

**Limited Tender  
Request For Proposal**

**Selection of empanelled Fintech vendor for Bulk Scanning of legacy documents of Liability (Deposit) and Asset (Loan) accounts under Fintech Category IT Services and Availability Enhancement**

**Tender No: PSB/HO Operation/RFP/25-26/02**

**Dated: 16/01/2026**



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### Notice

This RFP is being published for Fintechs Empanelled under Fintech Category “IT Services and Availability Enhancement ” for Punjab & Sind Bank’s tender for “Selection of empanelled Fintech vendor for Bulk Scanning legacy documents of Liability (Deposit) and Asset (Loan) accounts under Fintech Category IT Services and Availability Enhancement” and is not an open invitation to quote in this limited RFP. Unsolicited offers are liable to ignored.

Participation in this RFP is limited to the below mentioned empanelled Fintechs under Fintech Category “IT Services and Availability Enhancement”

1. M/s Aarav Global Products & Services Pvt Ltd
2. M/s Adroit Corporate Services Private Limited
3. M/s Aion Tech Solutions Limited
4. M/s Analog Legalhub Technology Solutions Private Limited
5. M/s Apmosys Technologies Pvt Ltd
6. M/s Aurionpro Solutions Limited
7. M/s Ernst And Young LLP
8. M/s Expleo Solutions Limited
9. M/s Grey Swift Pvt. Ltd.
10. M/s IDBI Intech Limited
11. M/s IServeU Technology Private Limited
12. M/s Manipal Technologies Pvt Ltd.
13. M/s Network People Services Technologies
14. M/s Online PSB Loans Ltd.
15. M/s Planet E-Com Solutions Private Limited
16. M/s Protean Egov Technologies Limited
17. M/s Qualtech Consultants Pvt. Ltd.
18. M/s Route Mobile Limited
19. M/s Settlemint India Services Pvt. Ltd.
20. M/s Translab Technologies Pvt Ltd
21. M/s Trust Fintech Ltd.
22. M/s We Excel Softwares Pvt Ltd.
23. M/s Yethi Consulting Pvt Ltd.

### Disclaimer

- The information contained in this RFP document or any information provided subsequently to Bidder(s) whether verbally or in documentary form by or on behalf of the Bank, is provided to the Bidder(s) on the terms and conditions set out in this RFP document and all other terms and conditions subject to which such information is provided.
- This RFP is neither an agreement nor an offer and is only an invitation by Bank to the interested parties for submission of bids. The purpose of this RFP is to provide the Bidder(s) with information to assist the formulation of their proposals. This RFP does not claim to contain all the information each bidder may require. Each Bidder should conduct its own investigations and analysis and should check the accuracy, reliability and completeness of the information in this RFP and obtain independent advice, wherever necessary. Bank makes no representation or warranty and shall incur no liability under any law, statute, rules or regulations as to the accuracy, reliability or completeness of this RFP.
- Bank reserves the right of discretion to change, modify, add to or alters any or all of the provisions of this RFP and/or the bidding process at any stage of the process of bidding/ RFP, without assigning any reasons whatsoever. Such change will be published on the Bank's Website (<https://punjabandsind.bank.in/>)/GeM it will become part and parcel of RFP.
- Bank reserves the right to reject any or all the RFPs received in response to this RFP document at any stage without assigning any reason whatsoever and without being liable for any loss/injury that Bidder might suffer due to such reason. The decision of Bank shall be final, conclusive and binding on all the parties directly or indirectly connected with the bidding process.
- Information provided in this RFP is on a wide range of matters, some of which may depend upon interpretation of law. The information given is not intended to be an exhaustive account of statutory requirements and should not be regarded as a complete or authoritative statement of law. Bank does not own any responsibility for the accuracy or otherwise for any interpretation or opinion on law expressed herein. Further, Bank also does not accept liability of any nature whether resulting from negligence or otherwise howsoever caused arising from reliance of any Bidder upon the statements contained in this RFP.

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### Definition

- a) 'Bank' means, unless excluded by and repugnant context or the meaning thereof, Punjab & Sind Bank and which has invited bids under this Request for Proposal and shall be deemed to include its successor and permitted assigns.
- b) 'RFP' means Request for Proposal for "Selection of empanelled Fintech vendor for Bulk scanning legacy documents of Liability (Deposit) and Asset (Loan) accounts"
- c) 'Contract' means the agreement signed by successful bidder and the Bank at the conclusion of bidding process, wherever required.
- d) 'Successful Bidder' means the Bidder who emerges successful after completion of Technical & Commercial evaluation of the bids submitted in response to this RFP
- e) Bidder/Service Provider/System Integrator/Respondent –An eligible entity/firm submitting a Proposal / Bid in response to this RFP.
- f) Supplier/ Contractor/ Vendor –Selected Bidder/System Integrator under this RFP.
- g) Bank/ Purchaser/ Punjab & Sind Bank- Reference to the "the Bank", be determined in context and may mean without limitation 'Punjab & Sind Bank '
- h) Proposal/ Bid –the Bidders written reply or submission in response to this RFP.
- i) Solution/ Services/ Work/ System – "Solution" or "Services" or "Work" or "System" or "IT System" means all services, scope of work and deliverables to be provided by a Bidder as described in the RFP and include services such as installation, commissioning, integration with existing systems, provision of technical assistance, training, certifications, auditing and other obligation of the Supplier covered under the RFP. 'RFE' means Request for Empanelment by Punjab & Sind Bank for Empanelment of Fintechs companies.



## Key Information

The following is an indicative timeframe for the overall process. Punjab & Sind Bank reserves the right to vary this timeframe at its absolute and sole discretion and without providing any notice/intimation or reasons thereof. Changes to the timeframe will be communicated to the affected Respondents during the process.

Particulars	Details
Tender Number & Date	PSB/OPERATIONS/RFP/25-26/02 Dated 16/01/2026
Tender Title	<b>Selection of empanelled Fintech vendor for Bulk scanning legacy documents of Liability (Deposit) and Asset (Loan) accounts under Fintech Category IT Services and Availability Enhancement</b>
Price of Tender Copy	Nil Fee for Empanelled Fintechs
#Bid Security (EMD)-Earnest Money Deposit	Rs. 20,00,000 (Twenty Lakh Only)
Bid Validity	180 days
Date of Publishing of RFP on Bank's website (punjabandsind.bank.in) and GeM portal	16/01/2026
Last Date for Submission of Pre-Bid Query	20/01/2026 Time 17:00 PM. (Queries must be e-mailed to <a href="mailto:ho.god@psb.bank.in">ho.god@psb.bank.in</a> only as per Annexure-16 in MS-excel/Doc format quoting tender reference number in the subject)
Pre-bid Meeting	22/01/2026 Time 16.00 Hrs. at Punjab and Sind Bank, Head Office, 21, Rajendra Place, New Delhi-110008
Last Date and time for Bid submission	11/02/2026 Time 16:00 Hrs.
Eligibility Cum Technical Bid opening date and time	11/02/2026 Time 16:30 Hrs.
Date of Technical presentation	To be notified later
Date of Commercial bid opening	To be notified later
Place of Submission and Opening of Bids	Punjab & Sind Bank, Head Office, Operations Department, First Floor, 21, Bank House, Rajendra Place, New Delhi -110008
Contact Persons for any clarifications/ Submission of Bids	Sh. Anil Kumar (DGM), Punjab and Sind Bank, Operations Department, Head Office, New Delhi
Contact Numbers	Sh. Anil Kumar (DGM) Ph- 7358636126

*# All Micro and Small enterprises having registration as per provisions of the Public Procurement Policy for Micro and Small Enterprises i.e. District Industries Centre (DIC) or Khadi and Village Industries Commission (KVIC) or Khadi and Industries Board (KVIB) or Coir*



*Board or National Small Industries Commission (NSIC) or directorate of Handicrafts and Handlooms or Udyog Aadhaar Memorandum or any other body specified by Ministry of MSME and Start-ups (recognized by DIPP) are exempted from submission of EMD only. Relevant certificates should be submitted by the bidder in this regard to avail exemption. Such entities should also furnish declaration for getting exemption from EMD (As per Annexure 2).*

## Information for Online Participating

The RFP shall be published on the GeM portal <https://gem.gov.in> and notification for the same shall be published on the Bank's website <https://punjabandsind.bank.in/>. It shall be available for download after the date and time of the start of availability till the deadline for availability as mentioned in RFP. Unless otherwise stipulated in RFP, the downloaded Tender Document is free of cost. Bank may, at its discretion, extend the deadline for submission of bids. Bidders are required to go through any subsequent amendment/Corrigendum/clarifications meticulously.

Following activities will be conducted online through the above website:

1. Availability of RFP document including all Annexures
2. Addendums/ Corrigendum to the RFP
3. Submission of Technical Bid & Commercial Bid by the Bidder
4. Opening of Technical Bid & Commercial Bid by the Bank

### Instructions:

- a. Bidders who wish to participate will have to register with the website (<https://gem.gov.in>) under service category Scanning and Digitisation Service (Version 2).
- b. Once the RFP is published on GeM portal under limited tender under service category Scanning and Digitisation Service (Version 2), In terms of GeM guidelines, only those vendors who had already registered on GeM portal under the mentioned service category will only be able to participate on the date of publication of RFP. After the RFP is published on GeM portal, any vendor will not be able to participate in this limited tender.
- c. Bidders should submit bids well before time rather than waiting for last moment to avoid any technical glitches or networking issues etc. at their end.

### Note:

- Bank expects the interested Bidders to download the copy of the complete RFP document along with all Annexures either through Bank's website <https://punjabandsind.bank.in/> or <https://gem.gov.in>
- The mode of submission of Bid shall mandatorily be both- Online and Offline (directly to the bank in the provider drop box at Punjab & Sind Bank, Head Office, Ground Floor, 21, Bank House, Rajendra Place, New Delhi -110008)

In case the specified date of submission & opening of Bids is declared a holiday in Delhi under the NI act, the bids will be received till the specified time on next working day and will be opened at the

time mentioned in the RFP. Punjab and Sind Bank is not responsible for non- receipt of responses to RFP within the specified date and time due to any reason including

The Date, time and location of bid opening is as per the details published in GeM. Bidders need to check the details on GeM for any change in Date/time of bid opening. In the event of the specified date of bid opening being declared a holiday for purchaser, the bids shall be opened at the specified time and place on next working day. The Commercial Bid of only those bidders who are qualified in Technical Evaluation shall be opened for evaluating Commercial Bid process. Any bid received after specified date and time of the receipt of bids prescribed as mentioned above, will not be accepted by the Bank. Bids once submitted will be treated as final and no further correspondence will be entertained on this. No bid will be modified after the specified date & time for submission of bids. No bidder shall be allowed to withdraw the bid.

## 1. Introduction

Punjab & Sind Bank (hereinafter referred to as 'PSB' or the 'Bank') is a Public Sector bank in India. The Bank's Head Office is at 21, Rajendra Place, New Delhi, 110008 and a corporate office at NBCC building, Block 3, Plate- B, East Kidwai Nagar, 110023. The Bank started its operations on 24 June 1908. Throughout the journey of more than 117 years of existence, the Bank has expanded its network across the country and at present the Bank has more than 1623 branches and 1124 ATMs (onsite and offsite) all over the country. The Bank has 29 Zonal Offices controlling these branches/ ATMs besides specialized service branches, DC/DR, training establishment and other offices. For enhancing customer convenience levels and overall inter-branch efficiency, the Bank has been a frontrunner in implementing various IT enabled products.

## 2. Overview

Punjab & Sind Bank wishes to invite limited proposals from Fintechs empanelled under Fintech Category "IT Services and Availability Enhancement" with the primary objective to digitize legacy documents for Liability (Deposit) products i.e. Savings, Current, and Term Deposits Accounts, this involves scanning and uploading the Account Opening Forms (AOFs), KYC and associated documents such as customer mandate for availing any product/service. For Asset (Loan) products, it involves scanning the critically important documents like Loan application, appraisal, sanction letter, OD/CC/TL agreement, legal opinion, valuation, vetting, title deed, Last renewal etc. Digitization of legacy documents will improve overall operational performance at Bank end.

## 3. About RFP:

Bank invites sealed Request for proposal for **Selection of empanelled Fintech vendor for Bulk scanning legacy documents of Liability (Deposit) and Asset (Loan) accounts under Fintech Category IT Services and Availability Enhancement**, comprising of detailed RFP proposal from empanelled Fintechs under aforementioned Fintech Category having proven past experience, competence in the field of providing solutions, having presence of manpower even in specified area for providing required services in the specific category, as defined in this document. The prospective bidders are required to adhere to the terms of this RFP document and any deviations to the same shall not be acceptable to Bank.

The bidder (also called the Vendor/ Service Provider/ Bidder/Fintech through this document) selected / engaged through the tendering process shall own the single point of responsibility for fulfilling all obligations and providing all deliverables and services required for successful implementation of the project.

Unless expressly overridden by the specific agreement to be entered into, between the Bank(s) and the bidder, the RFP document & subsequent tender document shall be the governing document for arrangement between the Bank and the prospective bidder. RFP document may be downloaded from our website [www.punjabandsindbank.co.in](http://www.punjabandsindbank.co.in) or

<https://gem.gov.in/>

The bidders should take care of submitting the RFPs properly filled so that the papers are not loose. The RFP documents should be properly numbered and submitted in a file in proper manner so that the papers do not bulge out and tear during scrutiny.

#### 4. Minimum Eligibility Criteria for the Bidders:

Only empanelled Fintechs of Fintech Category “**IT Services and Availability Enhancement**” who fulfill the minimum Eligibility Criteria are desired to respond to the RFP. Document/s in support of eligibility criteria (as per Annexure -4) are required to be submitted along with the Technical Bid. Offers received from the bidders who do not fulfill any of the eligibility criteria are liable to be rejected.

#### 5. Language of the Bid

All correspondences and other documents pertaining to the RFP/contract shall be in English. The language of the bid response and any communication with the Bank must be in written English only. Only the supporting documents provided with the RFP response can be in another language so long as it is accompanied by an attested translation in English, in which case, for purpose of evaluation of the bids, the English translation will govern.

#### 6. Authorized Signatory

The bid shall be signed by a person or persons duly authorized by the Bidder with signature duly attested. In the case of a body corporate, the bid shall be signed by person who is duly authorized by the Board of Directors / Competent Authority of the bidder or having Power of Attorney.

The selected bidder shall indicate the authorized signatories who can discuss, sign Negotiate, correspond and any other required formalities with the bank, with regard to the obligations. The bidder shall submit, a certified copy of the resolution of their board, authenticated by the company secretary, authorizing an official or officials of the Bidder to discuss, sign agreements/contracts with the Bank, raise invoice and accept payments and also to correspond. The Bidder shall provide proof of signature identification for the above purposes as required by the bank.

In case of further delegation of power, bidder has to submit Board resolution along with Power of Attorney duly stamped, authorizing an official or officials of the company to discuss, sign with the Bank, raise invoice and accept payments and to correspond.

## 7. Prevention of Cartelization

In order to prevent cartelization amongst bidders, the following shall prevail as per Bank's guidelines:

Bids allowed by			Bids not Allowed by
a	Principal / OEM / Solution Provider on a standalone basis.	a	If any product of Principal / Original Equipment Manufacturer (OEM) is being quoted in the tender, the OEM Company cannot bid for any other OEM's product.
b	Indian Authorised Representative (IAR)/ Agent / System Integrator (SI) on behalf of the Principal / Original Equipment Manufacturer (OEM) / Solution Provider	b	IAR / Agent / SI and the Principal /OEM/ Solution Provider cannot bid simultaneously for the same product in the same tender.
		c	If an IAR submits bid on behalf of the Principal/OEM, the same IAR shall not submit a bid on behalf of another Principal/OEM in the same tender for the same item/product.
		d	Joint or Consortium bidding is not allowed.

## 8. Submission of Offer-Three BID System

Bid document should be duly filed and all the pages of Bid including Brochures should be made in an organized, structured, and neat manner. Brochures / leaflets etc. should not be submitted in loose form. All the pages of the submitted Bid Documents should be serially numbered with the **bidder's seal duly affixed with the signature of the authorized Signatory on each page. Documentary proof, wherever required, in terms of the RFP shall be enclosed.**

By submitting a signed Bid, the Bidder certifies that the Bidder has given its consent for the commercials/pricing structure as per the RFP. No attempt by the Bidder is permitted, to induce any other Bidder to submit, or not to submit, to agree, or not agree with commercial for restricting competition has occurred.

Bank will not accept/ receive any bid after the due date and time (for receipt of bids as prescribed in this RFP) in any circumstances. Bidders are advised to take a note of it.

Three separate envelopes superscripted with 'Conformity to **Eligibility Criteria, Section - A**', '**Technical Proposal Section - B**' and '**Commercial Bid Section - C**' shall be properly closed and sealed. The two Envelopes (Envelopes-I (Section-A) and II (Section-B)) should be put together in an envelope to constitute one set and superscripted with **Eligibility Criteria & Technical Proposal**. Thereafter, the envelope **Eligibility Criteria & Technical Proposal** and envelopes containing 'Commercial Bid Section - C' shall be placed inside another envelope and properly closed and sealed. The final envelope should be superscripted as 'Bid for Request for Proposal (RFP) for Selection of Fintech for Bulk scanning legacy documents under Fintech Category "**IT Services and Availability Enhancement**"', (includes separately sealed 'Conformity to Eligibility Criteria' 'Technical Proposal' and "Commercial Bid") and Tender Reference Number on the top of the envelope. All the envelope shall bear the name and complete postal address of the Bidder as well as the addressee, namely The Deputy General Manager, Punjab & Sind Bank, Head Office, Operations Department, First Floor, 21, Bank House, Rajendra Place, New Delhi -110008

**The bid should be submitted in paper copies - hard bound in one set and online as well.**

- i. No loose page should be submitted.
- ii. All pages of the bid document must be **serially numbered, and each page must be signed by the authorized signatory and stamped by bidder's official seal.** No document should contain photocopy/stamp of the sign.
- iii. The entire bid document must be signed by a single authorized signatory only. If Bank seeks any clarification during the evaluation, the clarification documents should also be signed by the same authorized signatory who has signed the bid documents.
- iv. All Annexures must be on the letter head of the Bidder(s). All documents, addressed to the Bank, **should be submitted in Original.**
- v. All third party documents must be signed by their authorized signatory and his/ her designation, Official E-mail ID and Mobile no. should also be evident.
- vi. All supporting documents must be submitted in readable form.

Both (Online and Offline) set of Bid Document should contain.

**i. Envelope – I: Eligibility Criteria:**

Separate envelope with superscriptions as "Eligibility Criteria" should be included within the overall Envelope. The Bidder should submit the following:

- a. Earnest Money Deposit



- b. The sheet mentioning compliance/ non-compliance to all the eligibility criteria specifications with remarks and other requirements given in Annexure 4 - Compliance to Minimum Eligibility Criteria
- c. All the proofs required for eligibility criteria as mentioned in Annexure-4 Compliance to Minimum Eligibility Criteria
- d. Certified copy of Board Resolution clearly mentioning authority to sign the bid on behalf of company issued by Company Secretary along with Power of Attorney duly stamped.

## **ii. Envelope – II: Technical Bid:**

Separate envelopes with superscriptions as “Technical Bid” should be included within the Envelope II.

The Bidder should submit compliance to all the specifications with remarks and other requirements given in the Bid Document and Scope of Work. The Technical Bid should be complete in all respects and contain all information asked for. There shall be no commercial bid.

The two Envelopes (Envelopes-I and II) should be put together in an envelope to constitute one set. Each set should be packed in an envelope. The proposal should be prepared in English in MS Word/Excel format. The details required in the Annexure shall also be enclosed. The Bank may reject any proposal not containing all the requirements called for in various Annexures.

The bidders who do not qualify as per eligibility criteria will not be considered for technical evaluation. The technical proposals of only those bidders shall be evaluated who have satisfied the eligibility criteria of bid. Bank may seek clarifications from the any or each bidder as a part of technical evaluation. All Clarifications received within stipulated time shall be considered for evaluation. In case a clarification is not received within the stipulated time, the respective technical parameter would be treated as non-compliant and decision to qualify the bidder shall be accordingly taken by the Bank.

## **iii. Envelope – III: Commercial Bid:**

The Bidders who qualify for ‘minimum eligibility criteria’ and ‘technical bid’ will be called for Commercial Bid as stated in ‘Key Information’ segment.

Indicative Commercials should be submitted as per the instruction in Annexure 7.

- Commercial Bid shall be submitted as per Bill of Material and other terms and conditions of RFP on prices. Any deviations from the Bill of Material / non submission of prices as per the format shall make the bid liable for rejection.
- **Under no circumstances the Commercial Bid should be kept in Section-A (i.e.**

**Conformity to Eligibility Criteria) or Section B (i.e. Technical Proposal) Covers. The placement of Indicative Commercial Bid in Section A (i.e. Conformity to Eligibility Criteria) or Section B (i.e. Technical Proposal) covers will make bid liable for rejection.**

- The Bill of Material must be attached in Technical Proposal as well as Commercial Bid. The format will be identical for both Technical Proposal and Commercial Bid, except that the Bill of Material in Technical Proposal should not contain any price information (Prices to be masked). Technical Proposal without masked Bill of Materials will be liable for rejection. Any change in the Bill of Material format may render the bid liable for rejection.
- Bidder must take care in filling price information in the Commercial Offer to ensure that there are no typographical or arithmetic errors. All fields must be filled up correctly. Bill of Material that is incomplete and / or conditional is liable to be rejected. Any change in Bill of Material format may render the Bid liable for rejection.
- After ensuring the above, it shall be placed inside a separate Envelope and sealed and superscripted on the top of the cover as "Section Commercial Bid for Request for Proposal (RFP) for Selection of empanelled Fintech vendor for Bulk scanning of legacy documents of Liability (Deposit) and Asset (Loan) under Fintech Category "IT Services and Availability Enhancement"

## 9. Submission of bids

- I. E-Tendering through GeM: **This tender will follow e-Tendering guidelines of GeM portal under which the bidding process shall be conducted by the Bank. Bidder shall necessarily register on GeM portal for participating in the bid. Bidders will have to abide by terms and conditions of GeM portal for participating the bidding process.**
- II. No consideration will be given to e-bids received after the date and time stipulated and no extension of time will be permitted for submission of e-Bids unless Bank has given extension by giving notice on Gem portal and Bank's website. Bank reserves the right to accept in part or in full or extend or reject the entire bid.
- III. The decision of the bank in regard to this tender shall be final and binding on all the bidders. All disputes or differences in connection with this tender shall be subject to the jurisdiction of the courts at Delhi only.
- IV. Bidders may please note:
  - The Bidder should quote for the entire package on a single responsibility basis for all services it proposes to supply.
  - While submitting the Technical Bid, literature on the hardware and its associated operating software, Software Solution/ services should be uploaded.
  - Care should be taken that the Technical Bid shall not contain any price information. Such proposal, if received, the bid is liable for rejection.

- The Bid document shall be complete in accordance with various clauses of the RFP document or any addendum/corrigendum or clarifications issued in connection thereto, duly signed by the authorized representative of the Bidder and stamped with the official stamp of the Bidder. Board resolution authorizing representative to Bid and make commitments on behalf of the Bidder is to be uploaded.
  
- V. Prices quoted by the Bidder shall remain fixed for the period during the terms of contracts and shall not be subjected to variation on any account, including custom duty. A Bid submitted with an adjustable price quotation will be treated as non-responsive and will be rejected.
  
- VI. If deemed necessary, the Bank may seek clarifications on any aspect from the Bidder. However, that would not entitle the Bidder to change or cause any change in the substances of the Bid already submitted or the price quoted.
  
- VII. The Bidder may also be asked to give presentation for the purpose of clarification of the Bid, if required
  
- VIII. The Bidder must provide specific and factual replies to the points raised in the RFP.
  
- IX. The Bid shall be typed or written in indelible ink and shall be signed by the Bidder or a person or persons duly authorized to bind the Bidder to the Contract and to be uploaded in the portal.
  
- X. All the enclosures (Bid submission) shall be serially numbered with rubber stamp of the participating Bidder's Company. The person or persons signing the Bids shall initial all pages of the Bids, except for un-amended printed literature and to be uploaded in the portal.
  
- XI. Any inter-lineation, erasures or overwriting shall be valid only if these are initialed by the person signing the Bids.
  
- XII. The Bank reserves the right to reject Bids not conforming to above.

A complete Bid with all supporting documents, duly sealed should be submitted, in person as well as electronically as mentioned in KEY-INFORMATION of this document, on or before the last Date and Time for bid submission at the address mentioned below.

The Deputy General Manager,  
Punjab & Sind Bank,  
HO, Operations Department,  
First Floor, 21, Bank House,  
Rajendra Place, New Delhi-  
110008  
Email: [ho.god@psb.bank.in](mailto:ho.god@psb.bank.in)

Any other mode of submission, e.g. by fax, e-mail etc. will not be accepted. Any bid received after the due date and time for receipts of bids as prescribed in the Key Information of the RFP will be rejected and returned unopened to the Bidder. Bids will be opened in the presence of the bidder representatives who choose to attend the opening of tender on the specified date, time and place of bid opening. All bidders are advised to be present at the time of bid opening.

## 10. Cost of Preparation

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

- If any information / data / particulars are found to be incorrect, bank will have the right to disqualify / blacklist the company and invoke the bank guarantee/ forfeit the EMD.
- Bank reserves its right to cancel the order even after placing the Purchase Order (PO), if bank receives any directions / orders from Statutory Body / RBI/Govt. of India in a nature that binds the bank not to take the project forward.

## 11. Late bids

Bank will not accept/ receive any bid after the due date and time (for receipt of bids as prescribed in this RFP) in any circumstances. Bidders are advised to take a note of it.

## 12. Earnest Money Deposit (EMD)

The Bidder shall furnish, as part of the Technical Proposal of its Bid, Earnest Money Deposit (EMD). Non-submission of Earnest Money Deposit as mentioned in Key-Information will lead to outright rejection of the offer. The EMD of **Rs. 20,00,000/-** (Rupees Twenty Lakh only) is to be submitted in the shape of Financial Bank Guarantee favoring "PUNJAB AND SIND BANK– BANK HOUSE, 21 - RAJENDERA PLACE, NEW DELHI" from any Scheduled Commercial Bank other than Punjab & Sind Bank and bid shall be valid for 180 days from the date of technical bid. EMD shall remain valid for 45 days beyond the final bid validity period i.e. EMD shall be valid for 225 days from date of technical bid. EMD of unsuccessful Bidders will be returned to them on completion of the procurement process, no interest will be payable on the EMD. The EMD of successful Bidder(s) will be returned on submission of Performance Bank Guarantee and no interest will be payable.

