PUNJAB & SIND BANK

REQUEST FOR PROPOSAL (RFP)

For

Selection of Service Provider for end-to-end Implementation and Management of PMSVANidhi RuPay Credit Card Solution & Credit Card for Micro Enterprises on Operational Expenditure (OPEX) model in the Bank

Tender No.: PSB/HOPMO/2026-27/RFP/1

BID no.: GEM/2026/B/7869393

DATED 03/08/2026

HO Project Management Office

Corporate Office, Block 3, NBCC Complex,

East Kidwai Nagar, New Delhi – 110023

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1 KEY INFORMATION

Particulars	Details
RFP Number and Date	PSB/HOPMO/2026-27/RFP/1 DATED 03/08/2026
RFP Title	Selection of Service Provider for end-to-end Implementation and Management of PMSVANidhi RuPay Credit Card Solution & Credit Card for Micro Enterprises on Operational Expenditure (OPEX) model
Security Deposit / Earnest Money deposit	Rs. 12 Lakh (INR Twelve Lakh Only)
Bid validity	180 days from the date of opening of the bid.
Performance Bank Guarantee	5 % of the total project cost The selected System Integrator shall be responsible for providing the PBG for the duration of the contract (Including the extension) + claim period (12 months) of the Bank guarantees
Date of Publishing the tender on Bank's Website	03.08.2026
Last Date for submission of Pre-Bid Query	07.08.2026 5:00 pm a. Pre bid queries should be submitted as per Annexure 19 in MS- excel format. b. Queries must be mailed to *'ho.tp@psb.bank.in'* only quoting tender reference number in the subject. Subject of the email should be given as "Pre-Bid Queries for <RFP Title> dated XXXX". Queries reaching afterwards will not be entertained.
Date and Time for Pre-Bid Meeting	12.08.2026 at 12:00 PM IST Pre-Bid meeting will be held Online, and participants are requested to attend the meeting Online. Those who are interested in participating the Prebid meeting should share the participant details to ho.tp@psb.bank.in Upon perusal of the same, the link / meeting ID will be shared to the participant to participate in the virtual meeting.
Last Date and Time for submission of Bids	25.08.2026 at 3:00 PM IST

Date and Time of Opening of Bids	25.08.2026 at 3:30 PM IST
Date and Time of opening Commercial Bids	To be notified later to the qualifying bidders only.
Place of Opening of Bids	Punjab and Sind Bank, Corporate Office, Block 3, NBCC complex, East Kidwai Nagar, New Delhi -110023
Submission of Bids	https://gem.gov.in/
Contact Persons for any clarifications	Name: Yatin Nangia, Senior Manager Name: Ajay Preet Singh, Asstt Gen. Manager Name: K B Manikantan, Deputy General Manger Email ID: ho.tp@psb.bank.in
Project Office Location	Punjab & Sind Bank, Corporate Office, Block 3, NBCC complex, East Kidwai Nagar, New Delhi -110023
Other Details	1. Subsequent changes made based on the suggestions and clarifications as per pre-bid meeting shall be deemed to be part of the RFP document and shall be published. 2. No suggestions or queries shall be entertained after the pre-bid meeting. 3. This document can be downloaded from https://punjabandsind.bank.in/ , and https://gem.gov.in/, and https://eprocure.gov.in/ 4. Any Amendments, Modifications, Pre-Bid Replies, Clarifications & any communication etc. will be uploaded on the GeM Portal i.e. https://gem.gov.in/. No individual communication will be sent to the individual System Integrators. 5. An announcement regarding the publication of the RFP will also be made in newspapers, informing System Integrators that the document can be downloaded from the following websites: https://punjabandsind.bank.in/, https://gem.gov.in/, and https://eprocure.gov.in/

Information for Online Participating:

The following activities will be conducted online through the https://gem.gov.in/ website:

1. Purchase of RFP document including all Annexures.
2. Addendums to the RFP.
3. Submission of Technical Bid & Commercial Bid by the System Integrator.
4. Opening of Technical Bid & Commercial Bid by the Bank.
5. Announcement of results, if any.

Instructions:

1. Bidders who wish to participate will have to register with Government e-Marketplace (GeM) Portal and follow the respective guidelines.
2. In case of any clarification/ queries regarding online registration/ participation, Bidders may reach out to: Email: ho.tp@psb.bank.in

* All MSEs(Micro & Small Enterprises) having registration as per provisions of the Public procurement Policy for Micro and Small Enterprises i.e. District Industries Centre (DIC) or Khadi and Village Industries Commission (KVIC) or Khadi and Industries Board (KVIB) or Coir Board or National Small Industries Commission (NSIC) or directorate of Handicrafts and Handlooms or Udyog Aadhaar Memorandum or any other body specified by Ministry of MSME and Start-ups (recognized by DIPP) are exempted from submission of Participation Fee, EMD amount only. Relevant Certificates should be submitted by the bidder in this regard to avail exemption.

Note:

1. If any of the dates given above happens to be holiday in Banks in Delhi, the related activity shall be undertaken on the next working day at the same time.
2. All Claims made by the bidder will have to be backed by documentary evidence.
3. Bidders should submit bids well before time rather than waiting for the last moment to avoid any technical glitches or networking issues etc. at their end.
4. Bidders are requested to use a reliable internet connection (data cable / broadband) to safeguard themselves. The Bank is not responsible for telephone line glitches, internet response issues, hardware hangs etc. at bidder's end.
5. No Claim of any bidder shall be entertained, whatsoever for delayed submission of their bid at any stage because of any reason. Therefore, bidders are advised to submit their bids well before the scheduled time.

The tender document may also be downloaded from the Bank's official website also https://punjabandsind.bank.in

2 GLOSSARY

Abbreviation	Description
ACK	ACH Payment Acknowledgement
AI/ML	Artificial Intelligence/Machine Learning
AMC	Annual Maintenance Contract
API	Application Programming Interface
ATS	Annual Technical Services
B2C	Business-to-Consumer
BBPS	Bharat Bill Payment System
BG	Bank Guarantee
BOM	Bill of Material
BPD	Business Parameter Definition
CBS	Core Banking Solution
CIF	Customer Identification File/Form
CMS	Card Management System
CNA	Central Nodal Account
CRM	Customer Relationship Management
CSV	Comma-Separated Value
CVC	Central Vigilance Commission
DC	Data Centre
DD	Demand Draft
DDOS	Distributed Denial-of-Service
DIT	Department of Information Technology
DR	Disaster Recovery
EFRM	Enterprise Fraud Risk Management
EMD	Earnest Money Deposit
EOD	End of Day
EOL	End of Life
EOS	End of Support/Sell
ERP	Enterprise Resource Planning
FMS	Facility Management Services
GST	Goods and Service Tax
GUI	Graphical User Interface
H2H	Host to Host
HO	Head Office
HTML	Hypertext Markup Language
IMPS	Immediate Payment Service
IT	Information Technology
KYC	Know Your Customer
LD	Liquidated Damage
MF	Mutual Fund
MIS	Management Information System
MMS	Mandate Management System
MSE	Micro & Small Enterprise
MSME	Micro Small & Medium Enterprises
NACH	National Automated Clearing House
NBFC	Non-Banking Financial Company

NDA	Non-Disclosure Agreement
NEFT	National Electronic Funds Transfer
NI Act	Negotiable Instruments Act
NPCI	National Payments Corporation of India
OEM	Original Equipment Manufacturer
OSD	Original Solution Developer
PBG	Performance Bank Guarantee
PGP	Pretty Good Privacy
PO	Purchase Order
POBO	Payments-on-behalf-of
POC	Proof of Concept
POS	Point of Sale
PSO	Payment System Operator
QR	Quick Response
RBI	Reserve Bank of India
ROBO	Receivables-on-behalf-of
RPO	Recovery Point Objective
RRN	Retrieval Reference Number
RTGS	Real Time Gross Settlement
RTO	Recovery Time Objective
SB	Successful Bidder
SFTP	Secure File Transfer Protocol
SIT	Systems Integration Testing
SLA	Service Level Agreement
SMS	Short Message Service
SNA	Single Nodal Account
SP	Service Provider
SQL	Structured Query Language
SSL	Secure Sockets Layer
SSO	Single Sign On
STP	Straight through Processing
TAT	Turn Around Time
TCO	Total Cost of Ownership
TSP	Technology Service Provider
UAT	User Acceptance Testing
UDIN	Unique Document Identification Number
UMRN	Unique Mandate Reference Number
UPI	Unified Payments Interface
UTR	Unique Transaction Reference
VA	Virtual Account
VAM	Virtual Account Management
VAPT	Vulnerability Assessment and Penetration Testing
VM	Virtual Machines
VPA	Virtual Payment Address
WAF	Web Application Firewall
XML	Extensible Markup Language

3 DISCLAIMER

- The information contained in this Request for Proposal (RFP) document or any information provided subsequently to Bidder(s) whether verbally or in documentary form by or on behalf of the Bank, is provided to the bidder(s) on the terms and conditions set out in this RFP document and all other terms and conditions subject to which such information is provided. This document shall not be transferred, reproduced or otherwise used for purposes other than for which it is specifically issued.
- This RFP is neither an agreement nor an offer and is only an invitation by the Bank to the interested parties for submission of bids. No contractual obligation whatsoever shall arise from the RFP process until a formal contract is executed by the duly authorized signatory of the Bank and the bidder / System Integrator. The purpose of this RFP is to provide the bidder(s) with information to assist in the formulation of their proposals.
- This RFP does not claim to contain all the information each Bidder may require. Each Bidder should conduct its own investigations and analysis and is free to check the accuracy, reliability, and completeness of the information in this RFP and obtain independent advice, wherever necessary. Bank may in its absolute discretion, but without being under any obligation to do so, update, amend or supplement the information in this RFP.
- The Bank reserves the right to reject any or all Bids/ Proposals received in response to this RFP document at any stage without assigning any reason whatsoever. The decision of the Bank shall be final, conclusive, and binding on all the parties/ bidders.
- This RFP Document may not be appropriate for all people, and it is not possible for the Bank representatives, their employees, or advisors to consider the investment objectives, financial situation and particular needs of each party who reads or uses this RFP Document.
- The Bank, its employees and advisors make no representation or warranty and shall have no liability to any person, including any Applicant or Bidder or System Integrator under any law, statute, rules or regulations or tort, principles of restitution or unjust enrichment or otherwise for any loss, damages, cost or expense which may arise from or be incurred or suffered on account of anything contained in this RFP or otherwise, including the accuracy, adequacy, correctness, completeness or reliability of the RFP and any assessment, assumption, statement or information contained therein or deemed to form or arising in any way for participation in this bidding process.
- The Bids should be unconditional and without any deviation. Such types of bids will be rejected and no communication will be done with the bidders.
- 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.

4 INTRODUCTION

Punjab & Sind Bank (hereinafter referred to as 'PSB' or the 'Bank') is one of the Public Sector Banks in India. The Bank's Corporate Office is at NBCC Complex, East Kidwai Nagar, New Delhi, 110023. The Bank has a national presence through a widespread network of 1623 branches; all networked and operational under Centralized Banking Solution on Finacle. It also has a network of more than 1129 ATM(s) spread across the country including onsite, offsite and Mobile ATMs. With more than 118 years of customer services, the Bank has a large satisfied clientele throughout the Country. For enhancing customer convenience levels and overall inter-branch efficiency, the Bank has been a frontrunner in implementing various IT enabled products. Bank has already launched various delivery channels such as Internet Banking, Mobile Banking, UPI and ATMs.

5 PROJECT OBJECTIVE

Bank intends to on-board a service provider for End-to-End Management of Credit Card Services under OPEX Model.

In this regard, Bank invites tenders comprising of eligibility, technical bid and Commercial bid from experienced bidders having proven capabilities of providing End-to-End Management of Credit Card Services. The prospective bidders are required to adhere to the terms of this RFP document and any deviations to the same shall not to be acceptable to the Bank.

The bidder (also called the vendor or bidder through this document) appointed under the RFP document shall own the single point responsibility for fulfilling all obligations and providing all deliverables and services required for successful implementation of the project. Unless agreed to specifically by the Bank in writing for any changes in the document issued, the bidder responses should comply with the scope of work.

6 ELIGIBILITY CRITERIA

S. No.	Criteria	Proof of Documents to be Submitted
1	Bidder should be a limited company (Public/Private) registered in India under the Companies Act, 1956/2013 for the last 3 years as on bid submission date.	Certificate of Incorporation; Memorandum & Articles of Association; Shareholding pattern; PAN, TAN, GSTIN certificate and other tax documents.
2	Bidder should be an OEM/OSD or authorised representative in India. In case OEM/OSD participates directly, its authorised representative cannot participate in the same tender.	PoA/Undertaking from OEM/OSD confirming support during warranty period; authorisation letter (Annexure 7) for authorised representatives.

3	Bidder/OEM should have minimum annual turnover of Rs. 10 Crore per year in each of the last three financial years (2023-24, 2024-25 & 2025-26), on an individual company basis.	Audited balance sheet and Chartered Accountant certificate for the last three financial years.
4	Bidder should have maintained positive net worth in the last three financial years, with erosion not exceeding 30% in any of those years.	Audited balance sheet and CA certificate confirming net worth and turnover.
5	Bidder should be in the Credit Card business for at least three years as on the date of bid submission.	Purchase Order/SLA copy AND Completion Certificate/Project Sign-off/Satisfactory Client Certificate/E-mail confirmation.
6	As on date of bid submission, bidder should be providing Card Management, Switch and Reconciliation services in at least one Scheduled Commercial Bank.	Purchase Order/SLA copy AND Completion Certificate/Project Sign-off/Satisfactory Client Certificate/E-mail confirmation.
7	As on date of bid submission, bidder should be providing credit card services to the PM SVANidhi scheme in at least one Scheduled Commercial Bank.	Purchase Order/SLA copy AND Completion Certificate/Project Sign-off/Satisfactory Client Certificate/E-mail confirmation.
8	Current CCMS certified partners under NPCI partner program for RUPAY credit card	Copy of valid NPCI certification.
9	Bidder should not be debarred/black-listed by any Bank, RBI or other regulatory authority/financial institution in India.	Self-declaration as per Annexure 10
10	Bidder under notice/termination period from OEM/OSD should not bid in this tender.	Self-declaration on company letterhead.
11	No pending legal proceedings/inquiries/investigations that could adversely affect contract performance.	Self-declaration on company letterhead.
12	Bidders party to any ongoing/pending/contemplated litigation with Punjab & Sind Bank shall not be allowed to participate.	Self-declaration with technical bid.

Note: Sub-contracting and consortium bidders are not allowed to participate in this bid.

In this tender process, either the authorised representative/distributor/dealer in India on behalf of the Principal OEM/OSD or the Principal OEM/OSD itself can bid, but both cannot bid simultaneously; in such cases, the OEM/OSD bid alone will be accepted. Eligibility/experience credentials must be verifiable through the OEM's/OSD's submitted credentials and issued directly by the bidder's client organisation in the name of the participating bidder/vendor.

The service provider must comply with all the above-mentioned criteria. Non-compliance of any criterion will entail summary rejection of the offer. Documentary evidence for compliance with each eligibility criterion must be enclosed along with the bid. Undertakings for subsequent submission of any required document will not be entertained. However, the Bank reserves the right to seek clarifications on already submitted documents. Any decision of Punjab & Sind Bank in this regard shall be final, conclusive and binding upon the service provider.

6.1.1 Participation of Demerged Entities

In terms of Office Memorandum No. F.8/78/2023-PPD dated 12.10.2023 of the Department of Expenditure (DoE), Ministry of Finance (MoF), Government of India, a bidder that is a demerged entity is permitted to use the credentials of the original parent entity to satisfy the eligibility criteria for an initial period of 5 years from incorporation of the demerged entity, subject to submission of appropriate documentary evidence.

6.1.2 Relaxation of Eligibility Criteria for MSEs and Start-ups

- MSE companies should enclose a valid Udyam Registration Certificate with the technical bid to claim turnover-related relaxation, subject to meeting quality and technical specifications.
- Start-ups recognised by DPIIT should enclose a valid Certificate of Recognition with the technical bid to claim turnover-related relaxation, subject to meeting quality and technical specifications.
- Bids not accompanied by the requisite supporting documents shall be summarily rejected.

7 INSTRUCTION TO BIDDERS

7.1 Language of the Bid

The bid as well as all correspondence and documents relating to the bid exchanged by the bidder and the Bank shall be in English language only.

7.2 Bid Currency & Price Structure

Prices shall be expressed in the **Indian Rupees** only. The **TCO** (Total cost of ownership) will be **inclusive of GST** and other applicable taxes. However, the GST and other applicable taxes will be paid as per actuals. The cost will not depend on any variation in the dollar exchange rate/change in tax structure.

7.3 Bid System Offer

1. The Bid Proposal being submitted would be binding on the bidder. As such it is necessary that authorized personnel of the firm or organization sign the Bid. The designated personnel should be authorized by a senior official of the Organization having such authority to do so. The same person or a different person should be authorized who should have authority to quote.

The copy of necessary Original Resolutions/ Authority/ Power of Attorney having authority to authorize the person to submit Bid Documents, on behalf of the Company shall be enclosed. The proposal must be accompanied by an undertaking letter duly signed by the designated personnel providing a Bid commitment. The letter should also indicate the complete name and designation of the designated personnel.

2. The bidder shall submit his response to the present tender with the Commercial Bid which will contain the pricing information.
3. Any effort by a bidder to influence the Bank in evaluation of his bid, bid comparison or contract award decision would result in the rejection of the said bid. The Bank's decision in all cases would be final and without prejudice and will be binding on all parties.
4. The Bank reserves the right to accept or not to accept any bid or to reject a particular bid at its sole discretion without assigning any reason whatsoever.
5. The Bids containing erasures or alterations will not be considered. There should be no handwritten material, corrections or alterations in the Bids. All details must be filled in.
6. The bidder staff, personnel and labour will be liable to pay personal income taxes in India in respect of such of their salaries and wages as are chargeable under the laws and regulations for the time being in force, and bidder shall perform such duties regarding such deductions thereof as may be imposed on him by such laws and regulations.
7. System Integrator/Bidder warrants that it shall be solely liable and responsible for compliance of applicable Labour Laws in respect of its employee, agents, representatives and subcontractors (if allowed) and in particular laws relating to terminal benefits such as pension, gratuity, provident fund, bonus or other benefits to which they may be entitled and the laws relating to contract labour, minimum wages, etc., and the Bank shall have no liability in this regard.

7.4 Two Bid System

This is two-bid system which has the following parts:

Part A- Technical cum Eligibility Proposal: Indicating the response to the Pre-Qualification Criteria, Technical evaluation criteria and annexures for Technical and Eligibility requirement, Compliance to Scope of Work and other terms & conditions. The format for submission of Technical Proposal is as per Annexure 1: Submission checklist.

Part B-Commercial Bid: Furnishing all relevant information as per Annexure 13.

