PUNJAB NATIONAL BANK

(OPEN TENDER)

Request for Proposal (RFP)
for Onboarding of Vendor for Infra procurement and SI for Generative AI implementation.

(RFP Ref. No. PNB/HO/CPPD/RFP/GenAI//2024-25 Dated: 11.12.2024)

CENTRALISED PROCUREMENT & PARTNERSHIP DIVISION,
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DISCLAIMER

The information contained in this Request for Proposal Document (RFP Document) or subsequently provided to Bidder/s, whether verbally or in documentary form by or on behalf of the Punjab National Bank or any of their representatives, employees or advisors (collectively referred to as — Bank Representatives), is provided to Bidder(s) on the terms and conditions set out in this RFP Document and any other terms and conditions subject to which such information is provided. This document shall not be transferred, reproduced or otherwise used for purpose other than for which it is specifically issued.

This RFP Document is not an agreement and is not an offer or invitation by the Bank Representatives to any party other than the entities who are qualified to submit their Proposal ((hereinafter individually and collectively referred to as "Bidder" or Bidders respectively). The purpose of this RFP Document is to provide the Bidder with information to assist the formulation of their Proposal. This RFP Document does not purport to contain all the information each Bidder may require. This RFP Document may not be appropriate for all persons, and it is not possible for the Bank Representatives, their employees or advisors to consider the investment objectives, financial situation and particular needs of each party who reads or uses this RFP Document.

The Bank, its employees and advisors make no representation and shall have no liability to any person, including any Applicant or Bidder under any law, statute, rules or regulations or tort, principles of restitution or unjust enrichment or otherwise for any loss, damages, cost or expense which may arise from or be incurred or suffered on account of anything contained in this RFP or otherwise, including the accuracy, adequacy, correctness, completeness or reliability of the RFP and any assessment, assumption, statement or information contained therein or deemed to form or arising in any way for participation in this bidding process. The Bank also accepts no liability of any nature whether resulting from negligence or otherwise, howsoever caused arising from reliance of any Bidder upon the statements contained in this RFP. The Bidder is expected to examine all instructions, forms, terms and specifications in the bidding Document. Failure to furnish all information required by the bidding Document or to submit a Bid not substantially responsive to the bidding Document in all respect will be at the Bidder's risk and may result in rejection of the Bid.

The Bank Representatives may in their absolute discretion, but without being under any obligation to do so, update, amend or supplement the information in this RFP Document.

Following terms are used in the document interchangeably to mean:

1. Recipient, Respondent, Bidder means the respondent to the RFP document.
2. RFP means the Request for Proposal document.
3. Proposal, Bid means “Response to the RFP Document”.
4. Tender means RFP response documents prepared by the Bidder and submitted.
5. Vendor means the successful bidder who is selected by the Bank as per eligibility and selection criteria mentioned in the RFP
6. CBS means Core Banking Solution implemented in the Bank.
7. DC means Data Centre located at Delhi.
8. DR/DRC/DRS means Disaster Recovery Site located at Mumbai
9. Purchaser/Bank/PNB means Punjab National Bank.

Invitation for Request for Proposal (RFP)

PNB invites proposals from reputed bidders for procurement FOR ON BOARDING OF VENDOR FOR INFRA PROCUREMENT AND SI FOR GENERATIVE AI IMPLEMENTATION. This RFP may be downloaded by the bidders free of cost from the GEM Portal (www.gem.gov.in). All the documents and process related information are also published on the PNB Website

Common Terms of Reference / Definition

ABBREVIATIONS

The long form of some abbreviations commonly used in the document is given below:

S No.	Abbreviations	Description / Full form
1.	AMC	Annual Maintenance Contract
2.	ATS	Annual Technical Support
3.	API	Application Programming Interface
4.	AI	Artificial Intelligence
5.	BFSI	Banking, Financial Services, and Insurance
6.	EDR	Endpoint Detection and Response
7.	BG	Bank Guarantee
8.	BOM	Bill of Material
9.	DD	Demand Draft
10.	DI	Delivery Instructions
11.	DIT	Department of Information Technology
12.	EMD	Earnest Money Deposit
13.	OEM	Original Equipment Manufacturer
14.	OSD	Original Software Developer
15.	GST	Goods and Service Tax
16.	HO	Head Office
17.	EBP	External Business Partners
18.	LD	Liquidated Damage

	MSE	Micro and Small Enterprises
20.	MSME	Micro Small Medium Enterprises
21.	NEFT	National Electronic Funds Transfer
22.	NI Act	Negotiable Instruments Act
23.	EOL	End of Life
24.	EOSL	End of Support life
25.	UAT	User Acceptance Testing
26.	RTGS	Real Time Gross Settlement
27.	POST	Power ON Self-Test
28.	MOP	Method of Procedure
29.	RCA	Root Cause Analysis
30.	AES	Advanced Encryption Standard
31.	BCP	Business Continuity Planning
32.	CBS	Core Banking Solutions
33.	CLI	Command Line
34.	CUG	Closed User Group
35.	DC	Data Center
36.	DR Site	Disaster Recovery Site
37.	GRE	Generic Routing Encapsulation
38.	GUI	Graphical User Interface
39.	HTTPS	Hyper Text Transfer Protocol Secure
40.	IDRBT	The Institute for Development & Research in Banking Technology
41.	ISO	International Organization for Standards
42.	LOI	Letter of Intent
43.	NDA	Non-Disclosure Agreement
44.	NDR	Near Data Center
45.	NMS	Network Management System
46.	NOC	Network Operation Center
47.	OEM	Original Equipment Manufacturer
48.	OSD	Original Software Developer
49.	CERT-IN	Indian Computer Emergency Response Team

	P&L	Profit and Loss
51.	PBG	Performance Bank Guarantee
52.	PO	Purchase Order
53.	PSB	Public Sector Bank
54.	PSU	Public Sector Undertaking
55.	QoS	Quality of Service
56.	RFP	Request For Proposal
57.	RRB	Regional Rural Bank
58.	RTGS	Real Time Gross Settlement
59.	HCI	Hyper converged infrastructure
60.	SI	Security Integrator
61.	SOC	Security Operation Center
62.	SLA	Service Level Agreement
63.	TCO	Total Cost of Ownership

Contents

Contents

Common Terms of Reference / Definition 13
Contents 16
1 PART – A – GENERAL TERMS AND CONDITIONS 20
1.1 Introduction 20
1.2 Language of the Bid 20
1.3 Contact to Bidders 20
1.4 Board Resolution Copy With Authorization Letter/ Power of Attorney 21
1.5 Performance Bank Guarantee 21
1.6 Bid Earnest Money 22
1.7 Modification and /OR withdrawal of Bids 23
1.8 Contacting the Purchaser 23
1.9 Revelation of Prices 23
1.10 Terms and Conditions of the Bidding firms 23
1.11 Local Conditions 24
1.12 The bidder must acquaint himself with the local conditions and factors, which may have any effect on the performance of the contract and / or the cost.Terms and Conditions 24
1.12.1 Purchaser's Right to Accept or Reject any Bid or all Bids. 24
1.12.2 Service Level Agreement 24
1.12.3 Opening of Bids 24
1.12.4 Clarification of Bids 24
1.12.5 Authentication of Erasures/ Overwriting etc. 25
1.12.6 Arithmetical errors 25
1.12.7 Bid Currency 25
1.12.8 Validity of Contract 25
1.13 Additional Terms and Conditions 25
1.13.1 Procurement through Local Suppliers (Make in India) 25
1.13.2 Purchase Preference to MSE 26
1.13.3 Contacting Bank or Putting Outside Influence 27
1.13.4 Cancellation of Bid/ Bidding Process 27
1.13.5 Land Border Clause 27
1.13.6 Recognition of Prior Learning 27
1.13.7 Indemnity 27

1.13.8 Indemnification Process 28
1.13.9 IP Infringement Indemnity 29
1.13.10 Incidental Services 30
1.13.11 Patent Rights 30
1.13.12 Disputes Resolution / Arbitration 31
1.13.13 Governing Laws and Disputes 31
1.13.14 Non-Solicitation 32
1.13.15 Termination of Contract 33
1.13.16 Privacy & Security Safeguards 35
1.13.17 Business Continuity Plan 35
1.13.18 Data Protection 36
1.13.19 Conflict of Interest 36
1.13.20 Use of Name/Logo of the Bank 37
1.13.21 Entire Assignment 37
1.13.22 Non-Exclusivity 37
1.13.23 Delay in Vendor Performance 37
1.13.24 Notices and Other Communications 37
1.13.25 Audit 38
1.13.26 Survival 39
1.13.27 Severability 39
1.13.28 Amendment 40
1.13.29 Intellectual Property Rights 40
1.13.30 Confidential Information 40
1.13.31 Non-Disclosure 43
1.13.32 Cancellation of Purchase Order 45
1.13.33 Force Majeure 45
1.13.34 Not Acceptance/ Non-Execution of Order 45
1.13.35 Liquidated Damages 46
1.13.36 Limitation of Liability 47
1.13.37 Data Purging 47
1.13.38 SOURCE CODE ESCROW AGREEMENT 48
2 Bidding Document 48
2.1 Late Bid 49
2.2 Pre-Bid Meeting & Pre-Bid Queries 49
2.3 Submission of Bid 49
2.4 Preliminary Examination 50

2.5 Discrepancies Between Original and Scanned Copies of Bid 51
2.6 Minor Infirmity/Irregularity/Non-Conformity 51
2.7 Consideration of Abnormally Low Bids 51
2.8 Contacting the IEMs 51
2.9 Acceptance of order (order placement) 51
2.10 Taxes and Duties 51
2.11 Information Security 52
2.12 Signing of Pre-Contract Integrity Pact 52
2.13 No Right to Set Off 53
2.14 Publicity 53
2.15 Compliance with Laws 53
2.16 Use of Contract Documents and Information 53
2.17 Contract Between Bank and Shortlisted Bidder/TSP (Technical Service Provider) 53
2.18 Principal to Principal Relationship 53
2.19 Waiver 54
2.20 Adherence to the Cyber Security Policy 55
2.21 Variation of Quantities 55
2.22 Cost of Bidding 56
2.23 Sub-Contracting 56
2.24 Prevention of Cartelization 56
3 PART – B – BID SPECIFIC CLAUSES 57
3.1 Scope of Work 57
3.1.1 Supply and Deployment of GenAI Application Development Platform 57
3.1.2 Broad Scope of Work 59
3.2 Solution Functional & Technical Specifications 78
3.3 Training 79
3.4 Technical Evaluation 79
3.5 Timelines and delivery schedule 83
3.6 Service Levels & Penalties 84
3.6.1 Penalty due to delay in Services 84
3.6.2 Penalty due to Downtime or due to Performance or unavailability of Solution 85
3.6.3 Penalty Due to non-availability of resources during Implementation Period 86
3.6.4 Penalty Due to non-availability of Onsite Technical Resources: 86
3.6.5 Penalty due to delay in Response and Resolution of any issue raised: 87
3.6.6 Penalty due to erroneous behaviour of the Solution 92
3.6.7 Penalty due to Audit and Compliance Gaps 92

3.7 Eligibility Criteria 93
3.8 Terms of Payment 94
3.9 Warranty, Annual Maintenance Contract (AMC) and Annual Technical Support (ATS) 97
3.10 Signing of Contract 97
3.11 Duration of Contract 98
3.12 Other Terms and Conditions 98
3.13 Bid Submission Process 99
3.13.1 Documents for Technical Bid 99
3.13.2 Documents for Commercial Bid 99
3.13.3 Shortlisting of bidders Technical Evaluation 99
3.13.4 Commercial Evaluation 101
4 PART C - ANNEXURES 102
Annexure 1 – Undertaking from the Bidder 102
Annexure 2 – Eligibility Criteria 106
Annexure 3 – Bidder's Information 110
Annexure 4 – Performance Certificate 112
Annexure 5 - Litigation Certificate 113
Annexure 6 – Undertaking for Non - Blacklisted 114
Annexure 7 – Turnover Certificate 116
Annexure 8 – Performa for Integrity Pact 117
INTEGRITY AGREEMENT 118
Annexure 9 – Performa for the Bank Guarantee 124
Annexure 10 – NDA (Non-Disclosure Agreement) 126
Annexure 11 – Unpriced Bill of Material of Offered Solution & Hardware (BOM) 135
Annexure 12 – Performa of the Indicative Commercial Bid 139
Annexure 13 – Compliance of Technical and Functional Specifications Required in Generative AI. 143
Annexure 14 – Manufacturer's (OEM) Authorization Form (MAF) 150
Annexure 15 – Undertaking for Being the OEM of the Offered Product 152
Annexure 16 – Authorization Letter for OEM/OSD Authorized Signatory 154
Annexure 17 – Undertaking for Submission of Information 155
Annexure 18 – OEM Certificate Regarding Request for Proposal 160
Annexure 19 – Certificate Regarding Land Border Clause by Bidder for RFP for Onboarding of Vendor for Infra procurement and SI for Generative AI implementation 162
Annexure 20 – SELF AFFIDAVIT / DECLARATION FOR LOCAL SUPPLIER 163
Checklist 164

1 PART – A – GENERAL TERMS AND CONDITIONS

1.1 Introduction

Punjab National Bank is one of the leading nationalized Banks, headquartered in New Delhi. The Bank started its operations on 12th April 1895. Throughout the journey of more than 125 years of existence, the Bank has expanded its network across the country and marked its presence outside India and at present the Bank has more than 10,900 branches and 13500 ATMs (onsite and offsite) all over the country and various offices at Dubai, Bhutan, UK etc. The Bank has 22 Zonal Offices and 139 Circle offices controlling these branches/ ATMs besides specialized service branches, DC/DRS, training establishment and other offices. The Bank also has various Subsidiaries, Associates and Joint Ventures including 9 RRBs (Regional Rural Banks).