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

- i. **If the Bidder withdraws its bid during the period of bid validity (180 days from the date of opening of the technical bid).**
- ii. If the Bidder makes any statement or encloses any form which turns out to be false, incorrect and/or misleading at any time prior to signing of contract and/or conceals or suppresses material information; and / or
- iii. In case of the successful Bidder, if the Bidder fails:
  - a) To honour submitted bid
  - b) To sign the contract in line with the terms of the RFP
  - c) To furnish performance Bank Guarantee in the form and manner to the satisfaction of the Bank.
  - d) To adhere to the below timelines, in case of non-adherence of the below timelines bank reserves the right to invoke the Bank Guarantee
    - Submission PO acceptance – within 7 working days from date of PO issuance by bank
    - Contract signing – within 30 days of PO acceptance

**Below is the list of categories under which the seller can apply for exemption:**

- i. Micro and Small Enterprises (MSEs) who are holding valid Udyam Registration and are manufacturers of the offered Product or Service (Primary Product / Service - in case of bunch bid with total value wise evaluation) and give specific confirmation to this effect at the time of bid submission and claim EMD exemption and whose credentials are validated online through Udyam Registration website of Ministry of MSME and also through supporting documents uploaded during the bidding process and validated by the Buyer. State Government Buyers may, however, choose to exempt only MSEs from the State of Bid Inviting Authority by specifying the same in ATC of the Bid. In case no such ATC is included, eligible MSEs of all states are exempted.
- ii. Start-ups as recognized by Department for Promotion of Industry and Internal Trade (DPIIT),
- iii. KVIC, ACASH, WDO, Coir Board, TRIFED, and Kendriya Bhandar.
- iv. Sellers who have got their credentials verified through the process of Vendor Assessment.
- v. Sellers / Service Providers having annual turnover of 500 Crore or more, at least in one of the past three completed financial year(s).
- vi. Sellers / Service Providers holding valid BIS License for the Primary Product Category whose credentials are validated through BIS database and through uploaded supporting documents to be validated by the buyer.
- vii. Central / State PSUs.
- viii. Seller / Service Provider registered with designated Agency / Authority as specified in the bid document by the Buyer – such bidder shall have to upload a scanned copy of the relevant valid registration document in place of Bid Security document while bidding.



### 13. Performance Bank Guarantee

- The Successful Bidder will furnish an unconditional and irrevocable Performance Bank Guarantee (PBG) of 5% of the contract value for entire duration of the contract at least Eighteen (18) months with a claim period of additional 6 months, validity starting from the date of contract. The PBG shall be submitted within 30 days of the PO acceptance by the Bidder. In case of extension of contract, bidder needs to provide new Bank Guarantee one month prior to expiry of existing Bank Guarantee.
- The PBG shall be denominated in Indian Rupees and shall be by way of Bank Guarantee issued by a Public Sector Bank or scheduled Commercial Bank other than PUNJAB AND SIND BANK, acceptable to the Bank in the format provided in the RFP. All charges whatsoever such as premium; commission etc. with respect to the PBG shall be borne by the Successful Bidder.
- The PBG so applicable must be duly accompanied by a forwarding letter issued by the issuing bank on the printed letterhead of the issuing bank. Such forwarding letter shall state that the PBG has been signed by the lawfully constituted authority legally competent to sign and execute such legal instruments. The executor (BG issuing Bank Authorities) is required to mention the Power of Attorney number and date of execution in his / her favour with authorization to sign the documents.
- Each page of the PBG must bear the signature and seal of the BG issuing Bank and PBG number
- In the event of the Successful Bidder commits a material breach of the terms and conditions of the contract, Bank shall provide a cure period of 30 days and thereafter invoke the PBG.
- In the event of delays by Successful Bidder in implementation of project beyond the schedules given in the RFP, the Bank shall provide a cure period of 30 days and thereafter invoke the PBG, if required.
- Notwithstanding and without prejudice to any rights whatsoever of the Bank under the contract in the matter, the proceeds of the PBG shall be payable to the Bank as compensation by the Successful Bidder for its failure to complete its obligations under the contract. Bank shall notify the Successful Bidder in writing of the exercise of its right to receive such compensation within 14 days, indicating the contractual obligation(s) for which the Successful Bidder is in default.
- The Bank shall also be entitled to make recoveries from the Successful Bidder's bills, Performance Bank Guarantee, or any other amount due to him, the equivalent value of any payment made to him by the Bank due to inadvertence, error, collusion, misconstruction or misstatement.
- If Govt. releases any amendment for Performance Security under rule of GFR 2017 or any other guidelines, Bank may change the clause of Performance Bank Guarantee accordingly during any time of contract period and Successful bidder should submit the revised PBG accordingly within 30 days from date of order of Bank.



- The Service Provider shall be liable to pay penalty at the rate mentioned in the RFP in respect of any delay beyond the permitted period in providing the Services.
- The performance guarantee is required to protect the interest of the Bank against delay in supply/installation/implementation and or the risk of unsuccessful implementation of the project, or performance of the material or services sold, which may warrant invoking of performance guarantee. In case any act of the Service Provider results in imposition of liquidated damages then also the Bank reserves the right to invoke the performance guarantee.
- The PBG may be discharged / returned by the Bank upon being satisfied that there has been due performance of the obligations of the Successful Bidder under the contract. However, no interest shall be payable on the PBG.

If the Performance bank guarantee is not submitted within the stipulated time or within the timeline agreed beyond the stipulated timelines, the Bank reserves the right to cancel the order/ contract and the Earnest Money Deposit (EMD) taken from the successful Bidder(s), shall be invoked. In case of any extension of the period of contract, selected Vendor shall extend the period of the Performance Bank Guarantee along with claim period accordingly.

#### **14. General Order Terms:**

Normally, the order will be placed on the successful Bidder as per the details given in the Bid document. But, if there is any change in name/address/constitution of the Bidder at any time from the date of Bid document, the same shall be informed by the Bidders to the Bank immediately. This shall be supported with necessary documentary proof or Court orders, if any. Further, if the Bidder is undergoing any re-organization/restructuring/merger/demerger and on account of such a change of Bidder is no longer performing the original line of business, the same shall be informed to the Bank. There shall not be any delay in this regard. The decision of the Bank to place orders or otherwise under such situation shall rest with the Bank and the decision of the Bank shall be final.

#### **15. Contacting the Purchaser**

Bidders are forbidden to contact Bank or its Consultants on any matter relating to this bid from the time of submission of commercial bid to the time the contract is awarded. Any effort on the part of the bidder to influence bid evaluation process, bid comparison or contract award decision may result in the rejection of the bid. Bank's decision will be final and without prejudice and will be binding on all parties.

#### **16. Erasures or Alterations**

The Offers containing erasures or alterations or overwriting may not be considered. There should be no hand-written material, corrections or alterations in the offer except as

necessary to correct errors made by the Bidder, in which case corrections should be duly stamped and initialled / authenticated by the person/(s) signing the Bid. Technical details must be completely filled in. Correct technical information of the product being offered must be filled in. Filling up of the information using terms such as “OK”, “accepted”, “noted”, “as given in brochure/manual” is not acceptable. The Bank may treat such Offers as not adhering to the tender guidelines and as unacceptable

## 17. Arithmetical errors

Arithmetical errors will be rectified as follows:

- If there is any discrepancy in total amount and multiplication of unit rate and Multiplication factor, unit rates will prevail and the total amount shall be recalculated on the basis of Unit rate and multiplication factor.
- If there is any discrepancy between words and figures, the amount in the words will prevail.
- AMC/ATS amount, if asked for in specified range, and quoted under or beyond the specified range, would also be recalculated.

## 18. Bid Currency

Prices shall be expressed in Indian Rupees only.

## 19. Validity of Contract in case of merger

The contract shall remain valid in case of amalgamation/ merger/ acquisition of the Entity with any other entity or vice-verse. In case of change of name of the new entity, the SLA shall have to be signed with the new entity with the same rates, terms and conditions as per the existing contract.

## 20. Opening of bids

Eligibility and Technical Bid offer will be opened on the date and time mentioned in the RFP ‘Key-Information’ in the presence of the representatives of prospective Bidders having authorized letter on behalf of company to attend the opening of said bids. No separate intimation will be given in this regard. Commercial bids of technically qualified bidders will be opened later on and same will be intimated to all qualified bidder.

## 21. Cancellation of Tender Process

Punjab & Sind Bank reserves the right to cancel the tender process partly or fully at its sole discretion at any stage without assigning any reason or informing any of the participating bidder.

The bidder shall indemnify Punjab & Sind Bank and keep indemnified against any loss or damage that Punjab & Sind Bank may sustain on account of any violation of patents, trademark etc., by the vendor in respect of the products supplied and/or services offered.

## 22. Non-Transferrable Offer

This Request for Proposal (RFP) is not transferable. Only the bidder who has purchased this document in its name or submitted the necessary RFP price (for downloaded RFP) will be eligible for participation in the evaluation process. The purchase order issued to the successful bidder is also not-transferable.

**subcontracting is not permissible under this RFP, further, the selected bidder should not sub-contract works to any contractor from a country which shares a land border with India unless such contractor is registered with the Competent Authority (refer: /No.6/18/2019-PPD dated 23/07/2020 of Public Procurement Division, Department of Expenditure, Ministry of Finance). Any false declaration and noncompliance of the above would be a ground for immediate termination of the contract and further legal action in accordance with the laws.**

## 23. Evaluation Process of the Bids

The Bank will evaluate the response to the RFP of the bidders who are found eligible as per the eligibility criteria Annexure-4 mentioned in the RFP. There will be no scoring involved in the eligibility evaluation. Bids of only those bidders who have been found to be in conformity of the eligibility terms and conditions during the preliminary evaluation would be considered by the Bank for further detailed evaluation. The bidders who do not meet the eligibility criteria and all terms during preliminary examination will not be considered or further evaluation. During evaluation of the bids, the Bank at its discretion may ask the bidder for clarification of its bid. The request for clarification and the response shall be in writing, and no change in the price or substance of the bid shall be sought, offered or permitted.

### A. Preliminary Scrutiny

- a) The Bank will examine the bids to determine whether they are complete, required formats have been furnished, the documents have been properly signed, and the bids are generally in order.
- b) The checking of tender fee/claim verification along with supporting documents.
- c) The Bank may, at its discretion, waive any minor infirmity, non-conformity, or irregularity in a Bid, which does not constitute a material deviation.

- d) The Bank will determine the responsiveness of each bid to the bidding document. For purposes of these clauses, a responsive bid is one, which conforms to all the terms and conditions of the bidding document without material deviations. Deviations from, or objections or reservations to critical provisions, such as those concerning Bid Security, applicable law, Bank Guarantee will be deemed to be a material deviation.
- e) The Bank's determination of a bid's responsiveness will be based on the contents of the bid itself, without recourse to extrinsic evidence. The Bank reserves the right to evaluate the bids on technical and functional parameters, including possible visit to inspect live site/s of the Vendor and witness demos of the system and verify functionalities, response times, etc.
- f) If a bid is not responsive, it will be rejected by the Bank and may not subsequently be made responsive by the bidder(s) by correction of the non-conformity.
- g) If any information / data / particulars are found to be incorrect, Bank will have the right to disqualify / blacklist the company and invoke the Performance Bank Guarantee/ EMD.

## **B. Technical Evaluation**

- a) The technical bid submitted by the bidder will be evaluated only if they satisfy the preliminary scrutiny and fulfill the eligibility criteria as per Annexure- 4. Bidders would be technically evaluated based on the Presentation, and supporting documents submitted, as per Annexure-6 and technical evaluation score will be awarded. (Bidders should provide the entire supporting document as per RFP. If the Bid is not accompanied by all the required documents supporting evaluation criteria, the scoring will not be calculated for the section without the supporting documents.)
- b) All the eligible bidders will be invited for a Presentation. The scores would be awarded based on the demonstrations done by invited bidders.
- c) The Technical Evaluation will be done as per Bidder scoring evaluation Criterion. Marks will be awarded based on the Technical Evaluation Criteria specified and the Bidder scoring 70% (70 marks out of 100) or higher will be declared technically qualified. However, Bank may at its discretion can reduce the qualifying score.
- d) Bank reserves the right to waive any of the Technical and Functional Specifications during technical evaluation, if in the Bank's opinion it is found to be minor deviation or acceptable deviation.
- e) In case the input/ feedback received from the bidder's client is negative/ unsatisfactory, Bank reserves the right to reject the Bid. Bank, at its discretion, may choose to open the commercial bid of the only bidder who qualifies.

- f) Decision of the Bank on evaluation of bids shall be final and binding on all bidders and Bank won't accept/consider any kind of claims whatsoever from the bidders.
- g) It shall be the responsibility of the bidder to submit required documentary proofs which are necessarily unambiguous and shall be capable to establish beyond any doubts that bidder is satisfying the particular criteria/clause for which the document is submitted.
- h) The Bank may use the services of external consultants for technical evaluation.

### **C. Commercial Evaluation**

- a) The evaluation of the Commercial Bids/Offeres will be done on the total cost of ownership as mentioned in Commercial Bid as per Annexure-7. The Commercial Bid should strictly conform to the formats to enable evaluation of bid and special care may be taken while preparing the same. The bids having any hidden costs or conditional costs will be liable for straight rejection.
- b) Prices quoted must be firm and final and shall not be subject to any re-openers or upward modifications, on any account whatsoever including exchange rate fluctuations, revision in taxes, duties, levies, charges etc. The Bid Prices shall be indicated in Indian Rupees (INR) only. Any decision in this regard by Bank shall be final, conclusive and binding on the Bidder.
- c) In this phase, Commercial bids will be opened of the shortlisted bidders who are technically qualified as per RFP and the final selection will be based on Least Cost System (LCS) as per GFR/Bank's Policy.
- d) Bank shall however not bind itself to accept the lowest bid or any bid and reserves the right to accept any bid, wholly or in part.
- e) Commercial score will be assigned based on the commercial bid submitted by the bidder.
  - Lowest Bidder (L1) of the commercials will be determined based on Total Cost of Ownership, i.e. TCO; however selection of bidder will be based on minimum eligibility, technical evaluation and further commercials.
  - The bidder whose final cost is lowest will be L1 bidder and whose final cost is second lowest will be L2 bidder and so on and so forth. However, please note that merely by becoming L1 and L2 bidder and so on does not qualify a bidder as successful bidders.
  - The Bank reserves its' right to select more than one bidder and intends to distribute orders between three vendors i.e. L1, L2 and L3 in the ratio of "50:30:20" depending upon the number of bids received and in case the L1 item-wise prices are matched by the subsequent bidders as explained below. In case L3, L4 or so on is MSE and falls within prescribed range as per GOI guidelines, the splitting of quantity between L1 and L2 shall be done after MSE purchase preference.
  - In case the L2 bidder does not / cannot match the item-wise prices with the L1 bidder, the bank then shall have the option to make an offer and negotiate with the L3 bidder and so on and so forth.



- In case L2/L3 and so on does not agree to match the item-wise prices quoted by L1, bank can place the entire order with the L1 bidder and the L1 bidder would be required to meet the entire requirement of the Bank.
- In case L2 matches the item wise price with L1 and L3/L4 and so on does not agree to match the item-wise prices quoted by L1, bank can place the entire order with the L1 and L2 bidder in the ratio of “50:50” and the L1&L2 bidder would be required to meet the entire requirement of the Bank.
- In case of non-performance by a Vendor during the course of the contract period, where the work has been awarded to more than one bidder, the Bank reserves its’ discretion to modify the stipulated proportion of 50:30:20 with regard to subsequent purchase orders.
- The Bank reserves its’ right to select more than one bidder and intends to distribute orders between three vendors i.e. L1, L2 & L3 in the ratio of “50:30:20”, subject to L2, L3 accepts the L1 item-wise price.
- In case Bank is left with single eligible bidder then Bank will have right to negotiate the offered commercials with that bidder.

The final selection will be based on Least Cost System (LCS ) as per GFR/Bank’s Policy. The technical evaluation will be for the qualifying purpose and will not be added in final weightage. The L1, L2 and L3 and so on will be selected based on the Least Cost System basis i.e. the price quoted lowest will be the L1 and so on.

- f) Bank reserves the right to modify / amend the evaluation process at any time during the Bid process, without assigning any reason, whatsoever, and without any requirement of intimating the Bidders of any such change. Any time during the process of evaluation Bank may seek specific clarifications from any or all Bidders.
- g) Bank’s decision in respect to evaluation methodology will be final and binding and no claims whatsoever in this respect will be entertained.
- h) Bank also reserves the right to re-issue / re-commence / cancel the Bid/Bid process. Any decision in this regard by the Bank shall be final, conclusive and binding on the Bidders.
- i) The bidders shall submit their offers strictly in accordance with the terms and conditions of the Bid Documents. Any bid, which stipulates conditions contrary to the terms and conditions given in the Bid Documents, is liable for rejection. Any decision of Bank in this regard shall be final, conclusive and binding on the bidder.

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

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



Bank may deem necessary.

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

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

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

#### **24. Errors and omissions**

Each Recipient should notify the Bank of any error, fault, omission, or discrepancy found in this RFP document but not later than five business days prior to the due date for submission of Response to RFP. The bidder shall be responsible for any discrepancies, errors and omissions in the technical details submitted by him/them, irrespective of whether these have been approved, reviewed or otherwise, accepted by the Bank or not.

- i. The Bank's determination of a Bid's responsiveness will be based on the contents of the Bid itself, without recourse to extrinsic evidence.
- ii. If a Bid is not responsive, it will be rejected by the Bank and may not subsequently be made responsive by the Bidder by correction of the non-conformity.

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

- I. Procurement through Local Supplier (Preference to Make in India) will be done as per the "Public Procurement (Preference to Make in India) Order 2017 issued vide Department of Industrial Policy and Promotion (DIPP) Notification No. P-45021/2/2017-B.E-II dated 15.06.2017 and thereafter revised vide Notification No. P-45021/2/2017-PP (B.E-II) dated: 28.05.2018, No. P-45021/2/2017-PP (BE-II) dated 04.06.2020 C No. P-45021/2/2017-PP (BE-II) dated 16.09.2020 and further revisions, if any. Please also refer to Notification No. F.No.33 (1)/2017-IPHW dt:14.09.2017 for the list of Electronic Products that are notified under the Public Procurement (Preference to Make in India) Order 2017. Concurrent application of Public Procurement Policy for Micro and Small Enterprises Order, 2012 and Public Procurement (Preference to Make in India) Order, 2017 will be as per DoE (MoF) Memorandum No.F.1/4/2021-PPD dated 18.05.2023. For the purpose of Preference to

Make in India, Order 2017 (PPP-MII Order)

- II. Local content” means the amount of value added in India which shall, unless otherwise prescribed by the Nodal Ministry, be the total value of the item procured (excluding net domestic indirect taxes) minus the value of imported content in the item (including all customs duties) as a proportion of the total value, in percent. Verification of local content- The ‘Class-I local supplier’/ ‘Class-II local supplier’ at the time of tender, bidding or solicitation shall be required to indicate percentage of local content and provide self-certification that the item offered meets the local content requirement for ‘Class-I local supplier’/ ‘Class-II local supplier’, as the case may be. They shall also give details of the location(s) at which the local value addition is made. (As per Annexure-18)

“Margin of purchase preference” means the maximum extent to which the price quoted by a local supplier/service provider may be above the L1 for the purpose of purchase preference. The margin of purchase preference shall be as per guidelines.

- III. Decisions on complaints relating to implementation of the above shall be taken by the competent authority which is empowered to look into procurement related complaints relating to the procuring entity.
- IV. L1 will be decided by the lowest price. Performa for Commercial Bid Format is in Annexure-7.
- V. In case, L1 bidder denies to fulfill the RFP obligations, Bank may invoke Bid Earnest Money/Bid Security Declaration/Performance Bank Guarantee and blacklist L1 bidder from participation in future RFPs of Bank for a period of 2 years. Procurement through Local Supplier/service provider (Preference to Make in India) will be done as per the “Public Procurement (Preference to Make in India) Order 2017 issued vide Department of Industrial Policy and Promotion (DIPP) Notification No. P-45021/2/2017-B.E-II dated 15.06.2017 and thereafter revised vide Notification No. P-45021/2/2017-PP (B.E-II) dated: 28.05.2018, No. P- 45021/2/2017-PP (BE-II) dated 04.06.2020 & No. P-45021/2/2017-PP (BE-II) dated 16.09.2020 and further revisions,if any.

‘Local Supplier/service provider’ means a supplier or service provider whose product or service offered for procurement meets the minimum local content as prescribed under this Order. The minimum local content shall be 50% for Class I and 20% for Class II supplier or as per guidelines changed from time to time.

Verification of local content: The bidder (if local supplier/service provider) will have to submit a self- certification that the offered item meets the minimum local content and shall give details of the Locations at which the local value addition is made. The local supplier/service provider at the time of submission of bid shall be required to provide a certificate as per Annexure-18 giving the percentage of local content. The guidelines under PPP-MII order and subsequent revisions as mentioned above shall be applicable subject to bidder submitting with Class-I/Class-II local content certificate for the quoted product,

service and works.

## 26. Purchase preference Policies of the Government

Bank reserves its right to grant preferences to eligible Bidders under various Government Policies/ directives (policies relating to Make in India; MSME; Start-ups etc.). Unless otherwise stipulated in TIS/ AITB, the Procuring Entity reserves its right to grant preferences to the following categories of eligible Bidders under various Government Policies/ Directives:

Class I Local Supplier/service providers under Public Procurement (Preference to Make in India) Order 2017” (MII) of Department for Promotion of Industry and Internal Trade, (DPIIT - Public Procurement Section) as revised from time to time.

Class II local supplier/service providers (a supplier/service provider or service provider, whose goods, services or works offered for procurement, meets the minimum local content as prescribed for Class-

II local supplier/service provider but less than that prescribed for Class-I local supplier/service provider) as per (DPIIT - Public Procurement Section) as revised from time to time.

Bidders from Micro and/ or Small Enterprises (MSEs) under Public Procurement Policy for the Micro and Small Enterprises (MSEs) Order, 2012 as amended from time to time.

Start-ups Bidders under Ministry of Finance, Department of Expenditure, Public Procurement Division OM No F.20\212014-PPD dated 25.07.2016 and subsequent clarifications; and/ or any other category of Bidders, as per any Government Policies, announced from time to time, if so provided in the Tender document. The tender will be awarded to the successful bidder after applying MII and MSE guidelines as per the policies relating to Make in India and MSEs

## 27. Contacting Bank or Putting Outside Influence

Bidders are forbidden to contact Bank or its Consultants on any matter relating to this bid from the time of submission of commercial bid to the time the contract is awarded. Any effort on the part of the bidder to influence bid evaluation process, or contract award decision may result in the rejection of the bid.

## 28. Cancellation of Bid/ Bidding Process

Punjab and Sind Bank reserves the right to accept or reject any bid or annul the bidding process and reject all bids at any time prior to award of contract, without thereby incurring any liability to the affected bidder or bidders or any obligation to inform the affected bidder or bidders of the ground for its action.

## 29. Land Border Clause

Any bidder (including their subcontractor, if any), OEM, OSD from a country which shares a land border with India will be eligible to bid in this tender only if the bidder is registered with the Competent Authority in India. The Competent Authority for the purpose of registration under this Order shall be of Industry and Internal Trade (DPIIT). Applicable certificates shall have to be

submitted for compliance.

### 30. Clarification of bids

To assist in the scrutiny, evaluation and comparison of offers/bids, The Bank may, at its sole discretion, ask some or all Bidders for clarification of their offer/bid. The request for such clarifications and the response will necessarily be in writing and no change in the price or substance of the bid shall be sought, offered or permitted. Any decision of the Bank in this regard shall be final, conclusive and binding on all the Bidders.

### 31. No commitment to accept lowest or any bid

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

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

### 32. Right to accept any Bid or to reject any or all Bids/cancellation of tendering process

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

### 33. Bid Validity Period

Bids shall remain valid for 180 (One hundred and eighty) days after the date of bid opening prescribed by the Bank. The Bank holds the rights to reject a bid valid for a period shorter than 180 days as non-responsive, without any correspondence. In exceptional circumstances, the Bank may solicit the Bidders' consent to an extension of the validity

period. The request and the response thereto shall be made in writing. Extension of validity period by the Bidder(s) should be unconditional and irrevocable. The Bid Security provided shall also be suitably extended. A Bidder(s) acceding to the request will neither be required nor be permitted to modify its bid. A Bidder may refuse the request without forfeiting its bid security. In any case the bid security of the Bidders will be returned after completion of the process.

### 34. Pre-bid meeting

Bidders/OEMs are required to submit pre-bid queries, through GeM portal within the timeline as stipulated by GeM/RFP. In case any bidder/OEM is unable to submit the queries through GeM, Bidders/OEMs may raise the queries through below email ID:

1. [sanjit.singh@psb.co.in](mailto:sanjit.singh@psb.co.in)
2. [shivam.patel@psb.co.in](mailto:shivam.patel@psb.co.in)
3. [n.jones@psb.co.in](mailto:n.jones@psb.co.in)
4. [anil.kumar@psb.co.in](mailto:anil.kumar@psb.co.in)
5. [ho.god@psb.co.in](mailto:ho.god@psb.co.in)

In the following format in excel file only within the timeline as mentioned in the Bid Document.

SI. No.	RFP Page No.	RFP Clause No.	Original RFP Clause	Subject/Description	Query sought/Suggestions of the Bidder

Bidders/OEMs interested to attend the pre-Bid meet should have their authorization letter from their competent authority (hardcopy/email) to attend the pre-bid meeting clearly stating the name, designation and contact number and such communication reach the Bank at least one working day before the date of the meeting. All Bidders should carry their ID card issued by their company. Only two persons per bidder shall be allowed to attend the Pre-Bid meeting.

Pre-requisites for attending pre-bid meeting:

1. Authorization Letter (email or hardcopy)
2. Queries as per the format of the Bank through GeM/E-Mail.
3. Copy of organization ID card of attending representatives.