7.4.1 Preparation of Bids

7.4.1.1 Part A – Technical cum Eligibility Proposal

1. Before submitting the bid, the bidder should ensure that they conform to the Eligibility Criteria as stated in RFP. Only after satisfying themselves of the Eligibility Criteria, the offer should be submitted.
2. Technical cum eligibility Proposal should be submitted as per the format in Annexure 1: Submission Checklist. Relevant technical details and documentation should be provided along with Technical Proposal.
3. It is mandatory to provide compliance with the scope required by the Bank.
4. The offer may not be evaluated and may be rejected by the Bank without any further reference in case of non-adherence to the format or partial submission of technical information as per the format given in the offer.
5. The Bank shall not allow / permit changes in the technical/functional requirements once it is submitted.
6. The relevant solution information, brand, solution offered, printed product brochure, technical/functional specification sheets etc. should be submitted along with the offer. Failure to submit this information along with the offer may result in disqualification.
7. The Technical Proposal should be complete in all respects and contain all the information sought for. Masked Commercial Bid must be attached in Technical Offer and should not contain any price information. The Part A - Technical cum Eligibility Proposal should be complete and should cover all products and services. Technical Proposal without masked Commercial Bid will be liable for rejection. Masked Commercial Bid which is not as per instruction will make Bid liable for rejection. Masked bill of material should be a replica of actual Commercial Bid except that it should not contain any price information (with Prices masked). It should not provide any price information like, unit price, tax percentage, tax amount etc.

7.4.1.2 Part B - Commercial Bid

1. Commercial Bid should be submitted as per instruction in Annexure 13.
2. Commercial Bid shall be submitted as per Bill of Material and other terms and conditions of RFP on prices. The Commercial Bid should give all relevant price information as per Annexure 13. Any deviations from the Commercial Bid / non-submission of prices as per the format shall make the bid liable for rejection.

3. The bidder must quote the best competitive price in the Commercial Bid.
4. The bid must be made in an organized and structured manner.

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

7.4.1.3 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.

7.4.1.4 Submission of Bid and communication

The Bank expects the bidders to carefully examine all instructions, terms and conditions mentioned in this RFP document before submitting its unconditional compliance as part of the RFP. Failure to furnish all information required or submission not substantially responsive to the RFP in every respect will be at the bidder's risk and may result in the rejection of Bids.

Bids duly signed and sealed is to be submitted in following form on or before the last Date and Time for bid submission as defined in the Section 1: Key information. Bid submission shall be Online only on the specified date and time. No separate intimation will be given in this regard.

Any other mode of submission, e.g. by fax, e-mail etc. will not be accepted. No Claim of any bidder (s) shall be entertained, whatsoever for delayed submission of their bid at any stage because of any reason. Therefore, bidder (s) are advised to submit their bid well before the scheduled time. However, for any help please contact below:

Name and Address
Shri. K B Manikantan
The Deputy General Manager
Punjab & Sind Bank
Project Management Office
Block 3,NBCC Office Complex,
East Kidwai Nagar
Delhi, 110023
E-mail: ho.tp@psb.bank.in

Online bid submission is mandatory. Bids will be opened in the presence of the bidder's representatives who choose to attend on the specified date, time and place of bid opening. No separate intimation will be given in this regard.

Bank reserves its right to cancel the order even after issuing the letter of Intent (LOI) / Purchase Order, if Bank receives any directions / orders from Statutory Body / RBI/Govt. of India in a nature that binds the Bank not to take the project forward or any reasons whatsoever. The decision of the Bank shall be final in this regard without disclosing any reason to any System Integrator/ Bidder or person.

7.5 Late bids

1. Any bid received after the due date and time for receipts of bids as prescribed in this RFP will not be accepted. However, in case of the specified date of submission of bids being declared a holiday for the Bank, the bids will be received up to the specified time on the next working day.
2. The Bank may, at its discretion, extend deadline for submission of bids by amending the bid documents, in which case all rights and obligations of the Bank and bidders, previously subject to the deadline, will thereafter be subject to the deadline extended.
3. All such information will be published on Bank's website and/or https://gem.gov.in/ only. The bidders have to take note of it.
4. The bidder to submit the bid online. No hard copy of bid will be accepted Additionally, if the bidder fails to submit the bid by the deadline specified in Section 1: Key Information, Bank has all the right to disqualify the bidder.

7.6 Modifications and/ or Withdrawal of Bids

1. Bids once submitted will be treated as final and no modification will be permitted. No correspondence in this regard will be entertained.
2. The Bid should contain no alterations, erasures, or overwriting. The bidder is expected to examine all instructions, forms, Annexures, terms and specifications in the RFP documents. Failure to furnish all information required by the RFP document or submission of bid not substantially / conclusively responsive to the RFP document in every respect will be at the bidders risk and may result in rejection of the bid.
3. No bidder shall be allowed to withdraw the bid after the deadline for submission of bids.
4. In the case of the successful bidder, he will not be allowed to withdraw/back out from the bid commitments. The bid earnest money in such eventuality shall be forfeited and all interests/claims of such bidder shall be deemed as foreclosed

7.7 Earnest Money Deposit (EMD)

1. The bidder shall furnish non-interest earning Earnest Money Deposit (EMD) amount as mentioned in the Section 1: KEY INFORMATION by way of Bank Guarantee drawn on any Scheduled Bank in India (except Cooperative Bank, RRB & Punjab & Sind Bank) in favor of Punjab & Sind Bank, payable at Delhi.
2. The same should be valid for an additional 45 days beyond bid validity period. Bank at its discretion can demand for extension for the validity of EMD. The format for submission of EMD in the form of Bank Guarantee is as per Annexure 14.
3. The Bank Guarantee issued by the issuing Bank on behalf of Bidder in favor of Punjab and Bank shall be in paper form as well as issued under the "Structured Financial Messaging System" (SFMS) sent to to Punjab & Sind Bank, Defence Colony, New Delhi, IFSC PSIB0000250. Any Bank guarantee submitted in physical mode, including EMD/bid guarantee which cannot be verifiable through SFMS will be rejected summarily. In this case bid will automatically get rejected.
4. Non submission of EMD leads to rejection of Bid.
5. All MSEs having registration as per provisions of the Public procurement Policy for Micro and Small Enterprises i.e. District Industries Centre (DIC) or Khadi and Village Industries Commission (KVIC) or Khadi and Industries Board (KVIB) or Coir Board or National Small Industries Commission (NSIC) or directorate of Handicrafts and Handlooms or Udyog Aadhaar Memorandum or any other body specified by Ministry of MSME and Start-ups (recognized by DIPP) are exempted from submission of Tender Fee and EMD only. Relevant certificates should be submitted by the bidder in this regard to avail of exemption. Bid Security Declaration should be submitted by eligible MSEs/Startups on Company's letter head with company seal and signature of the authorized person as per Annexure-4
6. The EMD may be forfeited/ Bank Guarantee may be invoked:
   a) If the bidder withdraws/amends the bid during the period of bid validity (180 days from the date of opening of bid).
   b) If the bidder makes any statement or encloses any form which turns out to be false, incorrect and / or misleading at any time prior to signing of contract and/or conceals or suppresses material information; and / or
   c) The selected Bidder withdraws his tender before furnishing the unconditional and irrevocable Performance Bank Guarantee.
   d) The bidder violates any of the provisions of the terms and conditions of this tender specification.
   e) In case of the successful Bidder, if the bidder fails:

i. To sign the contract in the form and manner to the satisfaction of Punjab & Sind Bank.
ii. To furnish the Performance Bank Guarantee in the form and manner to the satisfaction of Punjab & Sind Bank.
iii. Bank may proceed against the selected Bidder in the event of any evasion, avoidance, refusal or delay on the part of the bidder to sign and execute the Purchase Order / Service Level Agreements or any other documents, as may be required by the Bank, if the bid is accepted.
iv. The Execution of Bid Security Declaration/ Invocation of EMD may suspend participation of the bidder in any tender in this Bank for three (03) years.

7. Bid securities (EMD) of the unsuccessful bidders will be returned to them at the earliest after expiry of the final bid validity and latest by 30th day after the award of the contract. The EMD of the selected bidder will be returned within 15 days after submission of Performance Security (PBG) and execution of Contract with the Bank.

7.8 Performance Bank Guarantee/Security Deposit (PBG)

1. The successful Bidder/s should submit a Security Deposit / Performance Guarantee as specified in **Key Information within 30 days from the date of acceptance of Purchase Order**.
2. Security Deposit / Performance Guarantee should be submitted by way of Bank Guarantee in favor of Punjab & Sind Bank payable at Delhi / Bank Guarantee may be obtained from any of the Scheduled Commercial Banks (except Cooperative Bank, RRB & Punjab & Sind Bank) for an amount as mentioned in Section 1: KEY INFORMATION.
3. The selected bidder shall be responsible for providing the PBG for the duration of the contract (Including the extension) + claim period (12 months) of the Bank guarantees.
4. The Bank Guarantee issued by the issuing Bank on behalf of bidder in favor of Punjab & Sind Bank shall be in paper form as well as issued under the "Structured Financial Messaging System" (SFMS) sent to Punjab & Sind Bank, Defence Colony, New Delhi, IFSC PSIB0000250. Any Bank guarantee submitted in physical mode, including EMD/bid guarantee which cannot be verifiable through SFMS will be summarily rejected.
5. The PBG applicable must be duly accompanied by a forwarding letter issued by the issuing Bank on the printed letterhead of the issuing Bank.
6. Security Deposit/Performance Bank Guarantee should be valid for the complete duration of contract period plus 12 months(claim period).

7. The selected bidder shall be responsible for extending the validity date and claim period of the Bank guarantees as and when it is due, on account of incompletion of the project and contract period.
8. If the Contract is extended, the selected bidder has to submit fresh PBG for 5% of the extended Contract value and period along with claim period and also execute fresh/extension of Contract with the Bank within 15 days from the date of issuance of Purchase Order for renewal.
9. In the event of the bidder/Service Provider committing a breach of the terms and conditions of the contract, Bank shall provide a cure period of 30 days and thereafter invoke the PBG, if the bidder/Service Provider is unable to service the contract for whatever reason.

7.9 No Obligation w.r.t. bids/offers

The Bank shall be under no obligation to accept the lowest or any offer received in response to this RFP/tender notice and shall be entitled to reject any or all offers including those received late or incomplete. The Bank reserves the right to make changes in the terms and conditions of purchase. Bank will be under no obligation to have discussions with any bidder, and/or entertain any representation.

7.10 Bank Rights

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

7.11 Correction of Errors

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

1. Where there is a discrepancy between the amounts in figures and in words, the amount in words shall prevail.
2. If there is a discrepancy between percentage and amount, the amount calculated as per the stipulated percentage basis shall prevail
3. Where there is a discrepancy between the unit rate and the line-item total resulting from multiplying the unit rate by the quantity, the unit rate will govern unless, in the opinion of Bank, there is an obvious error such as a misplacement of a decimal point, in which case the line-item total will prevail.
4. Where there is a discrepancy between the amount mentioned in the bid and the line-item total present in the schedule of prices, the amount obtained on totaling the line items in the Bill of Materials will prevail.
5. The amount stated in the correction form, adjusted in accordance with the above procedure, shall be considered as binding, unless it causes the overall price to rise, in which case the bid price shall prevail.
6. In case the bidder does not accept the correction of the errors as stated above, the bid shall be rejected.
7. The Highest Technical Bidder shall not automatically qualify for becoming a selected bidder and for award of contract by the Bank.
8. The Lowest Commercial bidder shall not automatically qualify for becoming selected bidder and for award of contract by the Bank.
9. The commercials will be calculated in rounded off for Rupee.
10. Bank reserves the right to negotiate the commercials with the successful bidder. If for some reason, negotiations with the successful bidder fail to result in an agreement within a specified timeline, the Bank reserves the right to award the contract to the next most eligible bidder based on the evaluation.
11. The Bank shall not incur any liability to the affected bidder on account of such rejection.

Based on the Bank's requirements as listed in this document, the bidder should identify and offer the best-suited solution that would meet the Bank's requirements and quote the best rates for the same.

During the Tendering process, if any event of conflict arises between the content of the Annexures submitted by bidders and the main body of RFP, then the content of main RFP shall prevail/ applicable.

7.12 Soft copy of tender document

The soft copy of the RFP document will be made available on the websites: https://gem.gov.in/, https://eprocure.gov.in/ & https://punjabandsind.bank.in/. However, the Bank shall not be held responsible in any way, for any errors / omissions /mistakes in the downloaded copy.

7.13 Bid validity period

Bids shall remain valid for the period as defined in section 1: Key Information. The Bank holds the right to reject a bid valid for a period shorter than validity period defined in the RFP as non-responsive, without any correspondence. In exceptional circumstances, The Bank may solicit the bidder's consent to an extension of the validity period. The request and the response thereto shall be made in writing. The extension of validity period by the bidder should be unconditional and irrevocable. The Bid Security provided should also be suitably extended. A bidder acceding to the request will not be permitted to modify its bid in any circumstances. In any case the bid security of the bidders will be returned after completion of the process.

7.14 Pre-bid meeting

For clarification of doubts of the bidders on issues related to this RFP, the Bank intends to hold a Pre-Bid Meeting on the date and time as indicated in the RFP in Key-Information.
For any clarification with respect to this RFP, the bidder may send an email to ho.tp@psb.bank.in by last date of submission of queries as defined in Key-Information in this document. No queries will be entertained from the bidders after the above date and time.
If the meeting date is declared as a holiday under NI Act by the Government after issuance of RFP, the next working day will be deemed to be the pre-bid meeting day. The format to be used for seeking clarification is mentioned in Annexure 19 (Pre-bid Query Format). It may be noted that all queries, clarifications, questions etc., relating to this RFP, technical or otherwise, must

be in writing only and should be sent to the email-id as stated earlier. No oral or individual consultation will be entertained.

Only two authorized representatives from one bidder/ firm will be allowed to attend the meeting.

The Bank will consolidate all the queries and any further queries during the pre-bid meeting and the replies for the queries shall be made available to all the bidders. The clarification of the Bank in response to the queries raised by the bidder/s, and any other clarification/amendments/corrigendum furnished thereof will become part and parcel of the RFP and it will be binding on the bidders.

Non response/ reply to any of the queries raised by the bidder during the pre-bid Meeting shall not be considered as acceptance of the query/issue by the Bank, the RFP terms will prevail.

7.15 Amendment to RFP Contents

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

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

7.16 Disqualification

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

7.17 Fixed Price

The prices quoted in the RFP/tender response will be fixed for the period of the contract. The price should be exclusive of all taxes and levies which will be paid by the Bank on actual.

7.18 Project Execution

The entire project needs to be completed expeditiously. The Bank and the selected bidder/s shall nominate a single point of contact immediately on acceptance of the order. However, for escalation purposes, details of other persons shall also be given. The contact nominated by the bidder/s should have prior experience in implementing a similar project and meet eligibility criteria as defined in RFP

7.19 Confidentiality

The bidder, irrespective of his/her participation in the bidding process, shall treat the details of the RFP document and its annexures, appendix and subsequent addendum or corrigendum etc. as secret and confidential.

This document contains information confidential and proprietary to the Bank. Additionally, the bidder will be exposed by virtue of the contracted activities to internal business information of the Bank, affiliates, and/or business partners. Disclosure of receipt of any part of the aforementioned information to parties not directly involved in providing the services requested could result in the disqualification of the bidder, premature termination of the contract, or legal action against the bidder for breach of trust. The information provided / which will be provided is solely for the purpose of undertaking the services effectively. No news release, public announcement, or any other reference to this RFP or any program there under shall be made without written consent of Bank. Reproduction of this RFP, by photographic, electronic, or other means is strictly prohibited.
The bidder must undertake that they shall hold in trust any Information received by them, under the Contract/Agreement, and the strictest of confidence shall be maintained in respect of such Information. The bidder also has to agree to restrict access and disclosure of Information to such of their employees, agents, strictly on a “need to know” basis, to maintain confidentiality of the Information disclosed to them in accordance with this Clause.
The selected vendor(s) undertakes not to keep this data with its company after the end of this agreement. This clause will outlive the agreement date. The Bidder shall sign a Non-disclosure Agreement as stated in the RFP.

7.20 Digital Personal Data Protection Compliance

The Selected Vendor/Service Provider shall comply with all applicable provisions of the Digital Personal Data Protection Act, 2023 and any rules, regulations, or guidelines issued thereunder while collecting, processing, storing, or handling any personal data in connection with this Agreement. The Service Provider shall implement appropriate technical and organizational security measures to ensure protection of personal data against unauthorized access, disclosure, alteration, or loss. The Selected Vendor/Service Provider shall immediately notify the Bank of any actual or suspected data breach involving personal data. The Selected Vendor/Service Provider shall ensure that personal data is used solely for the purposes of performance of the contract and shall not disclose the same to any third party without prior written consent of the Bank. The Selected Vendor/Service Provider shall indemnify and hold the Bank harmless against any loss, liability, penalty, or damage arising out of any breach or non-compliance with the Digital Personal Data Protection Act, 2023.

a) The Selected Vendor/service provider shall assist the Bank in complying with obligations relating to Data Principal Rights such as access, correction, erasure of data, and grievance redressal under the Act.
b) The Selected Vendor/service provider shall not engage any sub-contractor or sub-processor for processing personal data without prior written permission of the Bank.
c) Upon termination or expiry of the contract, the service provider shall return or securely delete all personal data and confirm the same to the Bank.
d) The selected vendor(s)/Service provider undertakes not to keep this data with its company after the end of this agreement. This clause will outlive the agreement date. The Selected vendor/service provider shall sign a Non-disclosure Agreement as stated in the Agreement.

8 SCOPE OF WORK

8.1 Overview

Bank intends to onboard service provider for end-to-end Implementation and Management of PMSVANidhi RuPay Credit Card Solution & Credit Card for Micro Enterprises on Operational Expenditure (OPEX) model including card personalization & its dispatch, ACS Services for Credit card online transactions, reconciliation, integration with respective GoI portals and Call center services for 5 years in OPEX model. As of now, Bank is having approximately 10000 eligible customers which is expected to grow on year-on-year basis. However, Bank may, in future, launch other credit card products of any card network as per the requirements, after mutual discussion with the selected bidder.

Processing at Core Banking Solution (CBS) & Loan Originating System (LOS) will be done by Bank. List of eligible customers will be shared by Bank. Solution shall be provided to upload the data through excel/csv/ other formats and also through APIs. Loan Management System (LMS) shall be provided by the bidder.

8.2 Detailed Scope of Work:

The board scope for above-mentioned Credit Card Variants is summarized below:

8.2.1 Credit Card Management System

The Successful bidder shall provide Credit Card Management System (CMS) for the entire credit card life cycle. CMS solution should provide the services like Card Processing System, Product Setup, Credit Card Host, Fee Management, Billing & Statement, CMS Portal, Dashboard for MIS/Reports etc. as detailed below:

General Functional Requirements:

1. The selected bidder System to integrate with Bank’s Lending Platforms or any Onboarding Platform as per Regulatory Guidelines for mentioned credit card variants.
2. The system must support issuance of multiple credit card products to a single customer within overall limit.
3. Provision to issue add-on/ renewal cards within overall limit of customer.
4. Provision to issue credit cards in batches in a day and on real-time basis.
5. The system must be capable of accepting both 6 digits/8-digit BINs.
6. System should support end-to-end TCS collection as per regulatory guidelines.