For further details, you can visit to Bank's website www.pnbindia.in

1.2 Language of the Bid

The Bid prepared by the Bidder, as well as all correspondence and documents relating to the Bid exchanged by the Bidder and Bank shall be written in English language.

1.3 Contact to Bidders

Interested Bidders are requested to send their queries and representations, if any, related to the said tender, only on the below mentioned email IDs:

1. sourish.mondal@pnb.co.in
2. saikrishna@pnb.co.in
3. cppd.processing@pnb.co.in

or the officials may be contacted on the following Contact Number: 011-23724596 from 10AM - 5PM on Bank's working days

Alternatively, any correspondence in writing maybe also be sent to the following address:

4. The Assistant General Manager
   Punjab National Bank,
   Centralised Procurement & Partnership Division
   HO:CPPD, 5 Sansad Marg,
   New Delhi 110 001

The communication sent should contain the containing following information of the Bidder, so that in case of any clarification the same may be share with them:
(a). Name of Bidder

(b). Contact person
(c). Mailing address with Pin Code,
(d). Contact Number.
(e). e-mail etc.

Bidders shall contact/correspond/communicate only on the aforementioned contact details and any communication received on any other email-id/address and /or through any other mode/medium other than the one mentioned above, will not be attended.

1.4 Board Resolution Copy With Authorization Letter/ Power of Attorney

In case of company, a certified copy of the latest Board Resolution in favour of Authorized Person(s) with signature duly authorized by the Company Secretary/ Director along with validity of the authorization is to be submitted AND in case the authorized person delegates authority to another person of the company to sign the Bid documents, Power of Attorney preferably in original (from authorized person executed on stamp paper of appropriate value) with bid reference, showing that the signatory has been duly authorized to sign the bid documents, execute contract/agreements with the Bank on behalf of the company. This is to be submitted for all the Bidder(s) and OEM(s) involved.

Alternatively, OEMs may also submit the document as per the Annexure –16 (Authorization Letter) - issued by the Competent Authority of the Company for the Authorized Signatory instead of the above documents.

None of the above documents shall be required from the OEM in case the RFP documents related to the OEM are signed by the Director of the Board of the company.

1.5 Performance Bank Guarantee

The successful bidder shall submit a performance Bank guarantee of 5% of the contract value. The PBG should have validity of at least 66 months with a claim period of additional 6 months. In case due to any reason, the validity of the PBG expires before the completion of the contract period, the same shall have to be extended by the Bidder with the same terms and conditions. In case Bank extends the contract, the PBG shall have to be extended till the period of extension with same terms and conditions.

1. The successful bidder has to submit the Performance Bank Guarantee (PBG), detailed as under:

2. The successful bidder will have to submit Performance Bank Guarantee amounting to 5% of contract value within one month of acceptance of purchase order & initially valid for a period of 66 months with claim period of another 6 months.
3. The Performance Bank Guarantee will be furnished for due performance of the complete Solution/services.
4. The Performance Bank Guarantee shall act as a security deposit and either in case the Successful bidder is unable to start the project within the stipulated time or start of the project is delayed inordinately beyond the acceptable levels, the Bank reserves the right to forfeit the same.
5. Further, the Bank reserves the right to invoke the Performance Bank Guarantee in case the Successful bidder is not able fulfil any or all material conditions specified in the Agreement or is unable to complete the project within the stipulated time.
6. In case successful bidder submits any false information or declaration letter during the tender process or period of contract, Bank shall invoke the EMD/ Performance Bank Guarantee submitted by the bidder to recover penalty/damages. In case successful bidder fails to perform the contract / to comply with the terms and condition of RFP, Bank shall invoke the Performance Bank Guarantee to recover penalty/damages.
7. In case the contract is getting extended, the Vendor shall submit the Performance Bank Guarantee of same amount of that period of time with a validity of the extension period with 3 months claim period. The Successful bidder shall be responsible for extending the validity date and claim period of Performance Bank Guarantee as and when it is due on the account of non-completion of the project.
8. No interest on PBG will be paid by Bank.

1.6 Bid Earnest Money

Bidder has to submit the Bid Earnest Money (EMD) (Registered MSE and Startup-India bidder is exempted from payment of Earnest Money Deposit if bidder can furnish requisite proof subject to the satisfaction of Bank), which should be submitted in the form of online deposit or Bank Guarantee (BG) favouring PUNJAB NATIONAL BANK, CPPD DIVISION New Delhi and filling all the details as per specified Annexure-9. The BG should have a validity of at least 6 months from the date of submission of the bid with claim period of another 3 months. The BG/ details of EMD should be submitted at the time of bid submission. Following categories of Bidders shall be exempted from furnishing EMD/BID Earnest Money:

i. Micro and Small Enterprises (MSEs) who are holding valid Udyam Registration and are manufacturer of the offered Product or Service (Primary Product / Service - in case of bunch bid with total value wise evaluation) and give specific confirmation to this effect at the time of bid submission and claim EMD exemption and whose credentials are validated online through Udyam Registration website of Ministry of MSME and also through supporting document uploaded during bidding process and validated by the Buyer. State Government Buyers may, however, choose to exempt only MSEs from the State of Bid Inviting Authority by specifying the same in ATC of the Bid. In case no such ATC is included, eligible MSEs of all states are exempted.

ii. Start-ups as recognized by Department for Promotion of Industry and Internal Trade(DPIIT), holding valid Startup Recognition Certificate which is to be uploaded while bidding and claiming EMD exemption and to be validated by the Buyer. Bidder to ensure that turnover for any of the financial years has not exceeded beyond limits prescribed in the certificate / Start Up scheme of DPIIT.

iii. KVIC, ACASH, WDO, Coir Board, TRIFED and Kendriya Bhandar.

iv. Sellers who have got their credentials verified through the process of Vendor Assessment by Vendor Assessment Agencies for the Primary Product / Primary Service for which Bid / RA has been invited and holding valid Vendor Assessment or Vendor Assessment Exemption Report / confirmation (Seller to upload VA report / VAE confirmation to be validated by the Buyer).

v. Sellers / Service Provider having annual turnover of INR 500 Crore or more, at least in one of the past three completed financial year(s)

vi. Sellers / Service Providers holding valid BIS License for the Primary Product Category whose credentials are validated through BIS database and through uploaded supporting documents to be validated by the buyer.

vii. Central / State PSUs.

viii. Seller / Service Provider registered with designated Agency / Authority as specified in the bid document by the Buyer – such bidder shall have to upload scanned copy of relevant valid registration document in place of Bid Security document while bidding Udyam Registration and are manufacturer of the offered Product

In case of unsuccessful bidder, EMD will be returned within 30 days of disqualification (Technically/Commercially) or within 30 days of completion of tender process, as the case will be and no interest will be payable on EMD amount. The EMD will be returned to the successful bidder upon submission of Performance Bank Guarantee and no interest will be payable on EMD amount.

Details for online payment:

IFSC: PUNB0976200

Bank & Branch: Punjab National Bank, HO Building, Dwarka

Account No. 9762002200000460 (16 digits) EMD account – HO CPPD

(Proof of the transaction to be submitted along with the bid documents).

1.7 Modification and /OR withdrawal of Bids

The bidder, after submitting the bid, is permitted to withdraw, substitute or modify the bids in writing without forfeiture of Bid Security/ EMD as per terms and conditions of GeM, provided these are received, up to the date and time of receipt of the tender. Any such request received after the prescribed date and time of receipt of tenders shall not be considered. No bid may be withdrawn in the interval between the deadline for submission of bids and expiration of the period of bid validity. Withdrawal of a bid during this period shall result in forfeiture of the bidder’s bid security (EMD) and imposition of other sanctions.

1.8 Contacting the Purchaser

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

1.9 Revelation of Prices

The prices in any form or by any reasons should not be disclosed in the technical or other parts of the bid except in the commercial bid and/ or Financial Document/Excel Upload on GeM. Failure to do so shall make the bid liable to be rejected.

1.10 Terms and Conditions of the Bidding firms

The bidder has to accept all terms and conditions of the Bank and should not impose any of its own conditions upon the Bank. A bidder who does not accept any or all conditions of the Bank shall be disqualified from the selection process at any stage as deemed fit by the Bank.

1.11 Local Conditions

1.12 The bidder must acquaint himself with the local conditions and factors, which may have any effect on the performance of the contract and / or the cost.Terms and Conditions

1.12.1 Purchaser's Right to Accept or Reject any Bid or all Bids.

The Bank reserves the right to accept or reject any bid and annul the bidding process or even reject all bids at any time prior to award of contract, without thereby incurring any liability to the affected bidder or bidders or without any obligation to inform the affected bidder or bidders about the grounds for the Bank 's action. The Bank reserves the right to accept or reject any technology proposed by any bidder.

1.12.2 Service Level Agreement

The Bidder shall have to enter into an agreement with Bank as per the terms and conditions of this RFP and it's subsequent Corrigendum/ Corrigenda.

The non-delivery of services or non-response or any breach of information will lead to penalty. The penalty is applicable in respect of non-delivery of services/ support as per the requirement of this RFP.

Within **30 days** of receipt of the Order/Letter of Intent, the selected Bidder shall sign and date, the Service Level Agreement (SLA), on stamp paper of appropriate value, in format of the Bank and return it to Bank. The Bidder, however, may submit the SLA Form they like to execute. It is prerogative of the Bank to accept the same or to modify. It is reiterated that the Contract/SLA to be entered into by the Selected Bidder shall be as approved by the Bank only. Bank expects that the Bidder shall be bound by the Service Levels described in this document. The SLA will be monitored and reviewed on a monthly basis.

1.12.3 Opening of Bids

The Date, time and location of bid opening is as per the published in GeM. Bidders need to check the details on GeM for any change in Date/time of bid opening. In the event of the specified date of bid opening being declared a holiday for Bank, the bids shall be opened at the specified time and place on next working day.

1.12.4 Clarification of Bids

To assist in the examination, evaluation and comparison of bids the Bank may, at its discretion, ask the bidder for clarification and response shall be submitted in writing, duly signed & stamped by the authorized signatory and no change in the price or substance of the bid shall be sought, offered or permitted. The clarification and response received from bidder will be subsequently part of bid submitted by that bidder.

1.12.5 Authentication of Erasures/ Overwriting etc.

Any inter-lineation, erasures or overwriting shall not be valid, and it will lead to rejection of bid without quoting any reason.

1.12.6 Arithmetical errors

Arithmetical errors will be rectified as follows:

a) If there is any discrepancy in total amount with (multiplication of unit rate and Multiplication factor), unit rates will prevail, and the total amount shall be recalculated on the basis of Unit rate and multiplication factor.
b) If there is any discrepancy between words and figures, the amount will be recalculated as per point ‘a’ mentioned above.

