at bidder's premises anytime during the term of this Agreement.		Since, implementation is totally at bank's premises why do RBI need to audit at Vendors premise. Can we get this rechecked	Please be guided as per RFP
59	140	49	Solution should have the capability of improving the accuracy with continuous usage using Deep Learning technology.		Need complete Understanding on bank expection on Deep Learning	The proposed solution shall have the capability of improving the accuracy of capturing hand written fields on cheques/DD over the period of times.
60	55	82	System must support two factor authentication for logging into the proposed CTS application. Bank wish to use SMS or Biometric authentication system as additional factor of authentication which need to be integrated with the CTS solution without any extra cost to the Bank		SMS gateway and Biometric sdk shall be shared by bank	Yes,Bank will provide the Biometric SDK and SMS Gateway
61	56	94	In case of development of any mobile application ensure to develop & release for both i.e. android and iOS.		Request to Remove IOS as this is a data entry operation. Expensive dvelopment and use of iOS device will add the cost	Kindly check the addendum No.1

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6 2	57	2.2 Technical Requirement Automation of inward CTS clearing	a. If the signature images available in CBS is of low quality / resolution, the solution has to deal with such cases & process accordingly to obtain satisfactory result. A report of such cases to be provided separately.		Solution can handle the low quality images. Request to remove the report. Since there is no criteria specified for the quality.	Please be guided as per RFP
6 3	57	2.2 Technical Requirement Automation of inward CTS clearing	b. The solution must be capable of self-learning, continuous learning using the processed data and evaluating the models using performance metrics like accuracy, precision, recall etc.		Request to remove the point. This will require on-prem unsupervised training which is not recommended and economical.	It is clarified that Self learning model is treated as optional either on premises or on SAAS model.
6 4	58	2.2 Technical Requirement Automation of inward CTS clearing	d. Bank will not pay charges for false positive & false negative cases.		Request to remove this point.	It is clarified that this clause is applicable in case where technical glitch encountered at application level.
6 5	58	2.2 Technical Requirement Automation of inward CTS clearing	e. The bidder will be liable for any financial loss that the bank may incur due to false positive, false negative result or due to any other technical glitch without any upper limit. Suitable penalty will be applicable in this regard.		Request to remove this point since it is unlimited liability.	It is clarified that this clause is applicable in case where technical glitch encountered at application level.

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6 6	58	2.2 Technical Requirement Automati on of inward CTS clearing	g. In CBS there are instances where more than one signature images are available. In such cases, the solution should consider latest image only. Also, at any later stage if Bank wants to match signature in cheque from all the available signature images in CBS, solution should be capable enough to do proceeding accordingly & provide the signature image sequence number/ image ID & image created date with which the solution has matched with cheque image & provide result in extract file.		Does bank's CBS has capability of providing date wise copies signatures with sequecen number / ID?	Yes, CBS is having facility to provide date wise copies signature with sequence number
6 7	58	2.2 Technical Requirement Automati on of inward CTS clearing	h. The entire solution should be of modular nature and can be integrated with the existing CTS or any other application		Although solution can be integrated with other application, it has commerical impact to it. Hence request bank to remove any other application clause or mention as a change request.	Please be guided as per RFP
6 8	58	2.2 Technical Requirement Automati on of	i. 1.The solution should have the capability to perform verification of signature, amount in words &		Need clarificaion on alphanumeric code	Please be guided as per RFP

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		inward CTS clearing	figures (printed / handwritten), cheque number, account number, date, alphanumeric code, MICR fields, etc.			
69	58	2.2 Technical Requirement Automation of inward CTS clearing	i. 4. To check the font and style of the cheque.		Need clarification on what is required	Please be guided as per RFP
70	58	2.2 Technical Requirement Automation of inward CTS clearing	i. 5 To check the semantics in the cheque.		Need clarification on what is required	semantic checking is the capability of the solution
71	64	2.8 Implementation & Customizations	It is be noted that no internet access will be provided in servers, vendor has to provide the solution accordingly.		Our system require to connect to Internet for upgtdating license for OCR. Hence, request to remove this clause	It is clarified that Application should try to avoid internet access to servers. However, in case of necessity, internet access through proxy server may be considered by the Bank.

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7 2	69	2.11.13	Successful bidder must provide application and DB support, maintenance etc. as per Bank's requirement at no additional cost during the contract period.		Sine DB is not part of scope of RFP, DB support shall be with the ownership of DB vendor. Request to remove this.	Bank will only provide the Oracle database licenses. However installation, maintenance ,patching and closure of VAPT related to database will be handled by bidder with no additional cost.
7 3	72	2.15.8	Data replication should happen from Primary site to DR site on real time to keep them in sync. · Recovery Time Objective (RTO) – 30 Minutes · Recovery Point Objective (RPO) – 0 Minutes · Bidder is required to conduct DR drill as & when required.		Since Hardware and database is provided by Bank, Replacation, RTO and RPO shall be taken care by hardware and database vendor	The defined RTO and RPO for any application-level issues, application-level replication configuration s, data validation, and participation in DR drills remain the sole responsibility of the successful bidder.
7 4	72	2.16.2	The solution/application should be capable enough to integrate Bank's Kubernetes ecosystem and		Since this is an on-prem installation and not a continous patch movement, request you to remove the sane	Please be guided as per RFP

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			DevOps workflows including Bank's CI/CD pipelines.			
7 5	91	3.12.33, 3.12.34	Operational Level Penalty		Since operation is totally done by bank autimaiton engine can only assist with data and result, request to remove the penalty. To mitigate risk, a check can be added to the system to verify the results for records with Amount greater than certain value	Please be guided as per RFP
7 6		Eligibility Criteris	6.The bidder should either be Class-I or Class-II local supplier as defined in Class-II local supplier as defined in		Request bank to remove the MII Clause as CTS is only Software	Please be guided as per RFP.
7 7		Payment Terms	Annual technical Support (ATS for CTS solution) After Successful implementation of the project Go live and sign off from the Bank and after one year warranty. The ATS for the License would start from 2nd year onwards, post delivery and installation of licenses and sign-off from the Bank		Payment Terms not mentioned, the ATS will start after warrtanty and the Payment terms to be annually in advance	Kindly check the addendum No.1
7 8		Payment Terms	Dem Setup cost – DC and DR-After Successful implementation of the project Go live and sign off from the Bank and after one year		Payment Terms not mentioned, the ATS will start after warrtanty and the Payment terms to be annually in advance	Kindly check the addendum No.1

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			warranty. The ATS for the License would start from 2nd year onwards, post delivery and installation of licenses and sign-off from the Bank		
7 9		Payment Terms	FM support The payment of FM services (L1 and L2) shall be applicable only after successful implementation of project and sign-off from Bank		The payment terms to be Monthly in arrears
8 0		3.4 Assignme nt & Subcontra cting	The selected bidder shall not subcontract or permit anyone to perform any of the work, service or other performance required under the contract.		Request bank to allow subcontracting as the FMS resource will be not on Our role but all the responsibility remains on NCR, Please amend as follows: The selected bidder shall not subcontract or permit anyone to perform any of the work, service or other performance required under the contract except with the written consent of the Bank. Such approval or consent shall not be unreasonably withheld or denied"
					Kindly check the addendum No.1

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8 1	81	3.7, Order Cancellation	<p>a. The Bank reserves its right to cancel the entire / unexecuted part of the Purchase Order at any time by assigning appropriate reasons and recover expenditure incurred by the Bank in addition to recovery of liquidated damages in terms of the contract, in the event of one or more of the following conditions:</p> <p>i. Delay in delivery of services in the specified period.</p> <p>ii. Serious discrepancies noted in the inspection.</p> <p>iii. Breaches in the terms and conditions of the Order.</p> <p>b. The Bank reserves the right to cancel the contract placed on the selected bidder and recover expenditure incurred by the Bank on the following circumstances:</p> <p>i. Non submission of acceptance of order within 7 days of order.</p> <p>ii. Excessive delay in execution of order placed by the Bank.</p> <p>iii. The selected bidder commits a breach of any of the terms and conditions of the bid.</p> <p>iv. The bidder goes into liquidation voluntarily or otherwise.</p>		<p>Please note that there is no cure period provided to rectify the breaches. Further the Bank has the right to terminate for convenience with 30 days notice under sub-clause c. The Bank also has the right to blacklist the Bidder and/or invoke the guarantee or foreclose the SD for non-performance in addition to the order cancellation.</p> <p>The Bank should consider providing a cure period of atleast 30 to 60 days before cancelling or terminating the contract.</p> <p>The Bank should remove the right to terminate the contract for its convenience as it is detrimental to the interest of the Bidders and makes the contract technically a 30 days contract, which is unreasonable and unfair, given that the Bidder is required to provide a competitive pricing consider the overall contract period.</p>	Please be guided as per RFP
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			<p>v. An attachment is levied or continues to be levied for a period of 7 days upon the effects of the bid.</p> <p>vi. The progress made by the selected bidder is found to be unsatisfactory.</p> <p>vii. If deductions on account of liquidated Damages exceeds more than 10% of the total contract price.</p> <p>viii. If found blacklisted by any Govt. Department / PSU / other Banks / CERT-In, during contracted period.</p> <p>ix. Non satisfactory performance of the Project in terms of affecting the Core Systems of the Bank or the Core Business of the Bank and the functioning of the Branches/Offices of the Bank.</p> <p>c. Bank shall serve the notice of termination to the bidder at least 30 days prior, of its intention to terminate services without assigning any reasons.</p> <p>d. In case the selected bidder fails to conduct an event as per stipulated schedule, the Bank reserves the right to get it conducted by alternate sources at the risk, cost and responsibility of</p>		
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ਪੰਜਾਬੀ ਵਪਾਰਕ ਨੀ ਵੀ ਭਵਨ

पंजाब एण्ड सिंध बैंक

(भारत सरकार का उपक्रम)

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			<p>the selected bidder by giving 7 days' prior notice to the bidder.</p> <p>e. After the award of the contract, if the selected bidder does not perform satisfactorily or delays execution of the contract, the Bank reserves the right to get the balance contract executed by another party of its choice by giving one-month notice for the same. In this event, the selected bidder is bound to make good the additional expenditure, which the Bank may have to incur to carry out for the execution of the balance of the order/contract. Such additional expenditure shall be incurred by the bank within reasonable limits & at comparable price prevailing in the market. This clause is also applicable if for any reason, the contract is cancelled.</p> <p>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</p>		
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ਪੰਜ ਸਿੰਧ ਬੈਂਕ ਨੂੰ ਵੀ ਭਾਰਤ ਸਰਕਾਰ ਦਾ ਉਪਕਰਮ ਹੈ

पंजाब एण्ड सिंध बैंक

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			<p>security deposit, if any, under this contract.</p> <p>g. In addition to the cancellation of purchase order, the Bank reserves its right to blacklist the vendor for non- performance and/or invoke the Bank Guarantee or foreclose the Security Deposit given by the bidder towards non-performance/non-compliance of the terms and conditions of the contract, to appropriate towards damages.</p>			
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<p>पंजाब एण्ड सिंध बैंक (भारत सरकार का उपक्रम) प्रधान कार्यालय : सूचना प्रौद्योगिकी विभाग, द्वितीय तल, भूखंड संख्या-151, सेक्टर-44, संस्थागत क्षेत्र, गुरुग्राम - 122003 Email: ho.it@psb.bank.in</p>	 <p>१६ मी वर्णमाला नो वी इवॉल्व पंजाब एण्ड सिंध बैंक (भारत सरकार का उपक्रम) जहाँ सेवा ही जीवन - ध्येय है</p>	<p>Punjab & Sind Bank (A Govt. Of India Undertaking) H.O. Information Technology Dept., 2nd Floor, Plot No. 151, Sector -44, Institutional Area, Gurugram - 122003 Email: ho.it@psb.bank.in</p>
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8 2	84	3.9 Audit by Third Party	<p>The selected bidder (Service Provider), if required, has to get itself annually audited by internal/external empaneled Auditors appointed by the Bank/inspecting official from the Reserve Bank of India or any regulatory authority, covering the risk parameters finalized by the Bank/such auditors in the areas of products (IT hardware/software) and services etc., provided to the Bank and the Service Provider is required to submit such certification by such Auditors to the Bank. The Service Provider and or his/their outsourced agents/subcontractors (if allowed by the Bank) shall facilitate the same. The Bank can make its expert assessment on the efficiency and effectiveness of the security, control, risk management, governance system and process created by the Service Provider. The Service Provider shall, whenever required by the Auditors, furnish all relevant information, records/data to them.</p>	<p>Bidder proposes : "Bidder shall maintain usual and proper accounting records and books, including usual and proper entries relating to compliance with this Agreement, and permit you to audit the same (not more than once per year) during normal business hours upon reasonable advance written notice. The records and books and results of any audit are deemed confidential. The cost of audit shall be borne by the Bank. The Bidder shall have no obligation to share any business sensitive information, trade secrets, costs, margins etc. as part of the audit."</p>	Please be guided as per RFP
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पंजाब एण्ड सिंध बैंक

(भारत सरकार का उपक्रम)

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द्वितीय तल, भूखंड संख्या-151,
सेक्टर-44, संस्थागत क्षेत्र,
गुरुग्राम - 122003

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			<p>All costs for such audit shall be borne by the Bank.</p> <p>Where any deficiency has been observed during audit of the Service Provider on the risk parameters finalized by the Bank or in the certification submitted by the Auditors, the Service Provider shall correct/resolve the same at the earliest and shall provide all necessary documents related to resolution thereof and the auditor shall further certify in respect of resolution of the deficiencies. The resolution provided by the Service Provider shall require to be certified by the Auditors covering the respective risk parameters against which such deficiencies have been observed.</p> <p>The Service Provider shall, whenever required by the Bank, furnish all relevant information, records/data to such auditors and/or inspecting officials of the Bank/Reserve Bank of India and or any regulatory authority. The Bank reserves the right to call and/or retain for</p>		
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पंजाब एण्ड सिंध बैंक

(भारत सरकार का उपक्रम)

प्रधान कार्यालय : सूचना प्रौद्योगिकी विभाग,
द्वितीय तल, भूखंड संख्या-151,
सेक्टर-44, संस्थागत क्षेत्र,
गुरुग्राम - 122003

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ੴ ਸ੍ਰੀ ਵਪਿਗਰੁ ਨੀ ਕੀ ਫ਼ਤਹਿ

पंजाब एण्ड सिंध बैंक

(भारत सरकार का उपक्रम)

जहाँ सेवा ही जीवन - ध्येय है

Punjab & Sind Bank

(A Govt. Of India Undertaking)

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			any relevant material information/reports including auditor review reports undertaken by the service provider (e.g., financial, internal control and security reviews) and findings made on Selected Bidder in conjunction with the services provided to the Bank			
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<p>पंजाब एण्ड सिंध बैंक (भारत सरकार का उपक्रम) प्रधान कार्यालय : सूचना प्रौद्योगिकी विभाग, द्वितीय तल, भूखंड संख्या-151, सेक्टर-44, संस्थागत क्षेत्र, गुरुग्राम - 122003 Email: ho.it@psb.bank.in</p>	 <p>ਪੰਜਾਬ ਈ ਟੈਕਨੋਲੋਜੀ ਨੀ ਵੀ ਡਿਵੀਜ਼ਨ पंजाब एण्ड सिंध बैंक (भारत सरकार का उपक्रम) जहाँ सेवा ही जीवन - ध्येय है</p>	<p>Punjab & Sind Bank (A Govt. Of India Undertaking) H.O. Information Technology Dept., 2nd Floor, Plot No. 151, Sector -44, Institutional Area, Gurugram - 122003 Email: ho.it@psb.bank.in</p>
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8 3	87	3.12 Service Level Agreement and penalties	<p>3.12.8 The Vendor shall at all times whenever required furnish all information, records, logs, data stored in whatsoever form internal or external to the Bank appointed and/or statutory/RBI inspecting auditors and shall extend all cooperation in carrying out of such inspection by the officials or duly authorized representatives of the auditors / inspecting authorities.</p> <p>3.12.9 Further the Vendor undertakes to co-operate with the said officials/authorities/representatives to carry out its supervisory functions and objectives and will furnish all records and other information's as may be called for to carry out inspection and/or other functions. The vendor is required to facilitate the same at no additional cost and shall provide uninterrupted access to the information/documents as required by the statutory /RBI authorities</p>	All provisions pertaining to audit and inspection should be captured under a single section. Hence Bidder proposes deletion of these subclauses.	Please be guided as per RFP
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<p>पंजाब एण्ड सिंध बैंक (भारत सरकार का उपक्रम) प्रधान कार्यालय : सूचना प्रौद्योगिकी विभाग, द्वितीय तल, भूखंड संख्या-151, सेक्टर-44, संस्थागत क्षेत्र, गुरुग्राम - 122003 Email: ho.it@psb.bank.in</p>	 <p>ਪੰਜਾਬ ਏਂਡ ਸਿੰਧ ਬੈਂਕ (भारत सरकार का उपक्रम) जहाँ सेवा ही जीवन - ध्येय है</p>	<p>Punjab & Sind Bank (A Govt. Of India Undertaking) H.O. Information Technology Dept., 2nd Floor, Plot No. 151, Sector -44, Institutional Area, Gurugram - 122003 Email: ho.it@psb.bank.in</p>
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84	87	3.12 Service Level Agreement and penalties	3.12.16The overall Penalty including LD during contract period will be to a maximum of 10% of the total cost of the project excluding facility management cost.		Request bank to amend the LD to max of 1%	Please be guided as per RFP
85	95	4.5Force Majeure	<p>Force Majeure is herein defined as any cause, which is beyond the control of the selected Bidder or The Bank as the case may be which they could not foresee or with a reasonable amount of</p> <p>diligence could not have foreseen and which substantially affect the performance of the contract, such as:-</p> <ul style="list-style-type: none"> • Natural phenomenon, including but not limited to floods, droughts, earthquakes, epidemics and pandemics • Acts of any government, including but not limited to war, declared or undeclared priorities, quarantines and embargos • Terrorist attack, public unrest in work area <p>Provided either party shall within 10 days from occurrence of such a cause, notify the other in writing of</p>		<p>Bidder proposes the following modifications in Red:</p> <p>"Force Majeure is herein defined as any cause, which is beyond the control of the selected Bidder or The Bank as the case may be which they could not foresee or with a reasonable amount of diligence could not have foreseen and which substantially affect the performance of the contract, such as:-</p> <ul style="list-style-type: none"> • Natural phenomenon, including but not limited to floods, droughts, earthquakes, epidemics and pandemics • Acts of any government, including but not limited to war, declared or undeclared priorities, quarantines and embargos • Terrorist attack, public unrest in work area, civil commotion, strikes, <p>Provided either party shall within 10 days from occurrence of such a cause, notify the other in writing of such causes. The Bidder or The Bank shall not be liable for delay in performing his/her obligations resulting from any force Majeure cause as referred to and/or defined</p>	Please be guided as per RFP

पंजाब एण्ड सिंध बैंक

(भारत सरकार का उपक्रम)