7. System should have capability to reverse the credit balance in the card at EOD.
8. The system must be able to comply with the mandates released by RBI, NPCI and other regulators time to time.
9. The system must support Rupay 3DS Secure guidelines.
10. The CMS Solution should have facility of integrating with Bank's MB, IB, Omnichannel, IVRs, Call center through API or any other mode for PIN Generation/change, enable/disable of transaction types, card limit adjustments and Hot-listing as per Bank's requirement.
11. The CMS solution should have reporting facilities, which can be customizable as per Bank's requirement and should have capability to interface to Bank's dashboard as per requirement.
12. The CMS solution should trigger communication to the customer through Bank's provided channels like SMS, Email, WhatsApp, IVR etc.
13. The CMS solution should have the capability to manage the negative list of the customers as provided by Bank/ Regulatory Bodies to enable the Bank to reject the processing of such credit card requests.

8.2.2 Card Generation & Processing Module

1. Support for both real-time and batch processing for customer onboarding, with configurable emboss/encode templates for different products.
2. The selected bidder should have a tie-up with a card personalisation vendor for card preparation/personalisation (including collaterals, as per Annexure-A) and dispatch (Speed Post/reputed courier) within T+1.
3. Base cards must be prepared within 7 days from NPCI artwork approval; the selected vendor must be NPCI-approved for manufacturing/personalisation of EMV Chip-based Dual Interface NFC-enabled Contactless Credit Cards.
4. The selected vendor should carry out certification / WPC (White Plastic Certification) NPCI as and when required without any extra cost to the Bank. White Plastic Card to be sent to NPCI within 3 Days of providing test emboss data by Bank. In case of any observation raised by NPCI while doing the white plastic certification the same observation/ issues to be resolved by the selected vendor within 2 days from the intimation by NPCI/Bank.
5. Rejected cards to be destroyed under camera surveillance with CCTV backup retained for 3 months; an undertaking to this effect to be submitted with the bid. Whenever Bank requests for CCTV recording for a period of last 3 months then selected vendor should have to provide it to the Bank within seven days from intimation without any additional cost to the Bank

6. The system must have Hardware Security Modules for card and PIN verification and CVV/CVC generation, and support PIN mailer generation and dispatch.
7. The selected vendor has to dispatch the Cards to Branches/Customer's address as per Bank’s requirement and to share its MIS with Bank as per Bank's shared format.
8. The solution shall support EMV cards and EMV Contactless (NFC) cards with NCMC standard, and the capability to issue braille credit cards where required by the Bank.

The Bank may launch cards of other card network after mutual discussion with the selected bidder, during the contract period.

8.2.3 Product & Definition

1. Capability to set up limits, transaction sets, billing cycle, credit profile, loyalty plan, cashback, discounts, interest rate/calculation and repayment methods per product and Bank requirement.
2. Capability to define maximum add-on cards per customer with sub-limits, and to assign priority of payment adjustments.

8.2.4 Billing & Statement

1. Configurable billing cycles per product, multiple billing cycles, late charge fees, and revolving repayment facility.
2. System should have capability to define billing template for each statement.
3. System should have capability to provide separate transaction details for add-on cards
4. System should have capability to provide the Reward points (if applicable) details.

8.2.5 Generation and Dispatch of Monthly Billing Statement

1. The successful bidder shall manage printing and dispatch of physical statements, and provide statements via e-mail and WhatsApp in password-protected PDF format.
2. Bidder to provide option for Customers to choose soft copy, hard copy, or both, at any time.

8.2.6 Fee & Waiver Management

The system should support configuration/ customization (including waiver) of fees such as: card enrolment fee, annual fee, inactivity charges, EMI fee, cash advance fee, renewal fee, hotlist charges, transaction fee, replacement/lost/damaged card fee, add-on card charges, late payment fee, over-limit fee, cheque/ECS/NACH bounce fee, statement issuance charges, and other service fees — not limited to this list, with flexibility to add fees as needed.

8.2.7 Card Control & Limits

1. Facility to block/unblock channels (ATM, POS, ECOM, NFC, UPI) separately for domestic and cross-border transactions.

2. Setting of per-transaction, daily and periodic limits across channels, and customer-set spend limits within the sanctioned card limit.

8.2.8 Additional CMS Capabilities

System should have ability to:

1. Online credit/debit adjustments to cardholder accounts online.
2. Processing of payments via multiple channels (Cash, account debit, cheque, aggregator, Mobile/Internet Banking, Payment Gateway, NEFT, IMPS, BBPS, UPI, RTGS, ECS/NACH) on a real-time basis.
3. EMI setup with differing interest rates, free-look period, foreclosure, and multi-channel EMI conversion (mobile app, web portal, CMS portal, API).
4. System to have provision of EMI for individual/ multiple transaction over a cut off limit / billed amount.
5. NCMC functionality with wallet creation as per RuPay network specifications.
6. Seamless linkage of new and old cards on replacement, including migration of balances/loyalty.
7. Support for revival of expired cards, balance transfers with differing interest rates, charging processing fees, and payment sequencing.

8.2.9 Reconciliation

End-to-end reconciliation of credit card transactions (loading/reloading, interchange charges, reward points, etc.) is the responsibility of the selected bidder. The Bank will maintain a pool account, and the selected bidder shall provide daily TTUM-based reconciliation reports for posting in the Bank's CBS, in the Bank's prescribed format. Bidder has to provide daily report of reconciliation including total loading/reloading, transactions, interchange charge etc. as per Bank format. The accounting process will be finalized between the Bank and the selected bidder.

8.2.10 Dispute and Grievance Management

The bidder as part of the solution shall provide dispute and Grievance Management, with facilities for customers to raise grievances via web portal, toll-free number, and integration with the Bank's ADC channels via API. Disputes shall be closed/settled within TAT defined by RBI/NPCI; any penalty for non-compliance shall be borne by the selected bidder. The system must support the full life cycle of presentments, re-presentments, retrieval requests, chargebacks, pre-arbitration, pre-compliance, arbitration and compliance in accordance with RuPay Card Network rules. The Selected bidder system should have capability for Automated & Manual entry of Retrieval Requests, Re-presentments, chargebacks and transmission to the Switch, Posting of credit to cardholder, Online Dispute Resolution facility including UDIR integration, to compute the shadow credit for the disputed transactions. Bidder remains solely responsible for end-to-end management and resolution of all issues.

In alignment of with the end-to-end management of disputes, complaints, and frauds, the selected bidder shall complete the investigation of any fraudulent incident affecting the Bank or its customers within 48 hours of notification.

Where a financial loss to the Bank or customer is established due to a systemic fraud, vendor loophole or operational failure, the selected bidder shall directly reimburse or credit the affected customer’s card/ account or pay the Bank the exact sum of loss within 7 working days from the date of detection, ensuring full regulatory adherence.

8.2.11 Credit Card Switch

- Switch for Credit Cards should be provided by the bidder as part of the solution.

- The Credit Card Switch should be in Active-Active set up , with equitable distribution of the load in the configuration and if a failover occurs then the server running should be able to take full load of the failed server
- Switch shall support normal card transactions for Credit Card and support Credit Card on UPI transactions by Integrating with Bank's UPI System through API or any other mode as per Card Regulator or Bank's requirement
- It shall support industry standard message formats (ISO 8583(all versions), XML etc.).
- The solution should comply with all requirements of RBI, NPCI-RuPay and other Regulator.
- New BINs/Cards should be added online without bringing down the System / Switch network.
- The system should support AES, DES, triple DES, or any other latest method of PIN verification. The system should support PIN of variable length.
- The system should conduct extensive pre-screening to validate the card (CVV, PIN, expiration date, negative list (of card / city/ country/ limit/ merchant / MCC etc.), transaction limits, MCC limits, ICVV, ICVC, cryptogram, etc.).
- System should support EMV, NFC, RF, NCMC transactions.

8.2.12 Collection and Non-Performing Assets (NPA) Management

Collection and NPA Management shall be part of the solution and comply with RBI prudential norms on Income Recognition and Asset Classification, including daily DPD aging analysis, automated SMA/NPA reminders, and asset classification/provisioning as per RBI and Bank requirements. The NPA module shall integrate with the Bank's Core Banking System for real-time NPA reporting and updates, and the system should reflect the NPA date in delinquent customer statements.

8.2.13 Access Control Services (ACS)

ACS shall be provided as part of the solution, including OTP authentication for RuPay PaySecure/3DS for all e-com transactions, with OTP delivery to registered mobile, email and WhatsApp, compliant with the respective Card Scheme guidelines, and integration with the Bank's SMS/WhatsApp/Email systems. Solution should have Admin portal in CMS for Bank users to monitor and resolve the customer complaints for ACS.

8.2.14 Fraud Risk Management (FRM)

FRM shall be provided as part of the solution, with the CMS assisting the Bank in determining and monitoring fraud (multiple authorisation requests, hot-listed cards, split transactions, invalid CVV, threshold breaches, stop-listed countries, etc.), rule-based configuration (country/amount/city/merchant/bank), API-based self-service risk features for cardholders, ability to build/modify/activate/deactivate rules dynamically, worklist management, card block/unblock with multiple reason codes, MCC/merchant/terminal-level restrictions, restrict transactions by international/Domestic limits, velocity limits with configurable authorisation actions, and risk-score-based authorisation — fully compliant with RBI and Card Network guidelines.

System should have options to configure / block the transactions based on Country / Amount Range limit/ City / Merchant / Bank etc. The system should have API to be consumed by mobile app/portal enabling Cardholder for various self-service functionalities including basic Risk Management activities. The system should have capabilities to build, modify, delete, activate or deactivate rules within the system. Rules parameter should be dynamic i.e. configurable. Based on the rules, system should have different worklist wherein cases can be lift with lift date, closed with notation functionality, all transactions to indicate rules. System should have functionality to block & unblock the card.

Bidder must implement stringent internal controls and monitoring systems to detect and prevent frauds. All operations shall comply with regulatory guidelines. Bidder must report any suspected or detected fraud to the Bank immediately.

8.2.15 Integrations

The system shall integrate with the Bank's CBS, NEFT/RTGS/IMPS/UPI/BBPS/Internet & Mobile Banking/Payment Gateway/ECS/NACH systems, Lending/Onboarding Platform, Mobile & Internet Banking/OMNI, reward program vendor (if required), MIS & Data Analytics systems, email/SMS/WhatsApp systems, and the Bank's Cash Management Solution or any other system for accepting card payments on real time basis. Provision to integrate with Reward program vendor (if required).

8.2.16 CMS Portal

The bidder shall provide a web-based CMS portal (integrated with the Bank's SSO) for branches/offices, with card master data maintenance, lending platform integration, maker-checker controls for financial/non-financial transactions and master updates, block/unblock and hotlist facilities, dispute lodging, billing date change, standing instruction maintenance, customer grievance and SMA/NPA collection management, along with a 360-degree customer/card view, transaction/payment history, enabling global usage of card facility and revolving repayment facility spend analysis, balance transfer/upgrade/limit-increase requests, channel enable/disable, and third-party product integration (insurance, etc.).

8.2.17 MIS Reports

1. The successful bidder shall provide all required MIS periodically as desired by the Bank, covering master, application, transactional, payment & settlement, and dispute redressal data, plus ad-hoc reports at no additional cost, along with regulatory MIS for RBI, NPCI and other bodies. All MIS/reports should be available through a web-based portal, downloadable in MS-Word/Excel/PDF/customized formats.

2. MIS report sought by the Bank pertaining to the scope of the RFP and day-to-day Business Operations shall be provided by the Successful bidder. All types of Status and Data movement for Card related activities should be captured through system and the Bank user shall be enabled to generate reports on their own. This would include various files for processing and also daily and periodic reports as needed by the Bank.

3. In case of any additional data/report required by the Bank or existing formats to be modified, same shall be provided by the Successful bidder at no additional cost.

4. MIS Reports shall be inclusive of descriptive Text content so that the Bank shall generate report like Customer Profile, Customer Credit Card Clearance report…etc. There shall be a facility to directly generate the report in Letter, Bank’s Office Note format. Such formats will be shared by the Bank.

5. The Successful bidder should also provide MIS reports/Data as per requirement from Regulator - RBI, NPCI and any other Regulatory Body.

6. If there is a requirement of any data in other format as required for regulatory compliance, the successful bidder should provide the same at no extra cost.

8.2.18 Regulatory Requirements

i. Any government/regulatory requirement impacting the solution shall be incorporated as an upgrade, enhancement or patch by the successful bidder at no additional cost during the contract period.

ii. The selected bidder shall be solely responsible for any penalty imposed on the Bank due to non-compliance or delay attributable to the bidder. If any penalty is imposed on the Bank due to non-compliance or delay in compliance with regulatory guidelines related to the credit card business, arising from the fault or delay of the selected bidder, the selected bidder shall be solely responsible for payment of such penalty.

8.2.19 Audit and Gap Identification & Resolution

1. The Successful bidder, upon the written request of the Bank, shall allow the authorized representatives of the Bank (including internal/external auditors acting on its behalf), Reserve Bank of India or any other Statutory Authority for Inspection, Audit and IS-Audit purposes at all reasonable times, who shall have access to its records relating to performance from time to time and also obtain copies of any audit or inspection or review reports or findings made on the service provided to the Bank.
2. Selected bidder shall ensure that all audit points and gaps identified at the time of system testing will be immediately resolved.
3. The selected bidder shall ensure that gaps pointed out by the audit and inspection teams, statutory and regulatory bodies, or any other third party agency engaged by the Bank will be resolved as per Bank's IS audit policy timeline.
4. The selected bidder shall ensure that they have all the necessary infrastructure and people in place to resolve all the gaps within the time lines agreed, for the implementation and roll out.
5. The cost of all customizations as mentioned above is required to be included in the price bid and the Bank will not make any additional costs for such effort. The selected bidder should understand the priorities/ implications and accordingly plan the gap remediation.
6. The selected bidder is expected to document all gaps observed at various stages of implementation including their solution and monitor and track the status of the same throughout the implementation.

8.2.20 Testing

1. The Bank proposes to conduct "User Acceptance Testing" ("UAT") of the Solution for the purpose of ensuring that all the functionalities requested by the Bank are available and are functioning accurately.

2. The Bank will conduct UAT of the solution with the selected bidder's support, using dedicated test environments available throughout the contract period. Any deviations observed will be formally reported and resolved by the bidder as per agreed UAT guidelines and project timelines. The bidder shall deploy an experienced resource at the Bank's premises during integration/UAT through to production live, at no additional cost.

3. The UAT would be carried out for the Credit Card Solution proposed by the selected bidder. The Bank may also add test cases. The Bank shall participate in the UAT along with the bidder, all necessary support needs to be provided by the selected bidder to the Bank.

4. The selected bidder shall convey to the Bank that all the customizations that are required for "Go Live", as agreed upon and signed off by the Bank are completed and the solution is ready for final testing.

5. The Bank expects the test environment to be available to the bank at all times, for the purpose of testing.

6. The Bidder is expected to provide access to the Bank employees to its test and development infrastructure. The Bank plans to use the testing environment throughout the period of the contract.

7. The Bidder shall assist the Bank in conducting all the tests and analyzing/comparing the results. Bidder shall provide adequate full time resources conversant in respective business areas, for trouble-shooting and resolving defects during the entire UAT process.

8. Any deviations/discrepancies/errors observed during the testing phase will be formally reported to the selected Bidder and the selected bidder will have to resolve them immediately or within the UAT approach and guidelines formulated between the Bidder and the Bank.

9. The selected bidder shall be responsible for maintaining appropriate program change control and version control for all the modifications/enhancements carried out during the implementation/ testing phase.

10. The selected bidder shall be responsible for providing and updating system & user documentation as per the modifications.

11. During integration with Bank including UAT till production live, the selected bidder has to deploy one experienced resource at Bank's premises for smooth onboarding of Bank in selected bidder system without any additional cost to bank.

8.2.21 Training

The selected bidder shall train Bank staff on parameterisation, implementation, operations, error handling, product setup, MIS reports and system administration etc. Training to be conducted at the Bank's premises or via VC, with training materials and documentation (physical and electronic copies) shall be provided by the bidder.

8.2.22 Infrastructure Platform

Since the services in Opex model, hence the Selected Bidder is required to ensure for adequate infrastructure sizing is based on the volumes for the Solution. Any enhancements or upgradation required for smooth functioning of the solution has to be brought in by the bidder without any additional cost to the Bank. System should be sized to ensure that data relating to customer master information accounts etc. will be retained online for entire lifecycle and details to be provided as needed by bank in time bound manner.

8.2.23 Information and Data Security Measures

1. The Successful bidder shall take all necessary steps to ensure strict confidentiality; integrity & availability of the information managed throughout the Business Operations.
2. The Successful bidder should isolate and clearly identify the Bank’s customer information, documents, records and assets to protect the confidentiality of the information and build strong safeguards.
3. The Successful bidder shall not disclose any Data/ information received from the Bank to any other person/ entity without prior written permission of the Bank and neither should use the data themselves for any other purpose without prior written permission from the Bank.
4. The Successful bidder should get the security tested / audited (like Vulnerability Assessment & Penetration Tests and other Security audits as mandated by the Bank) by CERT-IN approved agency and to submit the related compliance certificate to the Bank. The Audit process and submission of the mentioned certificates are mandatory irrespective of the Architecture of Successful Bidder’s Application/Database/ (Shared) Physical Hardware infrastructure.
5. Selected Bidder will ensure DPDP act without any extra cost.

6. The selected bidder has to provide the SBOM (Software Bill of material) and CBOM (Cryptographic Bill of material) in alignment with CERT-IN advisory as updated periodically.
7. The Successful bidder will be required to fix any defect, bugs, vulnerability in the solution at no additional cost during the entire tenure of the contract. These defects, bugs, vulnerabilities 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.
8. The Successful bidder will provide the Bank with such assistance, documents, information or other evidence as the Bank may require in relation to any claims, demands, notices, litigation or proceedings by or against the Bank. Such support shall be provided within the Bank's timelines.
9. The Bank reserves the right to inspect and satisfy itself with the arrangements made for proper & secure storage, usage and handling of data. The Successful bidder will preserve the data and documents to meet the statutory / legal requirements of the Bank.
10. The Successful bidder should have Business Continuity Plan (BCP) in place and should enclose with the proposal, a certificate confirming the existence of documented BCP and mentioning details of DR location in separate seismic zone. The infrastructure set up of DR and DC should be the same. The successful bidder should be capable of successfully conducting DR Drill as per Regulatory mandate and submit the report to the Bank.

11. The Successful bidder must comply with RBI Master direction on digital payment security controls 2020 – RBI/2020-21/74-DoS.CO.CSITE.SEC. No.1852/31.01.2015/2020-21, PCI DSS Standards, RBI guidelines, Card Network, Bank's IS policy and Procedure, and Cyber Security Policy in key concern areas relevant to the Project. Some of the key area as under:

   a) Responsibilities for data application and confidentiality
   b) Responsibilities on system software access control and administration.
   c) Custodial responsibilities for data, software, hardware and other assets of the Bank being managed by or assigned to the successful bidder.
   d) Physical security of the facilities
   e) Physical and logical separation from other customers of the successful bidder
   f) Incident response and reporting procedures

g) Password Policy of the Bank
h) Data Encryption/protection requirement of the Bank and access to the encrypted data should as per the RBI guidelines.
i) Security requirement/Protection requirement of the Bank Security requirement/Protection will be shared with the successful bidder.