1.12.7 Bid Currency

Prices shall be expressed in Indian Rupees only.

1.12.8 Validity of Contract

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

1.13 Additional Terms and Conditions

Following additional terms and conditions shall apply to the evaluation process:

1.13.1 Procurement through Local Suppliers (Make in India)

Procurement through Local Supplier (Preference to Make in India) will be done as per the "Public Procurement (Preference to Make in India) Order 2017 issued vide Department of Industrial Policy and Promotion (DIPP) Notification No. P-45021/2/2017-B.E-II dated 15.06.2017 and thereafter revised vide Notification No. P-45021/2/2017-PP (B.E-II) dated: 28.05.2018, No. P-45021/2/2017-PP(BE-II) dated 04.06.2020 & No. P-45021/2/2017-PP(BE-II) dated 16.09.2020, Revised Order dated 19.07.2024 and further revisions , if any. Please also refer to Notification No. F.No.33(1)/2017-IPHW dt:14.09.2017 and further revisions, if any for the list of Electronic Products that are notified under the Public Procurement (Preference to Make in India) Order 2017.

'Local Supplier' means a supplier or service provider whose product or service offered for procurement meets the minimum local content as prescribed under this Order. The minimum local content shall be 20%.

The 'Class-I local supplier'/ 'Class-II local supplier' at the time of tender, bidding or solicitation shall be required to indicate percentage of local content and provide self-certification that the item offered meets the local content requirement for 'Class-I local supplier'/ 'Class-II local supplier', as the case may be. They shall also give details of the location(s) at which the local value addition is made. In cases of procurement for a value in excess of Rs. 10 crores, the 'Class-I local supplier'/ 'Class-II local supplier' shall be required to provide a certificate from the statutory auditor or cost auditor of the company (in the case of companies) or from a practicing cost accountant or practicing chartered accountant (in respect of suppliers other than companies) giving the percentage of local content. Bank may constitute committees with internal and external experts for independent verification of self-declarations and auditor's/ accountant's certificates on random basis and in the case of complaints. Bank may prescribe fees for such complaints. False declarations will be in breach of the Code of Integrity under Rule 175(1)(i)(h) of the General Financial Rules for which a bidder or its successors can be debarred for up to two years as per Rule 151 (iii) of the General Financial Rules along with such other actions as may be permissible under law. A supplier who has been debarred by any organisation for violation of the Order shall not be eligible for preference under the Order for procurement by Bank during the duration of the debarment.

The guidelines under PPP-MII order and subsequent revisions as mentioned above shall be applicable subject to bidder submitting with Class-I/Class-II local content certificate for the quoted product, service and works.

1.13.2 Purchase Preference to MSE

Purchase preference will be given to MSEs as defined in Public Procurement Policy for Micro and Small Enterprises (MSEs) Order, 2012 dated 23.03.2012 issued by Ministry of Micro, Small and Medium Enterprises and its subsequent Orders/Notifications issued by concerned Ministry. If the bidder wants to avail the Purchase preference, the bidder must be the manufacturer of the offered product in case of bid for supply of goods. Traders are excluded from the purview of Public Procurement Policy for Micro and Small Enterprises. In respect of bid for Services, the bidder must be the Service provider of the offered Service. Relevant documentary evidence in this regard shall be uploaded along with the bid in respect of the offered product or service. Purchase preference shall be applicable to all registered MSE as per Govt. of India guidelines.

1.13.3 Contacting Bank or Putting Outside Influence

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

1.13.4 Cancellation of Bid/ Bidding Process

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

1.13.5 Land Border Clause

Any bidder (including their subcontractor(s), if any), OEM, OSD from a country which shares a land border with India shall be eligible to bid in this tender only if the bidder is registered with the Competent Authority. The Competent Authority for the purpose of registration under this Order shall be the Registration Committee constituted by the Department for Promotion of Industry and Internal Trade (DPIIT). Applicable certificates shall have to be submitted for compliance. Bidder shall have to submit an undertaking as per Annexure 19 confirming the same.

1.13.6 Recognition of Prior Learning

For the onsite resources: - It is mandatory requirement of formally certified skilled workforce or commitment by the bidder's/ service providers to the effect that they would ensure that all their workers would be skilled through Recognition of Prior Learning (RPL) within two months from the date of commencement of work under the project, at the cost of the service provider/vendor.

1.13.7 Indemnity

1. Successful bidder assumes responsibility for and shall indemnify and keep the Bank harmless from all liabilities, claims, costs, expenses, taxes and assessments including penalties, punitive damages, attorney's fees and court costs which are or may be required to be paid by reasons of any breach of the Successful bidder's obligations under (a) this Agreement for which the Bidder has assumed responsibilities including those imposed under any Agreement, (b) local or national law or laws, or (c) in respect to all salaries, wages or other compensation to all persons employed/hired/deployed/services utilised by the Successful bidder in connection with the performance/discharge of its obligations under this Agreement. The Successful bidder shall execute, deliver such other further instruments to comply with all the requirements of such laws and regulations as may be necessary there under to conform and effectuate the terms of this Agreement and to protect the Bank during the tenure of the Agreement.
2. Where any patent, trademark, registered design, copyrights and/ or intellectual property rights vest in a third party, the Successful bidder shall be liable for settling with such third party and paying any license fee, royalty and/ or compensation thereon. In the event of any third party raising claim or bringing action against the Bank including but not limited to action for injunction in connection with any rights affecting the machine/licenses/services supplied/rendered by the Successful bidder under this Agreement or uses thereof, the Successful bidder agrees and undertakes to defend and / or to assist the Bank in defending, if Bank in its discretion so decides, at the Successful bidder's cost against such third party's claim and / or actions and against any law suits of any kind initiated against the Bank.
3. Successful bidder further agrees that it shall, at its own expense, defend or cause to be defended or, at its option, settle any claim or action ("Claim") brought against the Bank by a third party alleging that the use of the Licensed Material by the Bank infringes any Intellectual Property Rights of that third party. Subject to the other conditions of this section, Successful bidder shall pay any compromise, settlement or judgment entered against the Bank with respect to any Claim and fully indemnify the Bank in respect of all costs and expenses relating to the Claim provided that the Bank notifies Successful bidder in writing of the Claim immediately on becoming aware of it.
4. No settlement of claim shall be deemed to be an admission of any liability by the Bank for the infringement alleged.

5. If any Licensed Material becomes the subject of any Claim or if a court judgment is made that any Licensed Material does infringe, or if the use of licensing of any part of any Licensed Material is restricted, Vendor at its option and expense shall:
    a. Obtain for the Bank the right to continue to use the Licensed Material.
    b. Replace or modify the Licensed Material so that it becomes non-infringing.
    c. If none of the above (a) or (b) is possible, return the entire consideration received from the Bank for the Licensed Material on a pro rata portion basis.
6. The terms of this clause shall survive the termination of this Agreement.

1.13.8 Indemnification Process

Bank shall notify the Bidder/ Vendor in writing as soon as practicable when the Bank becomes aware of the claim and cooperates with the Bidder/ Vendor in the defence and settlement of the claims.

The Bidder/Vendor shall have sole control of the defence and all related settlement/negotiations, and Bank will provide the Bidder/ Vendor with the assistance, information and authority reasonably necessary to perform the above. However, where Bank is required under law or otherwise answer the claims/charges/imputations made against it, Bank shall have the right to enter defence/defend its interest by means available in law, at its sole discretion. Indemnity would cover damages, loss or liabilities suffered by the Banks arising out of claims made by regulatory authorities for reasons attributable to breach of obligations under the above stated Request for Proposal (RFP) and/or this SLA and subsequent agreement, if any by the Bidder/ Vendor.

In the event of Bidder/ Vendor does not fulfil its obligations under this clause (that is, to comply with the indemnification process) within the period specified in the indemnification notice issued by Bank, Bank has the right to recover the amounts due to it under this provision from any amount payable to the Bidder/ Vendor under this project.

The indemnities under this clause are in addition to and without prejudice to the indemnities given elsewhere in this Agreement.

1.13.9 IP Infringement Indemnity

The Bidder shall indemnify the Bank against all third-party claims of infringement of trademark, copyright or industrial design rights, etc. (excepting any third party's patent) arising from use of the Deliverables/ Services, or any part thereof in India as contemplated by this Agreement, provided always that Bank's use of such Services and Deliverables is in compliance with the Agreement

and applicable laws. If Bank's compliant use of the Services or Deliverables infringes any third party IPR, Bank's sole remedy (other than this indemnity) is for Bidder, at Bidder's option, to either: (i) procure Bank's continued full use of the Deliverable as contemplated by the Agreement; (ii) substitute the infringing Deliverable; or (iii) modify the Deliverable so that they become non-infringing. This remedy will not apply if Bank is using any modified version of a Deliverable that was not approved by Bidder; if Bank uses Deliverables for a purpose other than that contemplated by the Agreement or if Bank uses a Deliverable in a manner not compliant with the Agreement. Bank will use all reasonable endeavours to mitigate its Losses, arising out of any third party IPR claim.

Bidder further agrees that it shall, at its own expense, defend or cause to be defended or, at its option, settle any claim or action ("Claim") brought against the Bank by a third party alleging that the use of the Deliverable by the Bank infringes any Intellectual Property Rights of that third party. Subject to the other conditions of this section or section 6 above, Bidder shall pay any compromise, settlement or judgment entered against the Bank with respect to any Claim and fully indemnify the Bank in respect of all costs and expenses relating to the Claim provided that the Bank notifies Bidder in writing of the Claim immediately on becoming aware of it.

1.13.10 Incidental Services

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

1. Performance or supervision of on-site assembly and /or start-up of the goods/ services.
2. furnishing of detailed operations, SOP and maintenance manual for each unit of the goods/ services:
3. Training of the Bank's personnel on-site, start-up, maintenance, and / or repair of goods/ services; if applicable, without any additional cost to the Bank.
4. Signing of pre-contract integrity pact
5. Information Security
6. No right to set off.
7. Compliance with Laws
8. Publicity
9. Use of contract documents and information
10. Assignment
11. Contract between bank and shortlisted bidder/tsp (technical service provider)

12. Principal to principal relationship

1.13.11 Patent Rights

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

1. The supplier shall, at their own expense, defend and indemnify the Bank against all third-party claims or infringement of intellectual Property Right, including Patent, trademark, copyright, trade secret or industrial design rights arising from use of the products or any part thereof in India or abroad.
2. The supplier shall expeditiously extinguish any such claims and shall have full rights to defend it there from. If the Bank is required to pay compensation to a third party resulting from such infringement, the supplier shall be fully responsible including all expenses and court and legal fees.
3. The Bank will give notice to the Supplier of any such claim without delay, provide reasonable assistance to the Supplier in disposing of the claim, and shall at no time admit to any liability for or express any intent to settle the claim.
4. The Supplier shall grant to the Bank a fully paid-up, irrevocable, non-exclusive license throughout the territory of India or abroad to access, replicate and use software (and other software items) provided by the supplier, including-all inventions, designs and marks embodied therein in perpetuity.

1.13.12 Disputes Resolution / Arbitration

All disputes or differences whatsoever arising between the parties out of or in relation to the construction, meaning and operation or effect of this Agreement or breach thereof shall be settled amicably. If, however, the parties are not able to solve them amicably, the same shall be settled by arbitration in accordance with the Arbitration and Conciliation Act, 1996, the matter may be referred to a sole arbitrator nominated by the Bank and vendor mutually and the award made in pursuance thereof shall be binding on the parties. The venue of the arbitration shall be Delhi. The Arbitrator/Arbitrators shall give a reasoned award. Any challenge / dispute including appeal to the arbitral award shall be subject to the exclusive jurisdiction of courts at Delhi. VENDOR shall continue work under the Agreement during the arbitration proceedings unless otherwise directed in writing by the Bank or unless the approval of bank in writing that the events are such where work cannot possibly be continued or until the decision to the contrary of the arbitrator or the umpire, as the case may be, has been obtained by Vendor. However, during such a contingency,

the Bank shall be entitled to make alternative arrangements to tackle the situation in any manner it deems fit, at the cost of the Vendor which may also be adjusted by the Bank from the Performance Bank Guarantee, being treated as default so that the business of the Bank is not disrupted.