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सेक्टर-44, संस्थागत क्षेत्र,
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			<p>such causes. The Bidder or The Bank shall not be liable for delay in performing his/her obligations resulting from any force Majeure cause as referred to and/or defined above. Any delay beyond 30 days shall lead to termination of contract by parties and all obligations expressed quantitatively shall be calculated as on date of termination. Notwithstanding this, provisions related to indemnity, confidentiality survive termination of the contract. The determination of whether a particular condition or situation qualifies as a Force Majeure event shall rest solely with the Bank, and such determination shall be final and binding on the bidder.</p>		<p>above. Any delay beyond 30 days shall lead to termination of contract by parties and all obligations expressed quantitatively shall be calculated as on date of termination. Notwithstanding this, provisions related to indemnity, confidentiality survive termination of the contract. The determination of whether a particular condition or situation qualifies as a Force Majeure event shall rest solely with the Bank, and such determination shall be final and binding on the bidder.</p>	
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<p>पंजाब एण्ड सिंध बैंक (भारत सरकार का उपक्रम) प्रधान कार्यालय : सूचना प्रौद्योगिकी विभाग, द्वितीय तल, भूखंड संख्या-151, सेक्टर-44, संस्थागत क्षेत्र, गुरुग्राम - 122003 Email: ho.it@psb.bank.in</p>	 <p>ਪੰਜਾਬੀ ਸਰਕਾਰ ਦਾ ਉਪਕਰਮ पंजाब एण्ड सिंध बैंक (भारत सरकार का उपक्रम) जहाँ सेवा ही जीवन - ध्येय है</p>	<p>Punjab & Sind Bank (A Govt. Of India Undertaking) H.O. Information Technology Dept., 2nd Floor, Plot No. 151, Sector -44, Institutional Area, Gurugram - 122003 Email: ho.it@psb.bank.in</p>
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86	97	4.7 Ownership and Retention of Documents	<p>The Bank shall own the documents prepared by or for the selected Bidder arising out of or in connection with the Contract. Forthwith upon expiry or earlier termination of the Contract and at any other time on demand by The Bank, the Bidder shall deliver to The Bank all documents provided by or originating from The Bank / Purchaser and all documents produced by or from or for the Bidder while performing the Service(s), unless otherwise directed in writing by The Bank at no additional cost. The selected Bidder shall not, without the prior written consent of The Bank/ Purchaser, store, copy, distribute or retain any such Documents. The selected Bidder shall preserve all documents provided by or originating from The Bank / Purchaser and all documents produced by or from or for the Bidder in the course of performing the Service(s) in accordance with the legal, statutory, regulatory obligations of The Bank</p>	<p>Bidder proposed the following modification to the clause: "The Bank shall own the documents prepared by or for the selected Bidder arising out of or in connection with the Contract except any Product documentation provided by the Bidder. Forthwith upon expiry or earlier termination of the Contract and or at any other time, upon demand by The Bank, the Bidder shall deliver to The Bank all documents provided by or originating from The Bank / Purchaser and all documents produced by or from or for the Bidder while performing the Service(s), unless otherwise directed in writing by The Bank at no additional cost. The selected Bidder shall not, without the prior written consent of The Bank/ Purchaser, store, copy, distribute or retain any such Documents post the duration of the Contract unless required under applicable laws. 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.</p>	Please be guided as per RFP
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ਪੰਜਾਬ ਐਂਡ ਸਿੰਧ ਬੈਂਕ

(ਭਾਰਤ ਸਰਕਾਰ ਕਾ ਉਪਕਰਮ)

ਪ੍ਰਧਾਨ ਕਾਰਜਾਲਯ : ਸੂਚਨਾ ਪ੍ਰਾਇਓਗਿਕੀ ਵਿਭਾਗ,
ਦੁਵਿਤੀਯ ਤਲ, ਭੂਖੰਡ ਸੰਖਯਾ-151,
ਸੇਕਟਰ-44, ਸੰਸਥਾਗਤ ਕੇਟ੍ਰ,
ਗੁਰੂਗ੍ਰਾਮ - 122003

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ੴ ਸ੍ਰੀ ਵਾਗਿਗੁਰੂ ਨਾਮੋ ਵਾਗਿ

ਪੰਜਾਬ ਐਂਡ ਸਿੰਧ ਬੈਂਕ

(ਭਾਰਤ ਸਰਕਾਰ ਕਾ ਉਪਕਰਮ)

ਜਹਾੰ ਸੇਵਾ ਹੀ ਜੀਵਨ - ਖਯੋਯ ਹੈ

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			/Purchaser in this regard.			
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<p>पंजाब एण्ड सिंध बैंक (भारत सरकार का उपक्रम) प्रधान कार्यालय : सूचना प्रौद्योगिकी विभाग, द्वितीय तल, भूखंड संख्या-151, सेक्टर-44, संस्थागत क्षेत्र, गुरुग्राम - 122003 Email: ho.it@psb.bank.in</p>	 <p>१६ मी वर्णमाला नौ बौ इवर्गि पंजाब एण्ड सिंध बैंक (भारत सरकार का उपक्रम) जहाँ सेवा ही जीवन - ध्येय है</p>	<p>Punjab & Sind Bank (A Govt. Of India Undertaking) H.O. Information Technology Dept., 2nd Floor, Plot No. 151, Sector -44, Institutional Area, Gurugram - 122003 Email: ho.it@psb.bank.in</p>
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87	97	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>Bidder proposes the below standard clause: "Vendor will defend any suit brought against Bank alleging that a Product infringes a patent, copyright or trade secret and will pay all costs and damages finally awarded as a result thereof, if Bank promptly notifies the Vendor of the claim and give Vendor reasonably requested information and cooperation and sole authority to defend and settle the claim. In handling the claim, Vendor may obtain for you the right to continue using the Product, or may replace or modify it so that it becomes non-infringing, or, if the foregoing are not reasonably available, Vendor will refund, on a five-year, straight-line, depreciated basis, the purchase price for infringing equipment and license fees paid for infringing software. Vendor is not obligated to indemnify Bank if the alleged infringement arises from: the use of a Product in connection with goods or services not furnished by Vendor; Vendor's compliance with your designs, specifications or instructions; or modifications by anyone other than Vendor or its subcontractors. This states Vendor's entire liability for claims of infringement, and Bank's sole remedy against Vendor for such claims."</p>	Please be guided as per RFP
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<p>पंजाब एण्ड सिंध बैंक (भारत सरकार का उपक्रम) प्रधान कार्यालय : सूचना प्रौद्योगिकी विभाग, द्वितीय तल, भूखंड संख्या-151, सेक्टर-44, संस्थागत क्षेत्र, गुरुग्राम - 122003 Email: ho.it@psb.bank.in</p>	 <p>ਪੰਜਾਬ ਈ ਟੈਕਨੋਲੋਜੀ ਨੀ ਵੀ ਡਿਵੀਜ਼ਿ पंजाब एण्ड सिंध बैंक (भारत सरकार का उपक्रम) जहाँ सेवा ही जीवन - ध्येय है</p>	<p>Punjab & Sind Bank (A Govt. Of India Undertaking) H.O. Information Technology Dept., 2nd Floor, Plot No. 151, Sector -44, Institutional Area, Gurugram - 122003 Email: ho.it@psb.bank.in</p>
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8 8	97	4.9 Intellectual Property Indemnity & Indemnity against Misuse of License	<p>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.</p> <p>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.</p> <p>Service provider shall ensure that all persons, employees, workers and other individuals engaged by or sub-contracted (if allowed) by Service Provider in rendering the Services under this Agreement have undergone proper background check, police verification and</p>	<p>The Bidder proposes its standard language on indemnity: "The Bidder ("Defending Party") will: (i) at its expense, defend the other against any Third Party Claim; and (ii) indemnify the Bank ("Claiming Party") by paying the damages, costs, and attorneys' fees with respect to the Third Party Claim that are either awarded against the Claiming Party in a final, non-appealable court judgment, or required to be paid by the Claiming Party in a settlement of the Third Party Claim that the Defending Party has agreed to in writing. As used in this Section, a "Third Party Claim" means a suit brought against the Claiming Party by a third party to the extent the suit alleges Defending Party's Gross Negligence or Wilful Misconduct resulting into damages arising from (a) personal injury or death, or damage to tangible personal property; (b) the intentional and unauthorized use or disclosure of Confidential Information caused by the Defending Party; or (c) Infringement of Intellectual Property Rights of a third party; (d) violation of laws applicable to the Defending Party.</p> <p>b) The Defending Party's obligations set forth in Section b are subject to the Claiming Party (a) providing the Defending Party prompt written notice that the Third Party Claim has been</p>	Please be guided as per RFP
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पंजाब एण्ड सिंध बैंक

(भारत सरकार का उपक्रम)

प्रधान कार्यालय : सूचना प्रौद्योगिकी विभाग,
द्वितीय तल, भूखंड संख्या-151,
सेक्टर-44, संस्थागत क्षेत्र,
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			<p>other necessary due diligence checks to examine their antecedence and ensure their suitability for such engagement. No person shall be engaged by Service provider unless such person is found to be suitable in such verification and Service Provider shall retain the records of such verification and shall produce the same to the Bank as and when requested.</p>		<p>threatened or brought, whichever is sooner (the “Claim Notice”); (b) providing the Defending Party sole control of the defense and any appeal or settlement (at the Defending Party’s discretion) of the Third Party Claim (collectively, “Defense or Settlement”); (c) cooperating with the Defending Party (including providing relevant documentation and information) with respect to the Defense or Settlement; and (d) complying with all court orders. If the Claiming Party’s delay in providing the Claim Notice causes detriment to the Defending Party with respect to the defense or resolution of the Third Party Claim, the obligations set forth in Section b will not apply to the Third Party Claim to the extent of such detriment. Notwithstanding any other provision of this Agreement, the Defending Party is not responsible for any fees (including attorneys’ fees), expenses, costs, judgments, or awards that are incurred prior to the defending party’s receipt of the Claim Notice from the Claiming Party. The Defending Party will have the sole right to select counsel. The Claiming Party may, at its sole expense, engage additional counsel of its choosing for purposes of conferring with the Defending Party’s counsel.</p> <p>c) The obligations set forth in</p>	
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ਪੰਜਾਬ ਐਂਡ ਸਿੰਧ ਬੈਂਕ

(ਭਾਰਤ ਸਰਕਾਰ ਕਾ ਉਪਕਰਮ)

ਪ੍ਰਧਾਨ ਕਾਰਜਾਲਯ : ਸੂਚਨਾ ਪ੍ਰਾੈਯੋਗਿਕੀ ਵਿਭਾਗ,
ਦੁਵਿਤੀਯ ਤਲ, ਭੂਖੰਡ ਸੰਖਯਾ-151,
ਸੇਕਟਰ-44, ਸੰਸਥਾਗਤ ਕੇ਼ਟਰ,
ਗੁਰੂਗ੍ਰਾਮ - 122003

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				<p>this Section will not apply to a Third Party Claim if it is based on, caused by, or results from:</p> <p>(a) the Defending Party’s compliance with the Claiming Party’s requirements or instructions; (b) the Claiming Party’s failure to comply with its obligations under this Agreement; (c) acts or omissions of the Claiming Party or any third parties; or (d) any product or service not provided by Defending Party to you.</p> <p>d) THIS SECTION SETS FORTH THE DEFENDING PARTY’S ENTIRE OBLIGATIONS, AND THE CLAIMING PARTY’S EXCLUSIVE REMEDIES, WITH RESPECT TO THIRD PARTY CLAIMS.</p> <p>e) LIABILITY CAP. Save and except for (a) above, under no circumstances shall either party be cumulatively liable to the other during the entire term of the agreement for any amount greater than the total fees and charges charged by supplier during the preceding 12 months for the services giving rise to the liability.</p> <p>f) NEITHER PARTY WILL BE LIABLE TO THE OTHER, WHETHER IN AN ACTION IN CONTRACT, TORT, PRODUCT LIABILITY, STRICT LIABILITY, STATUTE, LAW, EQUITY, OR OTHERWISE, ARISING</p>	
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पंजाब एण्ड सिंध बैंक

(भारत सरकार का उपक्रम)

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द्वितीय तल, भूखंड संख्या-151,
सेक्टर-44, संस्थागत क्षेत्र,
गुरुग्राम - 122003

Email: ho.it@psb.bank.in



ੴ ਸ੍ਰੀ ਵਾਹਿਗੁਰੂ ਨਾਮੋ ਕੀ ਵਾਹਿਗੁਰੂ

पंजाब एण्ड सिंध बैंक

(भारत सरकार का उपक्रम)

जहाँ सेवा ही जीवन - ध्येय है

Punjab & Sind Bank

(A Govt. Of India Undertaking)

H.O. Information Technology Dept.,
2nd Floor, Plot No. 151,
Sector -44, Institutional Area,
Gurugram - 122003

Email: ho.it@psb.bank.in

				<p>UNDER OR RELATED TO THIS AGREEMENT OR ANY ORDER, FOR: (A) INDIRECT, INCIDENTAL, CONSEQUENTIAL, SPECIAL, OR PUNITIVE DAMAGES; (B) LOSS OF PROFITS OR REVENUE (OTHER THAN IN AN ACTION BY NCR TO RECOVER AMOUNTS OWED); OR (C) LOSS OF REPUTATION, GOODWILL, TIME, OPPORTUNITY, DATA, OR ACCESS TO DATA. RECOVERY OF PENALTY OR SERVICE CREDITS WILL BE BANK'S SOLE REMEDY AND SUPPLIER'S SOLE LIABILITY FOR SERVICE LEVEL FAILURE.</p> <p>g) For damages arising out of breach of duty, Bidder's liability is unlimited for bodily injury including death, or damage to tangible property of the Bank to the extent caused by its gross negligence or willful misconduct. Except as mentioned in the previous sentence, under no circumstances shall Bidder be cumulatively liable to the Bank during the entire term of the agreement for any amount greater than the total fees and charges charged by supplier during the preceding 12 months for the services giving rise to the liability. Bank's claim for damages directly resulting from breach of duty by Bidder for which there is no specific remedy available in</p>	
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पंजाब एण्ड सिंध बैंक

(भारत सरकार का उपक्रम)

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द्वितीय तल, भूखंड संख्या-151,
सेक्टर-44, संस्थागत क्षेत्र,
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ੴ ਸ੍ਰੀ ਵਾਹਿਗੁਰੂ ਨਾਮੋ ਕੀ ਵਾਹਿਗੁਰੂ

पंजाब एण्ड सिंध बैंक

(भारत सरकार का उपक्रम)

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				<p>the Agreement and which the Bidder fails to remedy within a cure period of 30 days, will be made by notice to the Bidder. The Bank will provide necessary satisfactory particulars with necessary evidence, as requested by the Supplier to conclusively assess breach and the estimate of damages. Acceptance of information or evidence should not be an admission of liability on behalf of Bidder. Any dispute about claim or claimed damages by the Bank will be resolved by Dispute Resolution Procedure.</p> <p>h) If a Product/ Equipment supplied by Bidder does not materially conform to its warranty and the Bank gives the Bidder notice during the warranty period, the Bidder will at its discretion correct, repair, or replace the Product, or if applicable re-perform the Service, at no charge to the Bank. If the Bidder is unable to do so within a reasonable time, and the Bank requests a refund in writing within 30 days after Bank's initial notice, the Bidder will refund the purchase price. The Bidder may require return of nonconforming Products prior to issuing a refund. Refunds for nonconforming Annuity Services will not exceed the payment made to Bidder for the then-current billing period. Supplier's liability for warranty claims is</p>	
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ਪੰਜਾਬ ਐਂਡ ਸਿੰਧ ਬੈਂਕ

(ਭਾਰਤ ਸਰਕਾਰ ਕਾ ਉਪਕਰਮ)

ਪ੍ਰਧਾਨ ਕਾਰਜਾਲਯ : ਸੂਚਨਾ ਪ੍ਰਾਇਓਗਿਕੀ ਵਿਭਾਗ,
ਦੁਵਿਤੀਯ ਤਲ, ਭੂਖੰਡ ਸੰਖਯਾ-151,
ਸੇਕਟਰ-44, ਸੰਸਥਾਗਤ ਕੇਤ੍ਰ,
ਗੁਰੂਗ੍ਰਾਮ - 122003

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ਪੰਜ ਸਿੰਧ ਆਰਥਿਕ ਸੇਵਾ ਸੰਸਥਾ

ਪੰਜਾਬ ਐਂਡ ਸਿੰਧ ਬੈਂਕ

(ਭਾਰਤ ਸਰਕਾਰ ਕਾ ਉਪਕਰਮ)

ਜਹਾਨ ਸੇਵਾ ਹੀ ਜੀਵਨ - ਖਯੋਯ ਹੈ

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					conclusively regulated in by this Section.	
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<p>पंजाब एण्ड सिंध बैंक (भारत सरकार का उपक्रम) प्रधान कार्यालय : सूचना प्रौद्योगिकी विभाग, द्वितीय तल, भूखंड संख्या-151, सेक्टर-44, संस्थागत क्षेत्र, गुरुग्राम - 122003 Email: ho.it@psb.bank.in</p>	 <p>१६ मी वर्णमाला नौ वी इउरि पंजाब एण्ड सिंध बैंक (भारत सरकार का उपक्रम) जहाँ सेवा ही जीवन - ध्येय है</p>	<p>Punjab & Sind Bank (A Govt. Of India Undertaking) H.O. Information Technology Dept., 2nd Floor, Plot No. 151, Sector -44, Institutional Area, Gurugram - 122003 Email: ho.it@psb.bank.in</p>
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8 9	98	4.1 Legal Compliance	<p>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.</p> <p>It shall be the sole responsibility of the Vendor(s) to comply with all statutory, regulatory & Law of Land and provisions while delivering the services mentioned in this RFP. If any new guidelines are issued by these organizations, the bidder shall arrange for its</p>	<p>(i) Please note that the Bank has the right to terminate immediately if there is a non-compliance. There should be a cure period prescribed to rectify the issue before termination is done and this should be addressed under the termination clause.</p> <p>(ii) Any upgrade or development in order to comply with any new guidelines should be on mutually agreed costs. Refer point 37 of the RFP- even here the Bank has mentioned that the software changes, patches or other requirements specified by regulatory bodies would be carried out with no additional cost to the Bank.</p> <p>The bank should consider add the following language:</p> <p>"In the event, any regulatory / statutory guidelines or the bank, after the execution of the Agreement, requires changes to the Service, specifications of the Products or Solutions and related assets, upgrades (hardware and software) or results into additional obligations on the Service Provider then both parties shall in good faith, mutually discuss and agree on the changes or additional scope of work including the costs under a change control procedure or by executing an amendment to the Agreement."</p> <p>(iii) Please note that</p>	Please be guided as per RFP
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पंजाब एण्ड सिंध बैंक

(भारत सरकार का उपक्रम)

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सेक्टर-44, संस्थागत क्षेत्र,
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			<p>compliance/ Upgradation/ development during the contract period without any cost to Bank. The Successful bidder shall maintain all proper records, particularly but without limitation accounting records, required by any law, code, practice or corporate policy applicable to it from time to time including records, returns and applicable documents under the Labour Legislation. The Successful bidder shall ensure payment of minimum wages to persons engaged by it as fixed from time to time under the Minimum Wages Act, 1948. In case the same is not paid, the liability under the act shall solely rest with the successful bidder. Further, bidder to ensure that salary payments to resources deployed for Bank's Project is done through Transfer mode from bidder's Bank a/c directly to credit into their specific salary accounts only. No cash payments are to be made to provide remuneration for</p>		<p>confirmation on payment of statutory dues is required to be submitted with the invoices. Please confirm this with the HR and Services team. (iv) Payment and Settlement Systems Act 2007 is not applicable to the services being provided. Hence reference to that be deleted. (v) Audit related provision is covered under section 3.9 and reference to the same given here should be deleted from here. (vi) There is a separate indemnity provision under section 4.9 and hence indemnity related provisions covered under this section should be deleted.</p>	
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ਪੰਜਾਬ ਐਂਡ ਸਿੰਧ ਬੈਂਕ

(ਭਾਰਤ ਸਰਕਾਰ ਕਾ ਉਪਕਰਮ)