12. The successful bidder should comply with Payment Card Industry (PCI) prescriptions for comprehensive payment card security as per applicability/ readiness of updated versions of the standards such as – a. PCI-HSM (securing cardholder-authentication applications and processes including key generation, key injection, PIN verification, secure encryption algorithm, etc.); and PCI-S3 for the solution.
13. The selected bidder has to comply RBI guidelines as issued time to time.

8.2.24 Data Retention

The Successful Bidder Shall Store and Process the Bank's data as per the business Requirement. At all times, the Successful bidder shall ensure that the Data is stored in an independent Server/storage and there is no mixing of Data with other entity or competitor. Utmost Data Privacy should be ensured while archiving and storing the data separately. Purging & Archiving of Bank's Data shall be on mutual consent between the bank and the bidder. The Successful bidder shall obtain explicit permission from the Bank, before purging or deleting Data.

8.2.25 Support

The selected bidder shall provide an escalation matrix with roles and responsibilities, a call-logging/ticketing system for the Bank to log and track issues, and ensure time-bound resolution of raised calls.

Bank's Call Centre/ CRM (Centralized Call Centre available 24X7X365) functionality to be integrated to Bank for support of Credit card users/ customers.

a. Selected bidder to provide Toll Free no., which will be printed in Card Number for providing 24X7 support to customer. The scope of Help Desk/ Call Centre is summarized below: -
   I. Answering of the customer queries addressing their concerns, complaints regarding Credit card.
   II. Raise customer credit card transaction related disputes.
   III. To provide the status of disputed transactions.

b. All type of complaints/ queries must be logged and need to be closed within stipulated time.

c. Assist Bank in onboarding of new customers.
d. Selected bidder shall provide a dashboard (web & to be integrated with Bank's app, if required) to the Bank team to monitor customer call status, including call origination date and time, type of call, and call status (pending/rejected/closed, etc.). The dashboard shall also include a provision enabling the Bank team to escalate calls that are not attended to or not properly closed.
e. Daily/monthly/yearly report of the complaint to be shared with Bank's Team on time-to-time basis.
f. Root cause analysis reports for recurring complaints shall be submitted on monthly basis to the Bank.

8.2.26 Cloud Security

If the solution proposed is Cloud based then the bidder should comply the following Cloud Security Assessment Checklist:

- Use of a MeitY-empanelled Cloud Service Provider (CSP), assessed for security capability and reputation.
- Compliance with CIS Benchmark configurations and CSA STAR CCM (current version).
- Baseline OS/Database/Web Server hardening per industry best practice, and MeitY's published cloud security best practices.
- Data to be stored within India, in line with RBI's circular DPSS.CO.OD.No 2785/06.08.005/2017-18 dated April 06, 2018 on Storage of Payment System Data.
- DC and DR set up in geographically separate seismic zones, with multiple availability zones for redundancy.
- Robust Key Management (BYOK, secure key exchange, KMS, regular key/certificate rotation).
- IAM controls based on least privilege, MFA for privileged/critical actions, and a Zero Trust approach.
- Defined security/landing zones, timely security patching, secure certificate repository, and data-at-rest/in-transit encryption.
- Geographic/IP-based restrictions, incident response and disaster recovery plans, encrypted backups, detailed logging/auditing, continuous monitoring, and SIEM/SOC integration.
- Cloud Security Posture Management (CSPM), data portability, hypervisor/container/network security, and role-based access for container/repository management.
- The CSP/TSP shall ensure that:
    - The security for hypervisors, containers and Software defined networks

- Proper and adequate incident detection, response, notification and remediation.
- Strong perimeter security for API gateways and web consoles
- MFA
- Assure security isolation between tenants
- Configure hypervisors to isolate VMs from each other
- Implement processes and technical security controls to prevent admin/non-tenant access to running VMs or volatile memory.
- Encrypt underlying physical storage
- Role based access controls and strong authentication for all container and repository management

8.3 Security requirements

- Bidder along with the OEM are required to comply with Bank's IT, IT security, Data policies etc. in key concern areas relevant to the RFP, details of which will be shared with the selected bidder.

8.4 Annual Technical Support (ATS)

- Proposed software or system software or middleware applications' ATS period should sync with hardware warranty and contract period (i.e. Warranty / ATS should not expire before contract period end date).

8.5 Resource Requirement

The selected bidder by executing the agreement shall be deemed to have unconditionally agreed as under:

a) The selected bidder shall provide a contingent of well-trained personnel and extend necessary mentoring and operational support to the intermediary network of agents, etc. as part of the solution/service.
b) The selected bidder shall confirm that every person deployed by them on the project has been vetted through a third-party background check prior to their engagement. The selected bidder shall manage the activities of its personnel or others engaged in the project, etc., and shall be accountable for all the personnel deployed/engaged in the project.
c) In case the performance of the selected bidder/their CSP/agent/employees engaged in the project is not satisfactory or is detrimental to the interests of the Bank, the selected bidder shall have to replace the said person within the time limits stipulated by the Bank. Where the selected bidder fails to comply with the Bank's request, the Bank may replace the said person or their agents/employees on its own.

d) No right to employment in the Bank shall accrue or arise to the employees or agents of the selected bidder, by virtue of engagement of employees, agents, etc. of the selected bidder for any assignment under this project. It is further clarified that the arrangement herein with the selected bidder is a contract for service.
e) The selected bidder shall exercise due diligence and only engage persons having established identity, integrity, requisite qualifications, skills and deployment experience for all critical activities.
f) The selected bidder has to submit following documents for onsite/Offsite engineer
    i. Resume latest (Candidate Photograph should be part of Resume only) and Print should be in color only.
    ii. Address Proof (Local and Permanent)- Duly attested photocopy by candidate and Bidder HR
    iii. Aadhar Card - Duly attested photocopy by candidate and Bidder HR
    iv. Relieving Certificate of Previous employer - Duly attested photocopy by candidate and Bidder HR
    v. Passport - Duly attested photocopy by candidate and Bidder HR
    vi. Background Police Verification report - Duly attested photocopy by candidate and Bidder HR
g) The selected bidder shall extend all of the outsourced banking and financial services by deploying such personal that have high integrity and meet the qualifications and other criteria stipulated by the Reserve Bank of India, Government or the Bank from time to time and agrees and undertake that during the subsistence of this agreement they will not employ any personnel/individual below the Minimum Wages fixed by appropriate Government on this behalf from time to time, as per the provisions of Minimum Wages Act 1948.

8.6 Other Obligation of the Bidder

8.6.1 Exit Plan Management and Reverse transition

1. The scope of work mentioned is illustrative and not exhaustive. bidder needs to comply with the Bank's requirements and any statutory or regulatory guideline(s).
2. Bidder to provide Termination/Expiration Assistance regardless of the reason for termination or expiration.
3. Bidder to comply/adhere to the Exit Plan.
4. Bidder will not make any changes to the Services under the Agreement and continue to provide all Services to comply with the defined Service Levels.
5. Bidder to perform reverse transition of services to the Bank's new vendor or Bank's officials.
6. Bidder shall within ninety (90) days of the Contract Signing Date, deliver to Bank a plan specifying the Reverse Transition including functions and services of bidder necessary to accomplish the transfer of responsibility of the Services from the bidder to the Bank or a Third Party. In the event of

Term Expiration or termination of this Agreement, the plan shall at minimum, contain bidder's detailed plan for Operational and Knowledge Transfer requirements and list of documentations.

7. The Exit Plan shall be updated by the bidder on an annual basis in accordance with Bank's requirements and delivered to Bank for its approval on or before the start of each Contract Year.
8. Knowledge Transfer and Handover of Services
9. Bidder to provide transfer of knowledge w.r.t. Services
10. Provide Bank's personnel or designated third party personnel training for the Services that are to be transferred.
11. Bidder shall train Bank's designated personnel and/or its designee(s) for any process or associated Equipments, Materials, Systems or tools used in connection to the Services
12. Provide Bank and/or its designee(s) information regarding Services (as necessary) for implementation of the Exit Plan. Bidder to also provide information regarding Services as reasonably necessary to the Bank or its designee(s) to overtake responsibility for continued performance of Services in an orderly manner so as to minimize disruption in operations.
13. Provide Bank or its designee(s) a complete copy of the Bank's IP that are in bidder's possession and bidder's IP that Bank is licensed or otherwise authorized to use.
14. Explain the change management process, problem management process, Policies and Procedure Manual, reports and other standards and procedures to Bank's or its designated staff.
15. Provide technical documentation for Software used by the Service Provider for continued Services
16. Identify, record and provide release levels of Software and update of records of release levels prior to and/or during transition of Services
17. Provide assistance to the Bank or its designated officials for notifying the third-party vendors for procedures to be followed during the transition of Services.
18. Ensure transfer of Configuration Management Database (CMDB) that contains details of data elements that are used for management of Services. The CMDB must be in a form that can be migrated to a new environment that can manage Configured Items.
19. Bidder shall provide other technical and process related assistance, as requested by the Bank.
20. The bidder will not be allowed to take Bank's IP information.
21. If the Reverse Transition is within the contract period, the successful Bidder will be paid as per the support charges agreed in this contract, during the transition period till the completion of reverse transition. If the Reverse

Transition occurs outside the contract period, then it will be mutually agreed terms and conditions. The transition out phase and the support required from the Successful bidder shall be communicated to the Successful bidder before the transition starts. The Bank shall reserve the right to revise the transition period. During the Transition Period, successful bidder shall at least, but not limited to, provide support in terms of transition of assets and data, training and knowledge transfer and any other type of support during the defined transition period.

22. Bidder is required to provide the data dictionaries and data in the requested format to the Bank/Banks identified bidders.

8.6.2 Security Management

The Bidder has to follow Bank's Information Security Policy in line and spirit. The solution should follow IS best practices but not limited to the followings:

1. User id and login should determine level of access to data e.g. read/view data, print data, write/modify data, delete data etc.
2. The solution should support the following security features:
   a) Username and password for accessing the applications and database
   b) Access credentials should not be stored on the endpoints
   c) Auto blocking/locking of applications access upon reaching maximum number of tries. The maximum number of incorrect errors should be defined by the Bank
3. Termination of session and log off after lapses of configurable time period.
4. The solution should support the following transaction level security:
   a) End-to-End encryption of data transmission (symmetric or asymmetric)
   b) The solution should support multiple authentication-based Bank's preferences
5. The solution should support the following platform security & reliability:
   a) Data stored is encrypted in the platform database
   b) Audit trails and logging features must be available in Web Server, application server and database server
   c) Ability to assign specific rights to platform administrators for secure and restricted access
   d) Solution should have the ability to support external certifying authority
   e) The solution should have secure interfaces to various hosts systems according to prevailing security standards
   f) Application access credentials should not be stored locally.
   g) Solution should support standard algorithms like AES

h) Solution should have a minimum encryption strength of 256 bit for end-to-end transaction (Standard encryption algorithms like 3DES, AES, PKI scheme, with minimum encryption strength of 256 bit)
i) The predefined pages of the web portal should handle web application security threats like Cross-site scripting, SQL injection flaws, Malicious file execution, Information leakage, Improper error handling, Broken authentication and session management, Insecure Cryptographic storage, Failure to restrict URL access.
j) Platform should have a clear separation of security responsibilities and should be designed for externalized security implementing JAAS (Java Authentication and Authorization Services) allows for pluggable providers
k) OWASP Top 10 Compliant
l) Password must be hashed by SHA256 at least and include Salt or using salt supported cryptography
m) All the sensitive data (e.g. passwords), including their backups, stored in an encoded or encrypted form in order not to be readable in case of exploitation or other application corruption
n) Sensitive Data Exposure:
   i Sensitive data should be masked when output.
   ii Sensitive data should not be stored in source code, config files and logs.
   iii Passwords are hashed using Salt.
o) Configurable approval rules set up for Bank administrator to perform the actions
p) Regulatory & Statutory
   i The solution should comply with the security principles and practices as stipulated by Statuary and regulatory authorities in India
q) Application
   i OS Security check up. Application should have capability to detect if the application is running on a jail-broken / rooted / malware infected device.
   ii Application must prevent hackers from accessing the application in a case where the device is rooted or jail broken.
   iii Blacklisting/Blocking of older versions of the Application on the back end, if there is a security breach.
r) Transaction Logs
   i Should maintain detailed transaction logs to enable processing audit trails to be reconstructed in the event of any disputes or errors

ii The storage and retention period of logs should be parameterized
iii Security safeguards should also be implemented to protect the information from unauthorized modification or destruction
iv System should facilitate maintaining logs.
v Provision to generate detailed reports, logs, audit trails

An undertaking for source code is to be provided as per Annexure-22

9 CONTRACT PERIOD

The bidder is required to sign the contract within 30 days from the date of acceptance of the Purchase Order. The terms and conditions of purchase order and RFP (read with addendums/Corrigendum/ Clarifications) shall constitute a binding contract.

Overall contract period shall be 5 years (i.e. 60 months). The contract period for the project is the Implementation Period (as mentioned in Section 10: Project Timelines) + Support period (Post Go-live) which will commence from the effective date of agreement.

The Bank may, at its sole discretion, extend the contract for an additional period of two years, in one-year increments tranches. During the extension period, the annual rates of respective support components shall not exceed 5-8% of the last year's support components (ATS/ Services) prices. Further, the Bank will have the right to renegotiate prices of ATS rates at the end of the contract period.

The decision to further extend the contract with the same bidder shall be at the sole discretion of the Bank.

End of Sales / End of support:

The bidder must ensure that any component supplied as part of this RFP should not have announced end of sales as on the Contract execution date or end of support for at least duration of the contract (including the period of 2-year extension) i.e. 7 years from date of Contract. An OEM, if any, confirmation is required that they will support the solution comprehensively for 7 years from Date of execution of Contract.

In the event if any equipment supplied by the bidder reaches the end of support, within the contract period, the bidder has to replace the equipment/component at no additional cost to the Bank.

During the extension period, if any product goes end of support bidder is required to provide the extended support for proposed product or provide the Bank with the alternative product of similar/higher configuration at no additional cost to the Bank.

10 PROJECT TIMELINES

The selected bidder has to make production live within 12 weeks from the date of PO.

A) Implementation Timelines:

S.No.	Activity/ Milestone	Timeline
1	Scope & BRD finalization	2 weeks from date of PO
2	Application ready for User testing (UAT) &Certification with Card Network	4 weeks from date of PO
3	UAT completion including closure of Bank's UAT observation	10 weeks from date of PO
4	Product Configuration and readiness for production deployment	11 weeks from date of PO
5	Production live	12 weeks from date of PO

Note: End-to-end implementation shall be deemed complete only when accepted by the Bank, with sign-off given in accordance with the terms and conditions of this RFP and satisfactory working of the solution.

11 EVALUATION CRITERIA

11.1 Preliminary Scrutiny

1. The Bank will examine the Bids to determine whether they are complete, required formats have been furnished, the documents have been properly signed, and the Bids are generally in order.
2. The Bank may, at its discretion, waive any minor infirmity, non-conformity, or irregularity in a Bid, which does not constitute a material deviation.
3. The Bank will determine the responsiveness of each Bid to the Bidding Document. For the 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.
4. 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 visits to inspect live site/s of the bidder and witness demos of the system and verify functionalities, response times, etc.

5. 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.
6. If any information / data / particulars are found to be incorrect, Bank will have the right to disqualify the company, take appropriate action and invoke the performance Bank guarantee/ EMD

A stage bid system is adopted for selection of the bidder:

- Stage 1 – Eligibility/Pre-Qualification Bid evaluation
- Stage 2 - Evaluation methodology for eligible bidders
  - Technical Bid Evaluation
  - Commercial Bid Evaluation
  - Weighted evaluation (H1)

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

11.2 Pre-Qualification Criteria

Pre-qualification criteria to be met mandatorily by the bidders (as per annexure 5):

Note:

a. Attested photocopies of all relevant documents / certificates should be attached as proof in support of the claims made. The bidder should provide relevant additional information wherever required in the eligibility criteria. PSB reserves the right to verify /evaluate the claims made by the bidder independently. Any decision of PSB in this regard shall be final, conclusive, and binding upon the bidder.
b. In case of business transfer where bidder has acquired a Business from an entity (“Seller”), work experience credentials of the Seller in relation to the acquired business may be considered.
c. In the case of corporate restructuring the earlier entity’s incorporation certificate, financial statements, Credentials, etc. may be considered.
d. Either the bidder on behalf of the Principal/OEM or Principal/OEM itself can bid but both cannot bid simultaneously for the said RFP.
e. The bidder/OEM comply with CVC guideline 3 (a,b) circular no. 03/01/12, GFR Rule 16(a) of 2005 and OM of DOE dated 25/07/2016. In a tender, either the

Indian agent on behalf of the Principal/OEM or Principal/OEM itself can bid but both cannot bid simultaneously for the same item/product, in the same tender.

f. If an agent submits a bid on behalf of the principal/OEM, the same agent shall not submit a bid on behalf of another principal/OEM in the same tender for the same item/product.

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

11.3 Technical Evaluation Criteria

The technical bid submitted by the bidder will be evaluated only if they fulfil the eligibility criteria as defined in section 11.2 Pre-Qualification Criteria. The technical bid evaluation will be done with a total score of 100 marks. Bidders scoring at least the minimum score of 70 marks or more will be declared technically qualified. The bidders scoring less than 70 marks (cut-off score) out of 100 marks in the technical evaluation criteria defined in the below table shall not be considered for further selection process and their offers will be dropped at this stage. The solution offered should meet all the technical requirements mentioned in scope of work and Annexure 21. Non-compliance to any of the technical specification may attract rejection of the proposal. **Relevant supporting documents shall be provided along with technical bid.**

Overall Technical Score Evaluation Categories

S No	Evaluation Category	Max Marks
1	Bidder's Experience & Financial Strength	20
2	Compliance to technical requirement as per Annexure 21 (1 mark for each point)	25
3	System Demo/ Technical Presentation	30
4	Technical Architecture, Integration & Security	25
Total Evaluation Weightage		**100**

- Scoring matrix for Bidder's Experience & Financial Strength

Parameters	**Scoring Criteria**	**Max Marks**

Number of Scheduled Commercial Banks (SCB) served for managing PM SVANidhi Credit Cards/ Micro-Enterprise Scheme	1 SCB: 3 marks; 2 or more SCBs: 5 marks	5
Years of experience in CMS implementation	7+ years: 5 marks 4-7 years: 3 marks Upto 4 years: 2 marks	5
Size of card portfolio managed	>1 Lakh Active Cards across 2+ Banks: 5 Marks < 1 Lakh Active Cards: 3 Marks	5
Financial turnover	>50 Crore: 5 Marks >25 Crore to ₹50 Crore: 4 Marks >10 Crore to ₹25 Crore: 3 Marks	5
Total		**20**

Relevant supporting documents (duly certified from respective Banks/ clients in case of experiences) shall be provided along with technical bid.