1.13.13 Governing Laws and Disputes

All disputes or differences whatsoever arising between the Parties out of or in relation to the construction, meaning and operation or effect of the RFP Documents/PO/SLA or breach thereof shall be settled amicably. If, however, the Parties are not able to solve them amicably, the same shall be settled by arbitration in accordance with Arbitration and Conciliation Act, 1996. The matter may be referred to a Sole Arbitrator to be appointed as hereinafter provided and the award made in pursuance thereof shall be binding on the Parties. The Arbitrator/Arbitrators shall give a reasoned award. Any appeal dispute pertaining to above will be subject to the exclusive jurisdiction of courts at Delhi.

For the purpose of appointing the sole Arbitrator referred to above, the Bank will send within thirty (30) days of receipt of the notice, to the contractor a panel of three names of persons who shall be presently unconnected with the organization for which the work is executed.

The Vendor shall on receipt of the names as aforesaid, select any one of the persons named to be appointed as a sole arbitrator and communicate his name to the Bank within (30) thirty days of receipt of the names. The bank shall thereupon without any delay appoint the said person as sole arbitrator. If the vendor fails to communicate such selection as provided above within the period specified, the Bank shall make selection and appoint the selected person as the sole arbitrator.

The bidder/ vendor shall continue to 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 or the umpire, as the case may be, is obtained. However, during such a contingency, the Bank shall be entitled to make alternative arrangements to tackle the situation in any manner it deems fit, at the cost of the bidder/vendor which may also be adjusted by the Bank from the Performance Bank Guarantee, being treated as default so that the business of the Bank is not disrupted.

The venue of the arbitration shall be Delhi.

1.13.14 Non-Solicitation

The Vendor shall not hire employees of the Bank or solicit or accept solicitation (either directly, indirectly, or through a third party) from employees or ex-employees of the Bank directly involved

in this Agreement, during the term of this Agreement and one (1) year thereafter, except as the parties may agree on a case-by-case basis.

The parties agree that for the period of the contract and one year thereafter, neither party will cause or permit any of its directors or employees who have knowledge of the contract to directly or indirectly solicit for employment the key personnel working on the project contemplated in this proposal except with the written consent of the other party.

However, nothing contained herein shall restrict the Bank to engage any personnel/employee of Vendor, if the engagement is through open channel/competitive route in pursuance of Bank's hiring policies or direction of Government Authorities and does not include only the personnel/employees of Vendor.

1.13.15 Termination of Contract

1. Bank will have the right to terminate the contract after giving 30 Days advance notice including 15 days curing period to VENDOR in case of unsatisfactory services, non-capable resources or non-initiation of services within 7 days of order contract. Decision of the Bank regarding quality of services will be binding on the Vendor.
2. The Bank shall have the right to terminate/cancel the contract with the vendor at any time during the contract period, by giving a written notice of 30 days, for any valid reason, including but not limited to the following:
    a. Non-capable resources or non-initiation of services as per RFP timelines.
    b. Delay in execution of order placed by the Bank.
    c. Discrepancies / deviations in the agreed processes and/or products.
    d. Failure of Vendor to complete implementation of appliance within the time as specified in the Purchase Order/under this Agreement.
    e. Violation of terms & conditions stipulated in the Purchase Order to the extent not inconsistent with the terms and conditions laid out in present Agreement.
    f. Change in Bank Policy.
    g. Unsatisfactory services/poor quality of product/services.
    h. The Bank may terminate the Agreement in case of breach of any of the representation and warranties as mentioned in this Agreement or in case of breach of any of the terms and condition as set forth in the Agreement.

3. Notwithstanding anything contained in this Agreement, Bank shall be at the liberty to terminate this Agreement at any time by sending 30 days - notice period to the Vendor without bearing any consequences.
4. Immediately upon the date of expiry or Termination of this Agreement, Bank shall have no further obligation to pay any amount for any periods commencing on or after such date.
5. In the event of Termination on account of failure of the Vendor to perform the obligations under this Agreement, the Bank shall have the right to invoke the Performance Bank Guarantee(s)/Security(s) given by the Vendor.
6. In case of termination due to reasons attributable to the vendor as decided by the Bank, Bank reserves the right to allot the remaining work to another Vendor of its choice on such terms and conditions as it may deem fit. Any financial liability including costs, charges, expenses which the bank incurs on this account, shall be payable by the Vendor.
7. The Bank reserves the right to recover any dues payable to the selected vendor from any amount outstanding to the credit of the vendor, including pending bills and/or by invoking Bank Guarantee, if any, under this contract or any other contract/order.
8. Upon expiry / Termination of the Agreement, vendor shall be responsible to provide a smooth transition plan including all efforts for transfer/assignment of service contracts for uninterrupted continuation of services contemplated under this Agreement.

9. In the event of commencement of liquidation or winding-up (whether voluntary or compulsory) of the vendor or appointment of a receiver or manager of any of the vendor's assets and/or insolvency of the vendor.
10. Distress, execution, or other legal process being levied on or upon any of the vendor's goods and / or assets.
11. If the vendor shall assign or attempt to assign his interest or any part thereof in the contract. Bank will not pay any additional amount after surrendering.

Notwithstanding above, in case of change of statutory laws which affect the main objective of this Agreement, Bank reserve the right to terminate this Agreement or any subsequent amendment and / or any particular order, in whole or in part by giving Bidder/ vendor at least thirty (30) days' prior notice in writing.

The Bidder/ vendor understands the largeness of this Project and that it would require tremendous commitment of financial and technical resources for the same from the Bidder/ vendor for the tenure of this contract and subsequent Agreement. The Parties therefore agree and undertake that

an exit at any point in time resulting due to expiry or termination of this Agreement and subsequent agreement for any reason whatsoever would be a process over a period of six (6) months, after the completion of the notice period of three (3) months. During this period, the Bidder/ vendor shall continue to provide the Deliverables and the services in accordance with this Agreement and subsequent amendment and shall maintain the agreed Service levels. Immediately upon the date of expiration or termination of this Agreement, if any, Bank shall have no further obligation to pay any fees for any periods commencing on or after such date.

Without prejudice to the rights of the Parties, upon termination or expiry of this Agreement or subsequent amendment, if any, Bank shall pay to Bidder/ vendor, within thirty (30) days of such termination or expiry, of the following:

a. All the undisputed fees outstanding till the date of termination or upon the termination or expiry of subsequent Agreement.
b. The rights granted to Bidder/ vendor shall immediately terminate.

The Bank will provide the Bidder/ vendor a remedy period of thirty (30) days to rectify a material default. The Bank will provide in writing the nature of the default to the Bidder/ vendor through a letter or mail correspondence. The thirty (30) daytime period will commence from the day the Bank have sent such correspondence to the Bidder/ vendor.

12. In case of termination of contract, the bank shall immediately take possession and control of all documents, record of transactions, information and assets and also reserves its right to destroy the data, hardware and all records (digital and physical) relevant to the service being provided by the Bidder. The Bank reserves the right to purge Banks information from Bidder’s access.
13. The bidder shall, in case of termination of contract, ensure all data, information, processes, logs, etc. complete in all respects are ported in a secure transition to the Bank.
14. The quality of Services given by the Bidder/ vendor & progress of the project will be reviewed monthly and if the services are not found satisfactory, the Bank reserves the right to terminate the contract by giving thirty (30) days' notice to the Bidder/ vendor, including fifteen (15) days curing period. The decision of the Bank regarding quality of services shall be final and binding on the Bidder/ vendor.

1.13.16 Privacy & Security Safeguards

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

1.13.17 Business Continuity Plan

The bidder shall ensure to have effective business continuity and disaster recovery plan. The bidder shall develop and establish a robust framework for documenting, maintaining and periodic testing of business continuity and recovery procedures and shall maintain a record of the same as per applicable law.

1.13.18 Data Protection

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

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

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

1.13.19 Conflict of Interest

A bidder shall not have conflict of interest with other bidders. Such conflict of interest can lead to anti-competitive practices to the detriment of Bank's interests. The bidder found to have a conflict of interest shall be disqualified. A bidder may be considered to have a conflict of interest with one or more parties in this bidding process, if:

1. they have controlling partner (s) in common; or

2. they receive or have received any direct or indirect subsidy/ financial stake from any of them; or
3. they have the same legal representative/agent for purposes of this bid; or
4. they have relationship with each other, directly or through common third parties, which puts them in a position to have access to information about or influence on the bid of another Bidder; or
5. Bidder participates in more than one bid in this bidding process. Participation by a Bidder in more than one Bid will result in the disqualification of all bids in which the parties are involved. However, this does not limit the inclusion of the components/ sub-assembly/ Assemblies from one bidding manufacturer in more than one bid.
6. Bidder or any of its affiliates participated as a consultant in the preparation of the design or technical specifications of the contract that is the subject of the Bid.

1.13.20 Use of Name/Logo of the Bank

Vendor shall not use for publicity, promotion, or otherwise, any logo, name, trade name, service mark, or trademark or any simulation, abbreviation, or adaptation of the same of the Punjab National Bank or any of its affiliate, or the name of any Bank's employee or agent, without Bank's prior, written, express consent. The Bank may withhold such consent, in case so granted by it, in its absolute discretion. Violation thereof shall constitute a material breach of the terms of this RFP and shall entitle the Bank to take appropriate actions as available to it in law and this document.

1.13.21 Entire Assignment

This Agreement contains the entire Agreement and understandings by and between the Parties with respect to the covenants herein described, and no representations, promises, Agreements or understandings, written or oral, not herein contained shall be of any force or effect.

1.13.22 Non-Exclusivity

Notwithstanding anything contained in the present document, the arrangement hereby agreed between the parties, shall be on a non-exclusive basis. Bank reserves its right to appoint/engage one or more service provider(s) to provide like services concurrently or otherwise during the currency of contract.

1.13.23 Delay in Vendor Performance

Delivery of the goods and performance of the Services shall be made by the vendor in accordance with the time schedule specified by Bank. Any delay in performing the obligation by the supplier will result in imposition of liquidated damages and/or termination of rate contract for default.

1.13.24 Notices and Other Communications

If a notice has to be sent to either of the Parties following the signing of the contract, it has to be in writing and shall be sent personally or by certified or registered post with acknowledgement due or overnight courier or email duly transmitted, facsimile/fax transmission (with hard copy to follow for email/fax), addressed to the other Party at the addresses, email and fax number given in the contract.

Notices shall be deemed given upon receipt, except that notices sent by registered post in a correctly addressed envelope shall be deemed to be delivered within five (05) working days (excluding Sundays and public holidays) after the date of mailing dispatch and in case the communication is made by facsimile transmission or email, on business date immediately after the date of successful facsimile/email transmission (that is, the sender has a hard copy of a Consultation page evidencing that the facsimile was completed in full to the correct fax number or email sent to correct email address).

Any Party may change the address, email address and fax number to which notices are to be sent to it, by providing written notice to the other Party in one of the manners provided herein.

1.13.25 Audit

All records with respect to any matters covered under this RFP/SLA shall be made available to auditors and or inspecting officials of the Bank and/or Reserve Bank of India and/or any regulatory authority, 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. The said records are subject to examination. The scope of such audit would be limited to Service Levels being covered under the contract, and financial information would be excluded from such inspection, which will be subject to the requirements of statutory and regulatory authorities.

Bank can conduct any third-party inspection/audit for any phase of the contract and successful bidder must take all necessary changes as mentioned by the results of these audit. Bank will incur the cost of appointment of a third-party audit and successful bidder must ensure that findings of the audit are successfully closed by successful bidder within mutually agreed timelines.

Vendor shall allow the Bank, its authorized personnel, its auditors (internal and external) and/or other statutory authorities an unrestricted right to inspect and audit the operations and records directly related to the services. The Cost and Accounting records will be out of the scope for the purpose of audit conducted by the Bank. If Vendor is outsourcing any portion of the above activity,

it will be the responsibility of Vendor to ensure that authorities/officials as mentioned above are allowed access to places, systems, processes, records (except Cost and Accounting records) etc. of activity for inspection or verification.