No person shall be allowed to attend the Pre-Bid meeting without Proper Authorization letter from their Company and without their Official ID Cards issued by their company. (Any other ID proof such as PAN, DL or AADHAAR card will not be accepted).

In case the Bank issues any Corrigendum, Bidder may raise further queries/representations as per GeM guidelines/ 48 hours after the corrigendum is issued from the issue of such



Corrigendum. Any query received after GeM Portal deadline may not be considered by the Bank for issuing response/clarification.

Bidders are required to go through the RFP and any subsequent Corrigendum/clarifications meticulously and submit their queries timely to avoid any last minute issues.

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

Only up to two authorized representatives of the bidders will be allowed to attend the pre bid meeting. Non-attendance at the Pre-bid Meeting will not be a cause for disqualification of a Bidder.

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

The Bank will provide the reply to bidder's queries and will publish changes to the Tender document (if any) on Bank's website etc. Non reply to any of the queries raised by the vendors during pre-bid Meeting shall not be considered as acceptance of the query/issue by the Bank. By responding to this tender document, the bidder is deemed to have accepted the terms & conditions as stated in this tender document

The Bank makes no representation or warranty and shall incur no liability, whatsoever, under any law, statute, rules or regulations on any claim by any bidder or if any potential Bidder makes in case of failure to understand the requirement and respond to the tender document. If there are conflicting points in this tender document, the Bank reserves the right to take a position on the conflicting issue which will be binding on the Bidder any time during the period of contract and no appeal will be entertained in this regard.

### **35. Disqualification**

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

### **36. Award of contract**

Following evaluation, a contract may be awarded to the bidder whose bid meets the requirements of this RFP and provides the best value to the Bank. The Bank reserves the right to award the contract in whole or in part. The acceptance of the bid, subject to contract, will be communicated by way of placing a purchase order in writing. Any change of address of the bidder should be notified promptly to the Deputy General Manager (HO Operations Department)) at the address given in this RFP.



### 37. Contract Period

The contract period will commence from the date of signing of the contract or 30 days from the date of acceptance of Purchase Order, whichever is earlier. All the timelines mentioned in the RFP will be applicable from the date of signing of contract however if the contract is not signed within a period of 30 days from the date of acceptance of the Purchase Order then the timelines will be applicable from 30th Day of acceptance of Purchase Order. **The term of the contract shall be for an initial period of 12 months. Date with option of further extension of contract for another 6 months, at the same rate & same terms & conditions, provided services of the bidder is satisfactory and at Bank's sole discretion.** The performance of vendors will be reviewed/ administered as per Fintech policy of Bank and further has the reserved right to cancel the contract at any time in case system fails to meet any of the requirements as mentioned in the RFP. A proposal valid for a shorter period shall be rejected by the Bank as non- responsive.

### 38. Signing of Contract

The successful bidder(s) shall mandatorily enter into Service Level Agreement (SLA), Non- Disclosure Agreement (NDA), Integrity Pact (IP) with Bank and submit the Bank Guarantee, within 30 calendar days from the date of award of contract/purchase order given by Bank.

**Note: Working days in the RFP refers to Bank's working days.**

### 39. Confidentiality of the Bid Document

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

### 40. Integrity Pact

To ensure transparency, equity, and competitiveness and in compliance with the CVC guidelines, this tender shall be covered under the Integrity Pact (IP) policy of the Bank. The pact essentially envisages an agreement between the prospective bidders/vendors and the Bank committing the persons/officials of both the parties, not to exercise any corrupt influence on any aspect of the contract. The format of the agreement is enclosed as Annexure-12.

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

Shri Debal kumar Gayen & Shri Pramod Kumar Garg have been appointed as IEM (Independent External Monitor) for the bank.

ITEM can be contacted at: -

1. Shri Debal kumar Gayen, M. No. 9113484729, 9831268698, E-mail: gayen.dk@gmail.com
2. Shri Pramod Kumar Garg, M. No. 9810778058, E-mail: pkgarg.1957@gmail.com

#### **41. Adherence to Terms & Conditions**

The bidders who wish to submit responses to this RFP should abide by all the terms and conditions contained in the RFP. If the responses contain any extraneous conditions put in by the respondents such responses may be disqualified and may not be considered for the selection process.

#### **42. Adherence to Laws and Standards**

The bidder should adhere to laws of land and rules, regulations and guidelines prescribed by various regulatory, statutory and Government authorities which are applicable to respective business, obligations and subject matters of the contract. Bidder must ensure that the proposed products/services are compliant to all such applicable existing regulatory guidelines of GOI / RBI and also adheres to requirements of the IT Act 2000 (including amendments in IT Act 2008), Cyber Security Framework of RBI, Master Directions on Outsourcing of Information Technology Services by RBI and Payment and Settlement Systems Act 2007(If applicable), Digital Payment Security Controls (If applicable) and amendments thereof as applicable. The Bank reserves the right to conduct an audit / ongoing audit of the services provided by the bidder.

#### **43. No Legal Relationship**

No binding legal relationship will exist between any of the Recipients / Respondents and the Bank until execution of a contractual agreement to the full satisfaction of the Bank

#### **44. Right to Audit**

The project may be subjected to audit from Bank and/or third party and/or regulatory body like RBI etc. It shall be responsibility of the Successful Bidder to co-operate and provide necessary information and support to the auditors. The Successful Bidder must ensure that the audit observations are closed on top priority and to the satisfaction of the Bank, regulator and its appointed auditors. Extreme care should be taken by the Successful Bidder to ensure that the observations do not get repeated in subsequent audits. The Repeat non-compliance by Successful Bidder shall attract penalty.

#### **45. Execution of Contract, SLA and NDA**

The bidder and Bank should execute (a) Contract, which would include all the service and terms and conditions of the services to be extended as detailed herein and as may be prescribed by the Bank and Non-disclosure Agreement (Annexure 15). The bidder should execute the contract, SLA and NDA within 30 days of date of acceptance of the

Purchase Order.

#### 46. Prices and Taxes

- Prices shall be expressed in the Indian Rupees only up to 2 decimal places and shall not have any effect from variations / fluctuations of any other currency or tax structure. GST will be payable extra at the prevailing rates. TDS shall be deducted, if applicable, as per the rate applicable.
- The price charged by the bidder for the services performed to fulfil the scope of this RFP shall not vary from the contracted prices and shall remain valid for the contract period.
- Payment of all taxes i.e. GST (CGST/SGST /IGST) will be made at actual, on production of suitable evidence of payment by the Bidder.
- The Bidder shall be liable to pay all applicable corporate taxes and income tax that shall be levied according to the laws and regulations applicable from time to time in India.
- Wherever the laws and regulations require deduction of such taxes at the source of payment, Purchaser shall effect such deductions from the payment due to the Bidder. The remittance of amounts so deducted and issuance of certificate for such deductions shall be made by Purchaser as per the laws and regulations in force. Nothing in the Contract shall relieve the Bidder from his responsibility to pay any tax that may be levied in India on income and profits made by the Bidder in respect of this Contract.
- No adjustment of the contract price shall be made on account of variation of costs of labour and materials or any other cost component affecting the total cost in fulfilling the obligations under the contract. The Contract price shall be the only payment, payable by the Purchaser to the bidder for completion of the contractual obligations by the bidder under the Contract, subject to the terms of payment specified in the Contract. The prices, once offered, must remain firm and must not be subject to escalation for any reason within the period of validity. The price would be inclusive of all applicable taxes under the Indian law like customs duty, freight, forwarding, insurance, delivery, etc. but exclusive of only applicable GST, which shall be paid / reimbursed on actual basis on production of bills with GSTIN. The entire benefits / advantages, arising out of fall in prices, taxes, duties or any other reason, must be passed on to the Bank. The price quoted by the bidder should not change due to exchange rate fluctuations, inflation, market conditions, and increase in custom duty. The Bank will not pay any out of pocket expense.

#### 47. Payment Terms

Release of Payment will be notified later. The payment Clause will be provisioned in Purchase Order to selected bidder.

- The Bank shall make payments to the Vendor only upon successful completion of the scanning of documents, verified and certified by the Bank's designated officials.
- The payment shall be processed after submission of the invoice along with relevant documentation and proof of work completed, ensuring that the scanned pages meet the specified quality and accuracy standards.

- The vendor shall submit invoices to Bank after completion of their complete work to respective zone/**state wise** after completion of work at branches and offices. For, Head Office, invoice will be submitted to Head Office Operations department on monthly basis along with proof of completion of the work verified by respective department.
- The Vendor shall submit invoices on a monthly basis to the respective corresponding to the volume of work completed during the month at branches and offices .
- The payment will be released after the invoice is submitted by the vendor.
- All payments shall be subject to the submission of necessary documentation, including work completion certificates, quality assurance reports, and any other certifications as specified in the RFP.
- The Bank reserves the right to withhold payment or seek adjustments if the work does not meet the agreed standards or if discrepancies are found during verification.
- No advance payment shall be made.
- The Bidder recognizes that all payments to the bidder under this RFP and subsequent agreement are linked to and dependent on successful achievement and acceptance of milestones/ deliverables/ activities set out in the project plan and therefore any delay in achievement of such milestones/ deliverables/activities shall automatically result in delay of such corresponding payment.
- Payments would be made on production of invoice.
- Recurring payment shall be payable on post-paid basis within 30 days of submission of the bills every monthly / Quarterly/yearly.
- Bidder has to submit the Performance Bank Guarantee for **5%** of total contract value upfront at the time of signing of the contract.
- The reasons like non-familiarity with the site conditions and/ or existing IT infrastructure will not be considered as a reason for any delay or extra claims whatsoever. The price would be inclusive of all applicable taxes under the Indian law like customs duty, freight, forwarding, insurance, delivery, etc. but exclusive of only applicable GST, which shall be paid / reimbursed on actual basis on production of bills with GSTIN. Any increase in GST will be paid in actuals by the bank or any new tax introduced by the government will also be paid by the bank The entire benefits / advantages, arising out of fall in prices, taxes, duties or any other reason, must be passed on to Bank. The price quoted by the bidder should not change due to exchange rate fluctuations, inflation, market conditions, and increase in custom duty, etc. The bank will not pay any out of pocket expenses.
- Any objection/ dispute to the amounts invoiced in the bill shall be raised by the bank within 15 days from the date of receipt of the invoice. Upon settlement of disputes with respect to any disputed invoice(s), the bank will make payment within reasonable time (not exceeding 30 days) after the settlement of such disputes. However, any omission/ fact not known at that point of time, Bank shall have the right to raise the dispute at a later point of time. All out of pocket expenses, travelling, boarding and lodging expenses for the entire Term of this RFP and subsequent agreement is included in the amounts and the Bidder shall not be entitled to charge any additional costs on account of any

items or services or by way of any out of pocket expenses, including travel, boarding and lodging etc.

- Payment of the Bills would be released, on receipt of advice / confirmation for satisfactory delivery and commissioning, live running and service report etc. after deducting all penalties.

#### **48. Order Cancellation/ Termination/Exit from the Contract**

The Bank reserves the right to terminate the order/ contract of the selected Bidder(s) (after providing a cure period of 30 days and thereafter providing a 60 days' notice period) and recover expenditure incurred by the Bank on the following circumstances:-

- i. The selected Bidder commits a breach of any of the terms and conditions of the bid;
- ii. Failure of the selected bidder(s) to accept the contract / purchase order and furnish the Performance Guarantee within 30 days of receipt of purchase Order;
- iii. Delay in offering;
- iv. Delay in commissioning project beyond the specified period;
- v. Serious discrepancy in completion or maintenance of project.
- vi. The selected bidder violates the Laws, Rules, Regulations, Bye-Laws, Guidelines, and Notifications etc.
- vii. The selected Bidder goes into liquidation, voluntarily or otherwise.
- viii. An attachment is levied or continues to be levied for a period of seven days upon effects of the bid.
- ix. If the selected Bidder fails to perform the assignment as per the time lines, SLA, Scope of Work, etc. prescribed in the RFP and the extension if any allowed, it will be a breach of contract. The Bank reserves its right to cancel the order in the event of delay and forfeit the bid security as liquidated damages for the delay.
- x. If deductions of account of liquidated damages exceeds more than 10% of the total contract value
- xi. In case the selected Bidder fails to deliver the quantity as stipulated in the delivery schedule, the Bank reserves the right to procure the same or similar product from alternate sources at the risk, cost and responsibility of the selected Bidder.
- xii. The Bank reserves the right to recover any dues payable by the selected bidder from any amount outstanding to the credit of the selected Bidder, including the pending bills and/or invoking the Bank guarantee under this contract.
- xiii. After the award of the contract, if the selected bidder does not perform as per the SLA, terms, conditions and timelines as mentioned in RFP or delays execution of the contract, the Bank shall give a 30 days cure period. Thereafter, if the selected bidder does not perform as per the SLA, terms, conditions and timelines as mentioned in RFP or delays execution of the contract, the Bank reserves the right to get the balance contract executed by another party of its choice after giving 60 days termination notice to existing successful bidder. In this event, the selected bidder is bound to make good the additional expenditure, which the Bank incurs to carry out the bidding process and if any, here, escalation of bidding price for the execution of the balance of the contract to be borne by



- Bidder. However, this cost is capped to 10% of the contract value. This clause is applicable if for any reason the contract or a part of the Contract is cancelled.
- xiv. In addition to the above, the Bank reserves the right to blacklist the vendor for non-performance and/or forfeit the Security Deposit/ PBG accordingly.
  - xv. In case of termination of the contract, the Bidder(s) shall be paid for all the services provided by the Bidder(s) until the date of termination after deducting any penalties, Liquidated damages and/or invoking PBG as the case may be.
  - xvi. Further, in the event of expiry of contract or termination of contract, selected bidder will provide services and full support to the Bank as per existing terms and conditions till the successful migration.

### **Consequences of Termination**

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

In the event that the termination of the Contract is due to the expiry of the term of the Contract, a decision not to grant any (further) extension by the Bank, the Bidder herein shall be obliged to provide all such assistance in transition without any additional cost 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 (Format whereof to be supplied by the Bank) and pursue such other rights and/or remedies that may be available to the Bank under law or otherwise.

The termination hereof shall not affect any accrued right or liability of either Party nor affect the operation of the provisions of the Contract that are expressly or by implication intended to come into or continue in force on or after such termination.

### **49. Termination for Insolvency**

The Bank may at any time terminate the Contract by giving written notice to the Bidder, if the Bidder becomes bankrupt or otherwise insolvent. In this event, termination will be without compensation to the Bidder, provided that such termination will not prejudice or



affect any right of action or remedy, which has accrued or will accrue thereafter to the Bank.

## 50. Corrupt and Fraudulent Practices

As per Central Vigilance Commission (CVC) directives, it is required that Bidders / Suppliers / Contractors observe the highest standards of ethics during the procurement and execution of such contracts in pursuance of the following directive:

“Corrupt Practice” means the offering, giving, receiving, or soliciting of anything of values to influence the action of an official in the procurement process or in contract execution

### AND

“Fraudulent Practice” means a misrepresentation of facts in order to influence a procurement process or the execution of contract to the detriment of the Bank and includes collusive practice among bidders (prior to or after bid submission) designed to establish bid prices at artificial non-competitive levels and to deprive the Bank from benefits of free and open competition.

The Bank reserves the right to reject a proposal for award if it determines that the bidder recommended for award has engaged in corrupt or fraudulent practices in competing for the contract in question.

The Bank reserves the right to declare a firm ineligible, either indefinitely or for a stated period of time, to be awarded a contract if at any time it determines that the firm has engaged in corrupt or fraudulent practices in competing for or in executing the contract.

## 51. Dispute Resolution Mechanism

All disputes or differences whatsoever arising between the parties out of or in relation to the construction, meaning and operation or effect of this Agreement or breach thereof shall be settled amicably by the parties. The Bidder and The Bank shall endeavor their best to amicably settle all disputes arising out of or in connection with the Contract in the following manner: -

- a) The Party raising a dispute shall address to the other Party a notice requesting an amicable settlement of the dispute within seven (7) days of receipt of the notice.
- b) The matter will be referred for negotiation between General Manager of The Bank / Purchaser and the Authorized Official of the Bidder. The matter shall then be resolved between them, and the agreed course of action documented within a further period of 15 days.
- c) In case any dispute between the Parties, does not settle by negotiation in the manner as mentioned above, the same may be resolved exclusively by arbitration and such dispute may be submitted by either party for arbitration within 20 days of the failure of negotiations. Arbitration shall be held in New Delhi and conducted in accordance with the provisions of the Arbitration and Conciliation Act, 1996 or any statutory modification or re-enactment thereof. Each Party to the dispute shall appoint one arbitrator each and the two arbitrators shall jointly appoint the third or the presiding arbitrator.

- d) The “Arbitration Notice” should accurately set out the disputes between the parties, the intention of the aggrieved party to refer such disputes to arbitration as provided herein, the name of the person it seeks to appoint as an arbitrator with a request to the other party to appoint its arbitrator within 45 days from receipt of the notice. All notices by one party to the other in connection with the arbitration shall be in writing and be made as provided in this tender document.
- e) The arbitrators shall hold their sittings at New Delhi. The arbitration proceedings shall be conducted in English language. Subject to the above, the courts of law at New Delhi alone shall have the jurisdiction in respect of all matters connected with the Contract/Agreement. The arbitration award shall be final, conclusive and binding upon the Parties and judgment may be entered thereon, upon the application of either party to a court of competent jurisdiction. Each Party shall bear the cost of preparing and presenting its case, and the cost of arbitration, including fees and expenses of the arbitrators, shall be shared equally by the Parties unless the award otherwise provides.
- f) The selected Bidder shall not be entitled to suspend the Service/s or the completion of the job, pending resolution of any dispute between the Parties and shall continue to render the Service/s in accordance with the provisions of the Contract/Agreement notwithstanding the existence of any dispute between the Parties or the subsistence of any arbitration or other proceedings.
- g) Notwithstanding the above, the Bank shall have the right to initiate appropriate proceedings before any court of appropriate jurisdiction, should it find it expedient to do so. The contract shall be governed by and interpreted in accordance with Indian law.
- h) The selected Bidder shall continue work under the Agreement during the arbitration proceedings unless otherwise directed in writing by the Bank or unless the approval of bank in writing that the events are such where work cannot possibly be continued or until the decision to the contrary of the arbitrator or the umpire, as the case may be, has been obtained by Vendor. However, during such a contingency, the Bank shall be entitled to make alternative arrangements to tackle the situation in any manner it deems fit, at the cost of the Vendor which may also be adjusted by the Bank from the Performance Bank Guarantee, being treated as default so that the business of the Bank is not disrupted.

## 52. Governing Laws

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

## 53. Jurisdiction

The jurisdiction of the courts shall be in **New Delhi/ Delhi**. The RFP/Contract shall be governed and interpreted in accordance with laws in India. Bidder shall agree to submit to the courts under whose exclusive jurisdiction the Registered Office (Delhi) of the Bank falls.

## 54. Notices

Any notice given by one party to the other pursuant to the contract shall be sent to the other party (as per the address mentioned in the contract) in writing either by hand delivery or by registered post or by courier and shall be deemed to be complete only on obtaining acknowledgment thereof; or by telegram or by mail or by facsimile or by other electronic media and in which case, the notice will be complete only on confirmation of receipt by the receiver. In case of email, Notices shall be sent by certified or registered mail with acknowledgement due on receipt. A notice shall be effective when delivered or on the notice's effective date, whichever is later.

## 55. Contract Agreements

Any change made in any clause of the contract which shall modify the purview of the contract within the validity and currency of the contract shall be deemed as an amendment. Such an amendment can and will be made and be deemed legal only when the parties to the contract provide their written consent about the amendment, subsequent to which the amendment is duly signed by the parties and shall be construed as part of the contract. The details of the procedure for amendment shall be as specified in the contract.

## 56. Collusive Conduct

Bidders and their officers, employees, agents and advisers must not engage in any collusion, anti – competitive conduct or any other similar conduct with any other bidder or any other person in relation to the preparation or lodging of responses. By submitting a signed proposal, the bidder certifies that:

- I. It has arrived at the prices in its proposal without agreement or discussion with any other bidder of this RFP for the purpose of restricting competition.
- II. The prices in the proposal have not been disclosed and will not be disclosed to any other bidder of this RFP.
- III. No attempt by the bidder to induce any other bidder to submit or not submit a proposal for restricting competition has occurred.

## 57. Force Majeure

The parties shall not be liable for default or non-performance of the obligations under the contract, if such default or non-performance of the obligations under this contract is caused by Force Majeure. For the purpose of this clause, "Force Majeure" shall mean an event beyond the control of the parties, due to or as a result of or caused by acts of God, wars, insurrections, riots, earth quake and fire, epidemics, events not foreseeable but does not include any fault or negligence or carelessness on the part of the parties, resulting in such a situation.

In the event of any such intervening Force Majeure, each party shall notify the other party in writing of such circumstances and the cause thereof immediately within five calendar days. Unless otherwise directed by the other party, the party pleading Force Majeure shall continue to perform/render/discharge other obligations as far as they can reasonably be attended/fulfilled and shall seek all reasonable alternative means for performance affected by the Event of Force Majeure.

In such a case, the time for performance shall be extended by a period(s) not less than the duration of such delay. If the duration of delay continues beyond a period of three months, the parties shall hold consultations with each other in an endeavor to find a solution to the problem.

Notwithstanding above, the decision of the Bank shall be final and binding on the Vendor.

## **58. Confidentiality**

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

## **59. Use of Contract Documents and Execution**

The bidder shall not, without Bank's prior written consent, disclose the Contract or any provision thereof, or any specification or information furnished by or on behalf of the Bank in connection therewith, to any person other than a person employed by the bidder in the performance of the Contract. Disclosure to any such employed person shall be made in confidence against Non-disclosure agreements completed prior to disclosure and disclosure shall extend only so far as may be necessary for the purposes of such performance. Any document, other than the Contract itself, shall remain the property of the Bank and all copies thereof shall be returned to the Bank on termination of the Contract. The bidder shall not, without Bank's prior written consent, make use of any document or information above except for the purposes of performing the Contract.

## **60. Privacy & Security Safeguards**

The Bidder shall not publish or disclose to third parties in any manner, without the Banks' prior written consent, the details of any security safeguards designed, developed, or implemented by the Bidder or existing at any Bank location. The Bidder shall develop

procedures and implementation plans to ensure that IT resources leaving the control the assigned user (such as being reassigned, removed for repair, replaced, or upgraded). The Bidder shall also ensure that all subcontractors who are involved in providing such security safeguards or part of it shall not publish or disclose in any manner, without the Banks' prior written consent, the details of any security safeguards designed, developed, or implemented by the Bidder or existing at any Bank location.

## 61. Data Protection

Bidder will process Bank's personal data on Bank's behalf as part of the services, bidder shall comply with the Information Technology Act, 2000, The Digital Personal Data Protection Act- 2023 and shall comply with all applicable privacy and data protection provisions and applicable laws / future laws. Further, it must be ensured that due care be taken while collecting and dealing with sensitive personal data or information.

Any Web portal used by the bidder to procure Bank Data will be secured to avoid hacking, infusion of virus, unauthorized copying, tampering, etc. and all sort of security required as per applicable law & practices to be adopted and implemented by the bidder.

The bidder shall ensure compliance to Data Security, Data Secrecy, Data privacy related issues and laws, frameworks such as digital personal data protection act, etc. as released and/or amended from time to time by the RBI, Govt. of India or any regulatory authority.

## 62. Confidential Information

- i. Except as required by law, the parties shall ensure that all the confidential information-business or otherwise as disclosed by one party to other/s during negotiation/ implementation/execution of this Agreement or which may in any manner by any of its officers comes into the other party's knowledge or possession or control, shall not be used for any purposes other than those required or permitted by this Agreement and shall remain confidential and shall not be disclosed to any other party (including a subcontractor) except in so far as may be required for the proper implementation of this Agreement or permitted by other party expressly in writing.
- ii. For the purposes of this Agreement, information relating to the Bank's business, of its customers/employees, business systems, business processes, policies, internal notes, third party correspondences and documents shared in confidence or in respect of which no express permission has been obtained from Recipient by Disclosing Party, supplier lists or any other information having potential bearing on its business, trade, standing or reputation, information affecting employee's or an office bearer's right to privacy or proprietary information as defined hereinafter shall be deemed to be confidential information. For the purposes of this clause, Proprietary Information shall



include, but not be limited to, domain names, trade secrets- whether or not protected under any patent or copy right or other intellectual property laws- whether contained on computer hard disks or floppy diskettes or otherwise available in any oral, scripted or photographic or electronic form- without any limitation whatsoever, copyrights, business ideas, techniques, know-how, inventions (whether patentable or not), any other information of any type relating to designs, configurations, information concerning technical or financial aspects, intellectual property rights, documentation, policies, board notes, circulars, letters including correspondences received or exchanged via electronic or web-based mediums in confidence, recorded data, schematics, layouts, source code, master works, master databases, algorithms, flow charts, formulae, works of authorship, mechanisms, research, manufacture, improvements, assembly, installation, the information concerning the Parties' actual or anticipated business, research or development, or the information which is received in confidence by the disclosing party is to the Recipient. It is further agreed that the information relating to the Bank and its customers deemed confidential whether marked confidential or not.

- iii. Notwithstanding the foregoing, any information which orally or visually or in writing is disclosed to the recipient by the Disclosing Party shall be deemed to be Confidential Information, if the disclosing party, within 10 (ten) days after such disclosure, sends to the Recipient a written document or documents describing such Proprietary Information and referencing the place and date of such oral, visual or written disclosure and the names of the employees or officers of the Recipient to whom such disclosure was made.
- iv. Vendor agrees to regard and preserve as confidential all information related to the business and other activities of the Bank, its customers, suppliers and other entities with whom Bank is presently or in future may enter into business, as may be obtained by Vendor or may be developed as a result of this Agreement. Vendor agrees to hold such information in trust and complete confidence for Bank and not to disclose such information to any person, firm or enterprise or use (directly or indirectly) any such information for its own benefit or the benefit of any other party, unless expressly authorized by Bank in writing, and further agrees to limit access to and disclosure of such confidential information to Vendor's employees on a strictly "need to know" basis only and who have signed or are bound by confidentiality agreements/undertakings at least as stringent as those contained herein. Vendor shall not without the consent of Bank make use of any document or reproduce in any way the information which it may come to know or have, except for the purpose of performance of this Agreement.
- v. The Vendor agrees to protect the confidential information of the Bank with the same standard of care and procedures used by it to protect its own confidential Information. Without limitation of the foregoing, the Vendor shall use reasonable efforts to advise the Bank immediately in the event Vendor learns or has reason to believe that any person who has had access to confidential information has violated or intends to violate the terms of the Agreement and shall reasonably cooperate in seeking injunctive



relieve against any such person.