ਪ੍ਰਮਾਣ ਕਾਰਜਾਲਯ : ਸੂਚਨਾ ਪ੍ਰਾਇਵੇਜੀਕੀ ਵਿਭਾਗ,
ਦੁਵਿਤੀਯ ਤਲ, ਭੂਖੰਡ ਸੰਖਯਾ-151,
ਸੇਕਟਰ-44, ਸੰਸਥਾਗਤ ਕੇਜ਼ਰ,
ਗੁਰੂਗ੍ਰਾਮ - 122003

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			<p>services provided to the Bank on behalf of selected bidder.</p> <p>Service Provider shall procure and maintain all necessary licenses, permissions, approvals from the relevant authorities under the applicable laws especially contract Labour (Abolition) Act, EPF Act and ESI Act, throughout the currency of this Agreement.</p> <p>Service Provider shall be solely liable & responsible for compliance of all applicable Labour Laws in respect of its employees, agents, representatives and sub-Contractors and in particular Laws relating to terminal benefits such as Pension, Gratuity, Provident Fund, Bonus or other benefits to which they may be entitled and the Laws relating to Contract Labour, Minimum Wages, registration of labours, ESIC, PF, workman compensation etc. and the Bank shall have no liability in these regards. Salaries of employees of the vendors are being directly credited to the</p>		
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पंजाब एण्ड सिंध बैंक

(भारत सरकार का उपक्रम)

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द्वितीय तल, भूखंड संख्या-151,
सेक्टर-44, संस्थागत क्षेत्र,
गुरुग्राम - 122003

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			<p>employees' account. Confirmation that Payment of statutory dues like PF, ESIC etc. are being made on time to the employees be submitted along with the monthly bills raised by vendor.</p> <p>The bidder should adhere to laws of land and rules, regulations and guidelines prescribed by various regulatory, statutory and Government authorities. The Bidder is to compliant to all existing regulatory guidelines of GOI /RBI and also adheres to requirements of the IT Act 2000 (including amendments in IT Act 2008) and Payment and Settlement Systems Act 2007 and amendments thereof. A self-declaration to this effect is to be submitted by the bidder.</p> <p>The Bank reserves the right to conduct an audit / ongoing audit of the services provided by the bidder. The Bank reserves the right to ascertain information from the banks and other institutions to which the bidders have rendered their services</p>		
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पंजाब एण्ड सिंध बैंक

(भारत सरकार का उपक्रम)

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द्वितीय तल, भूखंड संख्या-151,
सेक्टर-44, संस्थागत क्षेत्र,
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Sector -44, Institutional Area,
Gurugram - 122003

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			<p>for execution of similar projects.</p> <p>Compliance in obtaining approvals/permissions/licenses: The Vendor(s) shall promptly and timely obtain all such consents, permissions, approvals, licenses, etc, as may be necessary or required for any of the purposes of this project or for the conduct of their own business under any applicable Law, Government Regulation/Guidelines and shall keep the same valid and in force or as are or as made applicable in future, pertaining to or applicable to them, their business, their employees or their obligations towards them and all purposes of this Tender and in the event of any failure or omission to do so, shall indemnify, keep indemnified, hold harmless, defend, protect and fully compensate the Bank and its employees/officers/ staff/ personnel/ representatives/agents from and against all third party claims or</p>		
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पंजाब एण्ड सिंध बैंक

(भारत सरकार का उपक्रम)

प्रधान कार्यालय : सूचना प्रौद्योगिकी विभाग,

द्वितीय तल, भूखंड संख्या-151,

सेक्टर-44, संस्थागत क्षेत्र,

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ੴ ਸ੍ਰੀ ਵਾਹਿਗੁਰੂ ਨਾਮੋ ਕੀਰਤਿ

पंजाब एण्ड सिंध बैंक

(भारत सरकार का उपक्रम)

जहाँ सेवा ही जीवन - ध्येय है

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			<p>demands of liability and all consequences that may occur or arise for any default or failure on its part to conform or comply with the above and all other statutory obligations arising there from and the Bank will give notice of any such claim or demand of liability within reasonable time to the Vendor(s).</p> <p>This indemnification is only a remedy for the Bank. The Vendor(s) is not absolved from its responsibility of complying with the statutory obligations as specified above. Indemnity would be limited to court and arbitration awarded damages and shall exclude consequential and incidental damages. However indemnity would cover direct and indirect damages, loss or liabilities suffered by the Bank arising out of claims made by its customers and/or regulatory authorities.</p>		
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<p>पंजाब एण्ड सिंध बैंक (भारत सरकार का उपक्रम) प्रधान कार्यालय : सूचना प्रौद्योगिकी विभाग, द्वितीय तल, भूखंड संख्या-151, सेक्टर-44, संस्थागत क्षेत्र, गुरुग्राम - 122003 Email: ho.it@psb.bank.in</p>	 <p>१६ मी वर्णमाला नो वी इवॉल्वि पंजाब एण्ड सिंध बैंक (भारत सरकार का उपक्रम) जहाँ सेवा ही जीवन - ध्येय है</p>	<p>Punjab & Sind Bank (A Govt. Of India Undertaking) H.O. Information Technology Dept., 2nd Floor, Plot No. 151, Sector -44, Institutional Area, Gurugram - 122003 Email: ho.it@psb.bank.in</p>
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90	120	10- Non-Disclosure Agreement	10. Indemnity: The Vendor shall defend, indemnify and hold harmless Punjab & Sind Bank, its affiliates, subsidiaries, successors, assigns, and their respective officers, directors and employees, at all times, from and against any and all claims, demands, damages, assertions of liability whether civil, criminal, tortuous or of any nature whatsoever, arising out of or pertaining to or resulting from any breach of representations and warranties made by the Vendor. and/or breach of any provisions of this Agreement, including but not limited to any claim from third party pursuant to any act or omission of the Vendor, during discharge of its obligations under this Agreement.		Bidder suggests that this indemnity be deleted.	Please be guided as per RFP
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<p>पंजाब एण्ड सिंध बैंक (भारत सरकार का उपक्रम) प्रधान कार्यालय : सूचना प्रौद्योगिकी विभाग, द्वितीय तल, भूखंड संख्या-151, सेक्टर-44, संस्थागत क्षेत्र, गुरुग्राम - 122003 Email: ho.it@psb.bank.in</p>	 <p>१६ मी वर्णमाला नौ बौ इउरि पंजाब एण्ड सिंध बैंक (भारत सरकार का उपक्रम) जहाँ सेवा ही जीवन - ध्येय है</p>	<p>Punjab & Sind Bank (A Govt. Of India Undertaking) H.O. Information Technology Dept., 2nd Floor, Plot No. 151, Sector -44, Institutional Area, Gurugram - 122003 Email: ho.it@psb.bank.in</p>
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<p>पंजाब एण्ड सिंध बैंक (भारत सरकार का उपक्रम) प्रधान कार्यालय : सूचना प्रौद्योगिकी विभाग, द्वितीय तल, भूखंड संख्या-151, सेक्टर-44, संस्थागत क्षेत्र, गुरुग्राम - 122003 Email: ho.it@psb.bank.in</p>	 <p>१६ औं वर्णवर्णन नौ बौ इवर्णन पंजाब एण्ड सिंध बैंक (भारत सरकार का उपक्रम) जहाँ सेवा ही जीवन - ध्येय है</p>	<p>Punjab & Sind Bank (A Govt. Of India Undertaking) H.O. Information Technology Dept., 2nd Floor, Plot No. 151, Sector -44, Institutional Area, Gurugram - 122003 Email: ho.it@psb.bank.in</p>
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पंजाब एण्ड सिंध बैंक

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ੴ ਸ੍ਰੀ ਵਾਹਿਗੁਰੂ ਨਾਮੋ ਕੀ ਵਾਹਿਗੁਰੂ

पंजाब एण्ड सिंध बैंक

(भारत सरकार का उपक्रम)

जहाँ सेवा ही जीवन - ध्येय है

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ੴ ਸ੍ਰੀ ਵਾਗਿਗੁ ਨੀ ਵੀ ਫੁਕਿ

पंजाब एण्ड सिंध बैंक

(भारत सरकार का उपक्रम)

जहाँ सेवा ही जीवन - ध्येय है

Punjab & Sind Bank

(A Govt. Of India Undertaking)

H.O. Information Technology Dept.,
2nd Floor, Plot No. 151,
Sector -44, Institutional Area,
Gurugram - 122003

Email: ho.it@psb.bank.in

					<p>charge to you. If NCR ATLEOS is unable to do so within a reasonable time, and you request a refund in writing within 30 days after your initial notice, NCR ATLEOS will refund the purchase price and your license to possess and use the Software will terminate. THESE ARE NCR ATLEOS'S SOLE AND EXCLUSIVE WARRANTIES. THERE ARE NO WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. THERE ARE NO OTHER WARRANTIES OR WARRANTY REMEDIES, ORAL OR WRITTEN, EXPRESS OR IMPLIED. NCR ATLEOS does not warrant that the Software will yield any particular business or financial results; will be free from all bugs and errors; or will operate without interruption. You are responsible for selecting the Software to meet your requirements, and for its installation, use, and results.</p>	
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<p>पंजाब एण्ड सिंध बैंक (भारत सरकार का उपक्रम) प्रधान कार्यालय : सूचना प्रौद्योगिकी विभाग, द्वितीय तल, भूखंड संख्या-151, सेक्टर-44, संस्थागत क्षेत्र, गुरुग्राम - 122003 Email: ho.it@psb.bank.in</p>	 <p>१६ औं वणिज्जालु नौ वौ इवर्गि पंजाब एण्ड सिंध बैंक (भारत सरकार का उपक्रम) जहाँ सेवा ही जीवन - ध्येय है</p>	<p>Punjab & Sind Bank (A Govt. Of India Undertaking) H.O. Information Technology Dept., 2nd Floor, Plot No. 151, Sector -44, Institutional Area, Gurugram - 122003 Email: ho.it@psb.bank.in</p>
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9 2		Software Maintenance Support	Not Available in RFP to be added	<p>Software Support</p> <p>3.1 A “Software Problem” is a reproducible and observable operating condition that causes the Software not to function according to its then-current user-level documentation. If you open a new service request to report a Software Problem, NCR will investigate within a reasonable time according to the priority established in Section 3.3. If NCR's investigation confirms the existence of the Software Problem, NCR will use reasonable efforts to correct it or to provide you an alternative, which may include implementing a temporary work-around or changes to the applicable documentation. A Software Problem will be deemed resolved 30 days after NCR provides a correction or alternative, unless you notify NCR within that time that the Software Problem persists. Your inability or unwillingness to comply with any of your responsibilities in Section 5 may impact NCR’s ability to perform the Services. The Services do not apply to issues caused by hardware or by software other than that identified in Exhibit 1, and you are responsible for identification and resolution of such issues at your own cost.</p> <p>3.2 NCR will accept a request for Services through the NCR support web site, by e-mail, or by telephone, as instructed by NCR, during the Principal Period of Maintenance</p>	Not required
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				<p>(“PPM”) stated in Exhibit 1. If you request NCR to perform Services outside of the PPM or on-site, they will be provided subject to NCR resource availability at NCR’s then-current hourly labor rates and, if applicable, travel expenses. 3.3 When you request Services, you and NCR will agree upon the criticality of the service request and NCR will use reasonable efforts to respond to your requests for Services during the PPM based on these target response times: Priority 1: Critical – Application is totally down or critically impacts your ability to do business. Target response time of 1 hour. Priority 2: Urgent – Major business functions are impacted, the severity of which is significant and may be repetitive in nature. Target response time of 4 hours. Priority 3: Routine – Little or no impact to your ability to do business. Target response time of next business day.</p> <p>4. Software Maintenance During the term of the Services, you are entitled to point and patch releases of the covered Software. On your request, NCR will provide you with one copy of the release on NCR-supplied media, which you will use to promptly update each copy of Software you have licensed. Point and patch releases are subject to the license and other terms</p>	
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				<p>under which NCR originally provided the Software and may only be installed on hardware for which the Software is licensed by NCR. You will purchase the Services for all copies of Software which you license.</p> <p>5. Your Responsibilities</p> <p>5.1 You are responsible for providing a help desk to receive calls from your end users during at least the PPM hours specified in Exhibit 1. The help desk personnel must be knowledgeable in procedures for diagnosing and solving system issues that are user solvable, will serve as the initial point of contact for Service requests, and will initially work with your employees to isolate and document Software Problems. NCR will not accept Software Problem reports other than those processed through your help desk as described in this Section.</p> <p>5.1.1 Your help desk will at a minimum: (i) isolate the Software Problem from hardware or operational problems; (ii) offer potential resolutions to the person reporting it; (iii) ensure that a supported version of the Software with all recommended patches is being used; and (iv) ensure that all end-user reports of difficulty are validated against the configuration guidelines before requesting service.</p> <p>5.1.2 If your help desk cannot resolve the Software Problem,</p>	
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				<p>testing any new functionality that may be included in a release. System administration, installation, and integration services, including backup and restoral of programs and data, are also your responsibility. NCR's standard charges for the Services do not include the costs or risks associated with these activities.</p> <p>5.3 You will allow NCR to install necessary software agents (“Agents”), remotely or onsite, on all devices which are subject to the Services and allow NCR remote access to those devices to enable NCR to deliver the Services. You agree that NCR has the right to remove Agents at any time and you agree you will not remove them nor take any steps to hinder NCR's ability to remove them. You are licensed to possess and use the Agents solely to assist NCR in providing the Services and for no other purpose. You may not use the Agents in conjunction with any software or service not provided by NCR. You may not disassemble, decompile, or reverse engineer the Agents; copy or modify them; or disclose, distribute, or otherwise provide them to any third party. You are responsible for masking all primary account number and personally identifiable information data on the devices, and NCR will have no liability for any claims, loss, or damages relating to your</p>	
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				<p>failure to do so. 6. Out of Scope Services Services beyond the scope of those described in this Addendum may be available either on a pre-paid or time and material basis at your request. Time spent on a Service request for Software that is found to function according to its current user-level documentation, or for which a release was made available to you which would have corrected the Software Problem had it been installed, will be billed to you at NCR's time and materials rate. Unless specifically contracted for, the Services do not include support for custom or customized Software.</p>	
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<p>9 3</p>		<p>Limited Warranty</p>	<p>Not available in the RFP - to be added</p>	<p>NCR ATLEOS warrants that for 30 days after delivery of the first copy to you, the Software will materially conform to its published specifications. If you give timely written notice of nonconformity, NCR ATLEOS will correct or replace the Software at no charge to you. If NCR ATLEOS is unable to do so within a reasonable time, and you request a refund in writing within 30 days after your initial notice, NCR ATLEOS will refund the purchase price and your license to possess and use the Software will terminate. THESE ARE NCR ATLEOS'S SOLE AND EXCLUSIVE WARRANTIES. THERE ARE NO WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. THERE ARE NO OTHER WARRANTIES OR WARRANTY REMEDIES, ORAL OR WRITTEN, EXPRESS OR IMPLIED. NCR ATLEOS does not warrant that the Software will yield any particular business or financial results; will be free from all bugs and errors; or will operate without interruption. You are responsible for selecting the Software to meet your requirements, and for its installation, use, and results.</p>	<p>Not required</p>
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<p>9 4</p>	<p>CPI provision</p>	<p>Not available in the RFP - to be added. As per clause 9 on page 79, Charges shall be fixed for the entire duration of the contract and there shall be no escalation due to fluctuation in taxes, foreign currency or changes in duty structure or for any other reasons. However, as per our standard, CPI provision is required to be incorporated. If there is a deviation, please seek relevant approval from Deal Desk.</p>	<p>NCR Atleos will increase its fees, prices and rates, effective as of each Anniversary Date, by the Annual Pricing Adjustment (if such Annual Pricing Adjustment is positive), which will be calculated annually, and applied (whether or not retroactively) on each Anniversary Date</p> <p>For the purposes of this clause:</p> <p>iv. "Anniversary Date" means the one year anniversary of [the Effective Date /the execution date] of this Agreement and each subsequent one year anniversary of such date;</p> <p>v. "Annual Pricing Adjustment" means 2% plus the Inflation Index 12-Month Percentage Change.</p> <p>vi. "Inflation Index 12-Month Percentage Change" means the change in the Inflation Index in India published by Ministry of Statistics and Programme Implementation (MOSPI) or its successor expressed as a percentage, calculated using the value of the Inflation Index for the most recent month available at the Anniversary Date compared to the value of the Inflation Index for the same month in the previous year. By way of example, if January is the relevant month for calculation of the Annual Pricing Adjustment and the Inflation Index in January 2025 is 105, and the Inflation Index in January 2024 is 100, the applicable Inflation Index</p>	<p>Not required</p>
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					<p>12-Month Percentage Change is 5%.</p> <p>For the avoidance of doubt:</p> <ol style="list-style-type: none"> 1. Consent and notice are not conditions of the increase, which will take effect on each Anniversary Date notwithstanding any notice not received by the Client; 2. Any credits due the Client will be applied after the Annual Pricing Adjustment has been completed and invoiced 	
9 5	Pg 47	Scope of Work	Bidder should provide mobile application (Android/IOS) for cheque truncation using Mobile/Tablets by branch users/Corporate clients/ Sub members.		Could you please clarify the envisaged mobile application? Is the requirement specifically for mobile capture in lieu of cheque scanners? Given that Android is the most prevalent platform for such use cases, we recommend limiting the scope to Android.	Kindly check the addendum No.1
9 6	Pg 57	Scope of Work	In case of development of any mobile application ensure to develop & release for both i.e. android and iOS.			Kindly check the addendum No.1

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9 7	Pg 47	Scope of Work	The bidder should provide Integration of proposed CTS application with Bank's Core Banking solution (Existing & Future), Cloud network, Internet Banking, Mobile Banking, ATMs, SMS/WhatsAPP Banking, CMS,NPCI, cheque deposit Kiosks/ Machines, CPPS (Centralized Positive Pay System), HSM (Hardware security module) ,cheque scanners (all models available in the market),smart cheque mobile capture, Automated Cheque returns processing, National Archival System (NAS), Images and transaction data Storage, Retrieval solution, Account Master retrieval (Payee name) from CBS,Data Lake/MIS, Biometric solution, Active Directory of the Bank and any API integration with other channel/vertical server, Kiosks, scanning server through mobile or tablet using remote deposit capture.	Kindly confirm that the bank shall provide SMS WhatsApp Gateway and will bear the cost of SMS.	Bank will provide the SMS Whatsapp Gateway and will bear the cost of SMS.
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9 8	Pg 61	Scope of Work	d. Bidder is required to audit the solution software (s) on yearly basis during the contract period & ensure that the Solution software(s) including third party software (if any) is/are bug free. The bidder is required to submit a certificate from a CERT-In empaneled IS Auditor to the Bank on a yearly basis without any additional cost to the Bank.		Since the application will be on banks infra we will not have access to the same once installed post UAT . Hence an annual certificate does not seem feasible. A code review bug free certificate is released along with each release and the same can be provided. please confirm	Please be guided as per RFP
9 9	Pg 46	Scope of Work	At present, Bank has more than 1650 branches across PAN India and may increase in future. Approximate no. of concurrent users accessing the CTS system on an average, across India is about 4000. The Concurrency of users for the solution offered shall be expandable and Bidder has to recommend the hardware Sizing accordingly.		This requirement seems to be open ended. Providing a maximum limit to the concurrency of users, volume of cheques and other information will enable Vendors to compute hardware sizing required by the Bank.	All the details required to compute the Hardware sizing will be provided to selected bidder.