Vendor shall keep complete and accurate records of all the operations in connection with the activities, per relevant best practices in the industry. All books, records (except Cost and accounting records) and information relevant to services shall be preserved in isolation and presented to the Bank or its designees for inspections as and when demanded.

Vendor recognizes the right of Government of India (GOI), Reserve Bank of India (RBI) and / or any regulatory authority to cause an inspection to be made of Vendor/Service Provider and its books and accounts by one or more of its officers or employees or other designated person. One week's prior intimation shall be shared with Vendor, regarding the audit so as to notify the Bank of any potential conflict of interest. Except in cases of regulatory or statutory audit, the Bank shall not exercise right to audit more than twice in a financial year.

All bidder records with respect to any matters covered by this RFP/SLA shall be made available to auditors and/or inspecting officials of the Bank and/or Reserve Bank of India and/or any regulatory authority, 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 would execute confidentiality agreement with the bidder provided that the auditors would be permitted to submit their findings to the Bank, which would be used by the Bank. The cost of the audit will be borne by the Bank. The scope of such audit would be limited to Service Levels being covered under the contract, and financial information would be excluded from such inspection, which will be subject to the requirements of statutory and regulatory authorities.
The Bank and its authorized representatives, including Reserve Bank of India (RBI) or any other regulatory shall have the right to visit any of the Bidder's premises without prior notice to ensure that data provided by the Bank is not misused. The Bidder shall cooperate with the authorised representative/s of the Bank and shall provide all information/ documents required by the Bank.

Outsourcing agreement shall also include clause to recognize the right of the Reserve Bank to cause an inspection to be made of a service provider of a Bank and its books and account by one or more of its officers or employees or other persons. The outsourcing agreement shall provide for the preservation of documents and data by the service provider in accordance with the legal/regulatory obligation of the Bank in this regard.

1.13.26 Survival

The Parties have expressly agreed that any liabilities or obligations set forth in this Agreement by their nature and content are intended to survive the performance hereof, shall so survive despite such completion/expiration or termination of this Agreement.

1.13.27 Severability

The clauses of this Agreement shall be deemed severable, and the invalidity or unenforceability of any provision (or part thereof) of this Agreement shall in no way affect the validity or enforceability of any other provision (or remaining part thereof).

1.13.28 Amendment

This Agreement may not be altered or modified except by a written Agreement or addendum signed by authorized representatives of the Parties.

1.13.29 Intellectual Property Rights

1. The Vendor claims and represents that it has obtained all the appropriate rights to provide the Deliverables upon the terms and conditions contained in this contract. The Bank agrees and acknowledges that save as expressly provided in this agreement, all Intellectual Property Rights in relation to the Software, Services and Documentation and any adaptations, translations and derivative works thereof, whether protectable as a copyright, trade mark, patent, trade secret design or otherwise, provided by the Vendor during, in connection with or in relation to fulfilling its obligations under this contract belong to and shall remain a property of the Vendor or its licensor.
2. The Bank under this Agreement shall be granted a license to use the Software. During the term of this project and, if applicable, during the Reverse Transition Period, Bank grants Vendor a right to use at no cost or charge the Software licensed to the Bank, solely for the purpose of providing the Services.
3. The Vendor shall be responsible for obtaining all necessary authorizations and consents from third party licensors of Software used by Vendor in performing its obligations under this Project.
4. If a third party's claim endangers or disrupts the Bank's use of the Software, the Vendor shall at no further expense, charge, fees or costs to the Bank, (i) obtain a license so that the Bank may continue use of the Software in accordance with the terms of this contract and the license agreement; or (ii) modify the Software without affecting the functionality of the

Software in any manner so as to avoid the infringement; or (iii) replace the Software with a compatible, functionally equivalent and non-infringing product.

1.13.30 Confidential Information

1. Except as required by law, the parties shall ensure that all the confidential information- business or otherwise as disclosed by one party to other/s during negotiation/ implementation/execution of this Agreement or which may in any manner by any of its officers comes into the other party's knowledge or possession or control, shall not be used for any purposes other than those required or permitted by this Agreement and shall remain confidential and shall not be disclosed to any other party (including a subcontractor) except insofar as may be required for the proper implementation of this Agreement or permitted by other party expressly in writing.
2. For the purposes of this Agreement, information relating to the Bank's business, of its customers/employees, business systems, business processes, policies, internal notes, third party correspondences and documents shared in confidence or in respect of which no express permission has been obtained from Recipient by Disclosing Party, supplier lists or any other information having potential bearing on its business, trade, standing or reputation, information affecting employee's or an office bearer's right to privacy or proprietary information as defined hereinafter shall be deemed to be confidential information. For the purposes of this clause, Proprietary Information shall include, but not be limited to, domain names, trade secrets- whether or not protected under any patent or copy right or other intellectual property laws- whether contained on computer hard disks or floppy diskettes or otherwise available in any oral, scripted or photographic or electronic form- without any limitation whatsoever, copyrights, business ideas, techniques, know-how, inventions (whether patentable or not), any other information of any type relating to designs, configurations, information concerning technical or financial aspects, intellectual property rights, documentation, policies, board notes, circulars, letters including correspondences received or exchanged via electronic or web-based mediums in confidence, recorded data, schematics, layouts, source code, master works, master databases, algorithms, flow charts, formulae, works of authorship, mechanisms, research, manufacture, improvements, assembly, installation, the information concerning the Parties' actual or anticipated business, research or development, or the information which is received in confidence by the disclosing party to the Recipient. It is further agreed that the information relating to the Bank and its customers is deemed confidential whether marked confidential or not.

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

7. Even if a Vendor's employee leaves the job or his services are terminated/expires, the Vendor shall ensure that he does not share any confidential information of the Bank with third parties nor uses such it to derive unauthorised profits out of it. Vendor shall continue to be responsible for any such act of its ex-employee and agrees to indemnify the Bank against any loss suffered by Bank due to disclosure of confidential information in such circumstances.
8. Bank acknowledges that it considers the Vendor related material information including software product(s), trade secrets, documentations and electronic or non-electronic communication made in confidence, to be confidential and, agrees that unless Bank has obtained Vendor's written consent, Bank shall keep such materials confidential and prevent their disclosure to any person other than employees, representatives of Vendor or any other person it reasonably believes to be authorised by Vendor to receive such information, to whom it shall be disclosed only for purposes specifically related to Vendor's permitted use of the Products/as necessary for the purposes of this agreement.
9. An Information shall not be considered confidential to the extent and only to the extent, such information is:
   - already known to the receiving party free of any restriction at the time it is obtained from the other party.
   - subsequently learned from an independent third party free of any restriction and without breach of this Agreement.
   - is or becomes publicly available through no wrongful act of the other party.
   - is independently developed by one party without reference to any Confidential information of the other.
   - is required to be disclosed pursuant to a requirement of a governmental agency or law so long as the parties provide each other with timely written prior notice of such requirement.
10. The obligation contained in this clause shall survive after the termination of this Agreement. Confidentiality of customer information shall be maintained and survive even after the Agreement expires or terminated.
11. The infraction of confidentiality terms shall constitute material breach of the Agreement, and the Bank shall be entitled to take appropriate actions as available in law or under this Agreement against the Vendor as the case may be. VENDOR agrees to indemnify PNB

against any loss suffered by PNB due to breach of confidential terms as mentioned hereinabove.

1.13.31 Non-Disclosure

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

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

party nor Banks confidential information is used to derive unauthorized profits out of it. Vendor shall continue to be responsible for any such act of its ex-employee and agrees to indemnify the Bank against any loss suffered by Bank due to disclosure of confidential information in such circumstances.

7. The obligation contained in this clause shall survive even after the termination of this Agreement. Confidentiality of customer information shall be maintained and survive even after the Agreement expires or terminated.
8. The infraction of confidentiality terms shall constitute material breach of the Agreement, and the Bank shall be entitled to take appropriate actions as available in law or under this Agreement against the Vendor as the case may be. Vendor agrees to indemnify the Bank against any loss suffered by Bank due to breach of confidential terms as mentioned hereinabove.

1.13.32 Cancellation of Purchase Order

After issuance of purchase order to successful bidder, Bank reserves the right to cancel the purchase order without giving any notice, for following reasons –

1. Non submission of acceptance of order by the bidder within seven (07) working days of placement of Purchase Order.
2. Non submission of performance Bank guarantee within stipulated time as specified in the RFP.
3. Non signing of contract within the time specified by Bank.
4. Non submission of any report/undertaking/document/compliance which was due within one month from the date of Purchase Order.

1.13.33 Force Majeure

Notwithstanding anything contained in this Agreement, the vendor shall not be liable for penalty or termination for default if and to the extent that it's delay in performance or other failure to perform its obligations under the Agreement is the result of an event of force majeure. For purposes of this clause, "force majeure" means an event beyond the control of the vendor and not involving the vendor's fault or negligence and not foreseeable. Such events may include, but are not restricted to, war or revolution and epidemics. If a force majeure event arises, the vendor shall notify within 30 days the Bank in writing, the vendor shall continue to perform its obligation under the Agreement to the extent possible mitigate the consequences of the force majeure event and make

all necessary alternative arrangements to perform their obligations and accordingly shall seek all alternative means of performance not prevented by the force majeure event.

Provided further that in case of delay of Services, which shall be solely decided by the Bank, the Bank shall not be held liable for non-performance of its obligations under the Agreement and the Bank shall have the right to terminate this Agreement without giving any further notice to the Vendor. Bank reserves the right to assign the work to other Vendor without any consequences and claims.

1.13.34 Not Acceptance/ Non-Execution of Order

In case the bidder shortlisted through this RFP process (hereinafter called "successful bidder") refuses to accept / execute the order, Bank may invoke the PBG/EMD and terminate the PO and Contract. Bank also reserves the right to blacklist/debar the said successful bidder in such eventuality without giving any notice thereof in this regard for a period of further three years from the date of blacklisting/debarment.

1.13.35 Liquidated Damages

The Bidder should adhere to laws of the land and rules, regulations and guidelines issued by the various regulatory, statutory and Government authorities as required from time to time during the course of the contract.

Notwithstanding Bank's right to terminate the order, penalty at 1% (one percent) of the undelivered portion of the order value per week will be charged for every week's delay in the specified delivery schedule subject to a maximum of 10% of the order value. The bank reserves its right to recover these amounts by any mode such as adjusting from any payments to be made by Bank to the Bidder. Such penalties will be based on the timelines stated by the Bidder during the presentation to the Bank.

If the Bidder fails to complete the due performance of the contract in accordance with the terms and conditions, the Bank reserves the right either to terminate the contract or to accept performance already made by the Bidder after imposing Penalty on Bidder. Penalty will be calculated on per week basis and on the same Rate as applicable to Liquidated Damages.

In case of termination of contract, the Bank reserves the right to recover an amount equal to 10% of the Contract value as Liquidated Damages for non-performance.

Both Penalty and Liquidated Damages are independent of each other and are applicable separately and concurrently. The penalty is for delay of performance and not for termination, whereas the liquidated damages are applicable only on event of termination on default.

Penalty and Liquidated Damages are not applicable for reasons attributable to the Bank and Force Majeure. However, it is the responsibility of the Bidder to prove that the delay is attributable to the Bank and Force Majeure. The Bidder shall submit the proof authenticated by the Bidder and Bank's official that the delay is attributed to the Bank and/or Force Majeure along with the bills requesting payment.

The Bidder shall perform its obligations under the agreement entered into with the Bank, in a professional manner.

If any act or failure by the Bidder under the agreement results in failure or inoperability of systems and if the Bank has to take corrective actions, to ensure functionality of its property, the Bank reserves the right to impose penalty, which may be equal to the cost it incurs or the loss it suffers for such failures.

If the Bidder fails to complete the due performance of the contract in document, the Bank reserves the right either to terminate the order or to recover a suitable amount as deemed reasonable as Penalty / Liquidated damages for non-performance. SLA/RFP violation will attract penalties.