- vi. That if the Vendor hires another person to assist it in the performance of its obligations under the terms of this Agreement, or assigns any portion of its rights or delegates any portion of its responsibilities or obligations under the Agreement to another person in any manner, it shall cause its assignee or delegate to be bound to retain the confidentiality of the confidential information in the same manner as the Vendor is bound to maintain the confidentiality.
- vii. Even if a Vendor's employee leaves the job or his services are terminated/expires, the Vendor shall ensure that he does not share any confidential information of the Bank with third parties nor uses such it to derive unauthorized profits out of it. Vendor shall continue to be responsible for any such act of its ex-employee and agrees to indemnify the Bank against any loss suffered by Bank due to disclosure of confidential information in such circumstances.
- viii. Bank acknowledges that it considers the Vendor related material information including software product(s), trade secrets, documentations and electronic or non-electronic communication made in confidence, to be confidential and, agrees that unless Bank has obtained Vendor's written consent, Bank shall keep such materials confidential and prevent their disclosure to any person other than employees, representatives of Vendor or any other person it reasonably believes to be authorized by Vendor to receive such information, to whom it shall be disclosed only for purposes specifically related to Vendor's permitted use of the Products/as necessary for the purposes of this agreement.

Information shall not be considered confidential to the extent and only to the extent, such information is:

- already known to the receiving party free of any restriction at the time it is obtained from the other party
- subsequently learned from an independent third party free of any restriction and without breach of this Agreement
- Is or becomes publicly available through no wrongful act of the other party.
- Independently developed by one party without reference to any confidential information of the other.
- Required to be disclosed pursuant to a requirement of a governmental agency or law so long as the parties provide each other with timely written prior notice of such requirement.
- The obligation contained in this clause shall survive after the termination of this Agreement. Confidentiality of customer information shall be maintained and survive even after the Agreement expires or terminated.
- The infraction of confidentiality terms shall constitute material breach of the Agreement, and the Bank shall be entitled to take appropriate actions as available in law or under

this Agreement against the Vendor as the case may be. Vendor agrees to indemnify Punjab and Sind Bank against any loss suffered by Punjab and Sind Bank due to breach of confidential terms as mentioned herein above.

### 63. Non-Disclosure Agreement

By virtue of Contract, as and when it is entered into between the Bank and the vendor, and its implementation thereof, the vendor may have access to the confidential information and data of the Bank and its customers. The vendor will enter into a Non-Disclosure Agreement to maintain the secrecy of Bank's data including but not limited to the following:-

- i. That the vendor will treat the confidential information as confidential and shall not disclose to any third party. The vendor will also agree that its employees, agents, sub-contractors shall maintain confidentiality of the confidential information.
- ii. That the vendor will agree that it shall neither use, nor reproduce for use in any way, any confidential information of the Bank without consent of the Bank. That the vendor will also agree to protect the confidential information of the Bank with at least the same standard of care and procedures used by them to protect its own confidential Information of similar importance. Without limitation of the foregoing, the vendor shall use full efforts to advise the Bank immediately in the event that the vendor learns or has reason to believe that any person who has had access to confidential information has violated or intends to violate the terms of the Contract to be entered into between the Bank and the vendor and will cooperate in all manner in seeking injunctive relieve against any such person.
- iii. That if the vendor hires another person to assist it in the performance of its obligations under the Contract or assigns any portion of its rights or delegates any portion of its responsibilities or obligations under the Contract to another person, it shall cause its assignee or delegate to be bound to retain the confidentiality of the confidential information in the same manner as the Vendor is bound to maintain the confidentiality. This clause will remain valid even after the termination or expiry of this agreement.
- iv. That the vendor will strictly maintain the secrecy of Bank's data and records.
- v. The Bank shall provide access to its premises to the authorized personnel of the vendor to carry out the work related to installation etc. which is required to perform its obligation to Bank. In accessing Bank's premises, the vendor shall however comply with any and all rules, regulations, policies and procedures relating to the access, entry, safety and security to discharge their obligation as per the terms and condition of the agreement.
- vi. Even if any employee of the vendor leaves the job or his services are terminated/expires, the vendor shall ensure that Banks confidential information is not

shared with any third party nor Banks confidential information is used to derive unauthorized profits out of it. Vendor shall continue to be responsible for any such act of its ex-employee and agrees to indemnify the Bank against any loss suffered by Bank due to disclosure of confidential information in such circumstances. The obligation contained in this clause shall survive even after the termination of this Agreement. Confidentiality of customer information shall be maintained and survive even after the Agreement expires or terminated.

- vii. The infraction of confidentiality terms shall constitute material breach of the Agreement, and the Bank shall be entitled to take appropriate actions as available in law or under this Agreement against the Vendor as the case may be. Vendor agrees to indemnify the Bank against any loss suffered by Bank due to breach of confidential terms as mentioned hereinabove.

#### **64. Data Purging**

The vendor should ensure to have provision for the secure removal and/or destruction of data, hardware and all records (both digital and physical), if necessary. To ensure the seamless transition, the vendor should cooperate fully with the Bank/the new service provider and agree not to delete, purge, revoke, alter or update any data during this time unless specifically instructed to do so by the Bank.

#### **65. Adherence to the Cyber Security Policy**

- i. Bidders are liable for meeting the security standards or desired security aspects of all the ICT (Information and Communication Technology) resources as per Bank's IT/Information Security / Cyber Security Policy. The IT /Information Security/ Cyber Security Policy may be shared with successful bidder. Bidders should ensure Data Security and protection of facilities/application managed by them.
- ii. The Bidder should be aware about Bank's IT/IS/Cyber security policy and have to maintain the secrecy & confidentiality of the Bank's data including process performed at the Bank premises.
- iii. Bidder has to agree and provide undertaking not to disclose any Bank information and will maintain confidentiality of Bank information as per policy of the Bank and will sign "Non-Disclosure Agreement" document provided by Bank.
- iv. The legal and regulatory requirements, including data protection, intellectual property rights, copy right, all the relevant regulations for sub-contracting; including the controls that need to be implemented shall be included in the supplier agreement also.
- v. All information /resources (online/in-person) of the vendors and its partners shall be made accessible to Reserve Bank of India as and when sought.

- vi. Credentials of vendor/third party personnel accessing and managing the Bank's critical assets shall be maintained and shall be in accordance with Bank's extant policy.
- vii. The Bank will evaluate, assess, approve, review, control and monitor the risks and materiality of vendor/outsourcing activities and bidder shall ensure to support baseline system security configuration standards. The Bank will also conduct effective due diligence, oversight and management of third-party vendor's/service providers & partners.
- viii. Vendor criticality assessment shall be conducted for all partners & vendors. Appropriate management and assurance on security risks in outsourcing and partner arrangements shall be ensured.

#### **66. Proposal Ownership:**

The proposal and all supporting documentation submitted by the Bidder shall become the property of the Bank. As the Bidder's proposal is important for the evaluation and selection process, it is important that, the Bidder carefully prepares the proposal as per the prescribed format only. Under no circumstance, the format can be changed, altered or modified. Bidders must provide categorical and factual replies to specific questions. Bidders may provide additional technical literature relating to their proposal but in a separate Annexure. Correct and current technical details must be completely filled in. The Appendices/Annexures to this RFP shall form integral part of the RFP.

#### **67. Ownership and Retention of Documents**

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

Forthwith upon expiry or earlier termination of the Contract and at any other time on demand by The Bank, the Bidder shall deliver to The Bank all documents provided by or originating from The Bank / Purchaser and all documents produced by or from or for the Bidder in the course of performing the Service(s), unless otherwise directed in writing by The Bank at no additional cost. The selected Bidder shall not, without the prior written consent of The Bank/ Purchaser, store, copy, distribute or retain any such Documents. The selected Bidder shall preserve all documents provided by or originating from the Bank/ Purchaser and all documents produced by or from or for the Bidder in the course of performing the Service(s) in accordance with the legal, statutory, regulatory obligations of the Bank /Purchaser in this regard.

#### **68. Assignment**

Neither the contract nor any rights granted under the contract may be sold, leased,

assigned, or otherwise transferred, in whole or in part, by the bidder, and any such attempted sale, lease, assignment or otherwise transfer shall be void and of no effect without the advance written consent of the Bank. If the bank undergoes merger/amalgamation/takeover/consolidation/reconstruction/change of ownership etc. this contract under this RFP shall be considered to be assigned to the new entity and such an act shall not affect the rights of the selected bidder under this RFP or contract entered between the bank and selected bidder.

## 69. Liquidated Damages and Penalty

The Bank will consider the inability of the bidder to deliver services within the specified time limit as a breach of contract and would entail the payment of Liquidated Damages on the part of the bidder. The liquidated damages represent an estimate of the loss or damage that the Bank may have suffered due to delay in performance of the obligations (relating to operationalization, implementation, training, acceptance, etc. of the proposed services) by the bidder. Performance/delivery of services will be treated as incomplete in one / all of the following situations:

### 1. Delay Penalties

In case of the project is delayed beyond the mutually agreed timelines, Bank may impose the penalty and recover an amount of INR 10,000 per day for delay in completion of work. Penalty to be imposed is calculated as below calculation subject to a maximum of 10% of the overall contract value. Once the maximum is reached, the Bank may consider termination of the contract. The Bank shall exercise its discretion to consider the right for termination of the contract.

#### (i) Determining Vendor Targets and Daily Rate

The total project volume is **22.05 Crore pages** over **12 months**. The Bank will define each Successful Bidder's **share of the work (S)** and their **Individual Contract Value (C)**.

- Vendor's Average Monthly Target: The number of pages the vendor is expected to scan each month.

Average Monthly Target for number of pages to be scanned by the vendor

= Total Pages x Share of work allocated to vendor

12 months i.e. Project timeline

- **Daily Penalty Rate (DPR):** We will use the penalty amount of **INR 1,000 per day/site** as the fixed daily penalty rate for any month where the target is missed.



## (ii) Penalty Application (Monthly)

At the end of each calendar month, the Bank will assess the vendor's performance:

Condition	Action / Penalty
If Vendor Achieves Average Monthly Target	No Penalty
If Vendor Fails to Achieve Average Monthly Target	The Vendor shall pay a penalty using the fixed Daily Penalty Rate i.e. INR 1000/day/site

### • Calculation (Quantification):

Monthly Penalty = Daily Penalty Rate x Days in the Month

For Example: If the vendor misses the Average Monthly Target on January, 2026 by two number of days at one site:

Monthly Penalty = INR 10,000/day x 02 days = INR 20,000

## (iii) Maximum Penalty Threshold

- The total cumulative amount of penalties recovered from the **specific Vendor** shall be capped at a maximum of 10% of that **Vendor's overall Individual Contract Value**.

## (iv) Termination Rights

- Once the total cumulative penalty recovered from a **specific Vendor** reaches the maximum threshold of **10%** of their Individual Contract Value (C), the Bank reserves the right to terminate the contract with that specific Vendor.

## 2. Quality of Scanned Documents

If scanned documents do not meet the prescribed quality standards (as per specified DPI, clarity, completeness), the vendor shall be liable to pay a penalty of 2% of the invoice amount/site for fail in quality checks, and shall be required to re-scan and re-upload at their own cost. The quality percentage of scanned images should be auto populated by the scanning utility and should clear the minimum benchmark set for acceptance of quality. Quality check of document scanning be incorporated in the Scanning utility. Penalty will made on the rejections made by Bank user (Checker) while uploading the document in DMS, if the scanned document fails at the checker stage due to not meeting mentioned quality standards. Total number of pages uploaded and verified in DMS will be obtained and reviewed monthly. The

Sr. No.	Penalty Clause due to fail in quality check of scanned pages (% may be rounded off to next integer)	Penalty
1	The number of pages uploaded and verified in DMS w.r.t number total number of pages scanned by the vendor. The verification in DMS should be at least 97% i.e. 97% and above of total number of pages scanned by the vendor	No penalty
2	The number of pages uploaded and verified in DMS w.r.t number total number of pages scanned by the vendor. The verification in DMS is 95 to 96% and above of total number of pages scanned by the vendor	1 % of invoice/site
3	The number of pages uploaded and verified in DMS w.r.t number total number of pages scanned by the vendor. The verification in DMS is 90 to 94% and above of total number of pages scanned by the vendor	2 % of invoice/ site
4	The number of pages uploaded and verified in DMS w.r.t number total number of pages scanned by the vendor. The verification in DMS is below 90% and above of total number of pages scanned by the vendor	3 % of invoice / site

be calculated based on monthly total uploaded and total verified w.r.t. total number of pages scanned by the vendor. The calculation of penalty on monthly basis for rejections of number of pages attributable to vendor due to fail in quality check will be as below;-

### 3. Missing/ Loss of Physical Documents

As part of the for controlling access to sensitive areas, all Vendor personnel, including their personal belongings, carry-on items, bags etc, shall be subject to routine frisking by authorized Bank Security Officials or their delegates upon both entering and exiting the Bank premises or designated operational areas. Compliance with these mandatory checks is a non-negotiable condition for access, and failure or refusal by any Vendor personnel to submit to such checks will result in the immediate denial of access.

Bank may lodge an FIR in case it is known that vendor official is involved directly/ indirectly for any missing/ loss of document which was handed over to the vendor or its employee. The cost of legal action by the Bank will also be recovered from the vendor in such case. In such cases, the penalty to the vendor will be ₹10000/- or reconstruction cost along-with all expenses of the document or any loss claimed by the customer and paid by the bank to customer whichever is higher.

In other cases for loss or missing document, the penalty to the vendor will be ₹1000/- or reconstruction cost along-with all expenses of the document or any loss claimed by the customer and paid by the bank to customer whichever is higher.

Each and every document should tally and handed over to bank official in the same condition in which it was taken by the vendor deputed official after scanning to be recorded in Register/ E-Register.

#### 4. Data Security and Confidentiality Breach

Any breach of data security or confidentiality leading to data compromise shall attract suitable legal action as per norms and guidelines. The Bank may exercise its discretion to consider the right for termination of the contract.

#### 5. SLA Breach

The Bidder shall have to enter into an agreement with Bank as per the terms and conditions of this RFP and it's subsequent Corrigendum/ Addendum. The non-delivery of services or non-response or any breach of information will lead to penalty. The penalty is applicable in respect of non-delivery of services/ support as per the requirement of this RFP. Within 30 days of receipt of the Order/Letter of Intent, the selected Bidder shall sign and date, the Service Level Agreement (SLA), on valid stamp paper of appropriate value, in format of the Bank and return it to Bank. The Bidder, however, may submit the SLA Form they like to execute. It is the prerogative of the Bank to accept the same or to modify. It is reiterated that the Contract/SLA to be entered into by the Selected Bidder shall be as approved by the Bank only. Bank expects that the Bidder shall be bound by the Service Levels described in this document. The SLA will be monitored and reviewed on a monthly basis

If the selected Bidder fails to complete the due performance of the contract in accordance to the terms and conditions agreed as per SLA, the Bank reserves the right either to cancel the contract or to take any other action as may deem fit. In case of termination of contract, the Bank reserves the right to recover an amount equal to 10% the Contract value as Penalty for non-performance. Bank may recover such amount of penalty from any payment being released to the vendor/ performance guarantee. Both penalty and liquidated damages are independent of each other and are applicable separately and concurrently. Being sensitive job in nature, the Vendor shall have to ensure error free & timely completion of the project and the same shall also form one of the basis of evaluation of their performance

#### 6. Reporting Delay

Vendor will ensure that all the documents which are scanned are uploaded in to DMS for verification by Bank's official and vendor will not let it delayed beyond T+1 day. In case of delay beyond T+1 day, the penalty will be INR 100/ account.

The vendor is supposed to submit a daily reporting to concerned Branch/Zone/ Head office department. A consolidated reporting of all Branches/Zones/HO Departments to HO operations Department, New Delhi should be also be submitted. Review of performance of the vendor will be done on monthly/ quarterly basis.

## 7. Legal and Regulatory Compliance

Any non-compliance with applicable legal and regulatory requirements shall attract penalties as per applicable laws, in addition to termination of the contract.

### 70. Indemnity

The supplier/bidder shall indemnify the Bank against all third party claims of infringement of Intellectual Property, patent, trademark or industrial design rights arising from use of the Goods, or any part thereof in India.

- i. The bidder's liability in case of claims against the Bank resulting from willful misconduct of the bidder and its employees or from infringement of patents, trademarks, copyrights or such other Intellectual property rights or breach of confidentiality (excluding liability for personal sensitive data), shall be unlimited. The bidder, subject to being notified within 30 days of such claims and shall have full rights to defend itself therefrom. Subject to the above, if the Bank is required to pay compensation to a third-party resulting from such infringement, the Bidder will bear all court awarded damages/ expenses including legal fees, as awarded by the Court. In no event shall either party be liable to the other for any indirect, incidental or consequential damages or liability, loss of profits or goodwill, revenue, and anticipated savings. Gross Negligence means serious disregard which involves an indifference to, and a blatant violation of a legal duty with respect to the rights of others, being a conscious and voluntary disregard of the need to use reasonable care, which is likely to cause foreseeable grave injury or harm to persons, property, or both. Willful Misconduct means where a party intentionally causes actual harm upon the other party and does not involve error or mistake in any form.
- ii. The Bidder shall also be liable to indemnify the Bank, at its own cost and expenses, against all losses/damages, which the Bank may suffer on account of violation by the Bidder of any or all national/international trade laws, norms, standards, procedures etc.
- iii. To mitigate the financial loss on act of omissions, commissions, frauds, embezzlement of funds, or any act of financial misconduct of selected Bidder, Bank shall have a recovery mechanism from the bidder through imposition of General Indemnity & Liability Clause in the agreement. Bidder shall agree and shall keep the Bank indemnified against claims, actions, loss, damages, costs, expenses, charges, including legal expenses (Attorney, Advocates fees included) which the Bank may suffer or incur on account of any deficiency in services rendered by Bidder or any acts of commission / omission on the part of employees, agents, representatives or Sub-Contractors. Bidder shall be liable under the relevant statute, civil and/ or criminal as the case may be, for any malicious acts, negligent acts, wrongful acts, fraudulent acts and/ or offline transactions committed (including those committed by any of its employees, agents, representatives and/or sub-contractors) in the performance of the Services under the

Agreement and shall not be deemed to be acting on or behalf of the Bank in any manner whatsoever to the extent of such acts and/or transactions.

- iv. The bidder is responsible for managing the activities of its personnel and will be accountable for them. The bidder shall be vicariously liable for any acts, deeds or things done by their employees, agents etc. which is outside the scope of power vested or instructions issued by the Bank. Bidder shall be the principal employer of the employees, agents etc. engaged by Bidder and shall be vicariously liable for all the acts, deeds or things, whether the same is within the scope of power or outside the scope of power, vested under the purchase contract to be issued for this tender. No right of any employment shall accrue or arise, by virtue of engagement of employees, agents etc. by the Bidder, for any assignment under the purchase contract to be issued for this tender. All remuneration, claims, wages, dues etc. of such employees, agents etc. of Bidder shall be paid by Bidder alone and the Bank shall not have any direct or indirect liability or obligation, to pay any charges, claims or wages of any of Bidder's employee,

## 71. Indemnification Process

Successful Bidder assumes responsibility for and shall indemnify and keep the Bank harmless from all liabilities, claims, costs, expenses, taxes and assessments including penalties, punitive damages, attorney's fees and court costs which are or may be required to be paid by reasons of any breach of the SUCCESFUL BIDDER's obligations under the SLA or otherwise for which the SUCCESFUL BIDDER has assumed responsibilities including those imposed under any SLA, local or national law or laws, or in respect to all salaries, wages or other compensation to all persons employed/hired/deployed/services utilized by the SUCCESFUL BIDDER in connection with the performance/discharge of its obligations under the SLA. The SUCCESFUL BIDDER shall execute, deliver such other further instruments to comply with all the requirements of such laws and regulations as may be necessary there under to conform and effectuate the terms of the SLA and to protect the Bank during the tenure of the SLA.

## 72. Incidental Services

The successful bidder shall be required to provide all the following services, including additional service, if any relating to:

- I. Performance or supervision of on-site assembly and /or start-up of the services.
- II. Furnishing of detailed operations, SOP and maintenance manual for each unit of the services.
- III. Training required at the time of initial deployment and at a place chosen by Bank.
- IV. Signing of pre-contract integrity pact.
- V. Information Security.
- VI. No right to set off.
- VII. Compliance with Laws.
- VIII. Use of contract documents and information
- IX. Assignment



- X. Contract between bank and shortlisted bidder/TSP (Technical Service Provider)
- XI. Principal to principal relationship

### 73. Intellectual Property Rights

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

### 74. Intellectual Property Indemnity & Indemnity against Misuse of License

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

### 75. Limitation of Liability

The Vendor's aggregate liability in connection with obligations undertaken as a part of the project regardless of the form or nature of the action giving rise to such liability (whether in contract or otherwise), shall be at actuals and limited to the overall contract value for One year and subsequent extension of the Contract. The Vendor's liability in case of claims against Bank resulting from willful misconduct or gross negligence of the vendor, its employees and subcontractors or from infringement of patents, trademarks, copyrights or such other intellectual property rights, breach of confidentiality, or violation of any legal, regulatory, statutory obligations, performance of un-mandated transactions by the system shall be unlimited.

In no event shall either party be liable to the other for any indirect, incidental or consequential damages or liability, loss of profits, revenue, and anticipated savings.

Gross Negligence means serious disregard to an obvious risk. Willful Misconduct means where a party intentionally causes actual harm upon the other party and does not involve error or mistake in any form.

## 76. Legal Compliance

The successful bidder hereto agrees that it shall comply with all applicable union, state and local laws, ordinances, regulations and codes in performing its obligations hereunder, including the procurement of licenses, permits and certificates and payment of taxes where required. If at any time during the term of this agreement, the Bank is informed or information comes to the Bank's attention that the successful bidder is or may be in violation of any law, ordinance, regulation, or code (or if it is so decreed or adjudged by any court, tribunal or other authority), the Bank shall be entitled to terminate this agreement with immediate effect. The Successful bidder shall maintain all proper records, particularly but without limitation accounting records, required by any law, code, practice or corporate policy applicable to it from time to time including records, returns and applicable documents under the Labour Legislation.

The successful bidder shall ensure payment of minimum wages to persons engaged by it as fixed from time to time under the Minimum Wages Act, 1948. In case the same is not paid, the liability under the act shall solely rest with the successful bidder.

That the vendor is solely responsible for full compliance with provisions of POSH (Prevention of Sexual Harassment) at workplace with regards to its employees and educated its employees about POSH Act. If any complaint of sexual harassment is received against any employee of vendor by the ICC (Internal complaints Committee), the vendor shall ensure appropriate action and shall also be responsible for any monetary compensation that may be paid to the aggrieved. Any complaint by any aggrieved employee of vendor shall be inquired into by ICC.

## 77. Conflict of Interest

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

## 78. Right to Alter Quantities

Bank reserves the right to alter the requirements specified in the RFP. The Bank also reserves the right to delete one or more items from the list of items specified in the RFP. The bidder agrees that the Bank has **+/- 25%** limit on the additions or deletions on the items for the period of the contract. Further the bidder agrees that the prices quoted by the bidder would be adjusted on pro rata basis with such additions or deletions in quantities.

## 79. Publicity

Any publicity/ public announcement relating to the Agreement, work to be carried out in Bank towards this project, Services or Deliverables is strictly prohibited. Neither Deliverables nor

reference to either Party may be included or made in any prospectus, proxy statement, offering memorandum or similar document or materials prepared for public distribution. No information of any nature related to this project shall be disclosed to any third party unless otherwise necessary prior permission has been taken from other Party.

## 80. Waiver

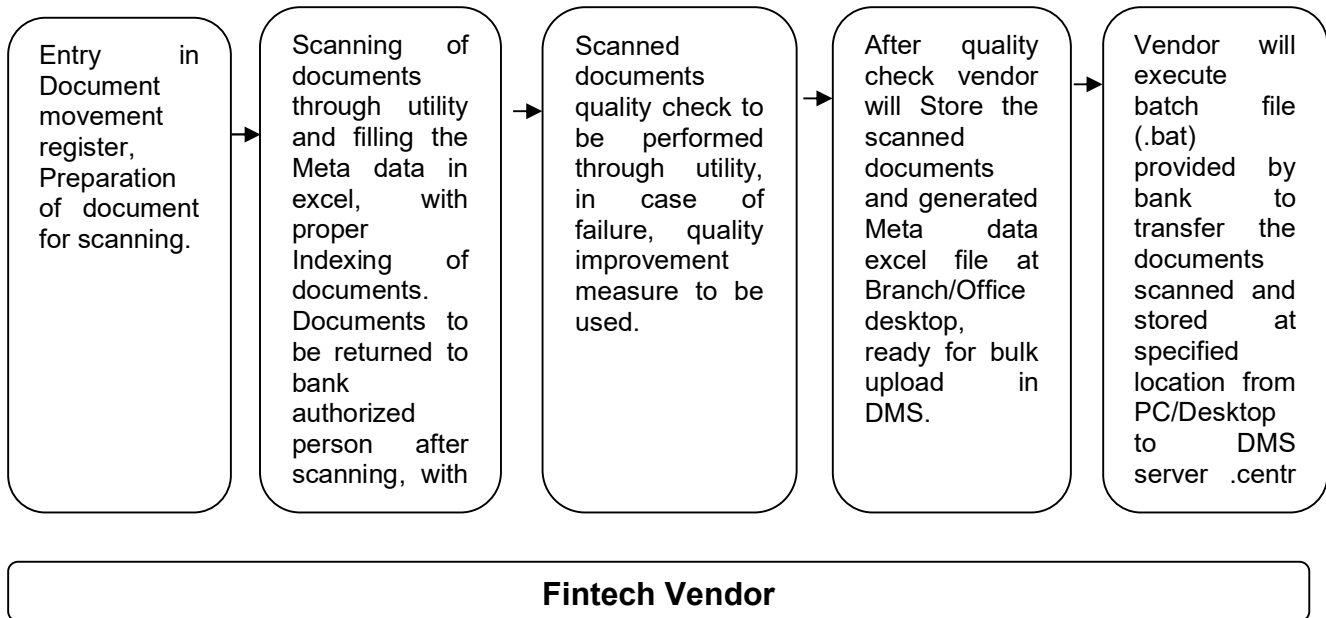
Any failure or delay on the part of either party relating to the exercise of any right power privilege or remedy provided under this Agreement or subsequent agreement with the other party shall operate as a waiver of such right power privilege or remedy or as a waiver of any preceding or succeeding breach by the other party nor shall any single or partial exercise of any right power privilege or remedy preclude any other or further exercise of such or any other right power privilege or remedy provided in this Agreement, all of which are several and cumulative and are not exclusive of each other or of any other rights or remedies otherwise available to either party at law or in equity.