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1 0 0	Pg 46	Scope of Work	<p>The bidder has to make ensure that the proposed CTS application is compatible with all the latest CTS scanning devices including Mobile/Tablet etc. Bidder should integrate the CTS scanners provided by all CTS scanner manufacturers. Bank may use various make & models of CTS scanners & handheld devices during contract period and bidder has to integrate these Scanners without charging any extra cost to the Bank. No additional interfaces are required to attach the scanners to the Scanning application, in case of any additional interfaces required same should be provided by bidder without any additional cost to the Bank. Currently, Bank is using CTS scanners LIPI Panini Vision X UV VX100, Canon-CR 120, LS 150 etc and tablets details as Samsung Galaxy A8 and IRA Tab etc.</p>	<p>Our application is already integrated to most leading cheque scanners of various makes and models and Bank require customisation limited to that to integrate to Bank's Software instance.</p> <p>For specific integrations (if not already integrated), we would need to access technical feasibility for which necessary DLLs / SDKs to be provisioned by the bank. If feasible, these will be integrated as chargeable customisation.</p>	Please be guided as per RFP
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1 0 1	Pg 43	Scope of Work	<p>The proposed CTS solution should be enabled with AI/Gen AI/Analytics features shall be hosted on Bank's on-premises cloud. Bank shall provide necessary Hardware like HSM (Hardware Security Module), DEM (hardware only) , Operating System (RHEL 9 or higher/ Windows Server 2022 or higher) and Oracle Database version 19c or higher at DC and DR. Apart from these, if any additional software/middleware/ components etc. is required to enhance scope of work, it will be the responsibility of bidder to provide all the required license software/hardware (including third party, if any) on Bank's on-premises private cloud for implementing the solution at DC & DR. All software used for the solution should be licensed and legally obtained in the name of the Bank. Bidder needs to submit the proof for the same. Bidder has to obtain ATS of all these software without any cost to Bank during the contract period including renewal period.</p>	<p>We would like to clarify that our scope is limited to providing the software application. We understand that all required infrastructure will be arranged and provided by the Bank. However, we will provide hardware sizing and planning. Kindly confirm that our responsibility is strictly limited to delivering and supporting the software application, without providing any additional hardware, OS, or infrastructure. Will the bank provide GPU to enable ICR?</p>	<p>The clause is self explanatory that Bank shall provide necessary Hardware</p>
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<p>पंजाब एण्ड सिंध बैंक (भारत सरकार का उपक्रम) प्रधान कार्यालय : सूचना प्रौद्योगिकी विभाग, द्वितीय तल, भूखंड संख्या-151, सेक्टर-44, संस्थागत क्षेत्र, गुरुग्राम - 122003 Email: ho.it@psb.bank.in</p>	 <p>१६ मी वर्णमाला नौ बौ इवर्गि पंजाब एण्ड सिंध बैंक (भारत सरकार का उपक्रम) जहाँ सेवा ही जीवन - ध्येय है</p>	<p>Punjab & Sind Bank (A Govt. Of India Undertaking) H.O. Information Technology Dept., 2nd Floor, Plot No. 151, Sector -44, Institutional Area, Gurugram - 122003 Email: ho.it@psb.bank.in</p>
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102	Pg 91		Operational Level Penalty		To be waived as, in practice, this leads to major controversial situations causing disruptions where costs for either party can be significant. If Bank wish to still have the penalty clause, clarity of incidents against which penalty will be imposed and how the penalty will be computed must be made transparent before bid submission. This will enable Vendor to decide to bid / compute commercials to cover such controversial situations. Bidders cannot accept / work out commercials without clarity on this matter.	Kindly check the addendum No.1
103	Pg 89	Service Level Agreement and penalties	3.12.22 The Bank would expect the bidder to commit to the service level assurances. The Bidder shall commit to maintain uptime of 99.95% and above per month. The SLA will be reviewed on a monthly basis. Penalties will be applicable due to downtime of software application.		We request clarification that the bidder shall not be held responsible for uptime of any related infrastructure, components, or services outside the bidder's application and scope of supply and control (e.g., Bank's network, data center, virtualization platform, or third-party systems). Bank to provide how Penalties, if applicable, will be computed. This is critical input for Bidders decision to bid / work out their commercials to Bank.	Please be guided as per RFP
104	Pg 169	Appendix-G	4. Power of Attorney 5. Copy of Board Resolution		We understand that only one of the two documents needs to be submitted, not both. Kindly confirm.	Both is to be submitted
105	Pg 122	ANNEXURE - IX	Format for Bill of material (BOM)		The current format does not include a section to specify man-day rates for future customizations.	Please be guided as per RFP
106	Pg 122	ANNEXURE - IX	Format for Bill of material (BOM)		The current format does not provide for specifying FM support costs for each of the 5	Please be guided as per RFP

<p>पंजाब एण्ड सिंध बैंक (भारत सरकार का उपक्रम) प्रधान कार्यालय : सूचना प्रौद्योगिकी विभाग, द्वितीय तल, भूखंड संख्या-151, सेक्टर-44, संस्थागत क्षेत्र, गुरुग्राम - 122003 Email: ho.it@psb.bank.in</p>	 <p>१६ मी वर्णमाला नौ वी इकाई पंजाब एण्ड सिंध बैंक (भारत सरकार का उपक्रम) जहाँ सेवा ही जीवन - ध्येय है</p>	<p>Punjab & Sind Bank (A Govt. Of India Undertaking) H.O. Information Technology Dept., 2nd Floor, Plot No. 151, Sector -44, Institutional Area, Gurugram - 122003 Email: ho.it@psb.bank.in</p>
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					<p>years. Kindly provide columns to include year-wise costs.</p>	
<p>1 0 7</p>	<p>Pg 12 2</p>	<p>ANNEXURE - IX</p>	<p>Payment will be made as per the following schedule upon submission of undisputed invoice: · One Time implementation Cost (CTS solution + license) One Time -100 % payment will be released after successful implementation of the project Go live and sign off from the Bank after deduction of penalty if applicable. · Annual technical Support (ATS for CTS solution) - After Successful implementation of the project Go live and sign off from the Bank and after one year warranty. The ATS for the License would start from 2nd year onwards, post delivery and installation of licenses and sign-off from the Bank · Dem Setup cost - DC and DR - - After Successful implementation of the project Go live and sign off from the Bank and after one year warranty. The ATS for the License would start from 2nd year onwards, post delivery and installation of licenses and sign-off from the Bank</p>		<p>We request the Bank to consider incorporating milestone-linked payment terms aligned with key project deliverables and implementation phases, to ensure smoother project execution for both parties.</p>	<p>Please be guided as per RFP</p>

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			<p>· FM support -The payment of FM services (L1 and L2) shall be applicable only after successful implementation of project and sign-off from Bank.</p>			
108	Pg 133	MINIMUM TECHNICAL REQUIREMENTS:	<p>Bidder should provide mobile application for cheque truncation using Mobile/ Tablets by branch users/Corporate clients/ Sub members. There will not be extra server setup and cost for mobile application, that must be integrated with CTS solution.</p>		<p>We understand the bank requires a mobile capture solution. However, ANNEXURE - IX does not include a provision to capture cost details for this item. Our understanding is that additional rows may be added to the RFP commercial format as required. Kindly confirm.</p>	<p>The cost can be incorporated in one time implementation cost.</p>
109	Pg 36	1.31 Eligibility Criteria	<p>Bidder should have direct support offices in Delhi/NCR and Mumbai. In case direct support office of the bidder is not present in Delhi/NCR then an undertaking to be provided by the Bidder stating that direct support would be provided by the</p>		<p>Our understanding is that a support center in Delhi/NCR will suffice, and a support center in Mumbai is not required. Kindly confirm.</p>	<p>The bidder will confirm and undertake that the direct support would be provided by the bidder</p>

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			bidder at Delhi/NCR whenever desired by the Bank.			whenever desired by the Bank.
1110	Pg 58	2.2 Technical Requirement of inward CTS clearing	h. The entire solution should be of modular nature and can be integrated with the existing CTS or any other application.		The requirement seems to be open ended, request the bank to provide the list of other application to be integrated with. Our application is capable to integrate with Bank's surround systems however, feasible mode of communication should be available with such third party systems	Please be guided as per RFP
1111	Pg 64	2.9 Training	The training shall include Functional and Technical training to Bank's designated personnel and training material should be in English. Mode of training for functional training for branches/regional offices/Zonal offices will be online while technical training should be offline.		The training requirement has been provided as part of the RFP however the TCO is not inclusive of training cost. Kindly clarify	Bidder has to factor the cost accordingly

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<p>1 1 2</p>		<p>1.3.1 Eligibility Criteria</p>	<p>14. The bidder/OEM should not be from a country which shares a land border with India unless the bidder/OEM is registered with the Competent Authority (as detailed in Office Memorandum-F.No.6/18/2019P PD of Dept. of Expenditure, Ministry of Finance). bidder/OEM from a country which shares a land border with India means:</p> <p>g. A consortium or joint venture where any member of the consortium or joint venture falls under any of the above.</p>	<p>Kindly clarify whether consortium is allowed . If not, kindly allow same .</p>	<p>Please be guided as per RFP</p>
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<p>पंजाब एण्ड सिंध बैंक (भारत सरकार का उपक्रम) प्रधान कार्यालय : सूचना प्रौद्योगिकी विभाग, द्वितीय तल, भूखंड संख्या-151, सेक्टर-44, संस्थागत क्षेत्र, गुरुग्राम - 122003 Email: ho.it@psb.bank.in</p>	 <p>१६ औं वर्णवर्णन नौ वौ इवर्णन पंजाब एण्ड सिंध बैंक (भारत सरकार का उपक्रम) जहाँ सेवा ही जीवन - ध्येय है</p>	<p>Punjab & Sind Bank (A Govt. Of India Undertaking) H.O. Information Technology Dept., 2nd Floor, Plot No. 151, Sector -44, Institutional Area, Gurugram - 122003 Email: ho.it@psb.bank.in</p>
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1 1 3	42	Section 2.1	Proposed Solution Mechanism / Solution Capabilities:	Bank pro pos es to impl eme nt CTS Solu tion at Ban k's UAT , DC and DR loca tion s.	please clarify whether Bank also expect the bidder to setup pre-production environment and training environment also.	As per the Bank's IT Policy, the setup of UAT, DC, and DR environme nts is mandatory. The bidder may impleme nt pre- production and training environme nt if deemed necessary to ensure the smooth functioning, testing, and deployment and training of the CTS application.
1 1 4	42	Section 2.1	Proposed Solution Mechanism / Solution Capabilities:	The sele cted bidde r is exp ecte d to und erst and the exis ting CTS ope rati ons	Which CTS system is being currently used by Bank? PI Product name with Version and OEM Name	Both CTS solution and DEM application is handled by VSOFT.

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(भारत सरकार का उपक्रम)

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				of the Ban k and impl eme nt the new CTS solu tion for Con tinu ous Clea ring with AI Bas ed Clea ring		
1 1 5	42	Section 2.1	Proposed Solution Mechanism / Solution Capabilities:	The sele cted bid der is exp ecte d to und erst and the exis ting CTS ope rati ons	1. Please clarify whether the existing CTS system is also centralized? 2. Which DC location it is currently installed	1.yes, Inward CTS system is centralised. 2. Bank DC location is Mumbai

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				of the Bank and implement the new CTS solution for Continuous Clearing with AI Based Clearing		
116	42	Section 2.1	Proposed Solution Mechanism / Solution Capabilities:	The selected bidder is expected to understand the existing CTS operations	1. Please clarify whether Data migration from existing CTS is required or not? If yes 2. Whether the data is available in database? 3. Bidder understanding is that data will be made available to bidder in single location with pre-defined data formats. 3. What is the total size of the data to be migrated?	Yes, data migration from the existing CTS application is required. The specific technical details regarding the database structure, data formats, location availability, and total data size will be shared

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				of the Bank and implement the new CTS solution for Continuous Clearing with AI Based Clearing		with the selected bidder at a later stage of the project.
117	42	Section 2.1	Proposed Solution Mechanism / Solution Capabilities:	The successful bidder will be responsible for supplying Software,	Please clarify whether the hardware, required to install the proposed CTS at different data centers will be provided by Bank or bidder to procure hardware also?	Please be guided as per RFP

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				Licence, Maintenance and the end-to-end Implementation of Centralized Cheque Truncation System (CTS)		
118	42	Section 2.1	Proposed Solution Mechanism / Solution Capabilities:	The successful bidder will be responsible for supplying	Bidder understanding is that the scanners at various locations will be provided by Bank. Please confirm?	Yes, Scanners will be provided by Bank.

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				Soft war e, Lice nse, Mai nte nan ce and the end- to- end Impl eme ntat ion of Cen trali zed Che que Tru ncat ion Syst em (CTS)		
1 1 9	42	Section 2.1	Proposed Solution Mechanism / Solution Capabilities:	The succ essf ul bidd er will be resp onsi ble for	Bidder understandins is that procurement and maintenance of scanners at bank locations are not part of Bidder scope. Please confirm.	yes, procurement and maintenance of CTS scanners is not in the bidder scope.

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				sup plyi ng Soft war e, Lice nse, Mai nte nan ce and the end- to- end Impl eme ntat ion of Cen trali zed Che que Tru ncat ion Syst em (CTS)		
1 2 0	42	Section 2.1	Proposed Solution Mechanism / Solution Capabilities:	The pro pos ed solu tion mus t sup	what is the peak load observed (Both Inward and outward)?	Inward - 20,000 Outward - 15,000

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				port hori zont al scali ng to han dle pea k load s.		
1 2 1	44	Section 2.1	Proposed Solution Mechanism / Solution Capabilities:	The sele cted bid der shall inte grate the solu tion with the Ban k's exis ting HS M.	Please provide the OEM/product name of HSM currently used by Bank.	Bank is in process of procuring New network HSM for DC and DR location. Selected Bidder will integrate with their solution accordingly.
1 2 2	43	Section 2.1	Proposed Solution Mechanism / Solution Capabilities:	The pro pos ed CTS solu tion sho uld be	Which cloud is being used by Bank?	Bank is having its own private cloud hosted at Bank DC & DR locations.

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				ena bled with AI/G en AI/A naly tics feat ures shall be host ed on Ban k's on- pre mis es clou d.		
1 2 3	43	Section 2.1	Proposed Solution Mechanism / Solution Capabilities:	The pro posed CTS solu tion sho uld be ena bled with AI/G en AI/A naly tics feat ures	Bidder understanding is that network procurement/maintenance/sup port is not part of Bidder scope. The network in data centers, between data centers and branches will be Bank's responsibility. Please confirm bidder understanding.	Yes,network procurement /maintenanc e/support is with Bank only.Howeve r Bidder has to support the Bank's internal teams in troubleshooti ng and resolving network- related issues that impact the performance, connectivity,

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				shall be hosted on Bank's on-premises cloud.		or security of the CTS application servers and databases.
1 2 4	64	Section 2.9	Training	The training shall include Functional and Technical training to Bank's designated personnel and training material shall	Request Bank to confirm the following: 1. How many training sessions/batches and how many Bank personnel to be trained. 2. For the off-line training, please specify the location of training.	Outward operation training is to be given to atleast 2 staff of all the 1610 branches and Inward operation training is to be given to RCC delhi staff only. Rest details will be shared post selection of bidder.

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				uld be in Engl ish.		
1 2 5	64	Section 2.9	Training	The trai ning shall incl ude Fun ctio nal and Tec hnic al trai ning to Ban k's desi gnat ed pers onn el and trai ning mat erial sho uld be in Engl ish.	Bidder understanding is that for off-line training, the training facilities like training room, training equipments, connectivity to training servers, etc will be provided by Bank. Please confirm.	Bank will provide the training related Infrastructur e.

<p>पंजाब एण्ड सिंध बैंक (भारत सरकार का उपक्रम) प्रधान कार्यालय : सूचना प्रौद्योगिकी विभाग, द्वितीय तल, भूखंड संख्या-151, सेक्टर-44, संस्थागत क्षेत्र, गुरुग्राम - 122003 Email: ho.it@psb.bank.in</p>	 <p>ੴ ਸ੍ਰੀ ਵਪਾਰਕ ਨੀ ਵੀ ਫ਼ਤਹਿ पंजाब एण्ड सिंध बैंक (भारत सरकार का उपक्रम) जहाँ सेवा ही जीवन - ध्येय है</p>	<p>Punjab & Sind Bank (A Govt. Of India Undertaking) H.O. Information Technology Dept., 2nd Floor, Plot No. 151, Sector -44, Institutional Area, Gurugram - 122003 Email: ho.it@psb.bank.in</p>
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1 2 6	66	Section 2.10	2.10 Scope Related to Service	Mig rati on of exis ting Arch ival into New Arch ival.	1. What is the total size of the existing Archive? 2. Is the archival data available in database or in some data format or within some application. Please provide more details. 3. If available within application, which application is used for achiving the data and what is the data store format?	Details will be shared with Bidder on completion of RFP.
1 2 7	66	Section 2.11.1	2.11 Scope for Facility Management Service	The ven dor sho uld arra nge req uire d num ber of onsi te sup port reso urce s alon g with tea m lead /pro ject man ager with	Request Bank to consider Bachelors degree in Science/Commerce or Diploma for proposed L1/L2 resources.	Please be guided as per RFP

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				following minimum qualifications and experience:		
128	67	Section 2.11.2	2.11 Scope for Facility Management Service	FM resources deployed must be on the payroll/contract of the successful bidder. Required verification rep	Request Bank to consider resources from Bidder/OEM/Bidder's approved resource partner for L1 and L2 Roles.	Please be guided as per RFP

ਪੰਜਾਬ ਐਂਡ ਸਿੰਧ ਬੈਂਕ

(ਭਾਰਤ ਸਰਕਾਰ ਕਾ ਉਪਕਰਮ)

ਪ੍ਰਧਾਨ ਕਾਰਜਾਲਯ : ਸੂਚਨਾ ਪ੍ਰਾੈਯੋਗਿਕੀ ਵਿਭਾਗ,
ਦੁਵਿਤੀਯ ਤਲ, ਭੂਖੰਡ ਸੰਖਯਾ-151,
ਸੇਕਟਰ-44, ਸੰਸਥਾਗਤ ਕੇਤ੍ਰ,
ਗੁਰੂਗ੍ਰਾਮ - 122003

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ੴ ਸ੍ਰੀ ਵਾਗਿਗੁਰੂ ਨਾਮੋ ਵਾਗਿ

ਪੰਜਾਬ ਐਂਡ ਸਿੰਧ ਬੈਂਕ

(ਭਾਰਤ ਸਰਕਾਰ ਕਾ ਉਪਕਰਮ)

ਜਹਾੈ ਸੇਵਾ ਹੀ ਯੀਵਨ - ਖਯੋਯ ਹੈ

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				orts like Poli ce verif icati on, Cre dit hist ory etc. to be sub mitt ed to the Ban k.		
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1 2 9	88	Section 3.12 .19	Service Level Agreement and penalties	Sev erity of defe cts, Pro ble m Anal ysis & Res pon se Tim e, Tim e fra me for Res oluti on & Pen alty Am oun t	The suggested response/resolution time is aggressive and penalties are very high. Request Bank to consider revising this and agree during contracting with selected bidder. Severity 1 Problem analysis time - 1 Hr Resolution Time - 2 Hrs Severity 2 Problem analysis time - 2 Hrs Resolution Time - 4 Hrs Severity 3 Problem analysis time - 1 business day Resolution Time - 4 business days Severity 4 Problem analysis time - 2 business days Resolution Time - 5 business days/Next Patch release	Kindly check the addendum No.1
1 3 0	88	Section 3.12 .19	Service Level Agreement and penalties	Sev erity of defe cts, Pro ble m Anal ysis & Res pon	Bidder understanding is that ticket logging, application monitoring, SLA tracking and reporting tools will be provided by Bank.	Bank is having ITSM tool for ticket logging,SLA tracking and application monitoring. Bidder FM resource will be solely responsible to monitor the

<p>पंजाब एण्ड सिंध बैंक (भारत सरकार का उपक्रम) प्रधान कार्यालय : सूचना प्रौद्योगिकी विभाग, द्वितीय तल, भूखंड संख्या-151, सेक्टर-44, संस्थागत क्षेत्र, गुरुग्राम - 122003 Email: ho.it@psb.bank.in</p>	 <p>ੴ ਸ੍ਰੀ ਵਾਸਤਵੁ ਨੀ ਚੈ ਫੁਲਿ पंजाब एण्ड सिंध बैंक (भारत सरकार का उपक्रम) जहाँ सेवा ही जीवन - ध्येय है</p>	<p>Punjab & Sind Bank (A Govt. Of India Undertaking) H.O. Information Technology Dept., 2nd Floor, Plot No. 151, Sector -44, Institutional Area, Gurugram - 122003 Email: ho.it@psb.bank.in</p>
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				se Tim e, Tim e fra me for Res oluti on & Pen alty Am oun t		application and closing the tickets raised by branches.
1 3 1	75	Section 2.19	2.19 UAT Acceptance Criteria	Sec urit y Acc epta nce: CER T-In VAP T mus t be com plet ed on UAT buil d.	Please confirm whether CERT- in audit will be bidder responsibility or Bank will conduct CERT-in audit and will borne the cost of audit. Please clarify.	it is the bidder responsibility to complete the VAPT of UAT build through CERT-IN Auditor.
1 3 2	46	Section 2.1 Point 22.	Proposed Solution Mechanism / Solution Capabilities:	App roxi mat e no. of con	Plea provide an YoY growth projection of the following parameters. 1. YoY growth projection of no of branches 2. YoY growth projection of no of concurrent users	Details will be shared with Bidder post completion of RFP.