- Scoring matrix for System Demonstration/ Technical presentation

Parameters	Max Marks
CMS end-to-end card lifecycle & User Experience	8
Fraud Risk Management (FRM) & Rule Engine	7
Dashboard/ SLA tracking/ alerts/ reporting/ collection	7
Implementation Timeline & Onboarding Strategy	8
Total	**30**

- Scoring matrix for Technical Architecture, Integration & Security

Parameters	Max Marks
Certifications & Compliance (Valid PCI-DSS, PCI-HSM, and active NPCI Certifications for RuPay credit cards)	5

Credit Card Switch & High Availability (HA); Active-Active DR setup in a separate seismic zone (RPO = 0, RTO < 90 mins) [Relevant Doc: Switch Architecture Document, High Availability Test Report]	7
Core Card Management System (CMS) Capability [Relevant Doc: System Design Document / Architecture Diagram & Compliance Declaration]	5
Banking Core & Channel Integrations [Relevant Doc: API Architecture Documentation / Past Integration Sign-off / Case Studies, Technical Integration Flowchart & Client Sign-off Certificate for PM SVANidhi]	8
Total	**25**

Other conditions

- When deemed necessary the Tender Evaluation Committee may seek clarification on relevant aspects from the bidder. However, that would not entitle the bidder to change or cause any change.
- Scores for the above individual parameters shall be added to determine the technical scores of the bidders. The bidder with the highest technical score shall be ranked as T1.
- Bank reserves the right to conduct reference site visit/ video conference/ voice call with the Client to substantiate the credentials/ copy of PO/ Contract copy/ sign-off submitted by bidder and/ or OEM. In case the input/ feedback received from the Customer is negative/ unsatisfactory, Bank reserves the right to reject the Bid.

In case a single vendor qualifies the technical evaluation, in such event, Bank may proceed with awarding of contract to single vendor as per Bank's Policy.

11.4 Commercial Evaluation Criteria

The commercial bid of only technically qualified bidders shall be opened. These technically qualified bidders as per technical evaluation process will participate in Commercial evaluation process.

The Commercial offers of only those bidders, who are short-listed after technical evaluation, would be opened. The format for quoting commercial bid is set in Annexure 13. The commercial offer should consist of comprehensive cost for required solution. The bidder must provide detailed cost breakdown, for each category mentioned in the commercial bid.

The BANK will determine whether the Commercial Bids are complete, unqualified and unconditional. Omissions, if any, in costing any item shall not entitle the firm to be compensated and the liability to fulfil its obligations as per the Scope of the RFP within the total quoted price shall be that of the bidder.

The Commercial Bid (CB) with the lowest value will be awarded a financial score (Sf) of 100 points. The financial scores for all other bids will be calculated using the following formula:

Sf = 100 x CB /F

(F = amount of Commercial Bid (Last value quoted/entered by the bidder).

11.5 Final Evaluation – Weighted Techno-Commercial Evaluation

The Proposals will be finally ranked according to their combined Technical Score(s) and Financial Score as follows:

S = ST x Tw + SF x Fw

Where S is the combined score, and Tw and Fw are weights assigned to Technical Proposal and Financial Proposal that shall be 0.70 and 0.30 respectively.
ST and SF will be calculated for individual bidders, as per description mentioned in Evaluation Criteria Section respectively.
Bidder with the highest Final score shall be considered for award of the Contract.

For example:
Three bidders, namely A, B and C, participated in the bid process and their technical scores are as below:

A=70, B=85, C= 90

After converting them into percentile, we get

ST for A= (70/90)*100 = 77.77

ST for B= (85/90)*100= 94.44

ST for C= (90/90)*100=100

The Final prices of the bidders are as under: A= Rs. 8500, B= Rs. 9000, C= Rs. 12000

The final cost quoted by the bidders converted into percentile score shall be as under:

SF for A = (8500/8500)*100 = 100

SF for B= (8500/9000)*100 = 94.44

SF for C= (8500/12000)*100 = 70.83

As the weightage for technical parameter and cost are Tw = 70% and Fw = 30% respectively, the final scores shall be calculated as below:

S for A= (77.77*0.7) + (100*0.3) = 84.439

S for B= (94.44*0.7) + (94.44*0.3) = 94.44

S for C= (100*0.7) + (70.83*0.3) = 91.25

Hence, the offer of 'B' (being highest score) will be considered and the contract shall be awarded B' at Rs. 9000 being the final price quoted by B.

Note:

1. The Bank will at its own discretion decide to either –
   - Open commercial bids in front of the bidders after the technical evaluation is complete, and calculate the TCO, Or
   - The highest technical bidder shall not automatically qualify for becoming selected bidder and for the award of contract by the Bank.
2. The Successful Applicant shall be the first ranked Applicant (having the highest combined score). The final decision on the successful bidder will be taken by the Bank. The implementation of the project will commence upon acceptance of purchase order and signing of Contract by the selected bidder.
3. If for some reason, the successful bidder fails to execute an agreement within a specified timeline, the Bank reserves the right to award the contract to the next most eligible bidder based on the final evaluation scope of technical evaluation scores and commercial prices quoted.
4. In case of a tie of Total Score between two or more bidders, the Bid with higher technical score would be chosen as the successful bidder.
5. The Bank will calculate the scores up to two decimal points only. If the third decimal point is greater than .005 the same shall be scaled up else, it shall be scaled down to arrive at two decimal points.

12 PAYMENT TERMS

The selected bidder will have to submit the relevant documents at the Bank's office along with a request letter for payment. No advance payment will be made. Payment will be made in Indian Rupees only. All taxes to be paid will be subject to GST applicability. TDS will be applicable.

All out of pocket expenses, travelling, boarding and lodging expenses for the entire term of this RFP and subsequent agreement is included in the amount and service provider shall not be entitled to charge any additional cost on account of any items or services or by way of any out-of-pocket expense, including travelling, boarding, and lodging etc.

Bank will release payment within 30 days from the date of receipt of invoice. In case of dispute, payment will be made within 30 working days of the resolution of disputes.

S. No.	Particular	Payment Terms
1	Successful UAT & Certification with Card Network	30% of One-Time Implementation cost
2	Product Configuration and readiness for production deployment	20% of One-Time Implementation cost
3	Production live	40% of One-Time Implementation cost
4	3 months after successful Production live	Remaining 10% of One-Time Implementation cost
5	Credit card recurring cost (Active cards including printing/dispatching monthly physical statements, ACS, Switching fee, reconciliation, settlement etc.)	Monthly bill processed based on number of active credit cards
6	Card issuance & dispatch cost	Monthly bill processed based on number of cards issued & dispatched
7	Platform fee	Platform fee, if any, shall be specified here, which will be paid on annual basis for contract period in advance for every year. For first year, it will be paid 3 months after successful Production live.
8	Facility Management Services/ Resources	Payable in arrears, on quarterly basis.

*No factors, under any circumstances, shall affect the Bank's services, infrastructure, solutions, or the committed costs and SLAs as defined in the RFP.

"Count" in Commercial bid is on assumptions for calculating TCO, amount shall be payable as per actuals.

Note: Activities need to be carried out simultaneously for speedy production roll out as per Bank's expectations and standards. Bank may involve third parties at various stages for review, verification of completeness and onsite & offsite activities etc. without obtaining permission from the bidder & OEMs

13 SERVICE LEVELS & PENALTIES

13.1 Service Level Agreement

If the level of performance of Successful Bidder for a particular metric fails to meet the minimum service level for that metric, it will be considered as a Service Level Default.

The Bidder shall provide SLA Report on monthly basis and a review shall be conducted based on this report. A monthly report shall be provided to the Bank at the end of every month containing the summary of all incidents reported and associated Bidder performance measurement for that period. Performance measurements would be accessed through audits or reports, as appropriate to be provided by the Bidder.

Automated data capturing and reporting mechanism will be used for SLA reporting.

The bidder has to leverage proposed monitoring tools to monitor and manage the Solution / IT Infrastructure.

13.1.1 Uptime

- The selected bidder shall guarantee 24x7x365 availability with a monthly uptime of 99.95% of the solution, calculated monthly.
- "Uptime" equals total contracted minutes in a month less "Downtime" (the time between Failure and Restoration).
- High availability (Active-Active) at DC & DR is required, with RPO of 0 minutes (no data loss) and maximum RTO of 90 minutes.
- Percentage uptime = [(Total contracted minutes − Downtime minutes) / Total contracted minutes] × 100, where total contracted minutes = number of days in the month × 24 × 60.

13.2 Penalties

For the purpose of this RFP, the total penalties as per LD & SLA will be subject to a maximum of 10% of the overall contract value.

Category	Description	Penalty
Category 1 (Critical)	System down for more than 5 minutes in a stretch due to any failure (hardware, software or services); total Credit Card Switch outage exceeds 50 minutes or 5 times in a year. Monthly uptime should be 99.95%.	Rs. 10,000 per 5 minutes or part thereof. Additional Rs. 25,000 if total EFT Switch downtime exceeds 50 minutes/5 times a year.

Category 2 (High)	Services impacted (not directly customer-transaction facing, e.g. CMS, card issuance, PIN printing, monitoring) for more than 1 hour in a stretch.	Rs. 5,000 per hour or part thereof. Additional Rs. 20,000 per hour if total downtime exceeds 4 hours in a year.
Category 3 (Medium)	Partial system problem impacting Bank's decision-making, but normal operations (transactions, FRM, CMS, PIN printing, customer registration) unaffected, for more than 4 hours in a stretch.	Rs. 2,000 per 4 hours or part thereof. Additional Rs. 20,000 per hour if total downtime exceeds 10 hours in a year.

For Credit Card Preparation/personalization/Dispatch

a) **Delay in Preparation of Base Card & Collateral :**
The selected bidder must complete the Base card preparation along-with chip module procurement for the given Order within 7 working days of artwork approval from Card Network i.e. NPCI etc. Non Compliance of the mentioned point will result in Bank imposing penalty of 0.5% per day of the total PO Value up to max 10% of the value of the PO (price mentioned in cost of card & dispatch as per commercial shared in RFP).

b) **Delay in Card Artwork Preparation:**
The vendor must provide the card artwork to Bank within two days from the date of intimation; Non-Compliance of the mentioned point will result in Bank imposing penalty of Rs 500/- for every day's delay subject to a maximum of 10% of the value of the purchase order for which design is required.

c) **Delay in Providing MIS/Dispatch Report:**
The vendor must provide the complete MIS as per Bank's format within 24 hours of dispatch of cards. Non Compliance of the mentioned point will result in Bank imposing penalty of Rs. 500/- per day.

Liquidated Damages (LD)

The Bank will consider the inability of the bidder to deliver or install the equipment & provide the services required within the specified time limit as a breach of contract and would entail the payment of Liquidated Damages on the part of the bidder. The liquidated damages represent an estimate of the loss or damage that the Bank may have suffered due to delay in performance of the obligations (relating to delivery, installation, operationalization, implementation, training, acceptance, maintenance, ATS/AMC etc. of the proposed solution/services) by the bidder.

Installation will be treated as incomplete in one / all the following situations:

a. Non-delivery of any component or other services mentioned in the order
b. Non-delivery of supporting documentation

c. Delivery / availability, but no installation of the components and/or software
d. No integration/ Incomplete Integration
e. Non-Completion of Transition within suggested timeline
f. System operational, but not as per SLA, Timelines and scope of the RFP

If the bidder fails to deliver any or all of the products and/or systems and/or services solutions within the time period(s) specified in the Delivery Schedule or installation, the Bank shall, without prejudice to its other remedies under the Contract, deduct from the Contract Price, as liquidated damages, a sum equivalent to 0.5 percent per week or part thereof of Contract Price subject to maximum deduction of 10% of the total contract value, until actual delivery, installation or performance as per related clauses mentioned in RFP.

Once the maximum deduction is reached, the Bank may consider termination of the Contract at its discretion.

In the event of Bank agreeing to extend the date of delivery at the request of successful bidder(s), it is a condition precedent that the validity of Bank guarantee shall be extended by further period as required by Bank immediately. Failure to do so will be treated as breach of contract.

The Bank reserves its right to recover these amounts by any mode including adjusting from any payments to be made by the Bank to the Bidder. Bank may invoke the Bank Guarantee for further delay in delivery & migration

Implementation

If the bidder fails to Implement solution and/or services within the time period(s) specified in the Delivery Schedule or implementation, the Bank shall, without prejudice to its other remedies under the Contract, deduct from the Contract Price, as liquidated damages, a sum equivalent to 1 percent per week or part thereof of product cost* subject to maximum deduction of 10% of the total contract value, until actual delivery and implementation as per related clauses mentioned in RFP.

*Product cost here defined as the sum of Product's license cost, platform fee (if any) and Product's implementation cost.

If the LD due to Implementation of the respective product cost/existing product cost reaches 25% of the implementation cost of the respective product/services, the bidder is required to replace the product/services.

Once the maximum deduction is reached, the Bank may consider termination of the Contract at its discretion.

In the event of Bank agreeing to extend the date of delivery at the request of successful bidder(s), it is a condition precedent that the validity of Bank guarantee shall be extended by further period as required by Bank immediately. Failure to do so will be treated as breach of contract. It is clarified, that if Bank agrees to extend the delivery time and /or implementation timelines, the term of the Contract shall also be extended accordingly and PBG shall be extended till the extended Contract period.

14 TERMS AND CONDITIONS

14.1 Assignment & Subcontracting

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

14.2 Delays in the bidder's Performance

The bidder must strictly adhere to the schedule, as specified in the purchase order, for performance of the obligations, arising out of the purchase order and any delay in completion of the obligations by the bidder will enable Bank to resort to any or both of the following:

a. Claiming Liquidated Damages
b. Termination of the purchase order/ agreement fully or partly and claim liquidated damages.
c. Execution of Bid Declaration Form / Invoking EMD or Performance Bank Guarantee

14.3 Jurisdiction

It is hereby agreed between the parties that any suit or legal proceedings to enforce the rights of either party under this Agreement shall be instituted and tried by a competent court in the city of Delhi only.

14.4 Dispute Resolution

Dispute Resolution Mechanism

The Bidder and The Bank shall endeavor their best to amicably settle all disputes arising out of or in connection with the Contract in the following manner: -

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.

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. The seat and venue of the Arbitration proceedings shall be New Delhi and the proceedings shall be conducted in accordance with the provisions of the Arbitration and Conciliation Act, 1996 or any statutory modification or re-enactment thereof.

The “Arbitration Notice” should accurately set out the disputes between the parties, the intention of the aggrieved party to refer such disputes to arbitration as provided herein, the name of the person it seeks to appoint as an arbitrator with a request to the other party to appoint its arbitrator within 45 days from receipt of the notice. All notices by one party to the other in connection with the arbitration shall be in writing and be made as provided in this tender document.

The arbitrators shall hold their sittings at New Delhi. The arbitration proceedings shall be conducted in English language. Subject to the above, the courts of law at New Delhi alone shall have the jurisdiction in respect of all matters connected with the Contract/Agreement. The laws applicable to this contract shall be the laws in force in New Delhi, India. The contract shall be governed by and interpreted in accordance with Indian law. The award will be recorded in writing, along with the reasons therefor. The arbitration award shall be final, conclusive and binding upon the Parties and judgment may be entered thereon, upon the application of either party to a court of competent jurisdiction. Each Party shall bear the cost of preparing and presenting its case, and the cost of arbitration, including fees and expenses of the arbitrators, shall be shared equally by the Parties unless the award otherwise provides.

The successful bidder(s) shall continue work under the Contract during the arbitration proceedings unless otherwise directed in writing by the Bank or unless the matter is such that the work cannot possibly be continued until the decision of the arbitrator, as the case may be, is obtained.

Notwithstanding the above, the Bank shall have the right to initiate appropriate proceedings before any court of appropriate jurisdiction in Delhi, should it find it expedient to do so.

14.5 Notices

Notice or other communications given or required to be given under the contract shall be in writing and shall be faxed/e-mailed followed by hand-delivery with acknowledgement thereof or transmitted by pre-paid registered post or courier.

Any notice or other communication shall be deemed to have been validly given on date of delivery if hand delivered & if sent by registered post than on expiry of seven days from the date of posting.

14.6 Authorized Signatory

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

14.7 Make in India

The policy of the Govt. of India to encourage "Make in India" and promote manufacturing and production of goods and services in India, "Public procurement (Preference to Make in India), Order 2017 and the revised order issued vide GOI, Ministry of Commerce and Industry, Department for Promotion of Industry and Internal trade, vide Order No. P-45021/2/2017-PP (BE-II) dated 19th July 2024 subsequent amendments.

The local supplier at the time of submission of bid shall be required to provide a self-certificate as per Annexure 20 giving the percentage of local content. The Bank shall follow all the guidelines/ notifications for public procurement.

14.8 Force Majeure

Force Majeure is herein defined as any cause, which is beyond the control of the selected bidder or the Bank as the case may be which they could not foresee or with a reasonable amount of diligence could not have foreseen and which substantially affect the performance of the contract, such as:-

- Natural phenomenon, including but not limited to floods, droughts, earthquakes, epidemics and pandemics
- Acts of any government, including but not limited to war, declared or undeclared priorities, quarantines and embargos
- Terrorist attack, public unrest in work area
- Provided either party shall within 10 days from occurrence of such a cause, notify the other in writing of such causes. The bidder or the Bank shall not be liable for delay in performing his/her obligations resulting from any force Majeure cause as referred to and/or defined above. Any delay beyond 30 days shall lead to termination of contract by parties and all obligations expressed quantitatively shall be calculated as on date of termination. Notwithstanding this, provisions related to indemnity, confidentiality survive termination of the contract.
- Unless otherwise directed by the Bank in writing, the bidder affected by force majeure shall continue to perform the obligations under this agreement, which

are not affected by the force majeure event and shall take such steps as are reasonably necessary to remove the causes resulting in force majeure and to mitigate the effect thereof.

- As soon as the cause of force majeure has been removed, the bidder shall notify the Bank and resume the affected activity without delay.
- Notwithstanding the above, the decision of the Bank shall be final and binding on the bidder in the event of force majeure.

14.9 Ownership & Retention of Documents

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

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

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

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

14.10 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.

14.11 Signing of Pre-Contract Integrity Pact

To ensure transparency, equity, and competitiveness and in compliance with the CVC guidelines, this tender shall be covered under the Integrity Pact (IP) policy of the Bank. The pact essentially envisages an agreement between the prospective bidders/vendor(s) and the Bank committing the persons/officials of both the parties, not to exercise any corrupt influence on any aspect of the contract. The format of the agreement is enclosed as Annexure 16 on stamp paper.

The Pre-Contract Integrity Pact Agreement submitted by the bidder during Bid submission will automatically form a part of the Contract Agreement till the conclusion of the contract, including extended period.

14.12 Indemnity

The 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 bidder's obligation under these general conditions or for which the bidder has assumed responsibilities under the purchase contract including those imposed under any contract, local or national law or laws, or in respect to all salaries, wages or other compensation to all persons employed by the bidder or bidders in connection with the performance of any system covered by the purchase contract. The 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 purchase contract and to protect the Bank during the tenure of purchase order.

The selected bidder shall be solely and fully responsible for any fraud, misconduct, negligence, or loss caused to the Bank and its customers by the bidder’s systems, employees, or third-party personalization partners.