1.13.36 Limitation of Liability

Vendor's aggregate liability under the Agreement shall be limited to a maximum of the Agreement value. For the purposes of this clause, Agreement value at any given point of time, means the aggregate value of the purchase orders, paid by Bank to the Vendor that gives rise to claim, under this Agreement. In the following circumstances limitation of liability shall not apply and the Vendor shall be liable for amount of cost, damages, compensation, penalty etc. suffered by the Bank: -

1. Liability of Vendor for third party claims for IP Infringement.
2. Liability of Vendor (including third party claims) in case of bodily injury (including Death).
3. Liability of Vendor (including third party claims) in case of damage to real property and tangible property caused by the Vendors' gross negligence.
4. Liability of the Vendor in case of gross negligence or wilful misconduct attributable to the Vendor while providing services under this Agreement.
5. Liability of the Vendor in case of fraudulent acts or wilful misrepresentation attributable to the Vendor regarding the services provided under this Agreement.

6. Breach of the confidentiality.
7. Employment liabilities for vendor's staff relating to the period of their employment within contractual period while working with Bank.
8. Any liability/penalty/cost/compensation/charges etc. that cannot be capped or is excluded as a matter of applicable laws and imposed by the statutory authority/ government bodies/ court/tribunals etc. in relation to this Agreement, owing to the fault of the Vendor.

This clause shall not apply to any law, judicial/ quasi-judicial determination or Government's directions to the contrary, and to the maximum extent permitted by law, the Vendor shall be liable to Bank for any consequential/ incidental, or indirect damages arising out of this agreement.

1.13.37 Data Purging

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

1.13.38 SOURCE CODE ESCROW AGREEMENT

a. Selected Bidder shall deposit the source code of the Software and everything required to independently maintain the Software, to the source code escrow account and agrees to everything mentioned in source code escrow agreement.

b. Selected Bidder shall deposit the latest version of source code in escrow account at regular intervals as mentioned in source code escrow agreement.

c. The Bank shall have the right to get the source code released and will receive no opposition/hindrances from the escrow agent and Selected Bidder under the following conditions: -

(i) In the event wherein Selected Bidder files a voluntary petition in bankruptcy or insolvency or has been otherwise declared Insolvent/Bankrupt; or

(ii) In the event wherein Selected Bidder has declared its expressed/written unwillingness to fulfill his contractual obligations under this Agreement; or

(iii) Selected Bidder is wound up, or ordered wound up, or has a winding up petition ordered against it, or assigns all or a substantial part of its business or assets for the benefit of creditors, or permits the appointment of a receiver for the whole or substantial part of its business or assets, or otherwise ceases to conduct its business in the normal course; or

(iv) Selected Bidder discontinues business because of insolvency or bankruptcy, and no successor assumes Selected Bidder's Software maintenance obligations or obligations mentioned in the Agreement; or

(v) Selected Bidder dissolves or ceases to function as a going concern or to conduct its operation in the normal course of business or intends and conveys its intention to do so; or

(vi) Any other release condition as specified in source code escrow agreement.

d. Selected Bidder should have to bear the payment of fees for the escrow arrangement.

e. The escrow agreement shall ipso-facto would get terminated on delivery of source code to either of the parties upon the terms & conditions mentioned in source code escrow agreement.

2 Bidding Document

The Bidder is expected to examine all instructions, forms, terms and conditions in the Bidding Documents. Failure to furnish all information required by the Bidding Documents or submission of a bid not substantially responsive to the Bidding Documents in every respect will be at the Bidders' risk and may result in the rejection of its bid without any further reference to the bidder. Bidder should submit the bid strictly as per RFP failing which bid will be treated as non-responsive and will be liable for rejection.

2.1 Late Bid

Any bid received by the Bank after the deadline for submission of bid will be rejected.

2.2 Pre-Bid Meeting & Pre-Bid Queries

Bidders/OEMs are required to submit pre-bid queries, through GeM portal within the timeline as stipulated by GeM. In case any bidder/OEM is unable to submit the queries through GeM, Bidders/OEMs may raise the queries through the email ID in the following formal in excel file only within the timeline as mentioned in the Bid Document.

Sr. No.	RFP Page No.	RFP Clause	Bidder's Query/Suggestion/Remarks

Bidders/OEMs interested to attend the pre-Bid meet should have their authorization letter from their competent authority (hardcopy/email) to attend the pre-bid meeting clearly stating the name, designation and contact number and such communication reach the Bank at least one working day

before the date of the meeting. All Bidders should carry their ID card issued by their company. Only two persons per bidder shall be allowed to attend the Pre-Bid meeting.

Pre-requisites for attending pre-bid meeting:

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

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

In case the Bank issues any Corrigendum, Bidder may raise further queries/representations, if required, within 4 Bank working days from the issue of such Corrigendum. Any query received after 4 Bank working days may not be considered by the Bank for issuing response/clarification.

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

2.3 Submission of Bid

All the Annexures and bid documents are to be uploaded in pdf format during the online bid submission. All the correspondence should be addressed to Bank at the following address.

The Assistant General Manager

Punjab National Bank,

Centralised Procurement & Partnership Division

HO:CPPD, HO: 5 Sansad Marg, New Delhi 110 001

2.4 Preliminary Examination

The Purchaser will examine the bids to determine whether they are complete, whether any computational errors have been made, whether required information have been provided as underlined in the bid document, whether the documents have been properly signed, and whether bids are generally in order.

Bids that do not meet the basic requirements specified in the bid documents shall be disqualified. Some important points (not exhaustive) on the basis of which a bid will be declared as unresponsive and be ignored during the initial scrutiny are:

1. The bid is not in the prescribed format or is unsigned or not signed as per the stipulations in the bid document.
2. The required EMD has not been submitted or exemption from EMD is claimed without acceptable proof of exemption.

3. The bidder has not submitted Integrity Pact executed on non-judicial stamp paper of appropriate value as applicable in the state from where the stamp paper is purchased.
4. The bidder is not eligible to participate in the bid as per laid down eligibility criteria.
5. The bidder has quoted for goods manufactured by a different firm without the required authority letter from the proposed manufacturer.
6. Against a schedule in the list of requirements in the tender enquiry, the bidder has not quoted for the entire requirement as specified in that schedule.

The bid determined as not substantially responsive shall be liable for rejection by the purchaser and may not be made responsive by the bidder by correction of the non-conformity. The decision of the Bank in this regard will be final.

The purchaser may waive any minor informality or non-conformity or irregularity in a bid, which does not constitute a material deviation, provided such waiver does not prejudice to affect the relative ranking of any bidder.

2.5 Discrepancies Between Original and Scanned Copies of Bid

Discrepancies can also be observed in responsive bids between the original copy and uploaded scanned copies. In such a case, the text, and so on, of the scanned copy will prevail.

2.6 Minor Infirmity/Irregularity/Non-Conformity

During the preliminary examination, some minor infirmity and/or irregularity and/or nonconformity may also be found in some tenders. Such minor issues could be a missing pages/ attachment or illegibility in a submitted document, non-submission of requisite number of copies of a document. Wherever necessary, observations on such ‘minor’ issues may be conveyed to the bidder through GeM portal, and so on, asking him to respond by a specified date also mentioning therein that, if the bidder does not conform Bank’s view or respond by that specified date, his bid will be liable to be rejected. Depending on the outcome, such bidders are to be ignored or considered further.

2.7 Consideration of Abnormally Low Bids

An Abnormally Low Bid is one in which the Bid price appears so low that it raises material concerns as to the capability of the Bidder to perform the contract at the offered price. Bank may in such cases seek written clarifications from the Bidder, including detailed price analyses of its Bid price in relation to scope, schedule, allocation of risks and responsibilities, and any other requirements of the bid’s document. If, after evaluating the price analyses, Bank determines that

the Bidder has substantially failed to demonstrate its capability to deliver the contract at the offered price, the Bank may reject the Bid/Proposal.

2.8 Contacting the IEMs

The IEMs are not to be contacted for generic tender related queries, for which queries may be directed to contact details mentioned in Bid details.

2.9 Acceptance of order (order placement)

Orders will be placed by the Bank. The successful bidder shall have to accept and acknowledge orders within 7 working days from the date of order placement. Bank has a right to cancel the order and forfeit the entire EMD amount if the same is not accepted within a period of 7 working days from the date of order.

2.10 Taxes and Duties

The rates quoted in Commercial offer should be inclusive of all taxes and duties as per terms and conditions of GeM. However, GST shall be paid to the bidder on actual basis at the rate applicable. The rate of applicable GST should be informed and charged separately in the invoice generated for supply of the product. Bidder shall provide the breakup of the cost in the uploaded commercial file.

It will be the responsibility of the Vendor to provide clarifications/particulars/ documents etc. to the appropriate tax authorities for assessment of tax, compliance with labour and other laws, etc. at its cost.

Tax deduction at Source - Wherever the laws and regulations require deduction of such taxes at the source of payment, the Bank shall be within its right to affect such deductions from the payment due to Vendor. The remittance of amounts so deducted and issuance of certificate for such deductions shall be made by the Bank as per the laws and regulations in force. Nothing in the Contract shall relieve Vendor from his responsibility to pay any tax that may be levied on income and profits made by Vendor in respect of this contract.

2.11 Information Security

Successful Bidder upon selection will comply with all the present and future provisions of the Information Security Policy/Guidelines of RBI, Respective Govt. Agencies and the Bank and provide such regulatory requirements at no additional cost to Bank during and after the contract period. The Solution may be audited by RBI/any other Regulatory Authority and any observation pointed out by these bodies have to be complied by the successful bidder within the timelines

stipulated by the regulatory agencies, without any additional cost to the Bank. The offered solution shall be subjected to Bank's audit through off-site and on-site scrutiny at any time during the contract period. The auditors may be internal/ external. The successful bidder should provide solution and implementation for all the audit points raised by Bank's internal/external team during the contract period, within the stipulated timelines, without any extra cost.

Any financial loss to the Bank, because of security breach, Negligence or any reason attributable to the Vendor will be recovered from the Vendor.

2.12 Signing of Pre-Contract Integrity Pact

The bidder should submit Original Executed Integrity Pact along with the technical bid. The Integrity Pact must be executed on stamp paper of appropriate value and must be signed by all the witnesses also. The Performa of Integrity Pact is as per (Annexure-8).

2.13 No Right to Set Off

In case the Bidder has any other business relationship with the Bank, no right of set-off, counterclaim and cross-claim and or otherwise will be available under this empanelment to the Bidder for any payment's receivable under and in accordance with that business.

2.14 Publicity

Any publicity/ public announcement relating to the Agreement, work to be carried out in Bank towards this project, Services or Deliverables is strictly prohibited. Neither Deliverables nor reference to either Party may be included or made in any prospectus, proxy statement, offering memorandum or similar document or materials prepared for public distribution. No information of any nature related to this project shall be disclosed to any third party unless otherwise necessary prior permission has been taken from other Party.

2.15 Compliance with Laws

The Parties will comply with all laws and regulations applicable to their respective businesses including without limitation, all privacy, database, copyright, trademark, patent, trade secret, Labour Laws, Anti-Bribery Laws and all other applicable laws.

2.16 Use of Contract Documents and Information

The supplier shall not, without the Bank's prior written consent, make use of any document or information provided by Bank in Bid document or otherwise except for purposes of performing contract.

2.17 Contract Between Bank and Shortlisted Bidder/TSP (Technical Service Provider)

The shortlist bidder/TSP shall be required to execute SLA (Service Level Agreement) and NDA (Non-Disclosure Agreement) with the Bank.