पंजाब एण्ड सिंध बैंक

(भारत सरकार का उपक्रम)

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सेक्टर-44, संस्थागत क्षेत्र,
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ੴ ਸ੍ਰੀ ਵਪਾਰਕ ਨੀ ਵੀ ਫ਼ਤਹਿ

पंजाब एण्ड सिंध बैंक

(भारत सरकार का उपक्रम)

जहाँ सेवा ही जीवन - ध्येय है

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				current users accessing the CTS system on an average, across India is about 4000.	3. yearly growth of inward and outward volume	
133	52	Section 2.1 Point 60.	Proposed Solution Mechanism / Solution Capabilities:	The bidder will be required to provide post implementation onsite support for	Whether the support window is 7 days a week or bank business days. Please clarify	Please be guided as per RFP

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				m 7A M to 10P M		
1 3 4	43	Section 2.1 Point 6.	Proposed Solution Mechanism / Solution Capabilities:	The selected bidder shall provide 4 L1 & 2 onsite technical resources at the Bank's Primary Site (Navi Mumbai), RCC delhi and HO IT	Considering the SLA and support hours, we may need more resources. Request bank to increase the number of proposed resources required (5 L1 & 3 L2). How the addition of resources to proposed team to be handled? Kindly advise.	Please be guided as per RFP

पंजाब एण्ड सिंध बैंक

(भारत सरकार का उपक्रम)

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सेक्टर-44, संस्थागत क्षेत्र,
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ੴ ਸ੍ਰੀ ਵਾਸਤਵੁ ਨੀ ਭਉ ਭਵੈ

पंजाब एण्ड सिंध बैंक

(भारत सरकार का उपक्रम)

जहाँ सेवा ही जीवन - ध्येय है

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				Gur gao n for end- to- end Facil ity Man age men t Serv ices c		
1 3 5	52	Section 2.1 Point 60.	Proposed Solution Mechanism / Solution Capabilities:	Engi neer s will also be resp onsi ble to prov ide the sup port for CTS solu tion to bran ches /ser vice bran ches /hu	1. How is the branch users log issues with proposed Bidder's CTS team? 2. Voice based support is required or not? 3. On average, how many calls are currently received daily by the CTS team?	Can be finalized with selected bidder

पंजाब एण्ड सिंध बैंक

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सेक्टर-44, संस्थागत क्षेत्र,
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(भारत सरकार का उपक्रम)

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				bs etc.		
1 3 6	53	Section 2.1 Point 65.	Proposed Solution Mechanism / Solution Capabilities:	Selected bidder will migrate the existing data, archival system along with cheque images both for Inward and Outward instruments from	How many existing cheque images to be migrated? Which format this images are available and what is the total size of image storage?	Details will be shared with Bidder post completion of RFP.

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				the existing service provider to proposed CTS solution		
137	19		1.13 Performance Bank Guarantee (PBG)		As there is no cure period before invoking PBG, so Bidder request to provide 30 days cure period before invoking PBG.	please be guided as per RFP
138	58		2.2 Technical Requirement Automation of inward CTS clearing	e. The bidder will be liable for any financial loss that the bank may incur due to fals	e. The bidder will be liable for any financial loss that the bank may incur due to false positive, false negative result or due to any other technical glitch without any upper limit. Suitable penalty will be applicable in this regard.	The clause is self explanatory.

ਪੰਜਾਬ ਐਂਡ ਸਿੰਧ ਬੈਂਕ

(ਭਾਰਤ ਸਰਕਾਰ ਦਾ ਉਪਕਰਮ)

ਪ੍ਰਧਾਨ ਕਾਰਜਾਲਯ : ਸੂਚਨਾ ਪ੍ਰਾਇਵੇਜੀਟੀ ਵਿਭਾਗ,
ਦੁਵਿੱਤੀਯ ਤਲ, ਭੂਖੰਡ ਸੰਖਯਾ-151,
ਸੇਕਟਰ-44, ਸੰਸਥਾਗਤ ਕਸ਼ੇਤ੍ਰ,
ਗੁਰੂਗ੍ਰਾਮ - 122003

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ੴ ਸ੍ਰੀ ਵਾਹਿਗੁਰੂ ਨਾਮੋ ਕੀ ਵਾਹਿਗੁਰੀ

ਪੰਜਾਬ ਐਂਡ ਸਿੰਧ ਬੈਂਕ

(ਭਾਰਤ ਸਰਕਾਰ ਦਾ ਉਪਕਰਮ)

ਜਹਾਨ ਸੇਵਾ ਹੀ ਜੀਵਨ - ਖਯੋਯ ਹੈ

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				e posi tive, fals e neg ativ e resu lt or due to any oth er tech nica l glitc h with out any upp er limit . Suit able pen alty will be appl icab le in this rega rd.		
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<p>पंजाब एण्ड सिंध बैंक (भारत सरकार का उपक्रम) प्रधान कार्यालय : सूचना प्रौद्योगिकी विभाग, द्वितीय तल, भूखंड संख्या-151, सेक्टर-44, संस्थागत क्षेत्र, गुरुग्राम - 122003 Email: ho.it@psb.bank.in</p>	 <p>१६ औं वर्णवर्ग नौ वौ इवर्गि पंजाब एण्ड सिंध बैंक (भारत सरकार का उपक्रम) जहाँ सेवा ही जीवन - ध्येय है</p>	<p>Punjab & Sind Bank (A Govt. Of India Undertaking) H.O. Information Technology Dept., 2nd Floor, Plot No. 151, Sector -44, Institutional Area, Gurugram - 122003 Email: ho.it@psb.bank.in</p>
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1 3 9	78		CHAPTER 3 - TERMS AND CONDITONS	Ter ms and con ditio n - 2. The Age ncy will at no time reso rt to plag iarism. 'Pun jab and Sind Ban k' will not be a part y to any disp ute arisi ng on acco unt of plag iarism reso	Terms and condition - 2. The Agency will at no time resort to plagiarism. 'Punjab and Sind Bank' will not be a party to any dispute arising on account of plagiarism resorted to by the Agency. The agency will indemnify Punjab and Sind Bank against any claim, laws, damages, etc. arising out of the agency having resorted to plagiarism or violation & IPR of any third party.	Please be guided as per RFP
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ਪੰਜਾਬ ਐਂਡ ਸਿੰਧ ਬੈਂਕ

(ਭਾਰਤ ਸਰਕਾਰ ਕਾ ਉਪਕਰਮ)

ਪ੍ਰਧਾਨ ਕਾਰਜਾਲਯ : ਸੂਚਨਾ ਪ੍ਰਾਇਵੀਗਿਕੀ ਵਿਭਾਗ,
ਦੁਵਿਤੀਯ ਤਲ, ਭੂਖੰਡ ਸੰਖਯਾ-151,
ਸੇਕਟਰ-44, ਸੰਸਥਾਗਤ ਕੇਤ੍ਰ,
ਗੁਰੂਗ੍ਰਾਮ - 122003

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ੴ ਸ੍ਰੀ ਵਾਹਿਗੁਰੂ ਨਾਮੋ ਕੀ ਵਾਹਿਗੁਰੂ

ਪੰਜਾਬ ਐਂਡ ਸਿੰਧ ਬੈਂਕ

(ਭਾਰਤ ਸਰਕਾਰ ਕਾ ਉਪਕਰਮ)

ਜਹਾਨ ਸੇਵਾ ਹੀ ਜੀਵਨ - ਖਯੋਯ ਹੈ

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				rted to by the Age ncy. The age ncy will inde mnif y Punj ab and Sind Ban k agai nst any clai m, laws , dam ages , etc. arisi ng out of the age ncy havi ng reso rted to plag		
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<p>पंजाब एण्ड सिंध बैंक (भारत सरकार का उपक्रम) प्रधान कार्यालय : सूचना प्रौद्योगिकी विभाग, द्वितीय तल, भूखंड संख्या-151, सेक्टर-44, संस्थागत क्षेत्र, गुरुग्राम - 122003 Email: ho.it@psb.bank.in</p>	 <p>१६ औं वणिज्जालु नौ वौ इवर्गि पंजाब एण्ड सिंध बैंक (भारत सरकार का उपक्रम) जहाँ सेवा ही जीवन - ध्येय है</p>	<p>Punjab & Sind Bank (A Govt. Of India Undertaking) H.O. Information Technology Dept., 2nd Floor, Plot No. 151, Sector -44, Institutional Area, Gurugram - 122003 Email: ho.it@psb.bank.in</p>
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				<p>infringement or violation & IPR of any third party.</p>		
<p>140</p>	<p>88</p>		<p>Severity Description - 1 point</p>	<p>Production application down or major malfunction resulting in application inoperative condition or A complete</p>	<p>Production application down or major malfunction resulting in application inoperative condition or A complete outage or critical functionality failure of the CTS system that prevents Inward or Outward clearing operations. Users are unable to perform their normal functions. The specific functionality is mission-critical to the business and the situation is considered an emergency which results in regulatory risk or financial loss (including risk of deemed paid cheques).</p>	<p>Please be guided by RFP</p>

पंजाब एण्ड सिंध बैंक

(भारत सरकार का उपक्रम)

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सेक्टर-44, संस्थागत क्षेत्र,
गुरुग्राम - 122003

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ੴ ਸ੍ਰੀ ਵਾਹਿਗੁਰੂ ਨਾਮੋ ਕੀ ਵਾਹਿਗੁਰੂ

पंजाब एण्ड सिंध बैंक

(भारत सरकार का उपक्रम)

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				e outa ge or criti cal func tion ality failu re of the CTS syst em that prev ents Inw ard or Out war d clea ring ope rati ons. User s are una ble to perf orm thei r nor mal func		
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पंजाब एण्ड सिंध बैंक

(भारत सरकार का उपक्रम)

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सेक्टर-44, संस्थागत क्षेत्र,
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ੴ ਸ੍ਰੀ ਵਪੰਗਲੁ ਨੀ ਵੀ ਫ਼ਤਹਿ

पंजाब एण्ड सिंध बैंक

(भारत सरकार का उपक्रम)

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				tion s. The spec ific func tion ality is miss ion- criti cal to the busi ness and the situ atio n is cons ider ed an eme rgen cy whi ch resu lts in regu lato ry risk or fina ncia l loss		
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ਪੰਜਾਬ ਐਂਡ ਸਿੰਧ ਬੈਂਕ

(ਭਾਰਤ ਸਰਕਾਰ ਕਾ ਉਪਕਰਮ)

ਪ੍ਰਧਾਨ ਕਾਰਜਾਲਯ : ਸੂਚਨਾ ਪ੍ਰਾਇਵੀਗਿਕੀ ਵਿਭਾਗ,
ਦੁਵਿਤੀਯ ਤਲ, ਭੂਖੰਡ ਸੰਖਯਾ-151,
ਸੇਕਟਰ-44, ਸੰਸਥਾਗਤ ਕੇਟ੍ਰ,
ਗੁਰੂਗ੍ਰਾਮ - 122003

Email: ho.it@psb.bank.in



ੴ ਸ੍ਰੀ ਵਾਗਿਗਲੁ ਨੀ ਵੀ ਫੁਰਗਿ

ਪੰਜਾਬ ਐਂਡ ਸਿੰਧ ਬੈਂਕ

(ਭਾਰਤ ਸਰਕਾਰ ਕਾ ਉਪਕਰਮ)

ਜਹਾ ਸੇਵਾ ਹੀ ਜੀਵਨ - ਖਯੇ ਹੈ

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				(including risk of deemed paid cheques).		
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<p>पंजाब एण्ड सिंध बैंक (भारत सरकार का उपक्रम) प्रधान कार्यालय : सूचना प्रौद्योगिकी विभाग, द्वितीय तल, भूखंड संख्या-151, सेक्टर-44, संस्थागत क्षेत्र, गुरुग्राम - 122003 Email: ho.it@psb.bank.in</p>	 <p>१६ मी वर्णमाला नौ बौ इवर्गि पंजाब एण्ड सिंध बैंक (भारत सरकार का उपक्रम) जहाँ सेवा ही जीवन - ध्येय है</p>	<p>Punjab & Sind Bank (A Govt. Of India Undertaking) H.O. Information Technology Dept., 2nd Floor, Plot No. 151, Sector -44, Institutional Area, Gurugram - 122003 Email: ho.it@psb.bank.in</p>
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1 4 1	91		3.12.34	3.12 .34 The pen alty men tion ed abo ve will be over and abo ve the fina ncia l loss that has to be bor ne by the bidd er Pen alty for fina ncia l loss to Ban k, whe re	3.12.34 The penalty mentioned above will be over and above the financial loss that has to be borne by the bidder Penalty for financial loss to Bank, where disputed amount not recovered from customer/other Bank: I. Any financial loss to the Bank arising due to incorrect validation of signature of the cheque, wrong/incorrect result, false positive, false negative, signature, amount in words & figures, date, account number, cheque number, alphanumeric code etc. will be borne by bidder without any upper limit. II. Also, bidder will be liable for any loss/penalty imposed by any statutory body / court due to wrong processing of cheque. III. Bank can penalize the vendor for the dispute raised by customer, even after the vendor payment for that particular quarter has been already processed. IV. The penalty mentioned above due to financial loss will be over and above the penalty as mentioned in point.	Kindly check the addendum No.1
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पंजाब एण्ड सिंध बैंक

(भारत सरकार का उपक्रम)

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ੴ ਸ੍ਰੀ ਵਪਾਰਕ ਨੀ ਵੀ ਫ਼ਤਹਿ

पंजाब एण्ड सिंध बैंक

(भारत सरकार का उपक्रम)

जहाँ सेवा ही जीवन - ध्येय है

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				dis ute d amo unt not reco vere d fro m cust ome r/ot her Ban k: I. Any fina ncia l loss to the Ban k arisi ng due to inco rrec t vali dati on of sign atur e of the che		
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ਪੰਜਾਬ ਐਂਡ ਸਿੰਧ ਬੈਂਕ

(ਭਾਰਤ ਸਰਕਾਰ ਕਾ ਉਪਕਰਮ)

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ੴ ਸ੍ਰੀ ਵਾਗਿਗਲੁ ਨੀ ਵੀ ਫੁਗਿ

ਪੰਜਾਬ ਐਂਡ ਸਿੰਧ ਬੈਂਕ

(ਭਾਰਤ ਸਰਕਾਰ ਕਾ ਉਪਕਰਮ)

ਜਹਾੈ ਸੇਵਾ ਹੀ ਯੀਵਨ - ਖਯੋਯ ਹੈ

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				que, wro ng/i ncor rect resu lt, fals e posi tive, fals e neg ativ e, sign atur e, amo unt in wor ds & figur es, date , acco unt num ber, che que num ber, alph anu meri c cod e etc.		
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पंजाब एण्ड सिंध बैंक

(भारत सरकार का उपक्रम)

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द्वितीय तल, भूखंड संख्या-151,
सेक्टर-44, संस्थागत क्षेत्र,
गुरुग्राम - 122003

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ੴ ਸ੍ਰੀ ਵਪਾਰਕ ਨੀ ਵੀ ਫ਼ਤਹਿ

पंजाब एण्ड सिंध बैंक

(भारत सरकार का उपक्रम)

जहाँ सेवा ही जीवन - ध्येय है

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				will be bor ne by bidd er with out any upp er limit . . II. Also , bidd er will be liabl e for any loss /pe nalt y imp ose d by any stat utor y bod y/ cour t due to wro		
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पंजाब एण्ड सिंध बैंक

(भारत सरकार का उपक्रम)

प्रधान कार्यालय : सूचना प्रौद्योगिकी विभाग,
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सेक्टर-44, संस्थागत क्षेत्र,
गुरुग्राम - 122003

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ੴ ਸ੍ਰੀ ਵਪਾਰਕ ਨੀ ਵੀ ਫ਼ਤਹਿ

पंजाब एण्ड सिंध बैंक

(भारत सरकार का उपक्रम)

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				ng proc essi ng of che que. III. Ban k can pen alize the ven dor for the dis p ute rais ed by cust ome r, eve n afte r the ven dor pay men t for that part icul ar quar ter has		
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पंजाब एण्ड सिंध बैंक

(भारत सरकार का उपक्रम)

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सेक्टर-44, संस्थागत क्षेत्र,
गुरुग्राम - 122003

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ੴ ਸ੍ਰੀ ਵਪਿਗਰੁ ਨੀ ਕੀ ਫੁਕਰਿ

पंजाब एण्ड सिंध बैंक

(भारत सरकार का उपक्रम)

जहाँ सेवा ही जीवन - ध्येय है

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				been already processed. IV. The penalty mentioned above due to financial loss will be over and above the penalty as mentioned in point.		
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<p>पंजाब एण्ड सिंध बैंक (भारत सरकार का उपक्रम) प्रधान कार्यालय : सूचना प्रौद्योगिकी विभाग, द्वितीय तल, भूखंड संख्या-151, सेक्टर-44, संस्थागत क्षेत्र, गुरुग्राम - 122003 Email: ho.it@psb.bank.in</p>	 <p>१६ औं वर्णवर्ग नौ वी इवर्गि पंजाब एण्ड सिंध बैंक (भारत सरकार का उपक्रम) जहाँ सेवा ही जीवन - ध्येय है</p>	<p>Punjab & Sind Bank (A Govt. Of India Undertaking) H.O. Information Technology Dept., 2nd Floor, Plot No. 151, Sector -44, Institutional Area, Gurugram - 122003 Email: ho.it@psb.bank.in</p>
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1 4 2	97			4.8	<p>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 be guided as per RFP</p>
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<p>पंजाब एण्ड सिंध बैंक (भारत सरकार का उपक्रम) प्रधान कार्यालय : सूचना प्रौद्योगिकी विभाग, द्वितीय तल, भूखंड संख्या-151, सेक्टर-44, संस्थागत क्षेत्र, गुरुग्राम - 122003 Email: ho.it@psb.bank.in</p>	 <p>ਪੰਜਾਬ ਏਂਡ ਸਿੰਧ ਬੈਂਕ (भारत सरकार का उपक्रम) जहाँ सेवा ही जीवन - ध्येय है</p>	<p>Punjab & Sind Bank (A Govt. Of India Undertaking) H.O. Information Technology Dept., 2nd Floor, Plot No. 151, Sector -44, Institutional Area, Gurugram - 122003 Email: ho.it@psb.bank.in</p>
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14 0 3		4.15 Limitation of Liability	4.15 Bidder requests minor modifications; 4.15 Limitation of Liability Vendor(s) aggregate liability of the Contract shall be limited to a maximum of the Contract value. This limit shall not apply to third party claims for IP Infringement indemnity, bodily injury (including Death) and damage to real property and tangible personal property caused by vendor(s)/s' gross negligence. For the purpose for the section, contract value at any given point of time, means the aggregate value of the purchase orders placed by bank on the vendor(s) that gave rise to claim, under this Tender. Vendor(s) shall not be liable for any loss of revenue, loss of profit, loss of goodwill, business interruption, diminished business value, loss of anticipated savings, indirect, consequential, incidental or special damages under the Agreement/ Purchase Order.	Please be guided as per RFP
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ਪੰਜਾਬ ਐਂਡ ਸਿੰਧ ਬੈਂਕ