The Bank reserves an unconditional right to recover any unreimbursed fraudulent or disputed loss amounts directly from the selected bidder’s pending operational expenditure invoices. If invoice balances are insufficient, the Bank shall have the absolute right to invoke the Performance Bank Guarantee to completely recover the damage.

14.13 Intellectual Property Indemnity

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

14.14 Legal Compliance

The successful bidder hereto agrees that it shall comply with all applicable union, state and local laws, ordinances, regulations and codes in performing its obligations hereunder, including the procurement of licenses, permits and certificates and payment of taxes where required. If at any time during the term of this agreement, the

Bank is informed or information comes to the Bank's attention that the Successful bidder is or may be in violation of any law, ordinance, regulation, or code (or if it is so decreed or adjudged by any court, tribunal or other authority), the Bank shall be entitled to terminate this agreement with immediate effect.

It shall be the sole responsibility of the Vendor(s) to comply with all statutory, regulatory & Law of Land and provisions while delivering the services mentioned in this RFP. If any new guidelines are issued by these organizations, the bidder shall arrange for its compliance/ upgradation/ development during the contract period without any cost to Bank.

The Successful bidder shall maintain all proper records, particularly but without limitation accounting records, required by any law, code, practice or corporate policy applicable to it from time to time including records, returns and applicable documents under the Labour Legislation.

The Successful bidder shall ensure payment of minimum wages to persons engaged by it as fixed from time to time under the Minimum Wages Act, 1948. In case the same is not paid, the liability under the act shall solely rest with the successful bidder. Further, bidder to ensure that salary payments to resources deployed for Bank's Project is done through Transfer mode from bidder's Bank a/c directly to credit into their specific salary accounts only. No cash payments are to be made to provide remuneration for services provided to the Bank on behalf of selected bidder.

Service Provider shall procure and maintain all necessary licenses, permissions, approvals from the relevant authorities under the applicable laws especially contract Labour (Abolition) Act, EPF Act and ESI Act, throughout the currency of this Agreement.

Service Provider shall be solely liable & responsible for compliance of all applicable Labour Laws in respect of its employees, agents, representatives and sub-Contractors and in particular Laws relating to terminal benefits such as Pension, Gratuity, Provident Fund, Bonus or other benefits to which they may be entitled and the Laws relating to Contract Labour, Minimum Wages, registration of labours, ESIC, PF, workman compensation etc. and the Bank shall have no liability in these regards. Salaries of employees of the vendors are being directly credited to the employees' account. Confirmation that Payment of statutory dues like PF, ESIC etc. are being made on time to the employees be submitted along with the monthly bills raised by vendor.

The bidder should adhere to laws of land and rules, regulations and guidelines prescribed by various regulatory, statutory and Government authorities. The Bidder is to compliant to all existing regulatory guidelines of GOI /RBI and also adheres to requirements of the IT Act 2000 (including amendments in IT Act 2008) and Payment and Settlement Systems Act 2007 and amendments thereof. A self-declaration to this effect is to be submitted by the bidder.

The Bank reserves the right to conduct an audit / ongoing audit of the services provided by the bidder. The Bank reserves the right to ascertain information from the banks and other institutions to which the bidders have rendered their services for execution of similar projects.

Compliance in obtaining approvals/permissions/licenses: The Vendor(s) shall promptly and timely obtain all such consents, permissions, approvals, licenses, etc, as may be necessary or required for any of the purposes of this project or for the conduct of their own business under any applicable Law, Government Regulation/Guidelines and shall keep the same valid and in force or as are or as made applicable in future, pertaining to or applicable to them, their business, their employees or their obligations towards them and all purposes of this Tender and in the event of any failure or omission to do so, shall indemnify, keep indemnified, hold harmless, defend, protect and fully compensate the Bank and its employees/ officers/ staff/ personnel/ representatives/agents from and against all third party claims or demands of liability and all consequences that may occur or arise for any default or failure on its part to conform or comply with the above and all other statutory obligations arising there from and the Bank will give notice of any such claim or demand of liability within reasonable time to the Vendor(s).

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

14.15 Limitation of Liability

The aggregate liability of bidder in connection with this Agreement, in respect of any claims, losses, costs or damages arising out of or in connection with this RFP/Agreement shall not exceed the total Project Cost. Under no circumstances shall either Party be liable for any indirect, consequential or incidental losses, damages or claims including loss of profit, loss of business or revenue.

The limitations set forth herein shall not apply with respect to:

a. claims that are the subject of indemnification pursuant to infringement of third-party Intellectual Property Right,
b. damage(s) occasioned by the Gross Negligence or Willful Misconduct of Bidder/ Service Provider,

c. damage(s) occasioned by Bidder/Service Provider for breach of Confidentiality Obligations,
d. Regulatory or statutory fines imposed by a government or Regulatory agency for non-compliance of statutory or regulatory guidelines applicable to the Bank, provided such guidelines were brought to the notice of Bidder/ Service Provider.

"**Gross Negligence**" **means** any act or failure to act by a party which was in reckless disregard of or gross indifference to the obligation of the party under this Agreement and which causes injury, damage to life, personal safety, real property, harmful consequences to the other party, which such party knew, or would have known if it was acting as a reasonable person, would result from such act or failure to act for which such Party is legally liable. Notwithstanding the forgoing, Gross Negligence shall not include any action taken in good faith.

"Willful Misconduct" means any act or failure to act with an intentional disregard of any provision of this Agreement, which a party knew or should have known if it was acting as a reasonable person, which would result in injury, damage to life, personal safety, real property, harmful consequences to the other party, but shall not include any error of judgment or mistake made in good faith.

14.16 Order cancellation

<u>Bank's Right to terminate the entire/ unexecuted part of the Purchase Order on Convenience</u>

1. The Bank reserves its right to cancel the entire/partial/ unexecuted part of the Purchase Order at any time at its convenience without assigning any reason whatsoever.
2. In the event of termination of the Agreement for the Bank's convenience, bidder shall be entitled to receive payment for the Services rendered (delivered) up to the effective date of termination.

<u>Bank's Right to terminate the entire/ unexecuted part of the Purchase Order on Non-Performance/Default</u>

1. The Bank reserves its right to cancel the entire / unexecuted part of the purchase order at any time by assigning appropriate reasons (after providing a cure period of 30 days and thereafter providing a 30-day notice period). Bank shall serve the notice of termination to the bidder at least 30 days prior to terminate services because of one of more of the following reasons but not limited to -

   a) Non submission of acceptance of order within 7 days of order.

b) Excessive delay in execution of orders placed by the Bank.
c) The selected bidder commits a breach of any of the terms and conditions of the bid.
d) The bidder goes into liquidation voluntarily or otherwise.
e) An attachment is levied or continues to be levied for a period of 7 days upon the effects of the bid.
f) The progress made by the selected bidder is found to be unsatisfactory.
g) If deductions on account of liquidated Damages/penalties exceeds more than 10% of the total contract price.
h) If found blacklisted by any Govt. Department / PSU / other Banks / CERT-In, during contracted period.
i) Non satisfactory performance of the Project in terms of affecting the Core Systems of the Bank or the Core Business of the Bank and the functioning of the Branches/Offices of the Bank.

2. If the Bank decides to cancel the unexecuted part of the purchase order in whole or in part in the event of one or more of the following conditions:

a) Delay in delivery of the product installation and Go-Live in the specified period (Implementation Timelines + Cure Period).
b) Serious discrepancies are noted in product capability and services.
c) Breaches in the terms and conditions of the Order.

Then the Bank shall have the right to recover from the bidder any amounts already paid by the Bank in respect of the product (including respective hardware) and/or services after adjusting for the penalties already levied and recovered by the Bank for that specific product/ service. Further, where the bidder is able to provide satisfactory evidence that the delay or default was not attributable to the bidder, such portion shall be excluded from the scope of recovery.

In such case, the Bank may procure on its discretion, upon such terms and in such manner as it deems appropriate, Product and services similar to those part of the canceled purchase order, and subject to 10% of Total Cost of Ownership (TCO) or product/services cost whichever is higher. However, bidder shall continue performance of the Contract to the extent not terminated.

3. The Bank reserves its right to invoke the Bank Guarantee/ foreclose the Security Deposit / recover from outstanding amount to the credit of the selected bidder towards the non- performance/non-compliance of the terms and conditions of the contract and/ or to recover the dues payable by the bidder from any, to appropriate towards damages (as mentioned in Point-1 and Point-2).

Bidder's Obligation on termination

If the Contract is terminated on non-performance/ contract expiry then –

1. The bidder shall handover all documents/ executable/ Bank's data or any other relevant information to the Bank in timely manner and in proper format as per scope of this RFP and shall also support the orderly transition to another vendor or to the Bank.
2. During the transition, the bidder shall also support the Bank on technical queries/support on process implementation or in case of software provision for future upgrades
3. During the transition, the bidder shall continue to provide services as per the terms of the Agreement until a 'New Service Provider' completely takes over the work. During the transition phase, the bidder shall render all reasonable assistance to the new Service Provider within such period prescribed by the Bank, at no extra cost to the Bank, for ensuring smooth switch over and continuity of services, provided where transition services are required by the Bank or New Service Provider beyond the term of this Agreement, reasons for which are not attributable to the bidder, payment shall be made to the bidder for such additional period on the same rates and payment terms as specified in this Agreement.
4. If bidder is in breach of the obligations mentioned in the Point 1, 2 and 3, the bidder shall be liable for paying a penalty (as per the SLAs) on demand to the Bank, which may be settled from the payment of invoices or Bank Guarantee for the contracted period or by invocation of Bank Guarantee.

14.17 Consequences of termination

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

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

14.18 Audit by third party

Bank can conduct any third-party inspection / audit for any phase. The selected bidder must make all necessary changes as mentioned by the results of these audits. Bank will incur the cost of appointment of a third party for audit. The selected bidder must ensure that the findings of the audit are successfully closed by the selected bidder within a mutually agreed timeline.

The selected Bidder shall allow the Bank, it's authorized personnel, its auditors (internal and external) and/or other statutory authorities, Statutory Authorities shall have unrestricted right to inspect and audit the operations and records directly related to the services. The Cost & Accounting Records will be out of scope for the purpose of audit conducted by the Bank.

If the selected Bidder is outsourcing any portion of the above activity, it will be the responsibility of the Successful Bidder to ensure that the authorities/officials as mentioned above are allowed access to the places, systems, processes, records (expect Cost & Accounting Records) etc. of the activity, for inspection and verification. The Successful Bidder shall keep complete and accurate records of all the operations in connection with the activities, per prevalent best practices in the industry. All books, records (except Cost & Accounting Records) and information relevant to the services shall be preserved in isolation and be presented to the Bank or its designees for inspection as and when demanded. The Bidder is required to facilitate the same at no additional cost.

The Successful Bidder should recognize the right of Reserve Bank of India (RBI) to cause an inspection to be made of the Successful Bidder / service provider/ system integrator and its books and accounts by one or more of its officers or employees or other designated person. Prior intimation shall be shared with the bidder, regarding the audit so as to notify the Bank any potential conflict of interest.

Subject to receipt of prior written notice, Service provider records/premises with respect to any matters covered by this contract shall be made available to the Bank or its designees and regulators including RBI, at any time during normal business hours, as often as the Bank deems necessary, to audit, examine, and make excerpts or transcripts of all relevant data. Said records are subject to examination. Bank's auditors will execute confidentiality agreement with the Service Provider, provided that the auditors would be permitted to submit their findings

ANNEXURES

Annexure 1: Submission Checklist (on bidder's letterhead)

S.No.	Particulars	Submitted (Yes/No)	Page No
1	Tender Covering Letter		
2	Bidder's Information		
3	Bid Security Declaration		
4	Pre-Qualification Criteria		
5	Acceptance/Compliance Certificate		
6	Manufacturer's Authorization form		
7	Escalation matrix		
8	Litigation Certificate		
9	Non- Blacklisting undertaking		
10	Undertaking of Authenticity		
11	Non-Disclosure agreement		
12	Commercial proposal submission checklist		
13	Bank Guarantee Format for Earnest Money Deposit (EMD)		
14	Performance guarantee		
15	Pre-contract integrity pact		
16	Compliance with Scope of Work and SBOM		
17	Client References		
18	Minimum Local Content Certification		
19	Functional and technical specifications response sheet		
20	Undertaking of Source code		

21	Signed Copy of RFP and addendum/ corrigendum (if any)		
22	Masked Appendix Commercial Bid		
23	S-BOM details of all the proposed Tool/solutions		

Note:
a) All pages of the bid documents must be sealed & signed in full by authorized person.
b) All pages of the bid documents should be numbered in serial order i.e. 1, 2, 3….
c) Bank may ask for any other document on its discretion.

Date, Signature & Seal of the bidder

Annexure 2: Bidder's Information

Bidder's Information

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

Reg: Selection of Service Provider for end-to-end Implementation and Management of PMSVANidhi RuPay Credit Card Solution & Credit Card for Micro Enterprises on Operational Expenditure (OPEX) model in the Bank

Ref: RFP No.__________________ dated__________

#	Particulars	Details
1.	Name of the Company Address for Correspondence: Registered Office: Corporate Office:	
2.	Constitution (Proprietary/Partnership/Private Ltd./Public Ltd./ LLP/ Others)	
3.	Registration No. and date of establishment	
4.	Website Address	
5.	Email Address	
6.	Number of Years in the Business	
7.	Detail of Tender Fee and Earnest Money Deposited.	
8.	If any exemption is required with respect to EMD or Start-up.	
9.	Income Tax PAN GSTN ID Beneficiary Bank Details Beneficiary Name	

#	Particulars	Details
	Beneficiary Account Number Type of Account (OD/OCC etc.) IFSC Name of the Bank and Branch address	
10.	Single Point of contact for this RFP Name: Designation: Mobile No.: Landline No.: Email-ID (any changes in the above should be informed in advance to Bank)	
11.	Name of Person Authorized to sign Designation. Mobile No. Email Address	

Wherever applicable submit documentary evidence to facilitate verification.

DECLARATION:

I/We hereby declare that the terms and conditions of the tender stated herein and as may be modified/mutually agreed upon are acceptable and binding to me/us. We understand and agree and undertake that: -

1. The Bank is not bound to accept the lowest bid or may reject all or any bid at any stage at its sole discretion without assigning any reason, therefore.
2. We shall keep the price valid for the entire contract period from the date of issuance of the first Work order.

3. If our Bid for the above job is accepted, we undertake to enter into and execute at our cost, when called upon by the Bank to do so, a contract in the prescribed form. Unless and until a formal contract is prepared and executed, this bid together with your written acceptance thereof shall constitute a binding contract between us.
4. We have read and understood all the terms and conditions and contents of the RFP and also undertake that our bid conforms to all the terms and conditions and does not contain any deviation and misrepresentation. We understand that the Bank reserves the right to reject our bid on account of any misrepresentation/deviations contained in the bid.
5. Bank may accept or entrust the entire work to one bidder or divide the work to more than one bidder without assigning any reason or giving any explanation whatsoever and the Bank's decision in this regard shall be final and binding on us.
6. I/ We do not have any conflict of interest as mentioned in the RFP document.
7. I/We submit this application under and in accordance with the terms of the RFP document and agree and undertake to abide by all the terms and conditions of the RFP document.
8. The Prices submitted by us have been arrived at without agreement with any other bidder of this RFP for the purpose of restricting competition.
9. The prices submitted by us have not been disclosed and will not be disclosed to any other bidder responding to this RFP.
10. We have not induced or attempted to induce any other bidder to submit or not to submit a Bid for restricting competition.
11. We have quoted for all the services/items mentioned in this RFP in our price Bid.
12. The rate quoted in the price Bids are as per the RFP and subsequent pre-Bid clarifications/ modifications/ revisions furnished by the Bank, without any exception.
13. We agree to the splitting of order in the proportion as stated in the RFP at the discretion of Bank.
14. We certify that while submitting our Bid document, we have not made any changes in the contents of the RFP document, read with its amendments/clarifications provided by the Bank.
15. If our bid is accepted, we are to be jointly and severally responsible for the due performance of the contract.
16. We ensured that salary payments to resources deployed for Bank's Project is done through Transfer mode from bidder's Bank a/c directly to credit into their specific salary accounts only. No cash payments are to be made to provide remuneration for services provided to the Bank on behalf of the selected bidder.
17. bidder means the vendor(s) who is decided and declared so after examination of commercial bids.

18. We ensure that the entire data relating to payment systems operated by them will be stored in a system only in India. This data should include the full end-to-end transaction details / information collected / carried / processed as part of the message / payment instruction.
19. We confirm that Payment of statutory dues like PF, ESIC etc. are being made on time to the employees.

Date:

Place:

Bidder's Authorized Signatory

Designation

Bidder's name

Company Name and Seal

Annexure 3: Tender Covering Letter

(Should be submitted on Company's letter head)

To

Deputy General Manager (Project Management Office)

Punjab & Sind Bank

Corporate Office, Block 3, NBCC Complex,

East Kidwai Nagar, New Delhi – 110023

Dear Sir,

Sub: Request for proposal for Selection of System Integrator for Selection of Service Provider for end-to-end Implementation and Management of PMSVANidhi RuPay Credit Card Solution & Credit Card for Micro Enterprises on Operational Expenditure (OPEX) model in the Bank

Ref No.________________________________ dated _________________

With reference to the above RFP, having examined and understood the instructions including all annexure, terms and conditions forming part of the Bid, we hereby enclose our offer for end-to-end Implementation and Management of PMSVANidhi RuPay Credit Card Solution & Credit Card for Micro Enterprises on Operational Expenditure (OPEX) model in the Bank in the RFP document forming Technical Bid as well as Commercial Bid being parts of the above referred Bid. I am authorized to sign the documents in this regard and the copy of authorization letter/ POA / Board resolution is attached herewith.

We agree to abide by and fulfil all the terms and conditions of the tender and in default thereof, to forfeit and pay to you or your successors, or authorized nominees such sums of money as are stipulated in the conditions contained in tender together with the return acceptance of the contract.

We confirm that we have noted the contents of the RFP and have ensured that there is no deviation in filing our response to the RFP and that the Bank will have the right to disqualify us in case of any such deviations.

Until a formal contract is executed, this tender offer, together with the Bank's written acceptance thereof and Bank's notification of award, shall constitute a binding contract between us. We understand that The Bank is not bound to accept the lowest or any offer the Bank may receive. We also certify that we have not been blacklisted by any PSU Bank/IBA/RBI at the time of Bid submission and at the time of bid submission.

All the details mentioned by us are true and correct and if the Bank observes any misrepresentation of facts on any matter at any stage, Bank has the absolute right to reject the proposal and disqualify us from the selection process. The Bank reserves the right to verify /evaluate the claims made by the bidder independently.