2.18 Principal to Principal Relationship

1. Nothing in this Contract constitutes any fiduciary relationship between the Bank and Bidder's Team or any relationship of employer - employee, principal and agent, master-servant relationship or partnership or joint venture, between Punjab National Bank and Bidder. The relationship is on principal-to-principal basis.
2. No Party has any authority to bind the other Party in any manner whatsoever, except as agreed under the terms of the Agreement.
3. Punjab National Bank have no obligation to the Bidder, except as agreed under the terms of the Agreement.
4. All employees/personnel/ representatives/agents etc., engaged by the Bidder for performing its obligations under the Contract/PO shall be in sole employment of the Bidder and the Bidder shall be solely responsible for their salaries, wages, statutory payments etc. Under no circumstances, shall Punjab National Bank be liable for any payment or claim or compensation (including but not limited to any compensation on account of any injury /death / termination) of any nature to the employees/personnel/representatives/agent etc. of the bidder.
5. The Bidder shall disclose to Punjab National Bank in writing, all actual and potential conflicts of interest that exist, arise or may arise (either for the Bidder or its team/agents/representatives/personnel etc.) in the course of performing the Services as soon as practical after it becomes aware of that conflict.
6. The Bidder shall not make or permit to be made a public announcement or media release about any aspect of the Contract unless Punjab National Bank first gives the Bidder its prior written consent.
7. Bidder would comply with the statutory obligations and Labour Regulations/ Rules in this regard so far as applicable The Bidder shall be responsible for payments of all statutory dues with respect to each of its personnel/employees engaged by it to render service under this Agreement with respect to each applicable Labour law, including, the Minimum Wages Act, 1948, the Payment of Wages Act, 1936, the Payment of Bonus Act, 1965, the Employees' State Insurance Act, 1948, the Payment of Gratuity Act, 1972, the Maternity Benefit Act, 1961, the Employees' Provident Funds and Miscellaneous Provisions Act, 1952, Contract Labour. (Regulation and Abolition) Act, 1970 etc. or any other applicable

future laws. No dues/contributions under any labour legislations, as applicable, remain payable with respect to his personnel/employees. The Bidder will have no claims whatsoever against the Bank with respect to payment of statutory dues/contributions to personnel/employees of under applicable labour legislations.

2.19 Waiver

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

2.20 Adherence to the Cyber Security Policy

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

7. The Bank will evaluate, assess, approve, review, control and monitor the risks and materiality of vendor/outsourcing activities and bidder shall ensure to support baseline system security configuration standards. The Bank will also conduct effective due diligence, oversight and management of third-party vendor's/service providers & partners.
8. Vendor criticality assessment shall be conducted for all partners & vendors. Appropriate management and assurance on security risks in outsourcing and partner arrangements shall be ensured.

2.21 Variation of Quantities

The Bank reserves the right to increase or decrease the quantity to be ordered up to 25 percent of bid quantity at the time of placement of contract. The Bank also reserves the right to increase the ordered quantity by up to 25% of the contracted quantity during the currency of the contract at the contracted rates. Bidders are bound to accept the orders accordingly.

2.22 Cost of Bidding

The Bidder shall bear all the costs associated with the preparation and submission of their bid and Punjab National Bank, hereinafter referred to as "Purchaser" or "Bank", will in no case be responsible or liable for these costs, regardless of the conduct or outcome of the bidding process.

2.23 Sub-Contracting

In general subcontracting is not allowed under this RFP, Bank will only deal with the bidding Bidder, who will be responsible for delivery of all services. The bidder will be fully responsible to Bank for execution of the contract in its entirety and compliance of SLA, the delivery of all the services as per, end-to-end delivery of services and will be a single point of contact.

2.24 Prevention of Cartelization

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

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

			submit a bid on behalf of another Principal/OEM in the same tender for the same item/product.

3 PART – B – BID SPECIFIC CLAUSES

This Request for Proposal (RFP) document has been prepared solely for the purpose of enabling the Bank to select the vendor for five years to implement the GENERATIVE AI use cases.

For this purpose, the Bank invites proposals from bidders who are interested in participating in this RFP and who meet the requirements mentioned in the RFP. In addition to the aforementioned, the bidder must accept all of the terms and conditions listed in this RFP.

The RFP document is not a recommendation, offer, or invitation to enter into a contract, agreement, or any other arrangement in respect of the services. The provision of the services is subject to observance of the selection process and appropriate documentation being agreed by the Bank, after completion of the selection process as detailed in this document.

3.1 Scope of Work

3.1.1 Supply and Deployment of GenAI Application Development Platform

The bidder shall be responsible for end-to-end implementation of Generative AI (GenAI) use cases which include the procurement and installation of required infrastructure (i.e., Hardware, Software including all required OS, DB, Web, App and licenses etc.).

a. The bidder shall provide a generic GenAI platform, and all use-cases shall be deployed by leveraging the plug-and-play services available on the platform. Considering it, the bidder shall ensure the scalability of GenAI platform for future applications and which should address additional use cases along with the list of mentioned indicative use cases. Below are the list of components but not limited to that may be included to developed such a platform:
   - **Key Components:** Bidder shall ensure the platform should be a future-proof and versatile for multiple use cases and should have following components:
     a. Training Pipelines: Pipelines for training and fine-tuning models on specific data sets i.e., domain-specific models for handling different banking use cases
     b. Data Ingestion Layer: A unified pipeline for collecting and preprocessing structured (e.g., transaction data, customer demographics) and unstructured data (e.g., customer complaints, chat logs)
     c. API Management: A set of APIs that allow different teams within the bank to easily interact with the platform. The APIs should support use case creation, model training, predictions, and performance monitoring.

d. Model Monitoring and Feedback Loop: Since use cases evolve, the platform should monitor the performance of models in production and adapt to changes by retraining them with new data.

e. Security and Compliance Framework:
   - Data Anonymization: Ensure that sensitive customer data is anonymized during model training
   - Regulatory Compliance: Incorporate data privacy features, model decision audit trails, and explainability to support the model's conclusions.
   - Access Control: Implement role-based access control (RBAC) to limit who can access sensitive data and manage models

f. Integration Layer: Should support for dynamically installing or adding connections to relevant data system through the GUI.

- **Architecture Considerations:**
  1. On-Premises Deployment: The solution/platform should support on-premises deployment.
  2. Microservices Architecture: The platform should support modular services architecture, it should be updated and worked independently.
  3. Data Lake/Data Warehousing: Platform should use inbuilt a scalable data lake or data warehouse for storing large volumes of both structured and unstructured data. The same shall serve as the backbone for model training and data analysis.
- **Tools and Technologies:**
  1. AI/ML Frameworks: Should use TensorFlow, PyTorch, or Hugging Face's transformers etc. for building and fine-tuning models.
  2. Data Processing: Should utilize Apache Spark or Databricks etc. for large-scale data processing.
  3. APIs for Integration: Should support RESTful APIs for easy access and integration of AI capabilities across different teams within the bank
- **Future Use Case Expansion:** The platform should be flexible for future use cases, and it should be designed in following ways but not limited to:
  1. Modular Models: Should ensure that new models for new use cases can be added without disrupting existing services.
  2. Versioning: Should implement version control for models so you can safely deploy updates or roll back changes if necessary.

3. Plug-and-Play Capabilities: Should allow teams to build on the platform and bring their own models for specific tasks, while the platform handles infrastructure, data, and security.
4. SOP and training: Should provide SOP and training for deployment of additional use-cases on GenAI platform

3.1.2 Broad Scope of Work

Below are the activities Bank is expecting the bidder to perform during the entire contract period:

1. **Implementation of Solutions based on Generative AI:**

   a. **Document Summarizer:** Employees should get important insights without having to read through lengthy policy circulars, product circulars, financial paperwork, legal contracts, or internal reports thanks to this tool, which condenses them.

   Functional Requirements:

   - GenAI-Based Summarization: Automatically extract key points and create concise summaries of lengthy documents using NLP.
   - Customizable Summary Length: Allow users to select the level of detail (short, medium, long) in the summary output or select the summary length in number of words
   - User Feedback Integration: Allow users to refine and give feedback on summaries for continuous improvement (for instance, thumbs up/down)
   - Uploading & prompting option: The tool should have an option to upload documents and should enable follow-up prompts to enable Q&A functionality on the generated summaries
   - Input/ Output Formats: The proposed model should accept input in all formats currently acceptable in market and allow download in all available formats.

   Technical Requirements:

   - Latency: Should be 15-20 seconds
   - Maximum concurrency (related to LLMs): 500 users
   - NLP Models for Summarization: Deploy pre-trained NLP models, fine-tuned for document summarization tasks.
   - Language Support Modules: Integrate multilingual language models for accurate translation and summarization across languages (e.g., Hindi, English, regional languages)
   - Customizable Templates: Implement customizable summarization templates with version control for different document types to generate summaries using predefined formats for specific document types
   - Number of pages limit: The tool should support documents with upto 500 pages (each document)
   - Multiple files upload option: The tool should give an option to upload multiple files, up to 10 files together

- Referencing and excerpts: The tool should mention references and excerpts for the summaries, including the page numbers from where the key points are chosen

b. **Credit Assist: Note Preparation Tool:** Credit Assist helps prepare draft credit notes for corporate loans by synthesizing financial data, customer information, and loan history.

Functional Requirements:

- Financial Data Aggregation: Automatically pull financial data from internal & external data systems and borrower documents (e.g., customer financials, credit history) for note preparation.
- Credit Note Drafting: Generate draft credit notes with borrower details, key financials, etc.
- Risk Narrative Creation: Create a detailed narrative summarizing risk factors associated with loan applications.
- User Editing and Validation: Provide users the ability to edit, validate, and finalize the generated credit note drafts.
- Human in the loop: Required to validate the generated information
- Alerts: Real-time alerts for applications requiring further scrutiny
- Integration: Integration with external credit bureaus for up-to-date credit information

Technical Requirements:

- Maximum concurrency (related to LLMs): 5-10 users
- Data Source Integration: Integrate with financial databases and customer data platforms for real-time data retrieval
- AI-Based Risk Analysis: Leverage AI models to analyze customer financials and generate risk scores
- Customizable Report Templates: Enable customization of credit note templates based on loan types and customer profiles
- Security & Compliance: Implement data encryption and role-based access control to ensure compliance with banking regulations; no part of the document should be floated outside the bank
- Version Control for Drafts: Provide version control for automatically generated drafts to track changes

  - Data Sources for Aggregation:
    - The tool must aggregate and utilize data from various sources for credit assessment. Examples of key data sources include:
      - Company Financial & Registration Data: Integration with statutory data sources such as MCA (Ministry of Corporate Affairs) to retrieve company financial filings and registration details
      - Director Details: Fetching director-related data, including background checks and compliance status
      - Credit Risk Data: Access to credit scores, payment history, and risk assessments from credit rating agencies or credit bureaus
      - Tax-Related Details: Integration with ITR (Income Tax Returns), GST (Goods and Services Tax) databases, and other tax-related repositories

- Borrower Profile Information: Detailed borrower profiles, including history, obligations, and repayment behavior
- Other Critical Checks: Data integration with:
  - MCA (Ministry of Corporate Affairs)
  - LEI (Legal Entity Identifier)
  - ITR (Income Tax Returns)
  - GST (Goods and Services Tax)
  - SEBI (Securities and Exchange Board of India)
  - CERSAI (Central Registry of Securitisation Asset Reconstruction and Security Interest of India)

- Integration and Accessibility:
  - Ensure seamless integration of aggregated data into the Credit Assist Note Tool.
  - Provide APIs or other mechanisms to access and verify aggregated data from the above-mentioned sources in real-time.
- Data Quality and Validation:
  - The bidder must ensure that the aggregated data is accurate, up-to-date, and validated against official repositories.
  - Mechanisms should be in place to identify and mitigate data inconsistencies or inaccuracies.

c. Automated Email Response Management

Automated Email Response Management (ERM) assists in managing large volumes of incoming customer emails by providing automated categorization and responses for all queries. It enables faster customer service response times while reducing manual intervention.

Functional Requirements:

- Automatic Email Categorization: Automatically categorize incoming emails into predefined categories (e.g., support, complaints, queries)
- Dynamic Response Drafting: Generate contextually appropriate responses to customer queries based on historical interactions
- Sentiment Analysis: Analyze the sentiment of incoming emails and adjust response tone accordingly (e.g., empathetic, neutral, corrective)
- Escalation Triggers: Detect complex or high-priority emails and automatically flag them for manual intervention or escalation
- Search Engine: Ability to search emails using various filter criteria such as recipient names, email categories, priorities, ticket status, email content, subject, ticket assignment, etc.
- Customizable Response Templates: A library of templates for common inquiries, with the ability to dynamically generate responses based on customer data and inquiry context
- Content summary: Ability to generate summaries to allow user to understand large email content in less time

Technical Requirements:

- Latency: Should be between 15 to 20 seconds

- Maximum concurrency (related to LLMs): 5-10 users
- Email Parsing & Categorization: Use NLP models to parse email content and classify it based on intent and subject matter
- Sentiment Detection Module: Integrate sentiment analysis models to adjust the tone and wording of responses
- API Integration for Email Systems: Utilize APIs for seamless integration with existing email platforms (e.g., Outlook graph APIs, Gmail APIs)
- Escalation Logic: Build rule-based and AI-powered triggers for automatic email escalation to human agents
- Analytics and Reporting: Detailed insights on enhancement in team productivity, response times, customer satisfaction scores, and areas for improvement, with customizable reporting options
- Admin portal: Provision of an admin portal for overall ticket management for edge cases such as person on leave, incorrect ticket assignment etc.)
- Feedback Loop Mechanism: Collect user feedback on automated responses to refine and improve response strategies
- Multilingual Support: Capability to understand and respond to inquiries in multiple languages, catering to a diverse customer base.

d. SOC Analyst

Real-time monitoring and reporting of current conditions and possible threats will be facilitated by the SOC Analyst tool. It uses GenAI to automate the creation of threat intelligence and incident response.