(ਭਾਰਤ ਸਰਕਾਰ ਦਾ ਉਪਕਰਮ)

ਪ੍ਰਧਾਨ ਕਾਰਜਾਲਯ : ਸੂਚਨਾ ਪ੍ਰਾਇਵੇਟਿਕੀ ਵਿਭਾਗ,
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ੴ ਸ੍ਰੀ ਵਾਜਿਰਾਜੁ ਨੀ ਵੀ ਫੁੜਿ

ਪੰਜਾਬ ਐਂਡ ਸਿੰਧ ਬੈਂਕ

(ਭਾਰਤ ਸਰਕਾਰ ਦਾ ਉਪਕਰਮ)

ਜਹਾੰ ਸੇਵਾ ਹੀ ਜੀਵਨ - ਖਯੋਯ ਹੈ

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				part y clai ms for IP Infri nge men t inde mni ty, bodi ly injur y (incl udin g Dea th) and dam age to real pro pert y and tang ible pro pert y caus ed by ven dor(s)/s' gros		
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ਪੰਜਾਬ ਐਂਡ ਸਿੰਧ ਬੈਂਕ

(ਭਾਰਤ ਸਰਕਾਰ ਕਾ ਉਪਕਰਮ)

ਪ੍ਰਧਾਨ ਕਾਰਜਾਲਯ : ਸੂਚਨਾ ਪ੍ਰਾਇਵੀਗਿਕੀ ਵਿਭਾਗ,

ਦੁਵਿਤੀਯ ਤਲ, ਭੂਖੰਡ ਸੰਖਯਾ-151,

ਸੇਕਟਰ-44, ਸੰਸਥਾਗਤ ਕੇਢਰ,

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ੴ ਸ੍ਰੀ ਵਾਗਿਗਲੁ ਨੀ ਵੀ ਫੁਗਿ

ਪੰਜਾਬ ਐਂਡ ਸਿੰਧ ਬੈਂਕ

(ਭਾਰਤ ਸਰਕਾਰ ਕਾ ਉਪਕਰਮ)

ਜਹਾੰ ਸੇਵਾ ਹੀ ਯੀਵਨ - ਢਯੇਯ ਹੈ

Punjab & Sind Bank

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Sector -44, Institutional Area,

Gurugram - 122003

Email: ho.it@psb.bank.in

				s negl igen ce. For the pur pos e for the secti on, cont ract valu e at any give n poin t of time , mea ns the aggr egat e valu e of the purc has e ord ers plac ed by ban k on		
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पंजाब एण्ड सिंध बैंक

(भारत सरकार का उपक्रम)

प्रधान कार्यालय : सूचना प्रौद्योगिकी विभाग,
द्वितीय तल, भूखंड संख्या-151,
सेक्टर-44, संस्थागत क्षेत्र,
गुरुग्राम - 122003

Email: ho.it@psb.bank.in



ੴ ਸ੍ਰੀ ਵਪਾਰਕ ਨੀ ਵੀ ਫ਼ਤਹਿ

पंजाब एण्ड सिंध बैंक

(भारत सरकार का उपक्रम)

जहाँ सेवा ही जीवन - ध्येय है

Punjab & Sind Bank

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				the vendor(s) that gave rise to claim, under this Tender. Vendor(s) shall not be liable for any indirect, consequential, incidental or special damages under the		
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ਪੰਜਾਬ ਐਂਡ ਸਿੰਧ ਬੈਂਕ

(ਭਾਰਤ ਸਰਕਾਰ ਕਾ ਉਪਕਰਮ)

ਪ੍ਰਧਾਨ ਕਾਰਜਾਲਯ : ਸੂਚਨਾ ਪ੍ਰਾਇਓਗਿਕੀ ਵਿਭਾਗ,
ਦੁਵਿਤੀਯ ਤਲ, ਭੂਖੰਡ ਸੰਖਯਾ-151,
ਸੇਕਟਰ-44, ਸੰਸਥਾਗਤ ਕੇਤ੍ਰ,
ਗੁਰੂਗ੍ਰਾਮ - 122003

Email: ho.it@psb.bank.in



ੴ ਸ੍ਰੀ ਵਾਹਿਗੁਰੂ ਨਾਮੋ ਕ੍ਰਿਤਿ

ਪੰਜਾਬ ਐਂਡ ਸਿੰਧ ਬੈਂਕ

(ਭਾਰਤ ਸਰਕਾਰ ਕਾ ਉਪਕਰਮ)

ਜਹਾਂ ਸੇਵਾ ਹੀ ਜੀਵਨ - ਖ਼ਯੇ ਹੈ

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Gurugram - 122003

Email: ho.it@psb.bank.in

				Agreement/ Purchase Order.		
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<p>पंजाब एण्ड सिंध बैंक (भारत सरकार का उपक्रम) प्रधान कार्यालय : सूचना प्रौद्योगिकी विभाग, द्वितीय तल, भूखंड संख्या-151, सेक्टर-44, संस्थागत क्षेत्र, गुरुग्राम - 122003 Email: ho.it@psb.bank.in</p>	 <p>ੴ ਸ੍ਰੀ ਵਾਹਿਗੁਰੂ ਨਾਮੋ ਕੀ ਵਾਹਿਗੁਰੂ पंजाब एण्ड सिंध बैंक (भारत सरकार का उपक्रम) जहाँ सेवा ही जीवन - ध्येय है</p>	<p>Punjab & Sind Bank (A Govt. Of India Undertaking) H.O. Information Technology Dept., 2nd Floor, Plot No. 151, Sector -44, Institutional Area, Gurugram - 122003 Email: ho.it@psb.bank.in</p>
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1 4 4	81		3.7 Order Cancellation	a. The Ban k rese rves its righ t to canc el the enti re / une xecu ted part of the Purc has e Ord er at any time by assi gnin g appr opri ate reas ons and reco ver exp endi ture	Bidder requests and proposes the below modifications: a. The Bank reserves its right to cancel the entire / unexecuted part of the Purchase Order at any time by assigning appropriate reasons (after providing a cure period of 30 days and thereafter providing a 30 days' notice period) and recover expenditure incurred by the Bank in addition to recovery of liquidated damages in terms of the contract, in the event of one or more of the following conditions: b. The Bank reserves the right to cancel the contract placed on the selected bidder and recover the expenditure incurred by the Bank on the following circumstances that are not occasioned due to reasons solely and directly attributable to the Bank alone: i) Non submission of acceptance of order within 7 days of order. ii) Excessive delay in execution of orders placed by the Bank. iii) The selected bidder commits a material breach of any of the terms and conditions of the bid. vi) The progress made by the selected bidder is found to be unsatisfactory. vii) If deductions on account of liquidated Damages/penalties exceeds more than 10% of the total contract price.	Please be guided as per RFP
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पंजाब एण्ड सिंध बैंक

(भारत सरकार का उपक्रम)

प्रधान कार्यालय : सूचना प्रौद्योगिकी विभाग,

द्वितीय तल, भूखंड संख्या-151,

सेक्टर-44, संस्थागत क्षेत्र,

गुरुग्राम - 122003

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ੴ ਸ੍ਰੀ ਵਾਜਿਗੁ ਨੀ ਵੀ ਫੁਰਿ

पंजाब एण्ड सिंध बैंक

(भारत सरकार का उपक्रम)

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Gurugram - 122003

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				incurred by the Bank in addition to recovery of liquidated damages in terms of the contract, in the event of one or more of the following conditions: b. The Ban	ix) Non satisfactory performance of the Project in terms of affecting the Core Systems of the Bank or the Core Business of the Bank and the functioning of the Branches/Offices of the Bank.	
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ਪੰਜਾਬ ਐਂਡ ਸਿੰਧ ਬੈਂਕ

(ਭਾਰਤ ਸਰਕਾਰ ਕਾ ਉਪਕਰਮ)

ਪ੍ਰਧਾਨ ਕਾਰਜਾਲਯ : ਸੂਚਨਾ ਪ੍ਰਾਇਵੀਗਿਕੀ ਵਿਭਾਗ,
ਦੁਵਿਤੀਯ ਤਲ, ਭੂਖੰਡ ਸੰਖਯਾ-151,
ਸੇਕਟਰ-44, ਸੰਸਥਾਗਤ ਕੇਢਰ,
ਗੁਰੂਗ੍ਰਾਮ - 122003

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ੴ ਸ੍ਰੀ ਵਾਗਿਗਲੁ ਨੀ ਵੀ ਫੁਗਿ

ਪੰਜਾਬ ਐਂਡ ਸਿੰਧ ਬੈਂਕ

(ਭਾਰਤ ਸਰਕਾਰ ਕਾ ਉਪਕਰਮ)

ਜਹਾੰ ਸੇਵਾ ਹੀ ਯੀਵਨ - ਖਯੋਯ ਹੈ

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				k rese rves the righ t to canc el the cont ract plac ed on the sele cted bidd er and reco ver the exp endi ture incu rred by the Ban k on the follo win g circ ums tanc es: i) Non sub		
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पंजाब एण्ड सिंध बैंक

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(भारत सरकार का उपक्रम)

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				mission of acceptance of order with in 7 days of order. ii) Excessive delay in execution of orders placed by the Bank. iii) The selected bidder commits a breach		
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ਪੰਜਾਬ ਐਂਡ ਸਿੰਧ ਬੈਂਕ

(ਭਾਰਤ ਸਰਕਾਰ ਕਾ ਉਪਕਰਮ)

ਪ੍ਰਧਾਨ ਕਾਰਜਾਲਯ : ਸੂਚਨਾ ਪ੍ਰਾਇਵੀਗਿਕੀ ਵਿਭਾਗ,
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ੴ ਸ੍ਰੀ ਵਾਹਿਗੁਰੂ ਨਾਨਕੀ ਵਾਹਿਗੁਰੂ

ਪੰਜਾਬ ਐਂਡ ਸਿੰਧ ਬੈਂਕ

(ਭਾਰਤ ਸਰਕਾਰ ਕਾ ਉਪਕਰਮ)

ਜਹਾਨ ਸੇਵਾ ਹੀ ਜੀਵਨ - ਖਯੋਯ ਹੈ

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				of any of the terms and conditions of the bid. vi) The progress made by the selected bidder is found to be unsatisfactory. vii) If deductions on account of liquidate		
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ਪੰਜਾਬ ਐਂਡ ਸਿੰਧ ਬੈਂਕ

(ਭਾਰਤ ਸਰਕਾਰ ਦਾ ਉਪਕਰਮ)

ਪ੍ਰਧਾਨ ਕਾਰਜਾਲਯ : ਸੂਚਨਾ ਪ੍ਰਾਇਵੀਗਿਕੀ ਵਿਭਾਗ,
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ਸੇਕਟਰ-44, ਸੰਸਥਾਗਤ ਕੇਤ੍ਰ,
ਗੁਰੂਗ੍ਰਾਮ - 122003

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ੴ ਸ੍ਰੀ ਵਾਸੁਕਾਠੁ ਨੀ ਵੀ ਫੁਲਿ

ਪੰਜਾਬ ਐਂਡ ਸਿੰਧ ਬੈਂਕ

(ਭਾਰਤ ਸਰਕਾਰ ਦਾ ਉਪਕਰਮ)

ਜਹਾੰ ਸੇਵਾ ਹੀ ਜੀਵਨ - ਖਯੋਯ ਹੈ

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				d Da mag es/p enal ties exce eds mor e than 10% of the tota l cont ract pric e. ix) Non satis fact ory perf orm anc e of the Proj ect in ter ms of affe ctin g the Cor e Syst		
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पंजाब एण्ड सिंध बैंक

(भारत सरकार का उपक्रम)

प्रधान कार्यालय : सूचना प्रौद्योगिकी विभाग,
द्वितीय तल, भूखंड संख्या-151,
सेक्टर-44, संस्थागत क्षेत्र,
गुरुग्राम - 122003

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ੴ ਸ੍ਰੀ ਵਪੰਗਲੁ ਨੀ ਵੀ ਫ਼ਤਹਿ

पंजाब एण्ड सिंध बैंक

(भारत सरकार का उपक्रम)

जहाँ सेवा ही जीवन - ध्येय है

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				ems of the Ban k or the Cor e Busi ness of the Ban k and the func tioni ng of the Bra nch es/ Offi ces of the Ban k.		
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<p>पंजाब एण्ड सिंध बैंक (भारत सरकार का उपक्रम) प्रधान कार्यालय : सूचना प्रौद्योगिकी विभाग, द्वितीय तल, भूखंड संख्या-151, सेक्टर-44, संस्थागत क्षेत्र, गुरुग्राम - 122003 Email: ho.it@psb.bank.in</p>	 <p>१६ मी वर्णमाला नो बौ इवर्गि पंजाब एण्ड सिंध बैंक (भारत सरकार का उपक्रम) जहाँ सेवा ही जीवन - ध्येय है</p>	<p>Punjab & Sind Bank (A Govt. Of India Undertaking) H.O. Information Technology Dept., 2nd Floor, Plot No. 151, Sector -44, Institutional Area, Gurugram - 122003 Email: ho.it@psb.bank.in</p>
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1 4 5	83		3.8 Consequences of Termination	In the event that the termination of the Contract is due to the expiry of the term of the Contract, a decision not to grant any (further) extension by the Bank, the Bidder herein shall be obliged to provide all such assistance to the next successor Bidder or any other person as may be required and as The Bank may specify including training, where the successor(s) is a representative/personnel of The Bank to enable the successor to adequately provide the Service(s) hereunder, even where such assistance is required to be rendered for a reasonable period that may extend beyond the term/earlier termination hereof. Nothing herein shall restrict the right of The Bank to invoke the Performance Bank Guarantee and other guarantees, securities furnished, enforce the Deed of Indemnity and pursue such other rights and/or remedies that may be available to The Bank under law or otherwise.	In the event that the termination of the Contract is due to the expiry of the term of the Contract, a decision not to grant any (further) extension by the Bank, the Bidder herein shall be obliged to provide all such assistance to the next successor Bidder or any other person as may be required and as The Bank may specify including training, where the successor(s) is a representative/personnel of The Bank to enable the successor to adequately provide the Service(s) hereunder, even where such assistance is required to be rendered for a reasonable period that may extend beyond the term/earlier termination hereof. Nothing herein shall restrict the right of The Bank to invoke the Performance Bank Guarantee and other guarantees, securities furnished, enforce the Deed of Indemnity and pursue such other rights and/or remedies that may be available to The Bank under law or otherwise.	Please be guided as per RFP
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पंजाब एण्ड सिंध बैंक

(भारत सरकार का उपक्रम)

प्रधान कार्यालय : सूचना प्रौद्योगिकी विभाग,
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सेक्टर-44, संस्थागत क्षेत्र,
गुरुग्राम - 122003

Email: ho.it@psb.bank.in



ੴ ਸ੍ਰੀ ਵਪਾਰਕ ਨੀ ਵੀ ਫ਼ਤਹਿ

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Gurugram - 122003

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				er here in 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		
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ਪੰਜਾਬ ਐਂਡ ਸਿੰਧ ਬੈਂਕ

(ਭਾਰਤ ਸਰਕਾਰ ਦਾ ਉਪਕਰਮ)

ਪ੍ਰਧਾਨ ਕਾਰਜਾਲਯ : ਸੂਚਨਾ ਪ੍ਰਾਇਵੀਗਿਕੀ ਵਿਭਾਗ,
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ਸੇਕਟਰ-44, ਸੰਸਥਾਗਤ ਕੇਤ੍ਰ,
ਗੁਰੂਗ੍ਰਾਮ - 122003

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ੴ ਸ੍ਰੀ ਵਾਹਿਗੁਰੂ ਨਾਮੋ ਕੀ ਵਾਹਿਗੁ

ਪੰਜਾਬ ਐਂਡ ਸਿੰਧ ਬੈਂਕ

(ਭਾਰਤ ਸਰਕਾਰ ਦਾ ਉਪਕਰਮ)

ਜਹਾਨ ਸੇਵਾ ਹੀ ਜੀਵਨ - ਖਯੋਯ ਹੈ

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				includ ing train ing , where the succ esso r(s) is a repr ese ntat ive/ pers onn el of The Ban k to ena ble the succ esso r to ade quat ely prov ide the Serv ice(s) here und er, eve n		
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ਪੰਜਾਬ ਐਂਡ ਸਿੰਧ ਬੈਂਕ

(ਭਾਰਤ ਸਰਕਾਰ ਕਾ ਉਪਕਰਮ)

ਪ੍ਰਧਾਨ ਕਾਰਜਾਲਯ : ਸੂਚਨਾ ਪ੍ਰਾਇਵੀਗਿਕੀ ਵਿਭਾਗ,
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(ਭਾਰਤ ਸਰਕਾਰ ਕਾ ਉਪਕਰਮ)

ਜਹਾੰ ਸੇਵਾ ਹੀ ਯੀਵਨ - ਖਯੋਯ ਹੈ

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				where such assistance is required to be rendered for a reasonable period that may extend beyond the term/earlier termination here of. Nothing here in shall rest		
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ਪੰਜਾਬ ਐਂਡ ਸਿੰਧ ਬੈਂਕ

(ਭਾਰਤ ਸਰਕਾਰ ਕਾ ਉਪਕਰਮ)

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ੴ ਸ੍ਰੀ ਵਾਗਿਗਲੁ ਨੀ ਵੀ ਫੁਗਿ

ਪੰਜਾਬ ਐਂਡ ਸਿੰਧ ਬੈਂਕ

(ਭਾਰਤ ਸਰਕਾਰ ਕਾ ਉਪਕਰਮ)

ਜਹਾ ਸੇਵਾ ਹੀ ਯੀਵਨ - ਖਯੋਯ ਹੈ

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Gurugram - 122003

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				ri ct the righ t of The Ban k to invo ke the Perf orm anc e Ban k Gua rant ee and oth er gua rante es, secu ritie s furn ishe d, enfo rce the Dee d of Inde mni ty and purs ue such		
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ਪੰਜਾਬ ਐਂਡ ਸਿੰਧ ਬੈਂਕ

(ਭਾਰਤ ਸਰਕਾਰ ਕਾ ਉਪਕਰਮ)

ਪ੍ਰਧਾਨ ਕਾਰਜਾਲਯ : ਸੂਚਨਾ ਪ੍ਰਾਇਵੀਗਿਕੀ ਵਿਭਾਗ,
ਦੁਵਿਤੀਯ ਤਲ, ਭੂਖੰਡ ਸੰਖਯਾ-151,
ਸੇਕਟਰ-44, ਸੰਸਥਾਗਤ ਕੇਟ੍ਰ,
ਗੁਰੂਗ੍ਰਾਮ - 122003