Dated this ____day of __________, 202_

Authorized Signatory

Designation

Bidder’s name

(Name of Address Authorized Signatory)

Company Name and Seal

Annexure 4: Bid Security Declaration

<u>Bid Security Declaration</u>

(To be stamped in accordance with stamp act)

<u>(Should be submitted by eligible MSEs/Startups on Company's letter head with company seal and signature of the authorized person)</u>

Date: __________

The Deputy General Manager (Project Management Office)

Punjab & Sind Bank

Corporate Office, Block 3, NBCC Complex,

East Kidwai Nagar, New Delhi – 110023

Dear Sir,

We, the undersigned, declare that We, M/s…………………………….. (herein referred to as Bidder) understand that, according to bid clause No. 6.8, bids may be supported with a Bid Security Declaration, render the declaration that:-

Bank may proceed against us for recovery of actual direct losses as per the remedy available under an applicable law (maximum up to Rs………../-) and In case of Execution of Bid Security Declaration, we, M/s……………………………..may be suspended for three (3) years from being eligible to submit our bids for any contracts with the Bank if we, M/s…………………………….. are in breach of our obligation(s) under the bid conditions, in case we, M/s……………………………..:-

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

Purchase Order / Service Level Agreements or any other documents, as may be required by the Bank, if the bid is accepted.

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

Name of Signatory and Designation

Annexure 5: Pre-Qualification Criteria

Ref: RFP No.________________ dated_________

We have carefully gone through the contents of the above-referred RFP along with replies to pre-bid queries & amendment, if any, and furnish the following information relating to Pre-Qualification Criteria.

Sr.	Eligibility Criteria	Supporting Documents to be Submitted	Bidder Response
1			

- The bidder/OEM comply with CVC guideline 3(a,b) circular no. 03/01/12, GFR Rule 16(a) of 2005 and OM of DOE dated 25/07/2016
  In a tender, either the Indian agent on behalf of the Principal/OEM or Principal/OEM itself can bid but both cannot bid simultaneously for the same item/product, in the same tender.
- If an agent submits bid on behalf of the principal/OEM, the same agent shall not submit a bid on behalf of another principal/OEM in the same tender for the same item/product.

Date

Signature with seal

Name:

Designation:

Annexure 6: Acceptance/Compliance Certificate

ACCEPTANCE/ COMPLIANCE CERTIFICATE

Ref: RFP No.________________ dated_________

All Terms and Conditions including scope of work

We hereby undertake and agree to abide by all the terms and conditions, scope of work & other terms stipulated by the Bank in this RFP including all addendum, corrigendum, clarification issued by Bank etc.

Punjab & Sind Bank is not bound by any other extraneous matters, assumptions, or deviations, even if mentioned by us either in our proposal or any subsequent deviations sought by us, whether orally or in writing, and the Bank's decision not to accept such extraneous conditions, assumptions, and deviations will be final and binding on us.

Any assumptions, deviation or exclusions may result in the disqualification of our bids.

We also understand that the Bank may not consider our assumptions, deviations or exclusions quoted by us anywhere in the proposal during the evaluation or during the contract period and we shall be liable make necessary arrangements at no additional cost to the Bank in order to meet the requirements stated in the RFP including all addendum, corrigendum, clarification issued by Bank etc.

Signature:

Seal of company

Annexure 7: Manufacturer's Authorization (MAF) Form

MANUFACTURER'S AUTHORIZATION FORM

RFP No:

(Letter to be submitted by the OEM's letter head)

To,

Deputy General Manager (Project Management Office)

Punjab & Sind Bank

Corporate Office, Block 3, NBCC Complex,

East Kidwai Nagar, New Delhi – 110023

Dear Sir,

Sub: Selection of Service Provider for end-to-end Implementation and Management of PMSVANidhi RuPay Credit Card Solution & Credit Card for Micro Enterprises on Operational Expenditure (OPEX) model in the Bank vide RFP No: __________

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

1. We hereby extend our full ATS/AMC support for the Products and services offered by the above __________________ against the above RFP.
2. We also undertake to provide any or all of the following materials, notifications, and information pertaining to the Products supplied by the ______________________:
    a. Such Products as the Bank may opt to purchase from the ______________________, provided that this option shall not relieve the ABP of any ATS/AMC support obligations under the RFP; and
    b. In the event of termination of production of such Products:

3. Advance notification to the Bank of the pending termination, in sufficient time to permit the Bank to procure needed requirements; and following such termination, furnishing at no cost to the Bank operations manuals, standards and specifications of the Products, if requested.
4. We duly authorize the said ______________________ to provide on our behalf in fulfilling all installations, technical support and maintenance obligations required by the contract.
5. We hereby certify that we have read the clauses contained in O.M. No. 6/18/2019-PPD, dated 23.07.2020 order (Public procurement No. 1), order (Public procurement No. 2) dated 23.07.2020 and order (Public procurement No. 3) dated 24.07.2020 regarding restrictions on procurement from a Bidder of a country which shares a land border with India. We further certify that we are not from such a country or if from a country, have been registered with competent authority. We certify that we fulfil all the requirements in this regard and our ABP is eligible to participate in the above RFP.
6. We hereby extend our full guarantee and warranty as per terms and conditions of the Bid and the contract for the equipment, solution, and services offered against this invitation for Bid offer by the above firm. We undertake to provide back-to-back support for spare and skill to the bidder for subsequent transmission of the same to the Bank. We also undertake to provide support services during AMC/ATS period if the above Bidder authorized by us fails to perform in terms of the RFP.

Yours faithfully

Authorized Signatory

(Name of manufacturers):

Place:

Name:

Date:

Phone No.:

Fax:

E-mail:

Annexure 8: Escalation Matrix

Escalation Matrix

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

Ref: RFP No.______________ dated __________.

Name of the Company/Firm:

Service-Related Issues

#	Name	Designation	Full Office Address	Phone No.	Mobile No.	Email address
a.		First Level Contact (Senior by designation to the project Director)				
b.		Second level contact(If response not received in 4 Hours)				
c.		Regional/Zonal Head(If response not received in 24 Hours)				
d.		Country Head(If response not received in 48 Hours)				

Any change in designation, substitution will be informed to Bank immediately.

Date

Signature with seal

Name:

Designation:

Annexure 9: Litigation Certificate

<u>Litigation Certificate</u>

Reg.: Selection of Service Provider for end-to-end Implementation and Management of PMSVANidhi RuPay Credit Card Solution & Credit Card for Micro Enterprises on Operational Expenditure (OPEX) model.

<u>To be provided by Statutory Auditor/Chartered Accountant</u>

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

Date: ___________

Place: ___________

Signature of CA/Statutory Auditor

Name of CA/Statutory Auditor:

Designation:

Email ID:

Mobile No:

Telephone No.:

Seal of Company:

Annexure 10: Non-blacklisting undertaking

Undertaking for non-blacklisting

To Deputy General Manager (Project Management Office)

Punjab & Sind Bank

Corporate Office, Block 3, NBCC Complex,

East Kidwai Nagar, New Delhi – 110023

Dear Sir,

Reg.: Selection of Service Provider for end-to-end Implementation and Management of PMSVANidhi RuPay Credit Card Solution & Credit Card for Micro Enterprises on Operational Expenditure (OPEX) model.

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

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

Thanking You,

Yours faithfully,

Date: ___________

Place: ___________

Signature of Authorized Signatory

Name of Signatory:

Designation:

Email ID:

Mobile No:

Telephone No.:

Seal of Company:

Annexure 11: Undertaking of Authenticity (on Bidder's letterhead)

The Deputy General Manager (Project Management Office)

Punjab & Sind Bank

Corporate Office, Block 3, NBCC Complex,

East Kidwai Nagar, New Delhi – 110023

Sub: Undertaking of Authenticity for supplied Product(s)

Ref: RFP No. <> dated dd/mm/yyyy

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

1. We also undertake that in respect of licensed operating systems and other software utilities to be supplied, the same will be sourced from authorized sources and supplied with Authorized License Certificate (i.e. Product keys on Certification of Authenticity in case of Microsoft Windows Operating System).
2. Should you require, we hereby undertake to produce the certificate from our OEM supplier in support of above undertaking at the time of delivery/installation. It will be our responsibility to produce such letters from our OEM supplier's at the time of delivery or within a reasonable time.
3. In case of default and/or the Bank finds that the above conditions are not complied with, we agree to take back the Product(s) supplied and return the money paid by you, in full within seven days of intimation of the same by the Bank, without demur or any reference to a third party and without prejudice to any remedies the Bank may deem fit.
4. We also take full responsibility of both Product(s) & Service(s) as per the content of the RFP even if there is any defect by our authorized Service Centre / Reseller / SI etc.

Dated this .... day of 2025

(Signature)

(Name)

(In the capacity of)

Duly authorised to sign Bid for and on behalf of

____

Annexure 12: Non-Disclosure Agreement

NON-DISCLOSURE AGREEMENT

All Bidders must sign the Non-Disclosure Agreement (NDA) while submitting the response to the Request for proposal (RFP). Bidders must comply with all clauses mentioned in the NDA. No changes to the NDA are allowed.

NDA format is provided below.

(To be stamped in accordance with stamp act)

Strictly Private and Confidential

This Non-Disclosure Agreement made and entered into at…………………. 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 bidder 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 ………………………………(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 bidder 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 _________
2. In the course of such an assignment, it is anticipated that Punjab & Sind Bank or any of its officers, employees, officials, representatives or agents may disclose, or deliver, to the bidder some Confidential Information (as hereinafter defined), to enable the bidder to carry out the aforesaid Implementation assignment (hereinafter referred to as " the Purpose").

3. The bidder 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 bidder are confidential information and are privileged and strictly confidential and or proprietary of Punjab & Sind Bank. The bidder 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 bidder 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:

4. Confidential Information:

   (i) “Confidential Information” means all information disclosed/furnished by Punjab & Sind Bank to the bidder whether orally, in writing or in electronic, magnetic or other form for the limited purpose of enabling the bidder 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 bidder 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 bidder without any obligation of confidentiality prior to receiving it from Punjab & Sind Bank,

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

   (d) was developed by for the bidder 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 bidder shall, unless prohibited by law or regulation, promptly notify Punjab & Sind Bank of such order and afford Punjab & Sind Bank the opportunity to seek appropriate protective order relating to such disclosure.

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

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

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

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

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

The obligations of this clause shall survive the expiration, cancellation or termination of this Agreement and for a period of five (5) years with respect to project confidentiality. However, confidentiality obligations with respect to individually identifiable information, data/ information classified as PII, any customer's data of Bank and any IPR of the Bank shall survive in perpetuity.

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

6. Publications: The bidder 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.

7. 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 bidder 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 bidder 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

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

9. Remedies: The bidder acknowledges the confidential nature of Confidential Information and that damage could result to Punjab & Sind Bank if the bidder 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

10. Bidder, its directors, officers etc. from engaging in any such act which constitutes or results in breach of any of the covenants of this Agreement.

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

12. 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.
13. Dispute Resolution: If any dispute, difference or claim arises between the parties hereto in connection with the validity, interpretation, implementation or alleged breach of the terms of this Agreement or anything done or omitted to be done pursuant to this Agreement, the Parties shall attempt in the first instance to resolve the same through negotiation. If the dispute is not resolved through negotiation within 30 (thirty) days after commencement of discussions, then, the parties shall be at liberty to approach competent court of law at Delhi for adjudication of the disputes.
14. Governing Law: Governing Law: The laws of India shall govern this Agreement
15. Jurisdiction: It is hereby agreed between the parties that any suit or legal proceedings to enforce the rights of either party under this Agreement shall be instituted and tried by a competent court in the city of Delhi only.
16. Authorized Signatory: The selected Bidder shall indicate the authorized signatories who can discuss and correspond with the Bank about the obligations under the contract. The selected Bidder shall submit at the time of signing the contract a certified copy of the resolution of their board, authenticated by the company secretary, authorizing an official or officials of the bidder to discuss, sign agreements/contracts with The Bank, raise invoice and accept payments and also to correspond. The bidder shall provide proof of signature identification for the above purposes as required by the Bank
17. Force Majeure: Force Majeure is herein defined as any cause, which is beyond the control of the selected Bidder or The Bank as the case may be which they could not foresee or with a reasonable amount of diligence could not have foreseen and which substantially affect the performance of the contract, such as:-
    - Natural phenomenon, including but not limited to floods, droughts, earthquakes, epidemics and pandemics
    - Acts of any government, including but not limited to war, declared or undeclared priorities, quarantines and embargos
    - Terrorist attack, public unrest in work area
    - Provided either party shall within 10 days from occurrence of such a cause, notify the other in writing of such causes. The bidder or The Bank shall not be liable for delay in performing his/her obligations resulting from any force Majeure cause as referred to and/or defined above. Any delay beyond 30 days shall lead to termination of contract by parties and all obligations expressed quantitatively shall be calculated as on date of termination. Notwithstanding this, provisions related to indemnity, confidentiality survive termination of the contract.
    - Unless otherwise directed by the Bank in writing, the bidder affected by force majeure shall continue to perform the obligations under this agreement, which are

not affected by the force majeure event and shall take such steps as are reasonably necessary to remove the causes resulting in force majeure and to mitigate the effect thereof.

- As soon as the cause of force majeure has been removed, the bidder shall notify the Bank and resume the affected activity without delay.
- Notwithstanding the above, the decision of the Bank shall be final and binding on the bidder in the event of force majeure.

18. Intellectual Property Indemnity: In the event of any claim asserted by a third party of infringement of copyright, patent, trademark, industrial design rights, etc., arising from the use of the Goods or any part thereof in India, the Vendor(s) shall act expeditiously to extinguish such claim. If the Vendor(s) fails to comply and the Bank is required to pay compensation to a third party resulting from such infringement, the Vendor(s) shall be responsible for the compensation to the claimant including all expenses, court costs and lawyer fees. The Bank will give notice to the Vendor(s) of such a claim, if it is made, without delay. The Vendor(s) shall indemnify the Bank against all third-party claims.
19. General: The bidder shall not reverse - engineer, decompile, disassemble or otherwise interfere with any software disclosed hereunder.
20. 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.
21. Punjab & Sind Bank discloses the Confidential Information without any representation or warranty, whether express, implied or otherwise, on truthfulness, accuracy, completeness, lawfulness, merchant ability, fitness for a particular purpose, title, non-infringement, or anything else.
22. 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 bidder 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 bidder 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 ______________	For and on behalf of Punjab & Sind Bank

Annexure 13: Commercial Bid

Instructions to be noted while preparing/submitting Part B - Commercial Proposal

All Annexure or appendix should be submitted in Bidder's Letter Head with seal and signature of the authorized signatory.

S.No.	Particulars	Count (A)	Unit rate (excl. GST) (B)	Period (C)	Cost (excl. GST)	Remarks
1	One time Setup/ implementation cost (Card Management switch + UPI Switch)	-	-	-	XXX	One-time
2	Active Cards	10,000	XX	60 months	A x B x C	
3	Authorization Clearing Switch (ACS- ecom transactions) - per transaction cost	1,000	XX	60 months	A x B x C	
4	UPI Switch - Cards & UPI (Switching Fee per transaction)	3,000	XX	60 months	A x B x C	Financial transaction
		1,000	XX	60 months	A x B x C	Non-Financial transaction
5	Facility Management (Resources)	1	XX	60 months	A x B x C	
6	Call Centre Resources	2	XX	60 months	A x B x C	
7	Blank EMV Chip card, printing, issuance & Dispatch	10,000	XX	-	A x B x C	
8	Platform fee	1	XX	5 years	A x B x C	If any
TOTAL (TCO)					**0.00**	

* payable as per Payment Terms of this RFP.

Annexure 14: Bank Guarantee Format for Earnest Money Deposit (EMD)

Performa for the Bank Guarantee for Earnest Money Deposit

(To be stamped in accordance with stamp act)

Ref: Bank Guarantee #

Date: __________

To Deputy General Manager (Project Management Office)

Punjab & Sind Bank

Corporate Office, Block 3, NBCC Complex,

East Kidwai Nagar, New Delhi – 110023

Dear Sir,

In accordance with your bid reference No.___________________Dated _______________M/s_______________________________________ having its registered office at ____herein after called "Bidder") wish to participate in the said bid for "*Selection of Service Provider for end-to-end Implementation and Management of PMSVANidhi RuPay Credit Card Solution & Credit Card for Micro Enterprises on Operational Expenditure (OPEX) model*". An irrevocable Financial Bank Guarantee (issued by a nationalized /scheduled commercial Bank) against Earnest Money Deposit amounting to Rs…………….) valid up to ___________ is required to be submitted by the bidder, as a condition for participation in the said bid, which amount is liable to be forfeited on happening of any contingencies mentioned in the bid document. M/s_________________________________ having its registered office at __________________________ has undertaken in pursuance of their offer to Punjab & Sind Bank (hereinafter called as the beneficiary) dated __________ has expressed its intention to participate in the said bid and in terms thereof has approached us and requested us___________________________ (Name of Bank) ________________________ (Address of Bank) to issue an irrevocable financial Bank Guarantee against Earnest Money Deposit (EMD) amounting to Rs ___________(Rupees_______________________) valid up to__________. We, the ___________________________ (Name of Bank)________________________ (Address of Bank) having our Head office at ______________________ therefore Guarantee and undertake to pay immediately on first written demand by Punjab & Sind, the amount Rs. ________________(Rupees__________________________) without any reservation, protest, demur and recourse in case the bidder fails to Comply with any condition of the bid or any violation against the terms of the bid, Without the beneficiary needing to prove or demonstrate reasons for its such demand. Any Such demand made by said beneficiary shall be conclusive and binding on us irrespective of any dispute or difference raised by the bidder. This guarantee shall be irrevocable and shall remain valid up to ____________. If any further extension of this Guarantee is required, the same shall be extended to such required period on receiving instructions in writing, from Punjab & Sind Bank, on whose behalf guarantee is issued. "Not withstanding anything contained herein above Our liability under this Bank guarantee shall not exceed Rs.____________ (Rupees__________________________).

This Bank guarantee shall be valid up to ___________________. We are liable to pay the guaranteed amount or any part thereof under this Bank guarantee only if you serve upon us a written claim or demand, on or before _____________ before 14.30 hours (Indian Standard Time) or within Bank official working hours where after it ceases to be in effect in all respects whether or not the original Bank guarantee is returned to us." In witness whereof the Bank, through its authorized officer has set its hand stamped on this _____________ Day of ______________2025 at __________________

Name of signatory

Bank Common Seal

Designation

Annexure 15: Format of Performance Guarantee

(Issued by any Scheduled Commercial Bank & to be executed on stamp paper of requisite value as per stamp duty payable at place of execution.)

Tender Reference No: ______________________ Date _________________

To Deputy General Manager (Project Management Office)

Punjab & Sind Bank

Corporate Office, Block 3, NBCC Complex,

East Kidwai Nagar, New Delhi – 110023

Dear Sir,

1. WHEREAS pursuant to a Request for Proposal dated…………….. (hereinafter referred to as RFP, issued by Punjab & Sind Bank Corporate Office, Block 3, NBCC Complex, East Kidwai Nagar, New Delhi – 110023 in response of (Bidder(s) / Service Provider), a Company registered under the Companies Act, 1956 and having its Registered / Corporate Office at ……………………………….has awarded the Contract valued Rs………………………………….and appointed…………………….as Bidder(s) / Service Provider for procurement of IT Service and Operation Management Solution vide Appointment letter / Purchase Order No…………………………………dated…………….on the terms and conditions as set out inter-alia in the said RFP and in the Appointment Letter / Purchase Order.