## 81. Scope of Work:-

1. The scope of this RFP includes the selection of an empaneled fintech vendor for the **digitization of legacy documents** and the **development and deployment of a scanning utility** to facilitate bulk document uploading into the Bank's Document Management System (DMS) across all Bank branches/offices on a PAN-India basis. The selected vendor shall provide a robust scanning utility and deploy skilled manpower to digitize documents related to both Liability (Deposit) and Asset (Loan) products. This includes but is not limited to Account Opening Forms (AOFs), KYC documents, customer mandates, and critical loan-related documents such as loan applications, appraisal reports, sanction letters, OD/CC/TL agreements, legal opinions, valuation reports, vetting reports, title deeds, last renewal documents, and other associated records.
2. The vendor shall undertake the digitization of **approximately 1.60 crore deposit accounts and 7.40 lakh loan accounts**, ensuring accurate scanning, indexing, and secure uploading of documents into the Bank's DMS. The vendor shall execute operations concurrently across multiple regions, including remote and high-volume locations, to ensure faster turnaround and optimal resource utilization. **The Bank will provide necessary hardware infrastructure such as scanners, computers, and power backup systems, while the vendor will be responsible for providing the scanning utility (i.e. able to scan any documents such as A3, A4, Legal size etc. and generate meta data (.xls)) and manpower, for end-to-end digitization services.**
3. The scope further includes ensuring high-quality digitization, document preparation, image enhancement, quality checks, metadata tagging, indexing, etc. for seamless uploading of documents with the DMS. The vendor must ensure strict adherence to data security, confidentiality, and regulatory compliance requirements. The objective of the engagement is to preserve legacy documents for regulatory/audit purposes, minimize physical document movement, improve productivity, enhance service delivery Turnaround Time (TAT), strengthen

business continuity by enabling digital access to critical documents, and provide complete digitization support until project completion.

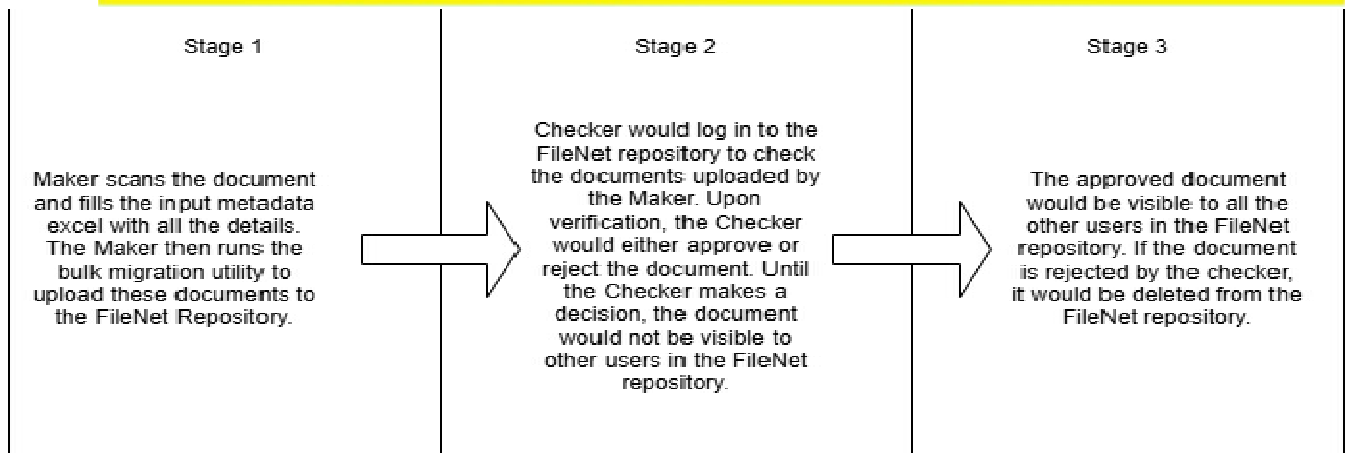
### The Process Flow:



Vendor will scan documents & fill the Meta data through the deployment of utility. The utility will be shared to Branches/Offices through Bank Intranet portal (Sanchay). No external hardware will be allowed to deploy in the Branches/Offices for the same. This utility should be compatible with all types of scanners and Personal computers (PCs) available in Branches/Offices. Vendor will provide the manpower for digitization of legacy documents by scanning the documents through the utility and generate the excel sheet as per requirement for uploading in DMS. The vendor will be responsible for uploading of documents in Bank DMS successfully. The required application to upload the meta data along with scanned documents from local computer to centralized server will be provided by bank.

### Proposed Process Flow for CASA Document Upload and Verification in Bank DMS

The following section outlines the detailed process of how documents will be **uploaded to** and **verified within** the **FileNet repository of Bank DMS**. It describes the steps involved from document scanning and bulk upload to verification, rejection handling, and reporting.



- i. **Scanning & Meta data Utility:** Vendor/Bidder will provide a scanning utility for scanning of documents in branches/offices. The vendor will provide the manpower who will do **scanning of around 1.60 Crore deposit account and 7.40 lakhs loan accounts documents through utility and generate excel having Meta data** for every 100 documents. (Metadata.xlsx).

Excel sheet may contain data of document file name, branch code, branch name, zone code, zone name, customer name, account type, account open date, photograph, signature, identity proof, address proof and other various related documents. As per Bank requirement selected vendor will update/customize utility till agreement tenure at any stage of time free of cost.

Sample Meta Data excel file for deposit account may contain the tabs like Document Classification, Branch Code, Branch Name, Dept Code, Dept Name, Zone Code, Zone Name, Customer Name, Account Open Date, KYC, Account Type, Document Type, Address Proof Signatory, Address Proof of firm, ID proof of Auth Signatory, ID Proof of firm, Photo Identity, ID proof of Auth Signatory, Letter Type, Remarks, SOL ID, DOB, MOBILE Number, Email ID, CIF, IP Address, File Name Path etc.

Further scanned files will be saved locally on Branch/Office computers that will be uploaded in Bank server through executing batch/executable file provided by bank. The uploaded record will be verified by bank user (HO/ZO/BO). Service providers may use state of the art OCR technology in utility to read the documents i.e. AOF/KYC/Loan Application etc. for auto populates data/document type to reduce the cost / man-hours and minimize the errors.

- ii. **Digitization of Services:** The vendor will digitize Account Opening Forms (AOFs), KYC, Loan application, appraisal, sanction letter, OD/CC/TL agreement, legal opinion, valuation, vetting, title deed, Last renewal etc. and associated documents such as customer mandate for availing any product/services at the Bank's branches and all offices across India. This will include quality scanning, digitization, indexing and storing in local drive. Further, vendor will provide the excel file containing the metadata in format provide by the Bank for bulk uploading. Bank can change/update the format any time.
- iii. **Quality and Specifications:** Scanning with images at minimum 200 DPI / color / PDF and any other format as per bank requirement.
- iv. **Confidentiality:** The vendors must ensure secure & efficient handling and storage of documents throughout the digitization process within the Branch/Office.



- v. **User Acceptance Testing (UAT):** Before starting the digitization process, the utility will be shared with the bank for necessary approvals before Go-Live. UAT will be performed to test the compatibility of scanned documents & meta data with the DMS software for uploading the documents.
- vi. **Equipment and Manpower:** The Bidder/Vendor must have the capability to operate at multiple locations including rural and semi-urban centers and shall provide sufficient trained manpower for document handling, scanning, indexing, and quality control, not meeting the quality controls will lead to invocation of financial penalty.
- vii. **Reporting:** Vendors will be required to provide regular reports on the progress of scanning and digitization to Branches/Offices as well as vendor needs to provide consolidate scanning and final uploading in DMS on daily basis for progress monitoring.
- viii. **Document Handling:** A document movement register will be maintained at branch/office and signed by the vendor and Bank's authorized person before/after any document movement for scanning. All documents are to be returned by the vendor personnel to the authorized bank officials and document movement register will sign with proper entry.
4. Selected vendor needs to develop, configure, customize, and implement the utility according to the project scope & requirement of Bank in such way that project must be completed within the timelines mentioned in the RFP document.
5. Ensure utility scalability and performance with appropriate software of DMS, in line with Bank's requirement.
6. Vendor shall identify the best suited approach for implementing this project that includes utility development as mentioned in the RFP document and complete the project with expected timelines and service levels.
7. Testing of the utility implemented according to the mentioned guidelines, but not limited to, Unit Testing, System Integration Testing, Performance Testing and Load Testing.
8. The vendor shall provide assistance to Bank during UAT, security review, audits, or any other testing requirements (present or future) by bank.
9. **It will be the sole responsibility of the vendor to cross check the credentials and police verification of their manpower before deploying them for the project work in branches/offices of the Bank.** The vendor will provide proper training & Knowledge Transfer of utility related to this project to their deployed manpower as well as nominated bank employees for this task. Specific training should be conducted as per Bank requirement in batches. **A Comprehensive Training Content (in the form of Videos, PPTs etc) shall be provided by the vendor w.r.t Utility tool and its features. That shall be a part of the deliverable. Vendor will ensure that their manpower has been trained in work ethics also due to sensitive nature of the work.**
10. The vendor should extend all required functional and technical support during the Contract period for adherence to scope and other terms of the RFP.
11. The Vendor will be required to fix any vulnerabilities/bugs/issues in the utility at no additional cost during the entire tenure of the contract. These vulnerabilities/ bugs/ issues can be detected by the Bank or can be a finding of any internal or external audit conducted by the Bank or its auditors on a periodic basis during the contract period.
12. The utility should be capable to scan all type/size of documents i.e. A3, A4, Legal etc. and

compatible with existing scanners and PC's at Bank Branches/Offices.

13. The proposed utility should comply with RBI, GoI guidelines any other regulatory and bank guidelines. Vendor is required to make necessary changes in the proposed utility as and when required by bank free of cost.
14. Any requirement pertaining to regulatory & statutory requirement, 'cyber security, data security, cloud security and cloud hosting' (wherever required) highlighted, advised, or published by bank, regulatory & statutory body and GOI must be provisioned & implemented by vendor during the contract period at no additional cost to the bank.
15. After successful implementation of project/Go-Live, the Vendor will have to provide dedicated onsite experienced staff PAN-India basis on Bank's working days. The resource should have the capability to resolve the problems related to scanning utility. The Bank's working day will be considered as per Negotiable Instrument Act of respective state. Vendor shall ensure that only its authorized employees/representatives access the utility.
16. Vendor shall be required to get the utility configured as per the Bank's prevailing standards and hardening policy.
17. Vendor shall ensure that services are performed in a physically protected and secure environment which ensures confidentiality and integrity of the Bank's data and artefacts, but not limited to information (on customer, account, transactions, users, staff, etc.), Architecture (information, data, network, application, security, etc.), programming codes, access configurations, parameter settings, executable files, etc., which the Bank representative may inspect. Vendor shall facilitate and/ or handover the device to the Bank or its authorized representative for investigation and/or forensic audit.
18. The vendor will have to develop, customize the utility to complete digitization project requirement at no cost to bank during entire contract period.
19. The Scanning utility for Scanning should be deployed within a timeline of one months from the date of issuance of PO.
20. Vendor shall ensure that customer data and information are handled in accordance with applicable data privacy and security standards mandated by Indian regulations.
21. Periodic reconciliation and audit trails shall be maintained as per confidentiality norms.
22. **Scanning utility should be able to capture from image to text automatically, which will need to be approved by human, before accepting that data. This will reduce data entry errors. There is requirement to reduce Meta data entry and capture that data automatically from documents**

Further, vendor is required to configure, customize and support the utility, whose broad functionality modules will include, but not limited to the following:

**(i). Reporting Module**

- a) Overall performance analysis reports and yield reports.
- b) Auto generation of MIS reports for monitoring and accounting.
- c) The vendor should also provide any customized reports, MIS reports as per requirement of the Bank.
- d) Pop-up alerts for anomalies and quality checks shall be provided in utility and may be configurable

as per Bank requirements..

## (ii). Technical Specification

The utility should be hosted on secure on-premises infrastructure, ensuring compliance with applicable data security standards. Data must be stored within Branch/Office. The utility should be designed as per industry best practices.

Support for secure, reliable, and automated file transfer mechanisms such as SFTP, FTPS, or similar protocols shall be provided for bulk data exchange where real-time API integration is not feasible. The utility activities and user actions and data modifications, should be logged with audit trails maintained as per the Bank's policies. The utility should undergo necessary security assessments (e.g., vulnerability assessments, penetration testing) before deployment, with support for audit and certification processes. The platform should support automated workflows to streamline document processing and approvals. User interface should be intuitive, with easy navigation and user-friendly features to reduce the man-days.

## (iii) Training

The vendor shall be responsible for comprehensive training post-delivery of the utility, covering all relevant functional, technical, and operational aspects to ensure effective utilization and management of the system to their staff deployed for scanning work at Branch/Offices as well as nominated Bank officials in different batches.

## (iv) Support and Facility Management

- a) The vendor should have expertise in providing email/phone help desk support during the Branch/Office working hours if any issue arises in utility related to scanning of documents & creation of Meta data.
- b) Bank's working days support facility through phone and email. The bank also has discretion to avail onsite support services whenever required without any additional cost.
- c) The utility should have its development and support center base in India.
- d) The vendor support team must ensure time bound closure of issues raised by the Branch/Offices.
- e) The escalation process should be in place if issue is unresolved.
- f) The bidder's deployed staff for scanning work should be well trained to effectively handle queries raised by the Bank employees.
- g) This facility management would have to play a critical role in on-going support. All resources will be screened by bank authorities positioned on the project. Replacement of a resource under unavoidable circumstances needs to be intimated to bank in advance and the replaced resource should be equally or more qualified and experienced with due handover & KT (Knowledge Transfer).

## (v) Other Conditions:

- a) No implementation or other cost will be paid by bank.
- b) The performance of vendors will be reviewed/ administered as per Fintech policy of Bank.
- c) The Vendor is completely responsible for the proposed scanning to meet the scope and terms

of the RFP and all addendum, & corrigendum and clarifications issued thereafter. The Bank assumes no responsibility for assumptions, presumptions and deviations made by the Vendor. It is the responsibility of the vendor to ensure successful implementation of the proposed utility. In the event it fails to meet Service Level Agreement (SLA), the scope and other terms of the RFP (including addendums, corrigendum, and clarifications), the Vendor will have to upgrade, modify, or replace the scanning utility at no additional cost to the Bank.

- d) The vendor is also responsible for the accuracy of the bid and bank is not liable for any errors or assumptions made by the vendor.
- e) No right to employment in the Bank shall accrue or arise, at any point of time under this project.
- f) A detailed agreement will be done with the vendor specifying roles and responsibilities.
- g) The selection of bidders will be based on commercial evaluation of technical eligible bidders.. Bank may allot the work to other than (Lowest) L1 vendor if bidders technically qualify and accept the rate quoted by L1 vendor. The assignment assigned to any FinTech shall not be transferable or subcontracted as per Fintech Policy of Bank.

#### **(Vi) Infrastructure and other Requirements**

- a) The Vendor will be completely responsible for supply, installation, configuration, customization, and maintenance of complete utility for the contract duration. The Bank will not make any additional payments for the utility provided by the Vendor.
- b) The utility should support the existing bank infrastructure having minimum specifications to meet the bank requirements. Presently bank has scanner types such as flatbed, all in one scanner (with feeder/ and without feeder)/ other scanners of HP, Epson and other companies etc. Eg. HP Laserjet pro mfp, Epson ecotank etc. PCs available are like Acer intel veritron, acer intel core i5, micro pc HP and of other companies etc. The vendor will use the PC, Scanner etc infrastrure as available at branches/ offices.
- c) Vendor must ensure that capacity planning can handle in such way that the work must complete well before the end of contract period and will also provide additional resources at no additional cost to the bank in case the requirements are not met.
- d) Vendor is required to provision other applications/tools/utility for configuration management, change management, release & deployment management, application performance monitoring, service level monitoring, infrastructure monitoring, security & access management etc.
- e) The Vendor shall ensure the smooth operation of the scanning including necessary support for hardware and software involved. The Vendor shall be responsible for resolving any technical issues arising during the execution of the project, including coordination with third-party software vendors, if applicable.
- f) The Vendor shall ensure secure handling of documents in accordance with applicable data protection standards
- g) The selected fintech vendor will ensure that the validation of data captured should be in line with regulatory guidelines. Further, vendor will thoroughly validate data before pushing in Bank's DMS Database.
- h) Vendor is required to take regular backup of work completed, logs etc. and not pushed to DMS server. The backup copy of data and logs (in the format agreed with bank) is required to be handed over to bank's team at regular interval (as defined by bank).

### Bulk uploading in DMS:

After scanning of documents & creation of Meta data (excel file), the bulk uploading process should be aligned with the requirement or process flow shared by the Bank for uploading the scanned document in DMS, vendor ensure that utility should be able to classify the documents with proper metadata. If any error or compatibility or any other issue arises in bulk uploading process, the same shall be fix by the vendor. For pushing the files in DMS the Bank will provide the format of Meta data and utility. Bank can update/customize the format at any point of time free of cost.

### vii) Responsibility Matrix

The responsibility of Hardware of the Vendor is as below:

Sl. No	Activity	Activity Owner
1.	Hardware requirement	Bank
3.	Providing and maintenance of Computer, Storage, Networking, Network & Platform security, IDAM, Other security utilities	Bank
4.	Implementation of proposed utility	Bidder
5.	Compatibility of proposed utility with bank's applications/hardwares	Bidder
6.	Training and handholding of hardware installation, housekeeping and management of scanning of Documents.	Bidder
7.	System Integration Testing, regression, and performance testing	Bidder
8.	UAT	Bank
9.	Conformity / compliance in case of identification of any non-compliance identified by the bank during contract period.	Bidder
10.	Management, Maintenance and support for all issues related to Utility	Bidder
11.	Periodic audit including IS audit, security review & Cyber Security audit of the proposed infrastructure, Vendor to submit the report for the same at bank desired interval	Bidder
12.	Audit conformity / compliance	Bidder
13.	SLA report generation and submission	Bidder
14.	Supply, implementation, customization, parameterization, maintenance, management, and support	Bidder



#### viii) Documentation

The vendor will prepare the indicate list of documentation that the vendor should prepare, take Bank's sign-off and submit it as a deliverable when the vendor is finalized the L1 vendor has to execute following documents.

The vendor shall prepare, obtain the Bank's sign-off on, and deliver the following documentation, tailored to the document scanning ensuring security, compliance, and operational integrity. The following list of documents is indicative but not limited to;-

- a) Detailed Project Plan
- b) Technical specification document including specifications for document scanning utility covering the scope
- c) Workflow and Process Mapping for Document Scanning, Indexing as per Meta data file and quality check etc.
- d) Testing Plan, Test Cases, and Test Scenarios — covering functional testing, security testing, vulnerability assessments, and data integrity validation
- e) User Manuals & Training Materials — for document scanning through utility to be provided to deployed manpower
- f) Statement of Work (SOW), Quality & Test Plans, Delivery & Deployment Reports
- g) Security & Vulnerability Assessment Reports — including penetration testing results, risk mitigation measures, and compliance evidence
- h) Business Continuity Plans — so that document scanning work does not hamper.
- i) Change Management & Version Control Documents — including updates, corrections, and modifications, provided at no additional cost
- j) Compliance & Audit Reports — evidencing adherence to banking and data protection regulations, retention policies, and security standards
- k) Incident Response
- l) MIS reports— as required by the Bank

#### ix) Scope Assumption-

Any changes to the applications until the UAT phase will be considered for development and will not consider as a change request.

#### x) Right To Alter Scope

The Bank reserves the right to alter the requirements specified in the RFP till UAT. The Bank also reserves the right to add/ modify/ delete one or more units from the list of items specified as part of the requirements for the period of the contract. Further, the vendor agrees that the prices quoted by them would be proportionately adjusted with such modifications/ deletions in scope.

#### Important points for Document Scanning -

- (i) **QUALITY CONTROL:** A number of quality checks will have to be put in place in order to ensure the quality and validity of the scanned data. At the first level, the vendor will have to conduct quality control of the following:



Image quality check Validation of the image against the original data

- (ii) **IMAGE QUALITY CHECK:** The vendor would need to ensure that the quality of the scanned documents is enhanced to the optimum level. The scanning operator would need to follow a checklist comprising the following:
1. Clarity of the scanned documents
  2. Skew correction to make the documents straight
  3. Remove black noises around the text
  4. De-speckle (remove small dots between the text)
  5. Provide equal margins around the text
  6. Brightness and contrast adjustment
  7. Folds removal
  8. In case the output of the scanned document is not satisfactory, the operator would rescan the document.
  9. Check for missing documents if any
  10. Check whether the images are as per the document sequence
  11. Check the visual quality of the image vis-à-vis the original document
  12. The documents to be digitized will be of any size normally in the size of A-4/Legal size etc.
  13. The documents should be digitized at minimum of minimum 200 dpi in Color/Greyscale
  14. The standards of Color Digital Images:
    - minimum 200 dpi Greyscale in PDF format etc. as per bank requirement
    - Searchable PDF
  15. Meta Data of the all the digitized documents/ files will be prepared in prescribed format provided by Bank. Design of the data base / Field for preparing Meta Data will be supplied by Bank.

(ii) **SUBMISSION OF REPORTS:** The vendor would be required to maintain and submit MIS reports to the department on a periodical basis during the execution of the project. The MIS reports would need to be submitted in formats specified by the Bank from time to time

### Summary of Scope of Work for the Vendor:

#### A. Pre-Scanning Activities

##### a. Initial Assessment & Quantification:

- Conduct detailed assessment of the existing document volume, formats, and storage conditions.
- Quantify the total number of documents and pages.

##### b. Document Collection & Preparation:

- Collect documents from specified bank locations.
- Prepare documents for scanning, including repair, cleaning, and removal of staples or bindings as needed.
- Ensure documents are organized and categorized for efficient scanning.

##### c. Quality Check & Validation:

- Perform initial quality assessment of documents to identify issues affecting scanning quality.

**d. Security & Confidentiality Measures:**

- Implement protocols to ensure document security, confidentiality, and compliance during collection and preparation.

**B. Scanning & Metadata Management**

**a. Scanning of Documents:**

- Digitize documents using on site available scanners, ensuring clarity and resolution standards are met.
- Handle bulk scanning with appropriate batching.

**b. Metadata Entry & Indexing:**

- Capture relevant metadata for each document (e.g., document type, date, reference number).
- Ensure metadata accuracy and consistency.

**c. Quality Checks:**

- Conduct quality assurance of scanned images, verifying clarity, completeness, and proper orientation.
- Validate metadata entries against source documents.

**d. Security & Data Integrity:**

- Maintain audit logs of document handling and processing.

**e. Document Handover:**

Transfer scanned images and metadata files to the specified storage location, ensuring secure transfer protocols.

**C. Post-Scanning & System Integration**

**a. Storing the data and preparing metadata:**

- Store scanned documents and prepare metadata
- Ensure seamless transfer of data with existing systems, workflows, and retrieval mechanisms.

**b. Final Output Delivery & Validation:**

- Deliver the digitized document repository in the required format.
- Conduct validation to ensure completeness and accessibility.

**c. Data Retrieval & System Support:**

- Provide support for data retrieval, indexing, and search functionalities.
- Assist in system configuration and troubleshooting.

**d. Maintenance, Support & Training:**

- Offer ongoing system maintenance, troubleshooting, and support services.
- Conduct training sessions for employee/ bank staff on document handling, system usage, security protocols, and best practices.

**Detailed activities under each phase have been mentioned in the sections below:**

**A. Stage I- Pre-scanning**

Prior to scanning process, there are number of activities that need to be carried out so that the documents are properly handled. Vendor shall take special care to ensure that a not even single

document is damaged.

The steps in this stage of the process are as follows:

### **I. Documents collection**

The Vendor shall collect the file/documents mentioned in the scope of work from the concerned department Bank official and maintain Log Register for documents collected and returned along with Bank department official. While collection, the following details should be entered into the log register:

- a. Date of collection
- b. Expected date of return
- c. Actual date of return
- d. Collected from and signature
- e. Collected by and Signature
- f. Returned to and Signature
- g. Date of return
- h. Any other details shall be decided before start of project

Vendor shall capture all the above mentioned details accurately in the inward/outward module of their application/Registers. Vendor shall ensure that number of pages in each File/Register/book is accurately captured and is then cross-checked with the number of pages scanned.

### **II. Document Preparation/Repair**

Prior to handing over the documents, Vendor prepare the document in the following manner:

- Dusting to remove dirt and other possible noise causing particles
- Attaching top sheet/jacket on each book with details such as
  - Number of pages (e.g. 200)
  - Size of the page (e.g. A4, Legal, Blueprint Maps etc.) \*
  - Placing/Marking Serial No. on each pages

Vendor on receipt of such File/Register/book have to prepare and repair documents received. Vendor shall take special care of documents that are very old and not in good physical condition. Vendor shall take necessary precautions while handling all documents. We shall also do document preparation and repair work at our end. Activities to be undertaken during this sub phase are:

- Dusting the documents to remove dirt and other possible noise causing particles
- Un-binding/defiling of only Bank approved documents (this should not lead to further deterioration of the documents). Repair the document for scanning using cello-tape\*or enclosing the document in plastic pouches (depending on the importance and condition of the documents)

### **III. Quality Check**

- Vendor shall conduct thorough quality check before sending any document for scanning.
- It is mostly a visual quality check of the record for visibility, readability etc.
- It shall be checked that all Records have top sheet attached to them
- It shall be noted that all pages have been numbered
- It shall also be checked that they are torn or ragged
- It shall be checked that there are no folds
- It shall be seen that they are dust free

- It shall be checked that all damaged document have been repaired and scan ready
- It shall be checked that is there any important data loss due to tight binding. In such cases a decision on whether to open the binding should be taken by department officials.