Email: ho.it@psb.bank.in



ੴ ਸ੍ਰੀ ਵਾਗਿਗਲੁ ਨੀ ਵੀ ਫੁਗਿ

ਪੰਜਾਬ ਐਂਡ ਸਿੰਧ ਬੈਂਕ

(ਭਾਰਤ ਸਰਕਾਰ ਕਾ ਉਪਕਰਮ)

ਜਹਾੰ ਸੇਵਾ ਹੀ ਜੀਵਨ - ਖਯੋਯ ਹੈ

Punjab & Sind Bank

(A Govt. Of India Undertaking)

H.O. Information Technology Dept.,
2nd Floor, Plot No. 151,
Sector -44, Institutional Area,
Gurugram - 122003

Email: ho.it@psb.bank.in

				other rights and /or remedies that may be available to The Bank under law or otherwise.		
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<p>पंजाब एण्ड सिंध बैंक (भारत सरकार का उपक्रम) प्रधान कार्यालय : सूचना प्रौद्योगिकी विभाग, द्वितीय तल, भूखंड संख्या-151, सेक्टर-44, संस्थागत क्षेत्र, गुरुग्राम - 122003 Email: ho.it@psb.bank.in</p>	 <p>१६ मी वर्णमाला नौ बौ इवर्णि पंजाब एण्ड सिंध बैंक (भारत सरकार का उपक्रम) जहाँ सेवा ही जीवन - ध्येय है</p>	<p>Punjab & Sind Bank (A Govt. Of India Undertaking) H.O. Information Technology Dept., 2nd Floor, Plot No. 151, Sector -44, Institutional Area, Gurugram - 122003 Email: ho.it@psb.bank.in</p>
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1 4 6	14 3		No provision in the RFP for protection of back ground IP and third party Intellectual Property Rights as such requesting for language at the of the clause 4.8	No provision for the protection of Intellectual Property Rights	Bidder requests below additions to the RFP: (a) All pre-existing “Intellectual Property Rights (means all materials, copyrights, patents, trademarks, know-how, methodologies, processes, techniques, tools, forms, templates, software, inventions, discoveries, service marks, design rights, trade secrets (whether registered or unregistered) and all other similar intellectual proprietary rights) shall belong to a Party or third party that owned such rights prior to this Agreement. All modifications, enhancements and derivative works on such pre-existing “Intellectual Property Rights” shall belong to that Party or third party that owned such pre-existing Intellectual Property Rights prior to this Agreement. (b) All IP developed, or created, or customized by Bidder, its affiliates and subcontractors, in connection with the agreement/RFP, including deliverables developed for the Customer and/or jointly with Customer shall be owned by Bidder except “Pre-Existing IP” of Customer. Bidder grants to Customer a limited, non-exclusive, non-transferable, worldwide, royalty free license to use such IPs solely for Customer’s internal business	Please be guided as per RFP
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ਪੰਜਾਬ ਐਂਡ ਸਿੰਧ ਬੈਂਕ

(ਭਾਰਤ ਸਰਕਾਰ ਦਾ ਉਪਕਰਮ)

ਪ੍ਰਮਾਣ ਕਾਰਜਾਲਯ : ਸੂਚਨਾ ਪ੍ਰਾਇਵੇਜੀਕੀ ਵਿਭਾਗ,
ਦੁਵਿਤੀਯ ਤਲ, ਭੂਖੰਡ ਸੰਖਯਾ-151,
ਸੇਕਟਰ-44, ਸੰਸਥਾਗਤ ਕੇਤ੍ਰ,
ਗੁਰੂਗ੍ਰਾਮ - 122003

Email: ho.it@psb.bank.in



ੴ ਸ੍ਰੀ ਵਾਗਿਗੁ ਨਾਮੋ ਵਡੈਗਿ

ਪੰਜਾਬ ਐਂਡ ਸਿੰਧ ਬੈਂਕ

(ਭਾਰਤ ਸਰਕਾਰ ਦਾ ਉਪਕਰਮ)

ਜਹਾਓ ਸੇਵਾ ਹੀ ਜੀਵਨ - ਖਯੋਯ ਹੈ

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					purposes during the term of the contract. (c) Any third-party IP(s) or product(s) will be provided in accordance with respective third party's terms and conditions. Any warranties and indemnities in respect of third party proprietary software or IP or product incorporated in Services are limited to those provided in the applicable third party's terms and conditions.	
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<p>पंजाब एण्ड सिंध बैंक (भारत सरकार का उपक्रम) प्रधान कार्यालय : सूचना प्रौद्योगिकी विभाग, द्वितीय तल, भूखंड संख्या-151, सेक्टर-44, संस्थागत क्षेत्र, गुरुग्राम - 122003 Email: ho.it@psb.bank.in</p>	 <p>१६ औं वरिष्ठतलु नौ वौ इउरुगि पंजाब एण्ड सिंध बैंक (भारत सरकार का उपक्रम) जहाँ सेवा ही जीवन - ध्येय है</p>	<p>Punjab & Sind Bank (A Govt. Of India Undertaking) H.O. Information Technology Dept., 2nd Floor, Plot No. 151, Sector -44, Institutional Area, Gurugram - 122003 Email: ho.it@psb.bank.in</p>
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1 4 7	10 3		Annexure I: Tender Covering LetterWe e agre e to abid e by and fulfil all the ter ms and con ditio ns of the ten der and in defa ult ther eof, to forf eit and pay to you or your succ esso rs, or auth oriz ed	Bidder requests and proposes the below modifications:We agree to abide by and fulfil all the terms and conditions of the tender as per our resposne submitted to the Bank and in default thereof, to forfeit and pay to you or your successors, or authorized nominees such sums of money as are stipulated in the conditions contained in tender together with the return acceptance of the contract. We confirm that we have noted the contents of the RFP and have ensured that there is no deviation in filing our response to the RFP and that the Bank will have the right to disqualify us in case of any such deviations.	Please be guided as per RFP
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ਪੰਜਾਬ ਐਂਡ ਸਿੰਧ ਬੈਂਕ

(ਭਾਰਤ ਸਰਕਾਰ ਦਾ ਉਪਕਰਮ)

ਪ੍ਰਧਾਨ ਕਾਰਜਾਲਯ : ਸੂਚਨਾ ਪ੍ਰਾਇਵੀਗਿਕੀ ਵਿਭਾਗ,
ਦੁਵਿਤੀਯ ਤਲ, ਭੂਖੰਡ ਸੰਖਯਾ-151,
ਸੇਕਟਰ-44, ਸੰਸਥਾਗਤ ਕੇਤ੍ਰ,
ਗੁਰੂਗ੍ਰਾਮ - 122003

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ੴ ਸ੍ਰੀ ਵਾਗਿਗਲੁ ਨੀ ਵੀ ਫੁਗਿ

ਪੰਜਾਬ ਐਂਡ ਸਿੰਧ ਬੈਂਕ

(ਭਾਰਤ ਸਰਕਾਰ ਦਾ ਉਪਕਰਮ)

ਜਹਾਂ ਸੇਵਾ ਹੀ ਜੀਵਨ - ਖਯੋਯ ਹੈ

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				nom inee s such sum s of mon ey as are stip ulat ed in the con ditio ns cont aine d in ten der toge ther with the retu rn acce ptan ce of the cont ract. We conf irm that we hav e		
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ਪੰਜਾਬ ਐਂਡ ਸਿੰਧ ਬੈਂਕ

(ਭਾਰਤ ਸਰਕਾਰ ਕਾ ਉਪਕਰਮ)

ਪ੍ਰਧਾਨ ਕਾਰਜਾਲਯ : ਸੂਚਨਾ ਪ੍ਰਾਇਓਗਿਕੀ ਵਿਭਾਗ,
ਦੁਵਿਤੀਯ ਤਲ, ਭੂਖੰਡ ਸੰਖਯਾ-151,
ਸੇਕਟਰ-44, ਸੰਸਥਾਗਤ ਕੇਤ੍ਰ,
ਗੁਰੂਗ੍ਰਾਮ - 122003

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ੴ ਸ੍ਰੀ ਵਾਹਿਗੁਰੂ ਨਾਮੋ ਕੀਰਤਿ

ਪੰਜਾਬ ਐਂਡ ਸਿੰਧ ਬੈਂਕ

(ਭਾਰਤ ਸਰਕਾਰ ਕਾ ਉਪਕਰਮ)

ਜਹਾੰ ਸੇਵਾ ਹੀ ਜੀਵਨ - ਖਯੋਯ ਹੈ

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				not ed the cont ents of the RFP and hav e ens ure d that ther e is no devi atio n in filin g our resp ons e to the RFP and that the Ban k will hav e the righ t to disq ualif y us		
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ਪੰਜਾਬ ਐਂਡ ਸਿੰਧ ਬੈਂਕ

(ਭਾਰਤ ਸਰਕਾਰ ਕਾ ਉਪਕਰਮ)

ਪ੍ਰਧਾਨ ਕਾਰਜਾਲਯ : ਸੂਚਨਾ ਪ੍ਰਾੈਯੋਗਿਕੀ ਵਿਭਾਗ,
ਦੁਵਿਤੀਯ ਤਲ, ਭੂਖੰਡ ਸੰਖਯਾ-151,
ਸੇਕਟਰ-44, ਸੰਸਥਾਗਤ ਕੇਤ੍ਰ,
ਗੁਰੂਗ੍ਰਾਮ - 122003

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ੴ ਸ੍ਰੀ ਵਾਗਿਗਲੁ ਨੀ ਵੀ ਫੁਲਗਿ

ਪੰਜਾਬ ਐਂਡ ਸਿੰਧ ਬੈਂਕ

(ਭਾਰਤ ਸਰਕਾਰ ਕਾ ਉਪਕਰਮ)

ਜਹਾੈ ਸੇਵਾ ਹੀ ਜੀਵਨ - ਖਯੋਯ ਹੈ

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				in case of any such devi atio ns.		
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<p>पंजाब एण्ड सिंध बैंक (भारत सरकार का उपक्रम) प्रधान कार्यालय : सूचना प्रौद्योगिकी विभाग, द्वितीय तल, भूखंड संख्या-151, सेक्टर-44, संस्थागत क्षेत्र, गुरुग्राम - 122003 Email: ho.it@psb.bank.in</p>	 <p>१६ मी वर्णमाला नौ वी इवर्गि पंजाब एण्ड सिंध बैंक (भारत सरकार का उपक्रम) जहाँ सेवा ही जीवन - ध्येय है</p>	<p>Punjab & Sind Bank (A Govt. Of India Undertaking) H.O. Information Technology Dept., 2nd Floor, Plot No. 151, Sector -44, Institutional Area, Gurugram - 122003 Email: ho.it@psb.bank.in</p>
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1 4 8	11 4		Annexure V: Acceptance/Compliance Certificate	We here by undertake and agree to abide by all the terms and conditions/scope of work stipulated by the Bank in this RFP including all addendum, corrigendum etc. Any	We hereby undertake and agree to abide by all the terms and conditions/scope of work stipulated by the Bank in this RFP including all addendum, corrigendum etc. Any deviation may result in disqualification of bids. Punjab & Sind Bank is not bound by any other extraneous matters, assumptions, or deviations, even if mentioned by us either in our proposal or any subsequent deviations sought by us, whether orally or in writing, and the Bank's decision not to accept such extraneous conditions, assumptions, and deviations will be final and binding on us. Any assumptions, deviation or exclusions may result in the disqualification of our bids.	Please be guided as per RFP
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ਪੰਜਾਬ ਐਂਡ ਸਿੰਧ ਬੈਂਕ

(ਭਾਰਤ ਸਰਕਾਰ ਦਾ ਉਪਕਰਮ)

ਪ੍ਰਧਾਨ ਕਾਰਜਾਲਯ : ਸੂਚਨਾ ਪ੍ਰਾਇਵੀਗਿਕੀ ਵਿਭਾਗ,
ਦੁਵਿਤੀਯ ਤਲ, ਭੂਖੰਡ ਸੰਖਯਾ-151,
ਸੇਕਟਰ-44, ਸੰਸਥਾਗਤ ਕੇਟ੍ਰ,
ਗੁਰੂਗ੍ਰਾਮ - 122003

Email: ho.it@psb.bank.in



ੴ ਸ੍ਰੀ ਵਾਗਿਗਲੁ ਨੀ ਵੀ ਫੁਗਿ

ਪੰਜਾਬ ਐਂਡ ਸਿੰਧ ਬੈਂਕ

(ਭਾਰਤ ਸਰਕਾਰ ਦਾ ਉਪਕਰਮ)

ਜਹਾ ਸੇਵਾ ਹੀ ਯੀਵਨ - ਖਯੇ ਹੈ

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				devi atio n may resu lt in disq ualif icati on of bids . Punj ab & Sind Ban k is not bou nd by any oth er extr ane ous mat ters, assu mpt ions , or devi atio ns, eve n if men tion ed		
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पंजाब एण्ड सिंध बैंक

(भारत सरकार का उपक्रम)

प्रधान कार्यालय : सूचना प्रौद्योगिकी विभाग,
द्वितीय तल, भूखंड संख्या-151,
सेक्टर-44, संस्थागत क्षेत्र,
गुरुग्राम - 122003

Email: ho.it@psb.bank.in



ੴ ਸ੍ਰੀ ਵਾਹਿਗੁਰੂ ਨਾਮੋ ਕੀ ਵਾਹਿਗੁਰੂ

पंजाब एण्ड सिंध बैंक

(भारत सरकार का उपक्रम)

जहाँ सेवा ही जीवन - ध्येय है

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				by us either in our proposal or any subsequent deviations sought by us, whether orally or in writing, and the Bank's decision not to accept such extraneous conditions,		
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पंजाब एण्ड सिंध बैंक

(भारत सरकार का उपक्रम)

प्रधान कार्यालय : सूचना प्रौद्योगिकी विभाग,
द्वितीय तल, भूखंड संख्या-151,
सेक्टर-44, संस्थागत क्षेत्र,
गुरुग्राम - 122003

Email: ho.it@psb.bank.in



ੴ ਸ੍ਰੀ ਵਪਿਗਰੁ ਨੀ ਕੀ ਫੁਕਰਿ

पंजाब एण्ड सिंध बैंक

(भारत सरकार का उपक्रम)

जहाँ सेवा ही जीवन - ध्येय है

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				assu mpt ions , and devi atio ns will be final and bind ing on us. Any assu mpt ions , devi atio n or excl usio ns may resu lt in the disq ualif icati on of our bids .		
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<p>पंजाब एण्ड सिंध बैंक (भारत सरकार का उपक्रम) प्रधान कार्यालय : सूचना प्रौद्योगिकी विभाग, द्वितीय तल, भूखंड संख्या-151, सेक्टर-44, संस्थागत क्षेत्र, गुरुग्राम - 122003 Email: ho.it@psb.bank.in</p>	 <p>१६ औं वरिष्ठतम नो वी इवॉल्वि पंजाब एण्ड सिंध बैंक (भारत सरकार का उपक्रम) जहाँ सेवा ही जीवन - ध्येय है</p>	<p>Punjab & Sind Bank (A Govt. Of India Undertaking) H.O. Information Technology Dept., 2nd Floor, Plot No. 151, Sector -44, Institutional Area, Gurugram - 122003 Email: ho.it@psb.bank.in</p>
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1 4 9			ADDITIONAL TERMS AND CONDITION (ATC)-No Order of Precedence given in the	No Order of Precedence given in the ADDITIONAL TERMS AND CONDITION (ATC)	Bidder requests and proposes the below additions; In the event of any conflict or ambiguity between the provisions outlined in the Request for Proposal (RFP) and those contained within the executed Agreement, it is hereby clarified that the provisions of the executed Agreement shall prevail and govern to their fullest extent, overriding any conflicting terms in the RFP.	Please be guided as per RFP
1 5 0			ADDITIONAL TERMS AND CONDITION (ATC)-	As the RFP does not have language of remedy in case of failure of obligations	Bidder requests below additions to the RFP: Bidder's non-performance or delay resulting from Bidder's failure or delay to comply with its responsibilities and obligations, will be excused and Bidder will not be liable for such non-performance caused or contributed by Bank. Bidder shall be entitled to extension of time and payment of additional cost incurred as a result of such delay or failure caused or contributed by Bank..	Please be guided as per RFP

<p>पंजाब एण्ड सिंध बैंक (भारत सरकार का उपक्रम) प्रधान कार्यालय : सूचना प्रौद्योगिकी विभाग, द्वितीय तल, भूखंड संख्या-151, सेक्टर-44, संस्थागत क्षेत्र, गुरुग्राम - 122003 Email: ho.it@psb.bank.in</p>	 <p>ਪੰਜਾਬ ਏਂਡ ਸਿੰਧ ਬੈਂਕ (भारत सरकार का उपक्रम) जहाँ सेवा ही जीवन - ध्येय है</p>	<p>Punjab & Sind Bank (A Govt. Of India Undertaking) H.O. Information Technology Dept., 2nd Floor, Plot No. 151, Sector -44, Institutional Area, Gurugram - 122003 Email: ho.it@psb.bank.in</p>
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				of Bank		
151	47	2.1 Proposed Solution Mechanism / Solution Capabilities:	Bidder should provide mobile application (Android/IOS) for cheque truncation using Mobile/ Tablets by branch users/Corporate clients/ Sub members.		Only Android based App (The population of Android devices are far more than that of iOS devices. Further, the cost involved for iOS support also will be very high. Since the application will be utilised only by the bank's staff, we request the mobile cheque capture application should be only Android based.	Kindly check the addendum No.1
152	47	2.1 Proposed Solution Mechanism / Solution Capabilities:	The Bidder should ensure that CTS/software modules / licensing will be compliant for the integration requirements across various touch points including cheque deposit Kiosks, CBS, APIM, Internet Banking, Mobile Banking, SMS Banking, ATMs, Centralized Positive Pay System (CPPS), National Payment Corporation of India (NPCI), National Archival Server (NAS) (act as image processing units), HSM (Hardware security module) and Branches/offices/processing units of Bank and its Clients		In this case Bank will provide the API's	Yes,Bank will provide the API's

<p>पंजाब एण्ड सिंध बैंक (भारत सरकार का उपक्रम) प्रधान कार्यालय : सूचना प्रौद्योगिकी विभाग, द्वितीय तल, भूखंड संख्या-151, सेक्टर-44, संस्थागत क्षेत्र, गुरुग्राम - 122003 Email: ho.it@psb.bank.in</p>	 <p>ਪੰਜਾਬੀ ਵਪਾਰਕ ਨੀ ਵੀ ਫ਼ਾਈਨਾਂਸ पंजाब एण्ड सिंध बैंक (भारत सरकार का उपक्रम) जहाँ सेवा ही जीवन - ध्येय है</p>	<p>Punjab & Sind Bank (A Govt. Of India Undertaking) H.O. Information Technology Dept., 2nd Floor, Plot No. 151, Sector -44, Institutional Area, Gurugram - 122003 Email: ho.it@psb.bank.in</p>
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			(Corporate and all types of Sub-member Banks).			
153		Key Information	Tender copy price is compulsory to participate in bid process. Bidders have to purchase tender document to participate in pre-bid meeting		Please clarify if there is any Tender copy price.	No, It is not required
154		MINIMUM TECHNICAL REQUIREMENTS: 43	The proposed solution should be single integrated solution for Inward Clearing / Outward Clearing /CPPS/Mobile base application/ Reject processing with a single database system for all the modules instead of multiple systems		This clause appears to be contradictory to Point No. 93 of Chapter 2 – Scope of Work. We kindly request the Bank to clarify the exact requirement and suitably resolve the inconsistency.	it is clarified that microservice-based design is an optional requirement.