2. WHEREAS you have in terms of the said Appointment letter / Purchase Order called upon (Bidder(s) / Service Provider to furnish a Performance Guarantee, for Rs……………………………Rupees only), equivalent to…………………..of the Contract value, to be issued by a Bank in your favour towards due performance of the Contract in accordance with the specifications, terms and conditions of the said Appointment letter / Purchase Order and an Agreement entered / to be entered into in this behalf.
3. WHEREAS (Bidder(s) / Service Provider) has approached us for issuing in your favour a performance Guarantee for the sum of Rs…………………………….. (Rupees…………………………………….).

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

4. Notwithstanding anything to the contrary contained herein or elsewhere, we agree that your decision as to whether the ……………..has committed any such breach / default or defaults and the amount or amounts to which you are entitled by reasons thereof will be binding on us and we shall not be entitled to ask you to establish its claim or claims under this Guarantee, but will pay the same forthwith on demand without any protest or demur. Any such demand made by you shall be conclusive as regards the amount due and payable by us to you.
5. This Guarantee shall be valid up to ……….. plus 12 months of the Claim period from the expiry of said guarantee period. Without prejudice to your claim or claims arisen and demanded from or otherwise notified to us in writing before the expiry of the said date which will be enforceable against us notwithstanding that the same is or are enforced after the said date.
6. You will have the fullest liberty without our consent and without affecting our liabilities under this Guarantee from time to time to vary any of the terms and conditions of the said appointment letter or the Contract to be made pursuant thereto or extend the time of performance of the Contract or to postpone for any time or from time to time any of your rights or powers against the ………and either to enforce or forbear to enforce any of the terms and conditions of the said appointment letter or the Contract and we shall not be released from our liability under Guarantee by exercise of your liberty with reference to matters aforesaid or by reason of any time being given to or any other forbearance, act or omission on your part or any indulgence by you or any other act, matter or things whatsoever which under law relating to sureties, would but for the provisions hereof have the effect of releasing us from our liability hereunder provided always that nothing herein contained will enlarge our liability hereunder beyond the limit of Rs…………………….. (Rupees…………………………………only) as aforesaid or extend the period of the guarantee beyond ………………….(date) unless expressly agreed to by us in writing.
7. This Guarantee shall not in any way be affected by you are taking or giving up any securities from ……………or any other person, firm or company on its behalf or by the winding up, dissolution, insolvency as the case may be of ……….

8. In order to give full effect to the Guarantee herein contained, you shall be entitled to act as if we were your principal debtors in respect of all your claims against ……….hereby guaranteed by us as aforesaid and we hereby expressly waive all our rights of surety ship and other rights, if any, which are in any way inconsistent with any of the provisions of Guarantee.
9. Subject to the maximum limit of our liability as aforesaid, this Guarantee will cover all your claim or claims against ………from time to time arising out of or in relation to the said appointment letter / Contract and in respect of which your claim in writing is lodged on us before expiry of Guarantee.
10. Any Notice by way of demand or otherwise hereunder may be sent by special courier, telex, fax, e-mail or registered post to our Head Office / Local address as aforesaid and if sent accordingly it shall be deemed to have been given when the same has been posted.
11. This Guarantee shall not be affected by any change in the constitution of ___________or nor shall it be affected by any change in your constitution or by any amalgamation or absorption thereof or therewith but will ensure to the benefit of and be available to and be enforceable by the absorbing or amalgamated company or concern.
12. This Guarantee shall come into force from the date of its execution and shall not be revoked by us any time during its currency without your previous consent in writing.
13. We further agree and undertake to pay you the amount demanded in writing irrespective of any dispute or controversy between you and ________________ in any suit or proceeding pending before any court, Tribunal or Arbitrator relating thereto, our liability under these presents being absolute and unequivocal. The payments so made by us shall be a valid discharge of our liability for payment hereunder and ____________shall have no claim against us for making such payment.
14. We have the power to issue this Bank Guarantee in your Bank's favour as the undersigned has full power to execute this Bank Guarantee under the Power of Attorney issued by our Bank.
15. Our authority to issue this guarantee may be verified with our Controlling Office situated at ________________________________ (full details of persons to be contacted address and phone Numbers etc).
16. Notwithstanding anything contained herein above;
    i. Our liability under this Guarantee shall not exceed Rs_______________(Rupees____ ___only)
    ii. This Guarantee shall be valid and remain in force up to_________________ plus the Claim period of 12(Twelve) months and including the date ______________________ and
    iii. We are liable to pay the guaranteed amount or any part thereof under this Guarantee only and only if you serves upon us a written claim or demand for payment on or before the expiry of this Guarantee. ss

Dated this the__________________ day of ______________ 202_

Signature and Seal of Guarantors

Bidder(s)'s Bank

Annexure 16 : Pre-contract integrity pact

(To be stamped in accordance with stamp act)

PRE-CONTRACT INTEGRITY PACT

Between

Punjab & Sind Bank (PSB) hereinafter referred to as "The Principal",

And

___________________________________ hereinafter referred to as "The bidder/ Contractor"

Preamble

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

In order to achieve these goals, the Principal has appointed 1. Sh. Debal Kumar Gayen Gayen.dk@gmail.com 2. Sh. Pramod Kumar Garg Pkgarg.1957@gmail.com as Independent External Monitors (IEMs) who will monitor the tender process and the execution of the contract for compliance with the principles mentioned above.

Section 1 - Commitments of the Principal

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

a) No employee of the Principal, personally or through family members, will in connection with the tender for, or the execution of a contract, demand, take a promise for or accept, for self or third person, any material or immaterial benefit which the person is not legally entitled to.

b) The Principal will, during the tender process treat all Bidder(s) with equity and reason. The Principal will in particular, before and during the tender process, provide to all Bidder(s) the same information and will not provide to any Bidder(s) confidential / additional information through which the bidder(s) could obtain an advantage in relation to the tender process or the contract execution.

c) The Principal will exclude from the process all known prejudiced persons.

(2) If the Principal obtains information on the conduct of any of its employees which is a criminal offence under the IPC/PC Act, or if there be a substantive suspicion in this regard, the Principal will inform the Chief Vigilance Officer and in addition can initiate disciplinary actions

Section 2 - Commitments of the bidder(s)/ Contractor(s)

(1) The bidder(s)/ Contractor(s) commit themselves to take all measures necessary to prevent corruption. The bidder(s)/ Contractor(s) commit themselves to observe the following principles during participation in the tender process and during the contract execution.

a. The bidder(s)/ Contractor(s) will not, directly or through any other person or firm, offer, promise or give to any of the Principal's employees involved in the tender process or the execution of the contract or to any third person any material or other benefit which he / she is not legally entitled to, in order to obtain in exchange any advantage of an kind whatsoever during the tender process or during the execution of the contract.

b. The bidder(s)/ Contractor(s) will not enter with other Bidders into any undisclosed agreement or understanding, whether formal or informal. This applies in particular to prices, specifications, certifications, subsidiary contract submission or non-submission of bids or any other actions to restrict competitiveness or to introduce cartelisation in the bidding process.

c. The bidder(s)/ Contractor(s) will not commit any offence under the relevant IPC/PC Act; further the bidder(s)/ Contractor(s) will not use improperly, for purposes of competition or personal gain, or pass on to others, any information or document provided by the Principal as part of the business relationship, regarding plans, technical proposals and business details, including information contained or transmitted electronically.

d. The bidder(s)/Contractors(s) of foreign origin shall disclose the name and address of the Agents/representatives in India, if any, similarly the bidder(s)/Contractors(s) of Indian Nationality shall furnish the name and address of the foreign principals, if any. Further details as mentioned in the "Guidelines on Indian Agents of Foreign

Suppliers" shall be disclosed by the bidder(s)/Contractor(s). Further, as mentioned in the Guidelines all the payments made to the Indian agent/representative have to be in Indian Rupees only.

e. The bidder(s)/ Contractor(s) will, when presenting their bid, disclose any and all payments made, is committed to or intends to make to agents, brokers or any other intermediaries in connection with the award of the contract.

f. Bidder(s) /Contractor(s) who have signed the Integrity Pact shall not approach the Courts while representing the matter to IEMs and shall wait for their decision in the matter.

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

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

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

Section 4 - Compensation for Damages

(1) If the Principal has disqualified the bidder(s) from the tender process prior to the award according to Section 3, the Principal is entitled to demand and recover the damages equivalent to Earnest Money Deposit/ Bid Security.

(2) If the Principal has terminated the contract according to Section 3, or if the Principal is entitled to terminate the contract according to Section 3, the Principal shall be entitled to demand and recover from the Contractor liquidated damages of the Contract value or the amount equivalent to Performance Bank Guarantee.

Section 5 - Previous transgression

(1) The bidder declares that no previous transgressions occurred in the last three years with any other Company in any country conforming to the anti-corruption approach or with any Public Sector Enterprise in India that could justify his exclusion from the tender process.

(2) If the bidder makes incorrect statement on this subject, he can be disqualified from the tender process or action can be taken as per the procedure mentioned in "Guidelines on Banning of business dealings".

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

(1) In case of Sub-contracting, the Principal Contractor shall take the responsibility of the adoption of Integrity Pact by the Sub-contractor.

(2) The Principal will enter into agreements with identical conditions as this one with all Bidders and Contractors.

(3) The Principal will disqualify from the tender process all Bidders who do not sign this Pact or violate its provisions.

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

If the Principal obtains knowledge of conduct of a Bidder, Contractor or Subcontractor, or of an employee or a representative or an associate of a Bidder, Contractor or Subcontractor which constitutes corruption, or if the Principal has substantive suspicion in this regard, the Principal will inform the same to the Chief Vigilance Officer.

Section 8 - Independent External Monitor

(1) The Principal appoints competent and credible Independent External Monitor for this Pact after approval by Central Vigilance Commission. The task of the Monitor is to review independently and objectively, whether and to what extent the parties comply with the obligations under this agreement.

(2) The Monitor is not subject to instructions by the representatives of the parties and performs his/her functions neutrally and independently. The Monitor would have

access to all Contract documents, whenever required. It will be obligatory for him / her to treat the information and documents of the bidders/Contractors as confidential. He/ she reports to the MD & CEO of Punjab & Sind Bank.

(3) The bidder(s)/Contractor(s) accepts that the Monitor has the right to access without restriction to all Project documentation of the Principal including that provided by the Contractor. The Contractor will also grant the Monitor, upon his/her request and demonstration of a valid interest, unrestricted and unconditional access to their project documentation. The same is applicable to Sub-contractors.

(4) The Monitor is under contractual obligation to treat the information and documents of the bidder(s)/ Contractor(s)/ Sub-contractor(s) with confidentiality. The Monitor has also sighed declarations on 'Non-Disclosure of Confidential Information' and of 'Absence of Conflict of Interest'. In case of any conflict of interest arising later, 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)

Place --------------

Date --------------

Witness 1:

(Name & Address)

Witness 2:

(Name & Address)

Annexure 17: Compliance with Scope of Work

RFP No:

(Letter to be submitted by the OEM's on their letter head)

The Deputy General Manager (Project Management Office)

Punjab & Sind Bank

Corporate Office Block 3, NBCC Complex,

East Kidwai Nagar, New Delhi – 110023

Dear Sir,

Sub: Selection of Service Provider for end-to-end Implementation and Management of PMSVANidhi RuPay Credit Card Solution & Credit Card for Micro Enterprises on Operational Expenditure (OPEX) model in the Bank vide RFP No: __________

We, who are established and reputable manufacturers / producers of ________________________ having factories / development facilities at ____ (*address of factory / facility)* confirms the following:

S.No.	Product name as per RFP	Product name as per OEM

1. We confirm that we comply with the FRS & TRS requirement **(with at least 75% of the requirement being met through our standard features available in our product)** stated in the RFP and are attaching the Excel/PDF of compliance
2. We confirm that we comply with the SoW requirement stated in the RFP for our product.

Yours faithfully

Authorized Signatory

(Name of manufacturers):

Place:

Name:

Date:

Phone No.:

E-mail:

Annexure 18: Client References Format

<u>Format for Submission of Client References <On client’s letter head></u>

<u>To whosoever it may concern</u>

Particulars	Details
Client Information	
Client Name	
Client address	
Name of the contact person and designation	
Phone number of the contact person	
E-mail address of the contact person	
Project Details	
Name of the Project	
Start Date of the project	
End Date of the project	
Current Status (In Progress / Completed)	
Size of Project	
Value of Work Order (In Lakh) (only single work order)	
Scope of work	
Brief Scope of work relevant to the Bank’s (PSB) RFP Requirement	
Name and version of Solution	
No. of Branches/offices	

<u>Name & Signature of authorised signatory</u>

<u>Date</u>

<u>Place:</u>

<u>Seal of Client</u>

Annexure 19: Pre-bid Query format

Pre-Bid Query Format

(Bidders should submit the queries in excel format only)

Ref: RFP No.______ dated _________.

Bidder's Name: ___________________

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

Annexure 20: Minimum Local Content Certification

Format for Affidavit of Self certification regarding Local Content in line with PPP-MII order and MoP Order, if applicable, to be provided on a non-judicial stamp paper of Rs. 100/-.

TENDER REREFENCE NUMBER: ___________________

Date:

To,

Deputy General Manager (Project Management Office)

Punjab & Sind Bank

Corporate Office, Block 3, NBCC Complex,

East Kidwai Nagar, New Delhi – 110023

Dear Sir,

- This is to certify that proposed is having the local content of % as defined in the 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 June04, 2020.
- _______________________________ (Details of Locations where value additions are made).

Signature of Authorized Signatory

Name:

Date:

Designation:

Seal:

Annexure 21: Minimum Technical & Functional requirements

S. N.	Minimum Technical & Functional requirements	Bidder's Compliance (Y/N)	Remarks
1.	The selected bidder system to integrate with Bank's Lending Platforms or Onboarding Platforms for mentioned credit card variants.		
2.	The system is certified by NPCI for RuPay Credit Card		
3.	The system is certified by NPCI for CC on UPI		
4.	System must be able to process payments through different types of channels (e.g. Cash, debiting account, cheque, account transfer, third party aggregator, Mobile Banking, Internet Banking, Payment Gateway, NEFT, IMPS, BBPS, UPI, RTGS, ECS, CECS/NACH etc.).		
5.	System to have provision of EMI for individual transaction over a cut off limit / billed amount.		
6.	System should support EMI conversion of multiple transactions as per the bank requirement.		
7.	System to have capability to generate alerts for transactions, limit breach, Statement generation, reminders for due amount, card inactive, campaigns etc. by Bank		
8.	The system must have Hardware Security Modules for Card and PIN Verification and to generate CVV/CVC.		
9.	System should have capability to enable bank to define different transaction set for card products viz. limits, transaction set, billing cycle, credit profile, loyalty plan, interest rate, interest calculation and repayment methods.		
10.	System should support both 6 Digits and 8 Digits BINs/IINs		
11.	System should have capability to enable bank to maintain fee (including waiver) for each product		
12.	System should have capability to enable bank to define late charge fees and interest when payment is not received by the Due Date after grace period.		

13.	Successful bidder shall provide the statement through e-mail and Whatsapp in password protected PDF format.		
14.	The Successful bidder should provide an option to the customer to choose sending soft copy (e-mail) or hard copy or both (soft copy and hard copy) of statement at any point of time		
15.	System should have capability to enable bank to provide the options for Card control to block/unblock channels like ATM, POS, ECOM, NFC, UPI (separately for Domestic & Cross Border transactions).		
16.	Setting per transaction limits (separately for Domestic & Cross Border transactions), daily limits, periodic limits ATM, POS, ECOM, NFC, UPI channels.		
17.	System should have end to end reconciliation process system for credit card transactions.		
18.	The system should support AES, DES, triple DES, or any other latest method of PIN verification. The system should support PIN of variable length.		
19.	System should support EMV, NFC, RF, NCMC transactions		
20.	System should support automated reminders/notices for SMA and NPA accounts.		
21.	The system shall support asset classification and provisioning requirements specified by RBI.		
22.	The system should be complied with RBI prudential norms on Income Recognition and Asset Classification.		
23.	OTP Authentication Service for Rupay PaySecure/3DS for all ecom Transactions for Bank's Credit Card Holders.		
24.	Rule based Fraud management system support have options to configure/ block the transactions based on Country, Amount Range limit, Merchant / Bank on MCC, based on velocity of transaction etc.		
25.	360-degree view of card account like profile of customer, image of card, current outstanding amount, last payment made, credit limit, card limit, reward points, features of card etc.		

Note- Non-compliance of any of the above requirements will lead to rejection of the bid.

Authorized Signatory
Name:
Phone No.:
E-mail

Annexure 22: Undertaking for Source Code

This Certificate should be submitted on the letterhead of the OEM duly signed by Authorized Signatory of OEM

To

Deputy General Manager (Project Management Office)

Punjab & Sind Bank

Corporate Office, Block 3, NBCC Complex,

East Kidwai Nagar, New Delhi – 110023

Dear Sir,

Ref: RFP name

We________________________(Name of the developer) who are established and reputable developer/solution provider of ________________________________ having offices at _____________________________do hereby certify that:

1. The proposed solution/software is free from all known vulnerabilities, Malware and any covert channels in the code.
2. The proposed solution/software has undergone a minimum level of unit, system, stress and volume tests and is free on any known defects.
3. The proposed solution/software is tested with anti-virus/anti-malware software and is free of any virus/malware known to the vendor at the time of sale.
4. We confirm that review of source code (to identify and detect threats and weakness in its systems) is being conducted from an information security perspective.
5. The proposed solution/software consists of components, libraries & modules that provides transparency into its composition so as to manage potential risks, respond to security issues and comply with regulations.
6. We have adopted secure SDLC methods during application lifecycle management into their policies, processes, guidelines, and procedures.

We have gone through all the conditions of bid and are liable to any punitive action for furnishing false information /documents.

Authorized Signatory

Name:

Phone No.:

E-Mail

Annexure A

Collaterals with Minimum Four Colours Printing (Bilingual)

Card Carrier/ Welcome Letter (Printing on Both Side in Bilingual)

1. Length – 29 cm (A4)
2. Width– 21 cm
3. Paper GSM – 90 GSM
4. Size – 8.25” x 11.75”
5. Printing – 4 colour

Card Pouch

1. Length – 9 cm
2. Width – 6 cm
3. Paper GSM – 130 GSM (Art Paper Laminated or any other scratch and resistant non-tear Material)

Welcome Kit Envelope

1. Length – 23 cm
2. Width – 11.5 cm
3. Paper GSM – 120 GSM Coated art paper or Maplitho
4. Paper Size – Open Size
5. Window – Yes
6. Strip Gumming – Yes
7. Laminated – Yes
8. Printing – Minimum 6 colours

User Manual & Terms & Conditions

1. Length – 21 cm
2. Width – 8.5 cm
3. Pages – 20 including coven printing on both sides
4. Paper for text – 90 GSM
5. Cover Paper – 100 GSM Coated

Sticker

1. Length – Max 4 cm
2. Width – Max 3 cm
3. Printing – 4 colour
4. Paper GSM – 70 GSM

Sticker to be made with easily removable adhesive such that there will be no mark left in the card.