## B. Stage II – Scanning

### I. Scanning

Records has to be scanned using scanners, while scanning, the important parameter is DPI, which has to be precisely set. Following minimum specification shall be used while scanning:

- a) Minimum 200 dpi in color and preferably 300 dpi. (In case legibility of the characters is not proper, it may be scanned at higher dpi i.e. up to 400 dpi or above.
- b) The standards of Color Digital Images
- c) 200 - 400 dpi Grayscale in PDF format etc. as per bank requirement
- d) Searchable PDF / a format as per bank requirement
- e) Image orientation should be upright
- f) Image should be clean and free of noise.
- g) Legibility features should be good.
- h) Image should not be skewed or wrapped

### II. Quality check (Scanned Images)

Quality check after scanning is of utmost importance. Image clearing this QC shall lead to movement of document to metadata entry phase. QC activities in this stage are:

- a) Vendor shall check that no page has been scanned twice
- b) The vendor shall ensure that blank pages are not scanned unless given page number by the Bank department officials.
- c) Vendor shall check scanned records for DPI, Images Quality, Format, Noise removal etc.
- d) Vendor shall do 100% on screen validation for all scanned image and submit the log for 100% QC work done along with QC certificate.
- e) vendor shall check for the quality of the image
- f) The image should not be too dark/too light
- g) The image should not have been captured under improper lighting
- h) The image should not be cropped from any side
- i) The orientation of the image should be right
- j) The image should be in correct color mode
- k) The color is consistent in all the images and not patchy
- l) The image should not be skewed
- m) The image should not be blurred
- n) The image should not have excessive noise
- o) There should not be any data loss due to folds
- p) There should not be any data loss due to tight binding and bulge at the centre
- q) There should not be extra darkness at the edges
- r) There should not be unwanted black vertical lines on the scanned images
- s) Images should be scrutinized by us in detail for any other kind of issue in the scanned



images

- t) The vendor shall also check that all records obtained from the department have been scanned and no document has been missed out

### III. Handover of documents (back to department officials)

After completing quality check of scanned images, all the documents should be handed over back to the branches/offices in their original condition. Appropriate entries should be made in the inward/outward register in presence of the vendor representatives and Bank officials.

### IV. Metadata Entry

Metadata stores information related to the scanned images. Accurate metadata is captured for all scanned images, as this become the base for all future search and transactions. Metadata entry is done by adding appropriate tags each scanned document. If metadata formats for new records needs to be incorporated, it shall be finalized by Bank, Broadly, approximately meta data entry has to be done for minimum 40 fields but the final number shall be decided by Bank. Vendor shall deploy adequate manpower to ensure that correct metadata entry in English is done.

Sample Meta Data excl file for deposit account may contain the tabs like Document Classification, Branch Code, Branch Name, Dept Code, Dept Name, Zone Code, Zone Name, Customer Name, Account Open Date, KYC, Account Type, Document Type, Address Proof Signatory, Address Proof of firm, ID proof of Auth Signatory, ID Proof of firm, Photo Identity, ID proof of Auth Signatory, Letter Type, Remarks, SOL ID, DOB, MOBILE Number, Email ID, CIF, IP Address, File Name Path etc.

### V. Metadata Quality Check

Quality check after metadata entry is very important. Images clearing this QC shall lead to submission of the documents to department for acceptance. QC activities in this stage are:

- Vendor shall do 100% on screen validation and submit log for 100% QC work done along with QC certificate.
  - Whether all required metadata fields have been captured.
  - whether the metadata captured is correct
- We shall generate a report identifying mismatch between the number of documents submitted for scanning and number of documents scanned.

### C. Stage III – Post scanning

On completion of scanning activity, Vendor shall perform the following activities.

#### Delivery of final outputs

The vendor shall submit the following final deliverables to the Branches/offices/ departments :

- Scanned documents along with metadata shall be pushed to Bank DMS with batch/ executable file provided by bank.
- 200 - 400 DPI colour /Gray scale in PDF. **Scanning documents at 300 DPI for PAN India is**

**preferred for all documents** with minimum 200 DPI provided (Provided the quality of the scan document is not degraded). **Photograph, KYC, Signed Mandate of customer, Security Documents including title deeds, cheques, Signed Office Notes by Bank Officials etc must be scanned in colour format.** Only In case of very old/ poor quality documents, it may be scanned in gray scale. Black and White documents scanning will not be acceptable for any document.

- Searchable PDF / A Format as per Bank requirement

## ROLES OF BANK AND SUCCESSFUL BIDDER

### Role of BANK:

1. Bank shall depute at least 1 nodal officer from each zone for this bulk scanning project preferably EDP/ IT officer who will deal with reporting of vendor, vendor payments, smooth run of this bulk scanning project.
2. Bank shall deploy at least 1 nodal officer from Head Office to supervise the project as per terms and conditions of bid.
3. Bank shall identify the documents for the digitization and provide all these documents to the vendor as per the time schedule.
4. Bank shall provide the necessary space in the premise and the infrastructure support viz. electrical connections, tables, chairs etc. as per the requirement.
5. Bank shall be responsible for the damage of the document before delivery to the vendor and after taking from the vendor.
6. Bank shall do the overall supervision of the project.
7. Bank shall be responsible for the security of documents after receiving back.
8. Bank shall verify the number of documents for which work has been complete in all respect.
9. Bank shall identify the documents for the digitization and provide all these documents to the vendor as per the time schedule.

### Role of the successful bidder:

1. Vendor shall receive the documents from the Bank for the scanning and return back to the Bank after the scanning **in the exact order and the exact form, they receive.**
2. Vendor shall report about the progress of the project as per reporting schedule as per penalty clause to the Bank.
3. Vendor shall be responsible for completion of the project as per the scheduled time.
4. The successful vendor shall be responsible for the damage of the documents (if any) during the scanning of the documents. **If any damage/misplacement/theft/torn etc. occurs, the penalties will be applicable as per RFP.**
5. The successful vendor shall be responsible for the quality of the scanned images.
6. The successful vendor has to deliver the deliverables as specified in the document
7. The successful vendor has to deploy sufficient resources at the place of the scanning to meet out the project requirements. The vendor shall depute dedicated nodal officer to look after the entire operation with no other responsibility to it that is able to visit in field in case of any issue arises to represent the vendor. The nodal officer shall coordinate with the designated officer of the Bank for this Bulk scanning project.
8. Firm shall be responsible for insurance of equipment or liabilities.

9. The collected data would be the property of Bank and the vendor cannot use the data without prior permission of the Bank.
10. The vendor would not be allowed to copy and to take out any data with respect to the project.
11. Vendor has to do image clearing (if needed) like removing the grayness in the background, removing scratches, increasing the contrast, brightness, increasing the color saturation etc to increase the quality of the image.
12. The Vendor has to bear all the cost related to the process as per the scope of the work. Bank shall not be responsible for additional cost regardless of the conduct or outcome during the execution of said work.
13. Vendor shall arrange to provide lodging/Boarding to their staff, if needed.

### **Training:**

The training is important and integral part of this project. The successful vendor would provide comprehensive/ specific 3 days training to the Nodal officers/IT officers nominated by the Bank related to the following:

- Bulk Scanning with utility
- Meta data preparation
- Trouble shooting
- Scanning and operation for document scanning
- Saving the documents with key words in proper folder
- Uploading on the Server
- Accessing back that uploaded information.
- Inventory preparation, data entry, easy retrieval of information, Report generation.
- Stacking and retrieval system for physical storage of files

The successful vendor shall have to provide sufficient number of copies of documentation and user manuals to the Bank.

## **82. Principal to Principal Relationship**

- i. Nothing in this Contract constitutes any fiduciary relationship between the Bank and Bidder's Team or any relationship of employer - employee, principal and agent, master-servant relationship or partnership or joint venture, between Punjab and Sind Bank and Bidder. The relationship is on principal-to-principal basis.
- ii. No Party has any authority to bind the other Party in any manner whatsoever, except as agreed under the terms of the Agreement.
- iii. Punjab and Sind Bank have no obligation to the Bidder, except as agreed under the terms of the Agreement.
- iv. All employees/personnel/ representatives/agents etc., engaged by the Bidder for performing its obligations under the Contract/PO shall be in sole employment of the Bidder and the Bidder shall be solely responsible for their salaries, wages, statutory payments etc. Under no circumstances, shall Punjab and Sind Bank be liable for any

payment or claim or compensation (including but not limited to any compensation on account of any injury /death / termination) of any nature to the employees/personnel/representatives/agent etc. of the bidder.

- v. The Bidder shall disclose to Punjab and Sind Bank in writing, all actual and potential conflicts Of interest that exist, arise or may arise (either for the Bidder or its team/agents/representatives/personnel etc.) in the course of performing the Services as soon as practical after it becomes aware of that conflict.
- vi. The Bidder shall not make or permit to be made a public announcement or media release about any aspect of the Contract unless Punjab & Sind Bank first gives the Bidder its prior written consent.
- vii. Bidder would comply with the statutory obligations and Labour Regulations/ Rules in this regard so far as applicable The Bidder shall be responsible for payments of all statutory dues with respect to each of its personnel/employees engaged by it to render service under this Agreement with respect to each applicable Labour law, including, the Minimum Wages Act, 1948, the Payment of Wages Act, 1936, the Payment of Bonus Act, 1965, the Employees' State Insurance Act, 1948, the Payment of Gratuity Act, 1972, the Maternity Benefit Act, 1961, the Employees' Provident Funds and Miscellaneous Provisions Act, 1952, Contract Labour. (Regulation and Abolition) Act, 1970 etc. or any other applicable future laws. No dues/contributions under any labour legislations, as applicable, remain payable with respect to his personnel/employees. The Bidder will have no claims whatsoever against the Bank with respect to payment of statutory dues/contributions to personnel/employees of under applicable labour legislations.

### 83. Audits

Bank reserves the right to inspect and/or conduct audit at the bidder's site of any procedures, services offered by the selected vendor under this RFP. Bank will undertake audits by itself or through its designated company for audits on regular basis to audit the procedures, services and functionality for conformance as per this agreement.

Selected Vendor undertakes to take all necessary steps, at no additional costs to Bank, to rectify any non-conformance items as indicated by the auditors within a mutually agreed timeline.

- i. The selected vendor to facilitate IS Audit, Audit by Bank / Regulators / NPCI or any other authority / Third party Audit for VAPT.
- ii. That the Bank, its representatives, its Regulators including RBI or person authorized by the Regulator, its internal/ external/ other Auditors, shall, whenever required/called for, have access to
  - a. Any books, records, information of the successful bidder;
  - b. Any documents, records of transactions and other necessary information processed/ stored by, given to the Successful Bidder; and

- c. Any document/information given by the Bank to the successful bidder and / or relevant to the outsourced activities available with the successful bidder pertaining to the services provided under this Agreement by the successful bidder. The Bank shall provide a reasonable prior notice before such audit and the cost of the audit shall be borne by the Bank.
- iii. That the successful bidder will ensure to get its security, practices and control process audited on a regular basis and disclose security breaches, if any, to the Bank. The copy of such audit report including the steps taken to address the issues raised by the auditors be provided to the Bank.
- iv. The RBI or Bank or any authorized representatives should be allowed to audit the service provided by the selected bidder during the tenure of the agreement subject to the prior intimation of 5 working days. Any audit observation should be comply by selected bidder without any additional cost to Bank.
- v. Bank, its representatives, its regulators including RBI or person authorized by the Regulator, its internal/ external/ other Auditors, shall, whenever required/called for, have access to i) Any books, records, information of the Successful Bidder; ii) Any documents, records of transactions and other necessary information processed/ stored by, given to the Successful Bidder; and iii) Any document/information given by the Bank to the Successful Bidder and / or relevant to the outsourced activities available with the Successful Bidder pertaining to the services provided under this Agreement by the Successful Bidder. The Bank shall give prior intimation of 2 working days. Any audit observation should be comply by selected bidder without any additional cost to Bank.
- vi. Closure of all AUDIT observation within time frame stipulated by Bank without any additional cost to the Bank.



### Annexure 1 – Tender Covering Letter

The Deputy General Manager,  
Punjab & Sind Bank,  
HO, Operations Department,  
First Floor, 21, Bank House,  
Rajendra Place,  
New Delhi-110008

Dear Sir,

**Sub: Selection of empanelled Fintech vendor for Bulk scanning legacy documents of Liability (Deposit) and Asset (Loan) accounts Empanelled under Fintech Category IT Services and Availability Enhancement.**

**Tender Ref No.:** PSB/HO Operation/ RFP/25-26/02 **Dated:** \_\_\_/01/2026

Having examined the tender documents including all annexures, addendums/ Corrigenda, the receipt of which is hereby duly acknowledged, pre-bid clarifications/modifications/amendments, if any, furnished by the Bank, we, the undersigned, offer to provide scanning of physical documents for uploading in DMS alongwith scanning utility to scan, prepare metadata etc. as mentioned in RFP document in conformity with the said tender document.

We understand that the RFP provides generic specifications about all the items and it has not been prepared keeping in view, any specific bidder. If our tender offer is accepted, we shall furnish the Performance Guarantee of a bank for a sum equal to 5% of the Contract Price for the due performance of the Contract.

We agree to abide by this tender offer for 180 days from the date of technical bid opening and our offer shall remain binding upon us and may be accepted by the Bank any time before the expiration of that period.

Until a formal contract is prepared and executed, this tender offer, together with the Bank's written acceptance thereof and the Bank's notification of award, shall constitute a binding contract between us.

We understand that the Bank is not bound to accept the lowest or any offer the Bank may receive.

Date:

Place:

Signature of Authorized Signatory:

Name of Signatory & Designation:

Email ID:

Mobile No:

Telephone No.:

Seal of Company:

**Annexure 2 – Declaration for getting Exemption from EMD**  
(Undertaking to the Bank on the vendor's letterhead)

The Deputy General Manager,  
Punjab & Sind Bank,  
HO, Operations Department,  
First Floor, 21, Bank House,  
Rajendra Place,  
New Delhi-110008  
Dear Sir,

**Sub: Selection of empanelled Fintech vendor for Bulk scanning legacy documents of Liability (Deposit) and Asset (Loan) accounts Empanelled under Fintech Category IT Services and Availability Enhancement**

**Tender Ref No.:** PSB/HO Operation/ RFP/25-26/02 **Dated:** \_\_\_\_/01/2026).

Further to our proposal dated ....., in response to the Request for Proposal (RFP) for Selection of empanelled Fintech vendor for Bulk scanning legacy documents of Liability (Deposit) and Asset (Loan) accounts Empanelled under Fintech Category IT Services and Availability Enhancement (Bank's tender No .....)-hereinafter referred to as "RFP" issued by Bank, we hereby covenant, warrant and confirm as follows:

"All Micro and Small enterprises having registration as per provisions of the Public Procurement Policy for Micro and Small Enterprises i.e. District Industries Centre (DIC) or Khadi and Village Industries Commission (KVIC) or Khadi and Industries Board (KVIC) or Coir Board or National Small Industries Commission (NSIC) or directorate of Handicrafts and Handlooms or Udyog Aadhaar Memorandum or any other body specified by Ministry of MSME and Start-ups (recognized by DIPP) are exempted from submission of EMD only. We have submitted the Relevant certificates (Certificate details dated .....

.....) for the same in this regard to avail exemption and confirms its genuineness". Bank may debar from further process of Selection of Fintech for Bulk scanning legacy documents of Liability (Deposit) and Asset (Loan) accounts if this certificate and its contents are found false or misleading" or may ask to deposit the required EMD as per the directions in the RFP, of Rs..... (Rupees..... )

We hereby declare that we have complied with all the terms and conditions / stipulations of the concerned Department from where we obtained this exemption certificate the related addendums/ corrigendum and other documents of that Department. The Bank is not bound by any other extraneous matters or deviations, even if mentioned by us elsewhere either in our proposal or any subsequent deviations sought by us, whether orally or in



writing, and the Bank's decision to accept or not to accept any such certificate will be final and binding on us.

Date:

Place:

Signature of Authorized Signatory:

Name of Signatory:

Designation:

Email ID:

Mobile No:

Telephone No.:

Seal of Company:

### Annexure 3—General Details of the Bidder

**Sub: Selection of empanelled Fintech vendor for Bulk scanning legacy documents of Liability (Deposit) and Asset (Loan) accounts Empanelled under Fintech Category IT Services and Availability Enhancement**

**Ref: Your RFP on captioned work dated -----**

S.No.	Particulars	Details
i.	Name of the Suppliers/Firm	
ii.	Constitution	
iii.	Date of Establishment/Incorporation	
iv.	Address Details	
	i. Order to be placed on which Office	
v.	ii. Registered Office	
vi.	iii. Corporate Office	
vii.	Mobile No of the Contact Person	
viii.	Mobile No of the Authorized Signatory	
ix.	E-mail Address of the Contact Person	
x.	E-mail Address of the Authorized Signatory	
xi.	Website	
xii.	Name of the client and solution provided:	1. 2. 3.
xiii.	PAN number ..... GST Registration Number ..... Our Bank Details Account Number IFSC Code Bank /Branch Name Address	
xiv.	Number of Employee(Temporary/Parmanent)	

Enclose copies of Purchase Orders as references.

Date:

Place:

Signature of Authorized Signatory:

Name of Signatory& Designation:

Email ID:

Mobile No:

Telephone No.:

Seal of Company:

#### Annexure 4 - Compliance to Minimum Eligibility Criteria

The Deputy General Manager,  
Punjab & Sind Bank,  
HO, Operations Department,  
First Floor, 21, Bank House,  
Rajendra Place, New Delhi-  
110008

Dear Sir,

Sub: Request for Proposal (RFP) for Selection of empanelled Fintech vendor for Bulk scanning legacy documents of Liability (Deposit) and Asset (Loan) accounts Empanelled under Fintech Category IT Services and Availability Enhancement

We have carefully gone through the contents of the above referred RFP and furnish the following information relating to Eligibility Criteria:

Sr. No	Criteria	Document to be submitted	Bidder's Compliance (Yes/No)	Submitted supporting documents
i	Exemption from submission of EMD fees: All Micro and Small enterprises having registration as per provisions of the Public Procurement Policy for Micro and Small Enterprises i.e. District Industries Centre (DIC) or Khadi and Village Industries Commission (KVIC) or Khadi and Industries Board (KVIB) or Coir Board or National Small Industries Commission (NSIC) or directorate of Handicrafts and Handlooms or Udyog Aadhaar Memorandum or any other body specified by Ministry of MSME and Start-ups (recognized by DIPP) are exempted from submission of EMD only.	Relevant certificates should be submitted by the bidder in this regard to avail exemption. Such entities should also furnish declaration for getting exemption from EMD (As per Annexure 2).		



Sr. No	Criteria	Document to be submitted	Bidder's Compliance (Yes/No)	Submitted supporting documents
ii	Authority to sign Bid. (All submitted documents, self-declarations, undertaking etc. should be properly stamped and signed by the authorized signatory(ies) with name and designation.)	Certified copy of the Board resolution, issued by Company Secretary or the person authorized by the Board. In case of further delegation of power, bidder has to submit Board resolution along with Power of Attorney duly stamped, authorizing an official or officials of the company to discuss, sign with the Bank, raise invoice and accept payments and to Correspond.		
iii	<p>The bidder should be an Indian firm/company or a Multi-National company having a valid license to operate in India for its activity.</p> <p>The bidder should be registered in India as a:</p> <p>a) Limited company (Public/Private) registered under the Companies act, 1956/2013) or</p> <p>b) Partnership firm registered under section-59 of the Partnership Act, 1932</p> <p>Or</p> <p>c) Limited Liability</p>	<p>Self-declaration to this effect on the company's letterhead should be Submitted.</p> <p>Supporting documents to be submitted:-</p> <p>a) Certificate of Incorporation issued by Registrar of Companies along With</p> <p>b) Copies of Memorandum of Association</p> <p>c) Copies of Articles of Association</p> <p>d) Shareholding pattern</p> <p>e) Partnership Deed</p>		

Sr. No	Criteria	Document to be submitted	Bidder's Compliance (Yes/No)	Submitted supporting documents
	Partnership (under the Limited Liability Partnership Act, 2008)  Or  d) Proprietary firm.	registered by Registrar of Firms or other competent authority should be obtained in case of Partnership firm.  f) Certificate of Incorporation issued by Registrar in case of LLP.  g) PAN, TAN, GSTIN Certificate and any other tax related document if applicable is required to be submitted along with the eligibility bid.		
iv	The turnover of the Start-up should not exceeded ₹100 cores, for any financial year, since incorporation/ registration.	Certificate from the Chartered Accountant to be submitted. If Audited Balance Sheet of last financial year not yet disclosed by the bidder, then CA certificate should be based on the Provisional Balance Sheet and Bidder has to declare the same on their letter head.		
v	The annual turnover of the bidder, should be of ₹ 7 crore and above, from its Indian operations, for any two financial years out of last three financial years i.e. 2022-23, 2023-24 & 2024-25. This must be the	Copy of the Audited Balance Sheets / Certificate from the Chartered Accountant (in case of Provisional Balance Sheet of the company) showing Profit, Net-worth and		

Sr. No	Criteria	Document to be submitted	Bidder's Compliance (Yes/No)	Submitted supporting documents
	Standalone turnover of the bidder and not that of their group of Companies.	Turnover of the company for the last three consecutive financial year's i.e. 2022-23, 2023-24 & 2024-25		
vi	The bidder should have positive net worth for any two financial years out of last three financial years i.e. 2022-23, 2023-24 & 2024-25	Copy of the Audited Balance Sheets /Certificate from the Chartered Accountant (in case of Provisional Balance Sheet of the company) showing Profit, Net-worth and Turnover of the company for the last three consecutive financial year's i.e. 2022-23, 2023-24 & 2024-25		
vii	The bidder must have been in operation for a period of at least three years in India	Documentary evidence with relevant copies of Purchase Order or Service Level Agreement along with Certificate of Satisfactory Working/Completion Certificate /Project Sign-Offs where the proposed solution should be successfully Continuing in India including names of clients with Phone nos., and E-Mail IDs, etc. to be submitted.		

Sr. No	Criteria	Document to be submitted	Bidder's Compliance (Yes/No)	Submitted supporting documents
viii.	<p>The bidder has to undertake the following:</p> <p>a) There are no legal proceedings / inquiries / investigations have been commenced / pending/ threatened against bidder by any statutory or regulatory or investigative agencies due to which Performance under the contract will get adversely affected / may get affected or which may result in liquidation of company / firm and / or deterrent on continuity of business.</p> <p>b) The bidder have not been debarred /blacklisted by any Indian / Foreign BFSI, Scheduled Commercial Banks, Regulatory authorities, etc. as on date of the RFP in a related field.</p>	Self-declaration on company's letter head as per Annexure-11 to be submitted.		
ix	The bidder has to submit an Undertaking regarding compliance of all Laws, Rules, Regulations, guidelines, Notifications, etc.	Self-declaration on company's letter head as per Annexure-13 to be submitted.		
x	The conduct of the Credit facilities availed by the bidder should be satisfactory and no director of the company should be in the RBI defaulter list.	Certificate from the chartered Accountant to be submitted.		
xi	The bidder should not be from a country which shares	Documents to be submitted:		

Sr. No	Criteria	Document to be submitted	Bidder's Compliance (Yes/No)	Submitted supporting documents
	<p>a land border with India unless the bidder is registered with the Competent Authority (as detailed in Office memorandum-F.No.6/18/2019-PPD of Dept. of Expenditure, Ministry of Finance). Bidder from a country which shares land border with India means:</p> <p>a) An entity incorporated, established or registered in such a country; or</p> <p>b) A subsidiary of an entity incorporated, established or registered in such a country; or</p> <p>c) An entity substantially controlled through entities incorporated, established or registered in such a country; or</p> <p>d) An entity whose beneficial owner is situated in such a country; or</p> <p>e) An Indian (or other) agent of such an entity; or</p> <p>f) A natural person who is a citizen of such a country; or</p> <p>g) A consortium or joint venture where any member of the consortium of joint venture where any member of the consortium of joint</p>	<p>A Self-declaration on company's letter head duly signed by Authorized Signatory stating "We have read the clause regarding restrictions on procurement from a bidder of a country which shares a land border with India; We certify that we are not from such a country or ; If from such a country, we have been registered with the Competent Authority (Copy attached). We hereby certify that we fulfil all requirements in this regard and are eligible to be considered", to be submitted.</p>		



Sr. No	Criteria	Document to be submitted	Bidder's Compliance (Yes/No)	Submitted supporting documents
	venture falls under any of the above.			
xii	<p>The bidder has to comply the following:</p> <p>a) The bidder is either working towards innovation, development or improvement of products or processes or services or provide solutions that can Further help the Bank in financial inclusion in a significant way or it has a scalable business model with a potential of generating employment.</p> <p>b) The solution offered by the bidder should not violate any Intellectual Property Rights.</p> <p>c) The bidder should have its development center/office in India with a minimum of 10 domain professionals on company's payroll.</p> <p>d) The bidder should have its presence across the country either its own office or it should have tie-up arrangement with other agencies for support &amp; marketing. (name of the agencies to be mentioned in the self-declaration)</p>	Self-declaration to this effect on the company's letterhead to be submitted along with the detailed list of office addresses and contact details.		

Sr. No	Criteria	Document to be submitted	Bidder's Compliance (Yes/No)	Submitted supporting documents
xiii	Domain Specific Eligibility Criteria: At least one similar projects i.e. digitization of documents/physical document scanning and storing/ providing handholding or manpower through utilities/software for similar project executed through PAN India.	Documentary evidence to be submitted.		