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<p>1 5 5</p>		<p>2.1.5 Proposed Solution Mechanis m / Solution Capabilitie s:</p>	<p>The bidder has to provide an end-to-end CTS Solution including integration with Data Exchange Module (DEM)/Clearing House Interface (CHI) as per specifications provided by regulator/NPCI</p>	<p>Please clarify whether the scope requires bidders to provide only integration with the Bank's existing/third-party DEM solution, or to provide the complete DEM solution as part of the tender scope. in case the DEM is also included in the Tender.</p> <p>We respectfully request the Bank to consider excluding the DEM solution requirement from the tender scope to enable Punjab & Sind Bank to evaluate truly advanced AI-powered cheque processing solutions for Continuous Clearing.</p> <p>As the DEM application primarily acts as a connectivity layer between CTS and NPCI and has seen limited technological evolution over the years. Including DEM as part of the core scope may unintentionally restrict participation and limit the Bank's opportunity to evaluate globally proven AI-based CTS automation solutions with significantly higher accuracy and operational efficiency compared to traditional OCR/ICR-based systems.</p> <p>We believe the key objective of this tender is to adopt a mature, Continuous Clearing-ready AI solution that can enhance automation, accuracy, and real-time processing capabilities for the Bank.</p> <p>Excluding DEM from the scope would help Punjab & Sind Bank benchmark best-in-class CTS technologies and further</p>	<p>Bidder is required to provide the complete DEM solution</p>
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					<p>strengthen its position as a leader in CTS automation and digital transformation.</p> <p>We sincerely request the Bank to kindly consider the above.</p>	
1 5 6		2.1.5 Proposed Solution Mechanism / Solution Capabilities:	The bidder has to provide an end-to-end CTS Solution including integration with Data Exchange Module (DEM)/Clearing House Interface (CHI) as per specifications provided by regulator/NPCI. Also, having provision to provide all the required software, third party application, middleware if any and		As per our understanding, the architectural diagram is required to be submitted by the successful bidder after completion of the bidder selection process. Kindly confirm whether our understanding is correct.	The bidder can showcase the architecture diagram of the proposed solution at the time of technical presentation.

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			<p>Facility Management Services. DR Site should be equipped with similar architecture as that of primary site. The Bidder should provide the architectural diagram of the proposed solution of the bank.</p>			
<p>1 5 7</p>		<p>2.1.8 Proposed Solution Mechanism / Solution Capabilities:</p>	<p>The selected bidder shall provide 4 L1 & 2 L2 onsite technical resources at the Bank's Primary Site (Navi Mumbai) , RCC delhi and HO IT Gurgaon for end-to-end Facility Management Services covering application support, database operations, integration monitoring, DR drills, security compliance, hardening of servers as per Bank's SCD documents up-gradation (in case of requirement) and all operational activities. The Bank may request deployment of additional resources, and such resources shall be provided at the same unit rate as discovered in the commercial bid.</p>		<p>Please clarify whether the requirement is for a total of 6 resources to be deputed at the Bank's premises (4 L1 resources and 2 L2 resources), and not 6 resources at each location.</p>	<p>The bidder must provide a total of 6 resources (4 L1 and 2 L2) distributed across the 3 locations. Location wise resource details will be shared post completion of RFP based on Bank's requirement.</p>

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1 5 8		2.1.22 Proposed Solution Mechanis m / Solution Capabilitie s:	A data entry/verification screen must be available for both inward and Outward items,that are not read automatically by the solution. The volume of records requiring manual data entry should not exceed 10% cycle wise in case of inward and 20% cycle wise in case of outward.	Please clarify whether the Bank's Clearing Team will be responsible for data entry/verification activities after AI Solution enriching the transaction data. Further, we request the Bank to consider maintaining the data threshold between 20%–25% for both inward and outward clearing. We would also like to highlight that the efficiency of the AI engine may vary depending on factors such as stamping on required fields, image noise, printed versus handwritten content, and the specific field being processed. Accordingly, we suggest that effectiveness be evaluated at the field level for the scope of this RFP	Kindly check the addendum No.1
1 5 9		2.1.23 Proposed Solution Mechanis m / Solution Capabilitie s:	The bidder has to make ensure that the proposed CTS application is compatible with all the latest CTS scanning devices including Mobile/Tablet etc	We request bank to read this clause as - The bidder has to make ensure that the proposed CTS application is compatible with all the latest CTS scanning devices including Android Mobile/Tablet etc	Kindly check the addendum No.1
1 6 0		2.1.30 Proposed Solution Mechanis m / Solution Capabilitie s:	The Bidder should ensure that CTS/software modules / licensing will be compliant for the integration requirements across various touch points including cheque deposit Kiosks, CBS, APIM, Internet Banking, Mobile Banking, SMS Banking, ATMs, Centralized Positive Pay System (CPPS), National Payment Corporation of India (NPCI), National	Please clarify that Bank will provide API's to integrate the mentioned touch points.	Bank will provide the API's

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			Archival Server (NAS) (act as image processing units), HSM (Hardware security module) and Branches/offices/processing units of Bank and its Clients (Corporate and all types of Sub-member Banks).		
161		2.1.52 Proposed Solution Mechanism / Solution Capabilities:	CTS Solution should have provision for digital signing in hybrid environment i.e. distributed as well as in central processing environment. Provision should be there for digital signing at branches/Central processing /service branches/Client Locations. Only with proper validation/authentication, the processing should be carried out.	We request bank to amend this clause as the CTS Solution should have provision for digital signing in centralized environment. This will help both the parties to minimize the dependency and speed up the whole process.	Please be guided as per RFP
162		2.1.54 Proposed Solution Mechanism / Solution Capabilities:	Bank is in the process of setting up system for obtaining confirmation from customers using SMS, Mobile Banking, Internet Banking, WhatsApp, Digital Contact Center and Web URL. Proposed solution should be capable of integrating with respective systems. Instruments data and images to be shared with proposed systems for sending SMS/ WhatsApp messages/ images to customers. Acceptance/ rejection from customer to be	Please clarify that the Bank will provide the necessary APIs for integration with the mentioned systems.	Bank will provide the necessary APIs.

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			captured in CTS application.			
1 6 3		2.1.59 Proposed Solution Mechanism / Solution Capabilities:	The onsite resources must have degree of B.E/B.Tech/MCA/M.Sc . (IT/Computer Science) and with minimum 2 years' experience for L1 and minimum 5 year experience for L2 on the CTS solution provided to Bank under this RFP. The Bidder should provide the necessary documentary proof on qualification & experience in the desired area of team members.		We request bank to read this clause as - The onsite resources must have degree Graduate (IT/Computer Science) and with minimum 2 years' experience for L1 and minimum 5 year experience for L2 on the CTS solution provided to Bank under this RFP. The Bidder should provide the necessary documentary proof on qualification & experience in the desired area of team members.	Please be guided as per RFP
1 6 4		2.1.60 Proposed Solution Mechanism / Solution Capabilities:	The bidder will be required to provide post implementation onsite support from 7AM to 10PM or timing may be changed as per regulatory/NPCI requirement by deputing the experienced engineers at Bank's key locations		We request the bank to amend this clause as - The bidder will be required to provide post implementation onsite support from 9 AM to 6 PM or timing may be changed as per regulatory/NPCI requirement by deputing the experienced engineers at Bank's key locations	Please be guided as per RFP
1 6 5		2.1.76 Proposed Solution Mechanism / Solution Capabilities:	Bidder need to provide training to the Bank's project team, ZO (Zonal Office)/ ZCCs (Zonal Computer Cell) , Corporate office , RCCs and Branches. Training must cover both classroom / online and hands on sessions. Necessary		Please clarify how many total users to be trained.	Outward operation training is to be given to atleast 2 staff of all the 1610 branches and Inward

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			training material and documents must be provided to all the participants. The training program should be in batches of maximum 50 participants each. Trainers cost to be borne by the bidder and Bank will provide the classroom.			operation training is to be given to RCC delhi staff only. Rest details will be shared post selection of bidder.
1 6 6		2.1.82 Proposed Solution Mechanism / Solution Capabilities:	System must support two factor authentication for logging into the proposed CTS application. Bank wish to use SMS or Biometric authentication system as additional factor of authentication which need to be integrated with the CTS solution without any extra cost to the Bank.		We request bank to provide SDK and Sample Bio matric device and API's to integrate SMS OTP Gateway (After wining the Bid)	Bank will provide the required SDK.
1 6 7		2.1.94 Proposed Solution Mechanism / Solution Capabilities:	In case of development of any mobile application ensure to develop & release for both i.e. android and iOS.		We request bank to amend this clause as - In case of development of any mobile application ensure to develop & release android based application.	Kindly check the addendum No.1
1 6 8		2.2. b.Technical Requirement Automation of inward CTS clearing	If the signature images available in CBS is of low quality / resolution, the solution has to deal with such cases & process accordingly to obtain satisfactory result. A report of such cases to be provided separately.		The clause is related to Automated Signature Validation Solution, Since the ASV Model is not included in the tender, we request you to please excude this point. Or Else Please let us know if the Automated Signature Validation is included in the system.	The said clause does not pertains to automated signature verification

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1 6 9		2.2. g.Technical Requirement Automation of inward CTS clearing	In CBS there are instances where more than one signature images are available. In such cases, the solution should consider latest image only. Also, at any later stage if Bank wants to match signature in cheque from all the available signature images in CBS, solution should be capable enough to do proceeding accordingly & provide the signature image sequence number/ image ID & image created date with which the solution has matched with cheque image & provide result in extract file.		The clause is related to Automated Signature Validation Solution, Since the ASV Model is not included in the tender, we request you to please excude this point. Or Else Please let us know if the Automated Signature Validation is included in the system.	The said clause does not pertains to automated signature verification
1 7 0		2.2. i. 1Technical Requirement Automation of inward CTS clearing	The solution should have the capability to perform verification of signature, amount in words & figures (printed / handwritten), cheque number, account number, date, alphanumeric code, MICR fields, etc.		Please clarify whether this clause refers to verification of the presence of a signature or to automated signature validation.	yes, Verification of presence of signature
1 7 1		2.13.4 Hardware & Bandwidth	The additional hardware such as physical server, components etc required for enhancing the scope of work, has to be procured by the bidder at their own cost and Bank will provide server rack, power & cooling for the same. Post completion of project hard disk / SSD of physical server		Please clarify whether the bidder is required to arrange the hardware, as this point appears to contradict Point No. 2.13.2.	Please be guided as per RFP

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			to be handed over to Bank.			
1 7 2		2.15.7	Data replication should happen from Primary site to DR site on real time to keep them in sync. Recovery Time Objective (RTO) – 30 Minutes Recovery Point Objective (RPO) – 0 Minutes Bidder is required to conduct DR drill as & when required.		We propose the bank to create near DR for '0 RPO' and long distance DR with 10-15 minutes RPO to avoid high bandwidth requirement and performance impact due to any bandwidth limitations.	Please be guided as per RFP
1 7 3		2.19. 2 UAT Acceptance Criteria	Performance Acceptance: System must process minimum 5,000 instruments per hour sustained load. Application latency and concurrency must meet sizing guidelines. Inward DEM → CTS → CBS processing must meet: P95 ≤ 20 minutes P99 ≤ 30 minutes P100 ≤ 60 minutes (monitoring only)		Please clarify this point	Please be guided as per RFP
1 7 4		3.12.21	If the bidder fails to respond or resolve the issues, a penalty will be applicable as per above table with a maximum penalty of 10% of total annual project cost will be levied by Bank		We propose the bank to amend this clause as - If the bidder fails to respond or resolve the issues, a penalty will be applicable as per above table with a maximum penalty of 5% of total annual project cost will be levied by Bank	Please be guided as per RFP
1 7 5			Further if the number of downtime instances during a month exceeds 3 times, an additional 0.50%		We propose the bank to amend this clause as - Further if the number of downtime instances during a month exceeds 3 times, an additional	Please be guided as per RFP

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			downtime will be reduced from uptime and the penalty will be calculated accordingly.		0.10% downtime will be reduced from uptime and the penalty will be calculated accordingly.	
1 7 6		3.12.31	Software changes/upgrades as regards to any statutory requirements or any other requirement of RBI / NPCI should be provided by the Bidder without any additional cost to the Bank as per the timeline of the RBI/NPCI/Bank's during the contract period. Any delay will be attract penalty of Rs.5,000/- per day with a maximum penalty of 10% of total annual project cost will be levied by Bank.		We propose the bank to amend this clause as - Software changes/upgrades as regards to any statutory requirements or any other requirement of RBI / NPCI should be provided by the Bidder without any additional cost to the Bank as per the timeline of the RBI/NPCI/Bank's during the contract period. Any delay will be attract penalty of Rs.500/- per day with a maximum penalty of 5% of total annual project cost will be levied by Bank.	Please be guided as per RFP
1 7 7		3.12.33	No payment will be made for the instrument which is not processed through solution and for incorrect result.		We respectfully request the Bank to kindly remove this clause, as solution effectiveness may vary due to operational and image-quality-related factors beyond the bidder's control. We suggest evaluating performance based on agreed service levels and overall system effectiveness rather than transaction-level payment exclusions.	Kindly check the addendum No.1
1 7 8		3.12.34.I	Any financial loss to the Bank arising due to incorrect validation of signature of the cheque, wrong/incorrect result, false positive, false negative, signature, amount in words & figures, date, account number, cheque number, alphanumeric		We request to remove this clouse Or keep limit of maximum of 5 % of project cost	Kindly check the addendum No.1

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			code etc. will be borne by bidder without any upper limit			
179		Annexure XII - MINIMUM TECHNICAL/FUNCTIONAL REQUIREMENTS	System should be scalable to handle on an average 1,00,000 transactions per day.		The Scalability of the solution depends on the provided hardware. not related to the software solution. the solution is capable of handling more than 1,00,000 cheques per day	CTS Solution should support Horizontal scaling.
180		Annexure XII . 41 - MINIMUM TECHNICAL/FUNCTIONAL REQUIREMENTS	The system should have provision for printing of images on basis of any selection criteria.		Need Clarity	Clause is self-explanatory
181		Annexure XII . 55 - MINIMUM TECHNICAL/FUNCTIONAL REQUIREMENTS	The solution should have features / tests/ mechanism to initiate or perform fraud prevention/detection for tampered/Xerox (photocopy) / fake instrument.		We respectfully request the Bank to kindly remove this requirement, as fraud detection for tampered/Xerox/fake instruments depends on multiple external and operational factors and may require specialized forensic or image authentication systems beyond the scope of standard CTS cheque processing solutions.	Please be guided as per RFP
182		Annexure XII . 56 - MINIMUM TECHNICAL/FUNCTIONAL REQUIREMENTS	The solution should have feature to intimate branches live status of processing / rejects etc		Need Clarity	Clause is self-explanatory
183		Annexure XII . 58 - MINIMUM TECHNICAL/FUNCTIONAL	System should have ICR/OCR capabilities to capture any given field present on the instrument. The fields can be handwritten or printed and could be		We request bank to amend this clause as - System should have AI capabilities to capture any given field present on the instrument. The fields can be handwritten or printed	Please be guided as per RFP

<p>पंजाब एण्ड सिंध बैंक (भारत सरकार का उपक्रम) प्रधान कार्यालय : सूचना प्रौद्योगिकी विभाग, द्वितीय तल, भूखंड संख्या-151, सेक्टर-44, संस्थागत क्षेत्र, गुरुग्राम - 122003 Email: ho.it@psb.bank.in</p>	 <p>१६ औं वणिज्जालु नौ वी इवर्गि पंजाब एण्ड सिंध बैंक (भारत सरकार का उपक्रम) जहाँ सेवा ही जीवन - ध्येय है</p>	<p>Punjab & Sind Bank (A Govt. Of India Undertaking) H.O. Information Technology Dept., 2nd Floor, Plot No. 151, Sector -44, Institutional Area, Gurugram - 122003 Email: ho.it@psb.bank.in</p>
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		REQUIREMENTS	present on the instrument.		and could be present on the instrument.	
184		Annexure XII . 64 - MINIMUM TECHNICAL/FUNCTIONAL REQUIREMENTS	It should be able to generate Cheque return memo as per Bank's format with optional feature to include image of the instrument, if desired. Provision to generate Return memo for Corporate Client or SubMember Banks in specific format should also be available.		This requirement is dependent on the Bank's current return memo format and would require customization accordingly. As this may not be readily available with any bidder in a standard solution, we kindly request the Bank to remove this clause.	Please be guided as per RFP
185		Annexure XII . 67 - MINIMUM TECHNICAL/FUNCTIONAL REQUIREMENTS	System should have facility to allocate limits to the users for each type of transaction and over-riding of		Need Clarity	Kindly check the addendum No.1
186		MINIMUM TECHNICAL REQUIREMENTS: 15	The solution should have provision for digital signing in hybrid environment i.e. distributed as well as in central processing environment. Provision should be there for digital signing at branches /Central processing /service branches/Client Locations. Only with proper validation/authentication, the processing should be carried out		We request bank to read this clause as - The onsite resources must be Graduate (IT/Computer Science) and with minimum 2 years' experience for L1 and minimum 5 year experience for L2 on the CTS solution provided to Bank under this RFP. The Bidder should provide the necessary documentary proof on qualification & experience in the desired area of team members.	The query does not pertain to the point mentioned in clause.
187		MINIMUM TECHNICAL REQUIREMENTS: 24	The Proposed Solution should be capable of identifying and capturing the information i.e. UV Check.		The solution is capable of displaying UV images within the software application; however, capturing UV images depends on the hardware cheque scanner capabilities.	Please be guided as per RFP

<p>पंजाब एण्ड सिंध बैंक (भारत सरकार का उपक्रम) प्रधान कार्यालय : सूचना प्रौद्योगिकी विभाग, द्वितीय तल, भूखंड संख्या-151, सेक्टर-44, संस्थागत क्षेत्र, गुरुग्राम - 122003 Email: ho.it@psb.bank.in</p>	 <p>ਪੰਜਾਬ ਏਂਡ ਸਿੰਧ ਬੈਂਕ (भारत सरकार का उपक्रम) जहाँ सेवा ही जीवन - ध्येय है</p>	<p>Punjab & Sind Bank (A Govt. Of India Undertaking) H.O. Information Technology Dept., 2nd Floor, Plot No. 151, Sector -44, Institutional Area, Gurugram - 122003 Email: ho.it@psb.bank.in</p>
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					As this requirement is hardware-dependent, we kindly request the Bank to consider removing this clause.	
188		MINIMUM TECHNICAL REQUIREMENTS: 35	Bank/Reserve Bank of India shall have the right to audit at bidder's premises anytime during the term of this Agreement.		We request the bank to amend the clause as - Bank/Reserve Bank of India shall have the right to conduct an audit at the bidder's premises at any time during the term of this Agreement, subject to providing 2 days' prior intimation	Please be guided as per RFP
189	3.12.1	Penalty Level 1	Rs.50,000/-per every hour after non resolution of issue within stipulated time.		We request bank to make it Rs. 5,000/-per every hour after non resolution of issue within stipulated time.	Kindly check the addendum No.1
190		Level 2	Rs.40,000/-per every hour after non resolution of issue within stipulated time.		We request bank to make it Rs.4,000/-per every hour after non resolution of issue within stipulated time.	Kindly check the addendum No.1
191		Level 3	Rs.30,000/-per every hour after non resolution of issue within stipulated time.		We request bank to make it Rs.3,000/-per every hour after non resolution of issue within stipulated time.	Kindly check the addendum No.1
192		Non Production	Rs.20,000/-per every hour after non resolution of issue within stipulated time.		We request bank to make it Rs.2,000/-per every hour after non resolution of issue within stipulated time.	Kindly check the addendum No.1