Date:

Place:

Signature of Authorized Signatory:

Name of Signatory:

Designation:

Email ID:

Mobile No:

Telephone No.:

Seal of Company:

## Annexure 5 – Technical Requirements

**Tender Ref No.:** PSB/HO Operation/ RFP/25-26/02 **Dated:** \_\_\_\_/01/2026

Selection of empanelled Fintech vendor for Bulk scanning legacy documents of Liability (Deposit) and Asset (Loan) accounts Empanelled under Fintech Category IT Services and Availability Enhancement

The bidder will be required to fill in the below table as part of the submission and would be required to substantiate the relevant features during the demo.

Sr. No.	Requirement	Compliance (Y/N)
1	<b>Hosting and Data Security-</b> The bulk scanning utility should be used on-premises infrastructure, ensuring compliance with applicable data security standards. The utility should support secure standard as per industry best practices to protect sensitive information.	
2	<b>File-Based Movement:</b> Support for secure, reliable, Meta data file transfer as per bank requirements ensuring data integrity and confidentiality.	
3	<b>Security &amp; Standards:</b> Utility, storage, file transfer processes shall comply with industry best practices for security, secure authentication mechanisms and regular vulnerability assessments. The utility shall support integration with existing security infrastructure and identity management systems of the Bank.	
4	<b>Scalability &amp; Flexibility:</b> The integration framework shall be scalable to accommodate future system enhancements or addition of new third-party applications with minimal disruptions. The system shall support dual modes of integration to ensure operational continuity and flexibility.	
5	<b>Access and Authentication:</b>  The utility should capture the logs of user performing the task, role based user to be created.	

Sr. No.	Requirement	Compliance (Y/N)
6	<p><b>Security &amp; Audit Trails:</b></p> <p>All system activities, including user actions, should be logged with audit trails maintained as per the Bank's policies. The system should support vulnerability management, including support for fixing identified vulnerabilities during security audits.</p>	
7	<p><b>Environment Access &amp; Testing:</b></p> <p>The bulk scanning utility to be deployed &amp; tested in UAT environment before moving in actual production. Utility should undergo necessary security assessments (e.g., vulnerability assessments, penetration testing) before deployment, with support for audit and certification processes</p>	
8	<p><b>Scanning :</b></p> <p>1. Ability to produce clear, legible scanned images of deposit and loan documents. Further, scanning utility must have functionality to enhance the scan quality of old and poor quality documents</p> <p>2. Scanning utility should be able to capture from image to text automatically, which will need to be approved by human, before accepting that data. This will reduce data entry errors. There is requirement to reduce Meta data entry and capture that data automatically from documents</p>	

Date:

Place:

Signature of Authorized Signatory:

Name of Signatory:

Designation:

Email ID:

Mobile No:

Telephone No.:

Seal of Company:

## Annexure 6 – Technical Eligibility Evaluation

The Deputy General Manager,  
Punjab & Sind Bank,  
HO, Operations Department,  
First Floor, 21, Bank House,  
Rajendra Place, New Delhi-  
110008

Dear Sir,

**Sub: Request for Proposal (RFP) for Selection of empanelled Fintech vendor for Bulk scanning legacy documents of Liability (Deposit) and Asset (Loan) accounts Empanelled under Fintech Category IT Services and Availability Enhancement Tender Ref No.: PSB/HO Operation/ RFP/25-26/02 Dated: \_\_\_/11/2025**

We have carefully gone through the contents of the above referred RFP and furnish the following information relating to Technical Eligibility Criteria:

Criterion	Description	Maximum Marks	Sub-Criteria / Notes-Marks Bifurcation	Documentary Proof has to be submit these documents along with eligibility documents
<b>1. Functiona I/ Operational Expertise (25 Marks)</b>	(i) Knowledge and experience of similar project with Banks/BFSI/other institutions	5	(a) 1-2 banks/ BFSI/other institutions- 2 marks (b) 3-4 banks/ BFSI/other institutions- 3 marks (c) > 4 banks/ BFSI/other institutions- 5 marks	A copy of Purchase Order/Experience Certificate with other banks/ BFSI/other institutions mentioning available features of the bulk scanning utility deployed, customization of bulk scanning utility, metadata handling and approximate volume (number of pages scanned) and manpower deployed on PAN india basis in similar bulk scanning project work with the project completion period (inclusive of project start date and project completion date)
	(ii) Work executed in No. of Branches /Offices in PAN India in a Bank/BFSI/other institution. (bidder to mention the details of Banks/institutions having maximum no. of branches/offices)	10	(a) upto 100 Branches/Offices -3 marks (b) above 100 upto 300 Branches/Offices - 5 marks (c) above 300 upto 500 Branches/Offices - 7 marks (d) above 500 Branches/Offices - 10 marks	
	(iii) Total No. of	10	(a) upto 1.0 crore - 3 marks	



	Pages (Both Side scanning will be counted as 2 pages) Scanned and Uploaded in Documents Management System(DMS)		(b) above 1.0 crore upto 3.0 crore- 5 marks (c) above 3.0 crore upto 5.0 crore - 7 marks (d) above 5.0 crore - 10 marks	
<b>2. Credential strengths, financials, statutory compliances etc. (20 Marks)</b>	(i) Average Net Worth (ii) Average Annual Turnover (iii) Average Profit/ Loss  All parameters in <b>average for last three financial years of the company</b> (i.e. 2022-23 and 2023-24, 2024-25)	20	<b>Average Networth</b> (in last three FY) of the company (5 marks)	Bidder has to submit CA certified Balance Sheets for the latest three years along with a certificate from CA about Average Networth, Average Annual Turnover (from indian operations) and Average profit before taxes and declaration on the letter head of the company by their authorized signatory.
			Up to 10 Cr	2 marks
			Above 10 Cr up to 25 Cr	3 marks
			above 25 Cr	5 marks
			<b>Average Annual Turnover</b> in last three FY of the company from indian operations (10 marks)	
			Upto 25 Cr	2 marks
			Above 25 Cr up to 50 Cr	3 marks
			Above 50 Cr up to 100 Cr	5 marks
			Above 100 Cr	10 marks
			<b>Average Profit/ Loss</b> (in last three FY) of the company (5 marks)	
			Profit before Tax upto 10 Cr	2 marks
			Profit before Tax Above 10 Cr upto 50 Cr	3 marks
			Above 50 Cr	5 marks
<b>3. Business Continuity Plan</b>	The company having Business Continuity Plan	5	No Business Continuity Plan- 0 mark Business Continuity Plan- 5 marks	The bidder has to submit the detailed business continuity plan (BCP)

3. Scanning Utility (10 Marks)	Scanning Utility to meet scope of work	10	Need Customization as per bank requirements-5 Marks	Bidder has to submit a detailed document about process flow and key features of scanning utility readily available with the vendor.
			Utility Readily Available with the vendor as per Bank requirements-10 Marks	
4. Manpower & Deployment Approach (10 Marks)	Deployment of skilled manpower for digitization, Pan India by the bidder for timely project completion or as per requirement.	10	PAN India can deploy less than 100 staff at one time- 0 Marks	(i) Documentary Evidence of existing manpower on letter head of the vendor number of permanent employees/ contract employees presently with undertaking to deploy the manpower as per need of the Bank. (ii) Bidder has to submit nameless job description (JD) of manpower engaged in scanning work e.g. scanning Operator, Quality check Specialist, Team Lead, Project Manager etc.
			PAN India can deploy 100-200 staff at one time- 5	
			PAN India can deploy > 200-500 staff at one time- 7	
			PAN India can deploy > 500 staff at one time- 10	
5. Track record of related Previous work where penalties imposed on loss of document during similar project (5 Marks)	No penalty imposed by previous institutions for similar work order till date for document loss and security breaches.	5	(i) Penalties imposed -0 (ii) No penalty imposed- 5  No penalty imposed by previous institutions for similar work order till date for document loss and security breaches.  Examining the Mitigation of Financial and Legal Risk, Reputation and Trust and Predicting Future Performance	Bidder to submit a current date <b>Mandatory Disclosure duly stamped Affidavit</b> stating clearly (i) that they have not incurred any penalties for document loss till date (ii) security breaches till date (iii) Major performance failures in similar projects within the last 5 years signed by Authorised signatory
6. Presentation and Live Demo (25 Marks)	Presentation and Live Demo of scanning utility to handle large volume bulk scanning of documents for	25	Presentation will be given by eligible bidders at Bank's Head office and should include brief PPT on technical evaluation including - (i) Bulk scanning Utility Capabilities i.e. Ability to Meet	A copy of PPT be submitted after presentation .

	nationwide digitization without performance issues.		<p>SOW, Image Quality &amp; Enhancement, Metadata Handling etc.</p> <p>(ii) Data security, access controls, audit trails etc.</p> <p>(iii) Manpower Planning ,deployment Project timeline adherence etc.</p> <p>(iv) Training methodology used for training and day to day execution and its monitoring/reporting.</p> <p>(v) Handling of physical documents and its movement including tracking and record keeping.</p> <p>(vi) Demo on bulk scanning utility/application.</p> <p>Details of date and time will be shared with the eligible bidders</p>	
		<p><b>Sum of Maximum Marks</b></p> <p><b>100</b></p>		

Technical Score (in Percentage) = (Marks Obtained)\*100/(Maximum Marks)

Technical Evaluation will be done as per Bidder scoring evaluation Criterion. Marks will be awarded based on the Technical Evaluation Criteria specified and **the Bidder scoring 70% (70 marks out of 100) or higher will be declared technically qualified.**

However, Bank may at its discretion can reduce the qualifying score.

### Annexure 7– Commercial Bill Format

The Deputy General Manager,  
 Punjab & Sind Bank,  
 HO, Operations Department,  
 First Floor, 21, Bank House,  
 Rajendra Place,  
 New Delhi-110008

Dear Sir,

**Sub: Selection of empanelled Fintech vendor for Bulk scanning legacy documents of Liability (Deposit) and Asset (Loan) accounts Empanelled under Fintech Category IT Services and Availability Enhancement (Tender No.: PSB/HO Operation/RFP/25-26/02).**

**Documents Scanning at minimum 200 dpi** (Provided the quality of the scan document is not degraded) – **Price to be given on per page basis:**

Particulars	Qty (a)	Rate per page( one side) (b)	Total Cost (in Rs.) excluding taxes (c)	GST amount (at applicable rates) (d= %of c)	Total Cost inclusive of GST (e= c+d)
Rate per Page (One side) of any size of documents i.e. A3,A4,Legal etc. for physical handling, indexing, segregating, preparing the document for scanning, high quality scanning, image quality enhancement, image cropping, PDF/ or other specified file type generation, quality check etc, meta data file preparation, storing in the file path as per Bank's DMS / Bank's bulk upload utility compatibility, Meta data file preparation through excel and storage of both files (pdf and excel file) for pushing the same in DMS. The cost is inclusive of manpower deployed, their training, management etc. and meeting audit checks and compliance for the project PAN India for all branches/ offices.	<b>22,05,00,000</b>				
<b>Total cost of Ownership (TCO)*(Rs.)</b>					

\* The vendor will scan all important documents as per list of important documents for deposit and loan accounts attached and payment will be done as per actual documents scanned, approved by the Bank's checker and pushed in to DMS after completion of end to end process.

1. This will be the total cost of ownership (TCO). Rate quoted should be up to 2 decimal.
2. The projected quantity mentioned in the above table is only indicative requirements for arriving the Total Cost of Ownership (TCO) and the same is quoted on the basis of projection data based on last year customer on-boarding of our Bank. Please note that the volume of the few activities/ Item mentioned above may vary.
3. The Bidder must provide and quote for all items as desired by the Bank as above. Any quote not proposed to be provided by the Bidder will result in the proposal being incomplete, which may lead to disqualification of the Bidder.
4. The Bank at its own discretion may add/ remove the items mentioned in the above table and amount of the same may add/remove against rate quoted.
5. The price quoted should be in Indian rupees only. The prices offered shall be on a fixed price basis and not linked to the any foreign exchange component.
6. RFP is floated for PAN India basis however bank has the discretion to allot the work in a particular region or state as per requirement and bidder have to abide the same.
7. The above commercials are subject to the following considerations: -
  - The calculation for arriving at TCO is properly mentioned in the appropriate columns. In case of any anomalies in the calculation for arriving at TCO the Bank will have the right to correct the same and it will be binding upon the selected bidder. Hence, for arriving at L1 bidder, TCO will be taken excluding GST.
  - In case of any discrepancy between figures & words, the amount in words shall prevail.
  - Bank has discretion to keep any of the line item mentioned above as optional as per Bank's requirement.
  - We have ensured that the price information filled in the Commercial Offer at appropriate column is without any typographical or arithmetic errors. All fields have been filled in correctly.
  - Lowest Bidder (L1) of the commercials will be determined based on Total Cost of Ownership, i.e. TCO; however selection of bidder will be based on minimum eligibility, technical evaluation and further commercials.
  - The bidder whose final cost is lowest will be L1 bidder and whose final cost is second lowest will be L2 bidder and so on and so forth. However, please note that merely by becoming L1 and L2 bidder and so on does not qualify a bidder as successful bidders.
  - The Bank reserves its' right to select more than one bidder and intends to distribute orders between three vendors i.e. L1,L2 and L3 in the ratio of "50:30:20" depending upon the number of bids received and in case the L1 item-wise prices are matched by the subsequent bidders as explained below. In case L3, L4 or so on is MSE and falls within



prescribed range as per GOI guidelines, the splitting of quantity between L1 and L2 shall be done after MSE purchase preference.

- In case the L2 bidder does not / cannot match the item-wise prices with the L1 bidder, the bank then shall have the option to make an offer and negotiate with the L3 bidder and so on and so forth.
- In case L2/L3 and so on does not agree to match the item-wise prices quoted by L1, bank can place the entire order with the L1 bidder and the L1 bidder would be required to meet the entire requirement of the Bank.
- In case L2 matches the item wise price with L1 and L3/L4 and so on does not agree to match the item-wise prices quoted by L1, bank can place the entire order with the L1 and L2 bidder in the ratio of “50:50” and the L1&L2 bidder would be required to meet the entire requirement of the Bank.
- In case of non-performance by a Vendor during the course of the contract period, where the work has been awarded to more than one bidder, the Bank reserves its’ discretion to modify the stipulated proportion of 50:30:20 with regard to subsequent purchase orders.
- The Bank reserves its’ right to select more than one bidder and intends to distribute orders between three vendors i.e. L1, L2 & L3 in the ratio of “50:30:20”, subject to L2, L3 accepts the L1 item-wise price.
- In case Bank is left with single eligible bidder then Bank will have right to negotiate the offered commercials with that bidder.

The quoted rates are all inclusive utility, software, manpower etc. No extra cost shall be provided by the bank.

These are confirmed rates and valid for 18 months and further extendable by 6 months at the sole discretion of the bank.

- We have not added or modified any clauses/ statements/ recordings/ declarations in the commercial offer, which is conditional and /or which contain any deviation in terms & conditions or any specification and/or qualified or subjected to suggestions.
- We have understood that in case of non-adherence to any of the above, our offer will be summarily rejected.
- Please note that any Commercial Offer which is conditional and/ or qualified or subjected to suggestions will also be summarily rejected. This offer shall not contain any deviation in terms & condition or any specifications, if so such offer will be summarily rejected.
- We hereby agree to abide by all the terms and conditions mentioned in the RFP and subsequent pre-bid and amendments.

#### Notes:

1. The rates quoted in commercial bid should be inclusive of all taxes, including GST. However, GST will be paid to the bidder on actual basis at the rate applicable. The rate of applicable GST should be informed and charged separately in the invoice generate for supply of the product/services.
2. Any column left blank by the bidder will result in disqualification of the bid.

3. Bank is not bound to place any minimum order for any item.
4. In addition to the initial Order placed, Bank may place subsequent work orders for any documents at branches/ offices if required, at any time during the contract period, at the unit rate already finalized.

Date:

Place:

Signature of Authorized Signatory:

Name of Signatory:

Designation:

Email ID:

Mobile No:

Telephone No.:

Seal of Company:

### Annexure 8 - Details of Past Performance

The Deputy General Manager,  
Punjab & Sind Bank,  
HO, Operations Department,  
First Floor, 21, Bank House,  
Rajendra Place,  
New Delhi-110008

Dear Sir,

Sub: "Selection of empanelled Fintech vendor for Bulk scanning legacy documents of Liability (Deposit) and Asset (Loan) accounts under Fintech Category IT Services and Availability Enhancement)"

(Tender Ref No.: PSB/HO Operation/ RFP/25-26/02 Dated: \_\_/01/2026).

Sl. No.	Name of the Client/s	Detail of the service	Period during which serviced (last 5 Years)		Contact Person's Name	Telephone No.	Address
			From	To			

Date:

Place:

Signature of Authorized Signatory:

Name of Signatory:

Designation:

Email ID:

Mobile No:

Telephone No.:

Seal of Company:

### Annexure 9 - Details of Offices/ Branches /Service Centers

The Deputy General Manager,  
Punjab & Sind Bank,  
HO, Operations Department,  
First Floor, 21, Bank House,  
Rajendra Place,  
New Delhi-110008

Dear Sir,

Sub: "Selection of empanelled Fintech vendor for Bulk scanning legacy documents of Liability (Deposit) and Asset (Loan) accounts under Fintech Category IT Services and Availability Enhancement)"

**Tender Ref No.:** PSB/HO Operation/ RFP/25-26/02 **Dated:** \_\_/01/2026

No	Place	Postal Address	Contact Details (including Name of In charge and his contact no. email etc.)	Service Facilities Available (Describe)	Jurisdiction

Date:

Place:

Signature of Authorized Signatory:

Name of Signatory:

Designation:

Email ID:

Mobile No:

Telephone No.:

Seal of Company:

### Annexure 10 - Undertaking for Data Privacy

The Deputy General Manager,  
Punjab & Sind Bank,  
HO, Operations Department,  
First Floor, 21, Bank House,  
Rajendra Place,  
New Delhi-110008

Dear Sir,

**Sub: Request for Proposal (RFP) for Selection of empanelled Fintech vendor for Bulk scanning legacy documents of Liability (Deposit) and Asset (Loan) accounts Empanelled under Fintech Category IT Services and Availability Enhancement**

**(Tender Ref No.: PSB/HO Operation/ RFP/25-26/02 Dated: \_\_/01/2026).**

In consideration of Punjab & Sind Bank, a body corporate, constituted under Banking Companies (Acquisition & Transfer of Undertakings) Act, 1980 as amended from time to time having its HO, Operations Department, First Floor, 21, Bank House, Rajendra Place, New Delhi-110008 (hereinafter referred to as "Bank" which expression shall include its successors and assigns), we, M/s....., having its Registered Office at....., do hereby, agree to comply Bank's (i) Fintech Policy (ii) IT Policy, (iii) IT Security policy (iv) Cloud Framework policy (v) Any other policy issued by Bank in future, (vi) RBI & all regulatory guidelines as applicable time to time.

Further, we ensure that the data privacy, security and confidentiality of the Bank shall not be compromised and will do data purging as per the guidelines of Bank/RBI/Regulatory authorities.

Date:

Place:

Signature of Authorized Signatory:

Name of Signatory:

Designation:

Email ID:

Mobile No:

Telephone No.:

Seal of Company:



**Annexure 11 – Undertaking**

The Deputy General Manager,  
Punjab & Sind Bank,  
HO, Operations Department,  
First Floor, 21, Bank House,  
Rajendra Place,  
New Delhi-110008

Dear Sir,

**Sub: Request for Proposal (RFP) for RFP for Selection of empanelled Fintech vendor for Bulk scanning legacy documents of Liability (Deposit) and Asset (Loan) accounts Empanelled under Fintech Category IT Services and Availability Enhancement**

**Tender Ref No.: PSB/HO Operation/ RFP/25-26/02 Dated: \_\_\_\_/01/2026**

- a) We M/s \_\_\_\_\_, the undersigned hereby confirm that we have read and understood the eligibility criteria and fulfill the same.
- b) We further confirm that all the information as per requirement of the Bank have been included in our bid.
- c) We hereby undertake that there are no legal proceedings / inquiries investigations have been commenced / pending / threatened against bidder by any statutory or regulatory or investigative agencies due to which performance under the contract will get adversely affected / may get affected or which may result in liquidation of company / firm and / or deterrent on continuity of business.
- d) We hereby undertake that we have not been debarred / blacklisted by any Indian Foreign BFSI, Scheduled Commercial Banks, Regulatory Authorities, etc. as on date of the RFP in a related field.

(Deviation to the above if any, the Bidder must provide details of such action(s))

Date:

Place:

Signature of Authorized Signatory:

Name of Signatory:

Designation:

Email ID:

Mobile No:

Telephone No.:

Seal of Company:

**(Annexure- 12) - PRE-CONTRACT INTEGRITY PACT (On stamp paper)**

The Deputy General Manager,  
Punjab & Sind Bank,  
HO, Operations Department,  
First Floor, 21, Bank House,  
Rajendra Place,  
New Delhi-110008

Between  
**Punjab & Sind Bank (PSB)** hereinafter referred to as "**The Principal**",  
And  
\_\_\_\_\_ hereinafter referred to as "**The Bidder/ Contractor**"

**Preamble**

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

In order to achieve these goals, the Principal has appointed Independent External Monitors (IEMs) who will monitor the tender process and the execution of the contract for compliance with the principles mentioned above.

**Section 1 - Commitments of the Principal**

1. The Principal commits itself to take all measures necessary to prevent corruption and to observe the following principles: -
  - a) No employee of the Principal, personally or through family members, will in connection with the tender for, or the execution of a contract, demand, take a promise for or accept, for self or third person, any material or immaterial benefit which the person is not legally entitled to.
  - b) The Principal will, during the tender process treat all Bidder(s) with equity and reason. The Principal will in, before and during the tender process, provide to all Bidder(s) the same information and will not provide to any Bidder(s) confidential / additional information through which the Bidder(s) could obtain an advantage in relation to the tender process or the contract execution.
  - c) The Principal will exclude from the process all known prejudiced persons.
2. If the Principal obtains information on the conduct of any of its employees which is a

criminal offence under the IPC/PC Act, or if there be a substantive suspicion in this regard, the Principal will inform the Chief Vigilance Officer and in addition can initiate disciplinary actions

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

1. The Bidder(s)/ Contractor(s) commit themselves to take all measures necessary to prevent corruption. The Bidder(s)/ Contractor(s) commit themselves to observe the following principles during participation in the tender process and during the contract execution.
  - a) The Bidder(s)/ Contractor(s) will not, directly or through any other person or firm, offer, promise or give to any of the Principal's employees involved in the tender process or the execution of the contract or to any third person any material or other benefit which he / she is not legally entitled to, in order to obtain in exchange any advantage of an kind whatsoever during the tender process or during the execution of the contract.
  - b) The Bidder(s)/ Contractor(s) will not enter with other Bidders into any undisclosed agreement or understanding, whether formal or informal. This applies in particular to prices, specifications, certifications, subsidiary contract submission or non-submission of bids or any other actions to restrict competitiveness or to introduce cartelization in the bidding process.
  - c) The Bidder(s)/ Contractor(s) will not commit any offence under the relevant IPC/PC Act; further the Bidder(s)/ Contractor(s) will not use improperly, for purposes of competition or personal gain, or pass on to others, any information or document provided by the Principal as part of the business relationship, regarding plans, technical proposals and business details, including information contained or transmitted electronically.
  - d) The Bidder(s)/Contractors(s) of foreign origin shall disclose the name and address of the Agents/representatives in India, if any, similarly the Bidder(s)/Contractors(s) of Indian Nationality shall furnish the name and address of the foreign principals, if any. Further details as mentioned in the "Guidelines on Indian Agents of Foreign Suppliers" shall be disclosed by the Bidder(s)/Contractor(s). Further, as mentioned in the Guidelines all the payments made to the Indian agent/representative have to be in Indian Rupees only.
  - e) The Bidder(s)/ Contractor(s) will, when presenting their bid, disclose any and all payments made, is committed to or intends to make to agents, brokers or any other intermediaries in connection with the award of the contract.
  - f) Bidder(s) /Contractor(s) who have signed the Integrity Pact shall not approach the Courts while representing the matter to IEMs and shall wait for their decision in the matter.

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

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

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

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

1. If the Principal has disqualified the Bidder(s) from the tender process prior to the award according to Section 3, the Principal is entitled to demand and recover the damages equivalent to Earnest Money Deposit/ Bid Security.
2. If the Principal has terminated the contract according to Section 3, or if the Principal is entitled to terminate the contract according to Section 3, the Principal shall be entitled to demand and recover from the Contractor liquidated damages of the Contract value or the amount equivalent to Performance Bank Guarantee.

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

1. The Bidder declares that no previous transgressions occurred in the last three years with any other Company in any country conforming to the anti-corruption approach or with any Public Sector Enterprise in India that could justify his exclusion from the tender process.
2. If the Bidder makes incorrect statement on this subject, he can be disqualified from the tender process or action can be taken as per the procedure mentioned in "Guidelines on Banning of business dealings".

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

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

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

If the Principal obtains knowledge of conduct of a Bidder, Contractor or Subcontractor, or of an employee or a representative or an associate of a Bidder, Contractor or Subcontractor

which constitutes corruption, or if the Principal has substantive suspicion in this regard, the Principal will inform the same to the Chief Vigilance Officer.

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

1. The Principal appoints competent and credible Independent External Monitor for this Pact after approval by Central Vigilance Commission. The task of the Monitor is to review independently and objectively, whether and to what extent the parties comply with the obligations under this agreement.
2. The Monitor is not subject to instructions by the representatives of the parties and performs his/her functions neutrally and independently. The Monitor would have access to all Contract documents, whenever required. It will be obligatory for him /her to treat the information and documents of the Bidders/Contractors as confidential. He/ she reports to the MD & CEO of Punjab & Sind Bank.
3. The Bidder(s)/Contractor(s) accepts that the Monitor has the right to access without restriction to all Project documentation of the Principal including that provided by the Contractor. The Contractor will also grant the Monitor, upon his/her request and demonstration of a valid interest, unrestricted and unconditional access to their project documentation. The same is applicable to Sub-contractors.
4. The Monitor is under contractual obligation to treat the information and documents of the Bidder(s)/ Contractor(s)/ Sub-contractor(s) with confidentiality. The Monitor has also signed declarations on 'Non-Disclosure of Confidential Information' and of 'Absence of Conflict of Interest'. In case of any conflict of interest arising at a later date, the IEM shall inform MD & CEO of Punjab & Sind Bank and recuse himself /herself from that case.
5. The Principal will provide to the Monitor sufficient information about all meetings among the parties related to the Project provided such meetings could have an impact on the contractual relations between the Principal and the Contractor. The parties offer to the Monitor the option to participate in such meetings.
6. As soon as the Monitor notices, or believes to notice, a violation of this agreement, he/she will so inform the Management of the Principal and request the Management to discontinue or take corrective action, or to take other relevant action. The monitor can in this regard submit non-binding recommendations. Beyond this, the Monitor has no right to demand from the parties that they act in a specific manner, refrain from action or tolerate action.
7. The Monitor will submit a written report to the MD & CEO of Punjab & Sind Bank, within 8 to 10 weeks from the date of reference or intimation to him by the Principal and, should the occasion arise, submit proposals for correcting problematic situations.

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

### Section 9 - Pact Duration

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

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

### Section 10 - Other provisions

1. This agreement is subject to Indian Law. Place of performance and jurisdiction is the Registered Office of the Principal, i.e. New Delhi.
2. Changes and supplements as well as termination notices need to be made in writing. Side agreements have not been made.
3. If the Contractor is a partnership or a consortium, this agreement must be signed by all partners or consortium members.
4. Should one or several provisions of this agreement turn out to be invalid, the remainder of this agreement remains valid. In this case, the parties will strive to come to an agreement to their original intentions.
5. Issues like Warranty / Guarantee etc. shall be outside the purview of IEMs.
6. In the event of any contradiction between the Integrity Pact and its Annexure, the Clause in the Integrity Pact will prevail.

(For & On behalf of the Principal)

(For & On behalf of Bidder / Contractor)

(Office Seal)

(Office Seal)

Place-----

Witness 1

Witness 2

Date----- (Name & Address)

(Name & Address)



## Annexure 13 -Non Disclosure Agreement (NDA)

### NON-DISCLOSURE AGREEMENT

(Non-Judicial Stamp Paper of appropriate value)

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

BY AND BETWEEN

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

AND

Punjab & Sind Bank, a body corporate, established under the Banking Companies (Acquisition and Transfer of Undertakings) Act 1980 and having its Head Office at 21, Rajendra Place, New Delhi 110008 and a Corporate Office, NBCC building, Block 3, Plate B, East Kidwai Nagar, New Delhi – 110023. (Hereinafter referred to as “Bank” which expression shall unless it be repugnant to the subject, meaning or context thereof, be deemed to mean and include its successors and assigns) of the OTHER PART.

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

WHEREAS:

1. Punjab & Sind Bank is engaged in the business of providing financial services to its customers and intends to engage service provider for Selection of empanelled Fintech vendor for Bulk scanning legacy documents of Liability (Deposit) and Asset (Loan) accounts Empanelled under Fintech Category IT Services and Availability Enhancement
2. In the course of such assignment, it is anticipated that Punjab & Sind Bank or any of its officers, employees, officials, representatives or agents may disclose, or deliver, to the Vendor some Confidential Information (as hereinafter defined), to enable the Vendor to carry out the aforesaid Implementation assignment ( hereinafter referred to as " the Purpose").
3. The Vendor is aware and confirms that all information, data and other documents made available in the RFP/Bid Documents/Agreement /Contract or in connection with the Services rendered by the Vendor are confidential information and are privileged and strictly confidential and or proprietary of Punjab & Sind Bank. The Vendor undertakes to safeguard and protect such confidential information as may be received from Punjab &

Sind Bank.

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

1. Confidential Information:

(i) "Confidential Information" means all information disclosed/ furnished by Punjab & Sind Bank to the Vendor whether orally, in writing or in electronic, magnetic or other form for the limited purpose of enabling the Vendor to carry out the proposed Implementation assignment, and shall mean and include data, documents and information or any copy, abstract, extract, sample, note or module thereof, explicitly designated as "Confidential"; Provided the oral information is set forth in writing and marked "Confidential" within seven (7) days of such oral disclosure.

(ii) The Vendor may use the Confidential Information solely for and in connection with the Purpose and shall not use the Confidential Information or any part thereof for any reason other than the Purpose stated above.

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

(a) is or subsequently becomes legally and publicly available without breach of this Agreement by either party,

(b) was rightfully in the possession of the Vendor without any obligation of confidentiality prior to receiving it from Punjab & Sind Bank,

(c) was rightfully obtained by the Vendor from a source other than Punjab & Sind Bank without any obligation of confidentiality,

(d) was developed by for the Vendor independently and without reference to any Confidential Information and such independent development can be shown by documentary evidence, or is/was disclosed pursuant to an order of a court or governmental agency as so required by such order, provided that the Vendor shall, unless prohibited by law or regulation, promptly notify Punjab & Sind Bank of such order and afford Punjab & Sind Bank the opportunity to seek appropriate protective order relating to such disclosure.

(e) The recipient knew or had in its possession, prior to disclosure, without limitation on its confidentiality.

(f) is released from confidentiality with the prior written consent of the other party.

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

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

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

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

2. Non-disclosure: The Vendor shall not commercially use or disclose any Confidential Information or any materials derived there from to any other person or entity other than persons in the direct employment of the Vendor who have a need to have access to and knowledge of the Confidential Information solely for the Purpose authorized above. The Vendor shall take appropriate measures by instruction and written agreement prior to disclosure to such employees to assure against unauthorized use or disclosure. The Vendor may disclose Confidential Information to others only if the Vendor has executed a Non- Disclosure Agreement with the other party to whom it is disclosed that contains terms and conditions that are no less restrictive than these presents and the Vendor agrees to notify Punjab & Sind Bank immediately if it learns of any use or disclosure of the Confidential Information in violation of terms of this Agreement.

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

a) Information regarding Punjab & Sind Bank and any of its Affiliates, customers and their accounts ("Customer Information"). For purposes of this Agreement, Affiliate means a business entity now or hereafter controlled by, controlling or under common control. Control exists when an entity owns or controls more than 10% of the outstanding shares or securities representing the right to vote for the election of directors or other managing authority of another entity; or

- b) any aspect of Punjab & Sind Bank's business that is protected by patent, copyright, trademark, trade secret or other similar intellectual property right; or
- c) business processes and procedures; or
- d) current and future business plans; or
- e) personnel information; or
- f) Financial information.

3. Publications: The Vendor shall not make news releases, public announcements, give interviews, issue or publish advertisements or publicize in any other manner whatsoever in connection with this Agreement, the contents / provisions thereof, other information relating to this Agreement, the Purpose, the Confidential Information or other matter of this Agreement, without the prior written approval of Punjab & Sind Bank.

4. Term: This Agreement shall be effective from the date hereof and shall continue till expiration of the Purpose or termination of this Agreement by Punjab & Sind Bank, whichever is earlier. The Vendor hereby agrees and undertakes to Punjab & Sind Bank that immediately on termination of this Agreement it would forthwith cease using the Confidential Information and further promptly return or destroy, under information to Punjab & Sind Bank, all information received by it from Punjab & Sind Bank for the Purpose, whether marked Confidential or otherwise, and whether in written, graphic or other tangible form and all copies, abstracts, extracts, samples, notes or modules thereof. The Vendor further agree and undertake to Punjab & Sind Bank to certify in writing upon request of Punjab & Sind Bank that the obligations set forth in this Agreement have been complied with.

Any provisions of this Agreement which by their nature extend beyond its termination shall continue to be binding and applicable without limit in point in time except and until such information enters the public domain

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

6. Remedies: The Vendor acknowledges the confidential nature of Confidential Information and that damage could result to Punjab & Sind Bank if the Vendor breaches any provision of this Agreement and agrees that, if it or any of its directors, officers or employees should engage or cause or permit any other person to engage in any act in violation of any provision hereof, Punjab & Sind Bank may suffer immediate irreparable loss for which monetary compensation may not be adequate. Punjab & Sind Bank shall be entitled, in addition to other remedies for damages & relief as may be available to it, to an injunction or similar relief prohibiting the Vendor, its directors, officers etc. from engaging in any such act which constitutes or results in breach of any of the covenants of this

Agreement.

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

7. Entire Agreement, Amendment and Assignment: This Agreement constitutes the entire agreement between the Parties relating to the matters discussed herein and supersedes any and all prior oral discussions and / or written correspondence or agreements between the Parties. This Agreement may be amended or modified only with the mutual written consent of the Parties. Neither this Agreement nor any right granted hereunder shall be assignable or otherwise transferable.

8. Dispute Resolution: Disputes, if any, arising out of this Agreement remaining unresolved by mutual discussions shall be referred to a sole Arbitrator for Arbitration and the provisions of Arbitration & Conciliation Act, 1996, shall accordingly apply. The venue for such Arbitration shall be New Delhi. The language of the Arbitration shall be English.

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

10. Indemnity: The Vendor shall defend, indemnify and hold harmless Punjab & Sind Bank, its affiliates, subsidiaries, successors, assigns, and their respective officers, directors and employees, at all times, from and against any and all claims, demands, damages, assertions of liability whether civil, criminal, tortuous or of any nature whatsoever, arising out of or pertaining to or resulting from any breach of representations and warranties made by the Vendor. and/or breach of any provisions of this Agreement, including but not limited to any claim from third party pursuant to any act or omission of the Vendor, in the course of discharge of its obligations under this Agreement.

11. General: The Vendor shall not reverse - engineer, decompile, disassemble or otherwise interfere with any software disclosed hereunder.

All Confidential Information is provided "as is". In no event shall the Punjab & Sind Bank be liable for the inaccuracy or incompleteness of the Confidential Information. None of the Confidential Information disclosed by Punjab & Sind Bank constitutes any representation, warranty, assurance, guarantee or inducement with respect to the fitness of such Confidential Information for any particular purpose.

Punjab & Sind Bank discloses the Confidential Information without any representation or warranty, whether express, implied or otherwise, on truthfulness, accuracy, completeness, lawfulness, and merchantability, fitness for a particular purpose, title, non-infringement, or anything else.

12. Waiver: A waiver (whether express or implied) by Punjab & Sind Bank of any of the provisions of this Agreement, or of any breach or default by the Vendor in performing any

of the provisions hereof, shall not constitute a continuing waiver and such waiver shall not prevent Punjab & Sind Bank from subsequently enforcing any of the subsequent breach or default by the Vendor under any of the provisions of this Agreement.

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

For and on behalf of----- Ltd.

For and on behalf of Punjab & Sind Bank

(Designation)

(Designation)



**Annexure 14 - Performa for the Bank Guarantee for Earnest Money Deposit (EMD)**

(ON A NON-JUDICIAL STAMP PAPER OF RS. 100.00)

Guarantee for Payment of Earnest Money/Security Deposit Bank

Guarantee no.:

Date:

Period of Bank Guarantee:

Amount of Bank Guarantee: Rs.

The Deputy General Manager,  
Punjab & Sind Bank,  
HO, Operations Department,  
First Floor, 21, Bank House,  
Rajendra Place,  
New Delhi-110008

Dear Sir,

WHEREAS (hereinafter called "the Bidder") has submitted its bid dated (date of submission of bid) for **Request for Proposal (RFP) for Selection of empanelled Fintech vendor for Bulk scanning legacy documents of Liability (Deposit) and Asset (Loan) accounts Empanelled under Fintech Category IT Services and Availability Enhancement Tender Ref No.: PSB/HO Operation/ RFP/25-26/02 Dated: \_\_/01/2026** (hereinafter called "the Bid").

KNOW ALL PEOPLE by these presents that we \_\_\_\_\_(name of bank) having our registered office at \_\_\_\_\_(address of bank) (hereinafter called "the Bank") are bound unto Punjab & Sind Bank (hereinafter called "the Beneficiary") in the sum of Rs \_\_\_\_ /- (Rupees \_\_\_\_ Only) for which payment will and truly to be made to the said Beneficiary, the Bank binds itself, its successors and assigns by these presents.

Sealed with the common seal of the said Bank this \_\_\_\_ day of 20\_\_.

THE CONDITIONS of this obligation are:

1. If the Bidder withdraws its Bid during the period of bid validity specified by the Bidder on the Bid Form; or
2. If the Bidder, having been notified of the acceptance of its bid by the Beneficiary and the bidder during the period of bid validity:

- a. fails or refuses to execute the Contract Form if required; or
- b. fails or refuses to perform, in accordance with the Terms and Conditions of the RFP or contract; or
- c. fails or refuses to furnish the Performance Security, in accordance with the Terms and Conditions of the RFP or Contract;

We undertake to pay the Beneficiary up to the above amount upon receipt of its first written demand, without the Beneficiary having to substantiate its demand, provided that in its demand the beneficiary will note that the amount claimed by it is due to it owing to the occurrence of one or both of the two conditions, specifying the occurred condition or conditions.

This guarantee will remain in force up to and including 180 days after the period of the bid validity i.e. up to 225 days (180 Days Bid Validity + 45 Days Claim Period) from the date of Technical Bid, and any demand in respect thereof should reach the Bank not later than the above date.

Notwithstanding any other term contained herein:

- a) this guarantee shall be valid only up to \_\_\_\_\_ (Insert Guarantee End Date) whereupon it shall automatically expire irrespective of whether the original guarantee is returned to the Bank or not; and
- b) the total liability of Bank under this guarantee shall be limited to Rs. \_\_\_\_\_ (Rupees \_\_\_\_\_ Only)

Place:

SEAL

Code No.

SIGNATURE.

NOTE: BIDDER SHOULD ENSURE THAT THE SEAL & CODE NO. OF THE SIGNATORY IS PUT BY THE BANKERS, BEFORE SUBMISSION OF BG.

### Annexure 15 - Format of Performance Bank Guarantee

(Issued by any Public Sector Bank)

Performance Bank Guarantee No.

Bank Guarantee Amount

Expiry

Date Claim

Period

Account

**GUARANTEE FOR PERFORMANCE OF CONTRACT/AGREEMENT**

THIS GUARANTEE AGREEMENT executed at \_\_\_\_ day of \_\_\_\_\_ Two Thousand \_\_\_\_

BY:

\_\_\_\_\_ Bank, a body corporate constituted under \_\_\_\_\_, having its Registered Office/ Head Office at \_\_\_\_\_, and a Branch Office at \_\_\_\_\_

(Hereinafter referred to as "the Guarantor", which expression shall, unless it be repugnant to the subject, meaning or context thereof, be deemed to mean and include its successors and assigns)

**IN FAVOUR OF:**

Punjab & Sind Bank, a body corporate, established under the Banking Companies (Acquisition and Transfer of Undertakings) Act, 1980 and having its Registered Office at 21, Rajendra Place, New Delhi 110008 and a Corporate Office, NBCC building, Block 3, Plate B, East Kidwai Nagar, New Delhi – 110023. (Hereinafter referred to as "Bank" which expression shall unless it be repugnant to the subject, meaning or context thereof, be deemed to mean and include its successors and assigns),

WHEREAS Bank had called for the bids for Request for Proposal (RFP) for Selection of empanelled Fintech vendor for Bulk scanning legacy documents of Liability (Deposit) and Asset (Loan) accounts Empanelled under Fintech Category IT Services and Availability Enhancement M/s..... have been appointed as the Vendor (hereinafter referred to as "Vendor") and accordingly has entered into Contract / Agreement on .....(Agreement) with Bank subject to the terms and conditions contained in the said documents and the Vendor has duly confirmed the same.

AND WHEREAS pursuant to the Bid Documents, the Agreement, and the other related

documents (hereinafter collectively referred to as “the said documents”, the Bank has agreed to avail from M/s.....and M/s.....has agreed to provide to the Bank, the Selection of empanelled Fintech vendor for Bulk scanning legacy documents of Liability (Deposit) and Asset (Loan) accounts Empanelled under Fintech Category IT Services and Availability Enhancement and other required applications, more particularly described in the Schedule/Annexure to the said documents, subject to payment of the contract price as stated in the said documents and also subject to the terms, conditions, covenants, provisions and stipulations contained the said documents.

AND WHEREAS the Vendor has duly signed the said documents.

AND WHEREAS in terms of the said documents, inter alia, the Vendor is required to procure an unconditional and irrevocable performance Bank guarantee, in favour of the Bank, from a Bank acceptable to the Bank for a sum of Rs..... (Rupees..... Only) being 5% of the total contract value for the faithful observance and performance by the Vendor of the terms, conditions, covenants, stipulations, provisions of the Agreement /the said documents AND WHEREAS at the request of the Vendor, the Guarantor has agreed to issue the Guarantee in favour of the Bank for a sum of Rs..... (Rupees..... Only)

AND WHEREAS at the request of the Vendor, the Guarantor has agreed to guarantee the Bank that the Vendor shall faithfully observed and performed of the terms of the said documents.

NOW THEREFORE THIS AGREEMENT WITNESSETH AS FOLLOWS:

In consideration of the above premises, the Guarantor hereby unconditionally, absolutely and irrevocably guarantees to the Bank as follows:

- (1) The guarantor hereby agrees and guarantee that the Vendor shall faithfully observed and performed all the terms and conditions stipulated in the Contract/Agreement and the said documents.
- (2) The Guarantor hereby guarantees and undertakes to pay, on demand and without demur, reservation, contest, recourse or protest or without any reference to the Vendor, to the Bank at its office at New Delhi forthwith, and all monies payable by the Vendor to the extent of Rs..... against any loss, costs, damages, etc. suffered by the Bank on account of default of the Vendor in the faithful observance and performance of the terms, conditions, covenants, stipulations, provisions of the Agreement / said documents, without any demur, reservation, contest, recourse or protest or without any reference to the Vendor. Any such demand or claim made by the Bank, on the Guarantor shall be final, conclusive and binding notwithstanding any difference or any dispute between the Bank and the Vendor or any dispute between the Bank and the Vendor pending before any Court, Tribunal, Arbitrator, or any other authority.
- (3) The Guarantor agrees and undertakes not to revoke this Guarantee during the currency of

these presents, without the previous written consent of the Bank and further agrees that the Guarantee herein contained shall continue to be enforceable until and unless it is discharged earlier by the Bank, in writing.

(4) The Bank shall be the sole judge to decide whether the Vendor has failed to perform the terms of the Agreement / said documents for providing the Services by the Vendor to the Bank, and on account of the said failure what amount has become payable by the Vendor to the Bank under this Guarantee. The decision of the Bank in this behalf shall be final, conclusive and binding on the Guarantor and the Guarantor shall not be entitled to demand the Bank to establish its claim under this Guarantee but shall pay the sums demanded without any objection, whatsoever.

(5) To give effect to this guarantee, the Guarantor will be deemed to be the Principal Debtor to the Bank.

(6) The liability of the Guarantor, under this Guarantee shall not be affected by

- (a) any change in the constitution or winding up of the Vendor or any absorption, merger or
- (b) amalgamation of the Vendor with any other company, corporation or concern; or
- (c) any change in the management of the Vendor or takeover of the management of the Vendor by the Government or by any other authority; or
- (d) acquisition or rationalization of the Vendor and/or of any of its undertaking(s) pursuant to any law; or
- (e) any change in the constitution of Bank / Vendor; or
- (f) any change in the setup of the Guarantor which may be by way of change in the constitution,
- (g) Winding up, voluntary or otherwise, absorption, merger or amalgamation or otherwise; or the absence or deficiency of powers on the part of the Guarantor to give Guarantees and/or Indemnities or any irregularity in the exercise of such powers.

(7) This guarantee will remain in force up to 30 months (Contract period 18 months + Claim Period of 12 Months) from the date of signing the contract.

(8) Notwithstanding anything contained in this Guarantee, the Guarantor hereby agrees and undertakes to extend the validity period of this guarantee for a further period as may be requested by the Bank, from time to time.

(9) This guarantee shall be binding upon us and successors -in -interest and shall be irrevocable.

(10) For all purposes connected with this Guarantee and in respect of all disputes and differences under or in respect of these presents or arising there from the courts of New Delhi where the Bank has its Head Office shall alone have jurisdiction to the exclusion of all other

courts.

(11) Notwithstanding anything contained herein above

I. Our liability under this Performance Bank Guarantee shall not exceed Rs .....  
(Rupees..... only)

II. This Performance Bank Guarantee shall be valid up to.....

III. We are liable to pay the guaranteed amount or any part thereof under this Bank Guarantee only and only if you serve on us a written claim or demand on or before .....  
(mention validity period + claim period)

IN WITNESS WHEREOF the Guarantor has caused these presents to be executed on the day, month and year first herein above written as hereinafter appearing.

SIGNED SEALED AND DELIVERED BY the within named Guarantor (Vendor Bank),  
\_\_\_\_\_,

by the hand of Shri. \_\_\_\_\_, its authorized official.



### Annexure 16 - Undertaking for Pre-bid Queries format

The Deputy General Manager,  
Punjab & Sind Bank,  
HO, Operations Department,  
First Floor, 21, Bank House,  
Rajendra Place,  
New Delhi-110008

Dear Sir,

**Sub: Request for Proposal (RFP) for Selection of empanelled Fintech vendor for Bulk scanning legacy documents of Liability (Deposit) and Asset (Loan) accounts Empanelled under Fintech Category IT Services and Availability Enhancement**  
(Tender Ref No.: PSB/HO Operation/ RFP/25-26/02 Dated: \_\_\_\_/01/2026).

Name of the Bidder –

**Format of Pre-Bid Queries to be submitted by the Bidder(s)**

Name of the Contact Person of the Bidder:

Contact Number of the Contact Person:

Email id of the Contact Person:

SI. No.	RFP Page No.	RFP Clause No.	Original RFP Clause	Subject/Description	Query sought/Suggestions of the Bidder

Date:

Place:

Signature of Authorized Signatory:

Name of Signatory:

Designation:

Email ID:

Mobile No:

Telephone No.:

Seal of Company:

### Annexure 17 Authorization Letter Format

The Deputy General Manager,  
Punjab & Sind Bank,  
HO, Operations Department,  
First Floor, 21, Bank House,  
Rajendra Place, New Delhi-110008

Dear Sir,

Sub: Request for Proposal (RFP) for Selection of empanelled Fintech vendor for Bulk scanning legacy documents of Liability (Deposit) and Asset (Loan) accounts Empanelled under Fintech Category IT Services and Availability Enhancement  
(Tender Ref No.: PSB/HO Operation/ RFP/25-26/02 Dated: \_\_\_/01/2026).

This has reference to your above RFP.

Mr. /Miss/Mrs. \_\_\_\_\_ is hereby authorized to attend the pre bid meeting/bid opening of the above RFP on behalf of our organization.

The specimen signature is attested below:

Specimen Signature of Representative

Signature of Authorizing Authority

Name & Designation of Authorizing Authority

**NOTE: This Authorization letter is to be carried in person and shall not be placed inside any of the bid covers.**

Date:

Place:

Signature of Authorized Signatory:

Name of Signatory:

Designation:

Email ID:

Mobile No:

Telephone No.:

Seal of Company:

## Annexure 18

### Certificate of Local Content

(Self-Certificate by bidder and OEM, giving the percentage of local content on letter head with stamp and seal should be submitted. They shall also give details of the location(s) at which the local value addition is made)

To,  
The Deputy General Manager,  
Punjab & Sind Bank,  
HO, Operations Department,  
First Floor, 21, Bank House,  
Rajendra Place,  
New Delhi-110008  
Dear Sir,

**Sub: Tender Ref No.: PSB/HO Operation/ RFP/25-26/02 Dated: \_\_\_/01/2026; Request for Proposal (RFP) for Selection of empanelled Fintech vendor for Bulk scanning legacy documents of Liability (Deposit) and Asset (Loan) accounts Empanelled under Fintech Category IT Services and Availability Enhancement**

- This is to certify that proposed \_\_\_\_\_<product details> is having the local content of \_\_\_% as defined in the above-mentioned RFP.
- This certificate is submitted in reference to the Public Procurement (Preference to Make in India), Order 2017 – Revision vide Order No. P-45021/2/2017-PP (BE-II) dated June 04, 2020.
- \_\_\_\_\_(Details of Locations where value additions are made).

Date:

Place:

Signature of Authorized Signatory:

Name of Signatory:

Designation:

Email ID:

Mobile No:

Telephone No.:

Seal of Company:

**Annexure 19- Litigation Certificate**

(To be provided by Statutory Auditor/Chartered Accountant on their Letterhead)

**REG.: Selection of empanelled Fintech vendor for Bulk scanning legacy documents of Liability (Deposit) and Asset (Loan) accounts Empanelled under Fintech Category IT Services and Availability Enhancement**

This is to certify that M/s \_\_\_\_\_, a company incorporated under the company act, 1956/2013/LLP act 2008 with its headquarters at, \_\_\_\_\_ is not involved in any litigation which threatens solvency of the company.

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

Place: \_\_\_\_\_

Signature of CA/Statutory Auditor

Signature of Authorized Signatory

Name of Signatory:

Designation:

Email ID:

Contact No:

Seal of Company:

UDIN No:

### Annexure 20 – Turnover Certificate

(To be provided by Statutory Auditor/Chartered Accountant on their Letterhead)

**REG.: Request for Proposal for Selection of empanelled Fintech vendor for Bulk scanning legacy documents of Liability (Deposit) and Asset (Loan) accounts Empanelled under Fintech Category IT Services and Availability Enhancement**

This is to certify that M/s \_\_\_\_\_, a company incorporated under the companies act, 1956/ 2013/ LLP act 2008 with its headquarters at, \_\_\_\_\_ has Turnover, Net Profit/Loss and Net worth from its Indian Operations as mentioned in the below table. This information is based on the Audited Financial Statements for FY20\_\_\_\_, FY20\_\_\_\_ and FY20\_\_\_\_ (to be submitted for years as per Minimum Eligibility Criteria (ANNEXURE-4) and Technical Eligibility Evaluation (ANNEXURE-6)) .

Financial Year	Annual Turnover (Indian operations) (in Rs.)	Net Profit/Loss (in Rs.)	Net Profit/Loss Before taxes (in Rs.)	Net Worth (in Rs.)
2022-23				
2023-24				
2024-25				
<b>Average of 3 years as above</b>				

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

**Place:** \_\_\_\_\_

**Note:** Only Bidder Company's / Firm's figures need to be mentioned from its operations in India.  
(Not to include subsidiary, consortium, affiliate or group entities figures)

**Signature of CA/Statutory Auditor**

**Name of CA/Statutory Auditor:**

**Designation:**

**Email ID:**

**Mobile No:**

**Telephone No.:**

**Seal of Company:**

**UDIN No:**