Functional Requirements:

- Threat Detection: Continuously monitor system logs and network activity for abnormal behavior indicative of potential threats
- Incident Report Creation: Automatically generate detailed, human-readable incident reports summarizing the threat and its impact
- Threat Intelligence Summarization: Summarize large amounts of unstructured threat data into actionable insights
- Response Recommendations: Provide incident response suggestions based on detected threat patterns
- Training programs for SOC Analysts: To enhance skills in threat detection and incident response

Technical Requirements:

- Latency: Should be between 15 to 20 seconds
- Maximum concurrency (related to LLMs): 3-5 users
- Security Log Integration: Integrate with SIEM systems for real-time threat monitoring
- Threat Intelligence Models: Use pre-trained models to detect threats based on anomalous system behavior
- Incident Report Generation: Automatically generate detailed, customizable incident reports with incident details, response recommendations, and mitigation strategies

- Threat Intelligence Data Parsing: Use NLP and text analytics to summarize external threat intelligence feeds (e.g., CVE reports, threat advisories)
- Role-Based Access Control (RBAC): Implement role-based access controls to ensure that incident reports are only accessible by authorized personnel

e. Personalized Digital Marketing

This use case involves using GenAI to create personalized and highly-targeted marketing content based on customer behavior and preferences, improving engagement and conversion rates.

Functional Requirements:

- Customer Segmentation: Group customers into segments based on transaction history, behavior, and preferences
- Content Personalization: Automatically generate personalized marketing content (emails, website banners, creatives, festive-season content, etc.) based on customer segments, with the feature to limit the text to the specified number of characters
- Product Recommendation Engine: Suggest relevant products or services to customers based on their behavior and preferences
- Copyright of generated images: Ensure that there is a copyright for each image generated for marketing purposes
- A/B Testing of Marketing Campaigns: Automatically generate and execute A/B testing strategies for marketing content
- Dashboard: Real-time analytics dashboard for tracking campaign performance

Technical Requirements:

- Maximum concurrency (related to LLMs): 5-10 users
- Behavioral Analytics Engine: Use machine learning models to analyze customer behavior and group them into targetable segments
- Dynamic Content APIs: Provide APIs for integrating dynamic content into existing marketing platforms (email, SMS, website)
- Recommendation Algorithms: Implement recommendation algorithms that suggest products or services based on historical customer data
- Compliance with Data Privacy Laws: Ensure that customer data used for marketing is anonymized and complies with data privacy laws
- Real-Time Content Generation: Ensure real-time content generation and delivery for marketing campaigns, particularly personalized product offers
- Integration: Integration with existing portals (such as CRM, EDW etc.) and marketing platforms

f. Sales Growth Tool / RM Copilot

A sales tool driven by GenAI that helps sales teams by offering individualized engagement methods and predictive insights for both current and potential customers.

Functional Requirements:

- Lead Prioritization: Rank sales leads based on their likelihood of converting into paying customers.
- Opportunity Detection: Identify cross-sell and upsell opportunities for existing customers based on transaction history.
- Personalized Sales Script Generation: Automatically generate personalized sales scripts tailored to each customer's profile and history.
- Performance Insights: Provide insights into which sales strategies are most effective based on historical performance data.
- Lead tracking dashboard: SOP & report generation set-up to track the leads generated via the tool

Technical Requirements:

- Latency: Should be between 15 to 20 seconds
- Maximum concurrency (related to LLMs): 100-120 users
- Predictive Analytics Engine: Leverage predictive models to rank leads and identify high-priority opportunities
- CRM Integration: Ensure integration with the bank's CRM system to access customer profiles, transaction history, and preferences
- Script Generation Module: Use NLP models to generate custom sales scripts for agents, based on customer data
- Data Visualization: Implement dashboards to visualize lead prioritization, opportunity identification, and sales performance metrics.
- Data Encryption: Ensure all customer data used in sales strategies is encrypted and secure, adhering to privacy regulations.

g. Code Reviewer

GenAI Code Reviewer helps development teams by automatically reviewing code for issues, optimization, and adherence to best practices.

Functional Requirements:

- Code Quality Assessment: Automatically review code for compliance with best practices, coding standards, and security guidelines
- Optimization Suggestions: Provide suggestions for improving code performance to match industry standards and reducing technical debt
- Bug Detection: Identify potential bugs or security vulnerabilities within the code
- Auto-Generated Documentation: Automatically generate documentation for code, explaining its structure and logic
- Multi-lingual support: Capabilities to review and analyse code written in various programming languages (e.g., Java, Python, JavaScript, C#).
- Reframe the code: Ability to generate different pieces of code as per requirement and decrease code complexity of written code

Technical Requirements:

- Latency: Should be 15-20 seconds

- Maximum concurrency (related to LLMs): 3-5 users
- AI Code Review Models: Use machine learning and rule-based models to review code for issues such as performance bottlenecks and security flaws.
- Version Control System Integration: Integrate with version control systems (e.g., Git) deployed at bank to track code changes and reviews
- Bug Detection Models: Implement bug detection algorithms capable of finding code issues based on historical data and patterns
- Documentation Generator: Use NLP to automatically generate understandable documentation from code comments and structure
- Security Scanning: Incorporate security scanning tools (e.g., SAST tools) to detect vulnerabilities

h. HR Learning Board & HRMS Bot

The HR Learning Board & HRMS Bot is a GenAI-powered system that streamlines continuous learning, employee onboarding, and an HRMS chatbot that gives staff members instant access to their HR data through natural language enquiries. To help HR teams manage training, development, and onboarding processes more efficiently, it offers role-specific, personalized training and onboarding content, automates dynamic learning routes, gives real-time employee support, and makes HR data retrieval possible.

It will be a common portal that allows users to access the HRMS Bot or the HR Learning Board. A chatbot with prompting capabilities will be the latter.

Functional Requirements:

- Personalized Learning Paths & Onboarding: Automatically create personalized learning and onboarding paths tailored to employees' roles, departments, and individual performance metrics
- Dynamic Content Creation: Generate customized onboarding documents, images, training videos, quizzes, and interactive modules based on employee-specific needs
- Interactive Training Simulations: Develop real-world, role-specific training scenarios to enhance practical learning for employees, using simulations and role-playing tasks
- Real-Time On-the-Job Support: Provide real-time step-by-step guides, explainer videos, and troubleshooting tips for employees as they perform daily tasks
- Copyright of generated images/content: Ensure that there is a copyright for each image or content generated
- Quiz and Assessment Generation: Automatically generate quizzes, assessments, and evaluations based on employees' learning paths to test their knowledge
- Progress Tracking and Reporting: Continuously track employee progress through onboarding and training, generating real-time reports that provide insights into individual learning outcomes and areas for improvement
- Continuous Learning Feedback: Provide feedback loops for employees, allowing the system to adjust learning paths based on performance in quizzes, assessments, and real-time task completion
- Cross-Skilling and Upskilling Suggestions: Suggest additional learning modules for cross-skilling or upskilling based on employee performance and role requirements

- Chatbot interface with Natural Language Queries (HRMS bot): Employees can query their HRMS data (e.g., salary details, leave balances, benefits, performance reviews) using natural language, and the system responds with personalized information
- Salary and Payroll Information (HRMS bot): Access to salary slips, breakdown of allowances, deductions, and tax details in a conversational format
- HR Policies & FAQs (HRMS bot): Ability to ask questions related to HR policies, company guidelines, and employee benefits, with responses provided in a conversational and simplified format
- Pay Slip Downloading (HRMS bot): Providing an option to download payslips for employees via natural language prompting
- Multilingual Chat Support (HRMS bot): Provide the ability to interact with the chatbot in both English and Hindi languages, catering to a diverse workforce
- Employee Self-Service via bot (HRMS bot): An interactive bot where employees can track their queries and update personal details like address changes, banking information, and dependent information through conversational AI prompts
- Data Insights & Reporting for admin portal (HRMS bot): Generate reports based on employees' interactions with the HR chatbot to help HR teams identify common queries, bottlenecks, or areas where HR policies may need improvement

Technical Requirements:

- Maximum concurrency (related to LLMs): 500 users
- Latency (for HRMS bot): 10 to 20 seconds
- AI-Powered Learning Path Engine: Use machine learning algorithms to dynamically generate personalized learning paths and adjust them based on real-time performance and feedback.
- Content Generation Models: Leverage NLP and multimedia generation models (text, images, and videos) to create customized onboarding materials, training courses, and explainer content
- Real-Time Assistance Module: Develop a real-time content delivery system that provides employees with task-specific guidance, such as step-by-step instructions, troubleshooting tips, and explainer videos.
- LMS Integration: Ensure seamless integration with the bank's Learning Management System (LMS) to import/export employee learning data and track progress across different learning platforms
- Progress and Assessment API: Provide APIs for tracking and reporting employee progress, quiz results, and assessment data. Ensure that these APIs can generate real-time feedback on learning performance
- HR System Integration: Integrate with HR management systems for seamless onboarding processes, automatic assignment of training modules, and real-time updates on employee progress during the onboarding journey
- NLP & Conversational AI Model (HRMS bot): Leverage advanced GenAI-based NLP models capable of understanding and processing employee queries, offering accurate, contextually appropriate responses, ability to handle context switching (e.g., if an employee asks about leave, then shifts to salary information)

- Data Privacy & Role-Based Access Control (HRMS bot): Implement strict role-based access control (RBAC) to limit who can see and interact with sensitive HR information (e.g., salary, performance reviews)
- Seamless Integration with HRMS Systems (HRMS bot): Integrate with existing HRMS platform to provide real-time access to payroll, attendance, benefits, and employee data and provide APIs for easy integration and data exchange between the HRMS chatbot and the bank's internal HRMS systems
- Actionable facility (HRMS bot): Provision of the facility of prompting in the tool for actionable such as applying leaves for some particular dates

i. Call Center Agent Assist

Call Center Agent Assist provides support to customer service agents by generating helpful responses, call summaries, and recommendations for customer interactions via a chatbot based tool.

Functional Requirements:

- Response Suggestions: Provide response suggestions based on the context of the recorded conversations
- Knowledge Base Integration: Retrieve relevant guides, FAQs, or articles from the bank's data sources to assist agents
- Call Summarization: Automatically summarize the key points and action items from each call for record-keeping and actionable

Technical Requirements:

- Latency: Should be between 10 to 20 seconds
- Max concurrency: 50 users
- Knowledge Base API: Integrate with the bank's data soures to pull relevant information for agents and create a knowledge base
- Summarization Models: Deploy summarization models to create concise, accurate summaries of call interactions
- Sentiment Analysis Models: Use sentiment analysis to assess customer tone and adjust response suggestions in real-time

j. Realtime Call Center Agent

A real-time GenAI tool designed to assist call center agents during live customer interactions by offering suggestions, summaries, and troubleshooting information instantly.

Functional Requirements:

- Live Conversation Suggestions: Offer real-time suggestions for resolving customer issues based on ongoing call analysis
- Real-Time Summarization: Continuously generate summaries during live calls to help agents keep track of key points

- Dynamic Issue Resolution: Automatically provide troubleshooting steps or solutions based on the customer's problem as the conversation evolves
- Sentiment Monitoring: Continuously (real-time) analyze customer sentiment and adjust response suggestions accordingly
- Integration with Sales Growth tool: For sales pitch opportunities

Technical Requirements:

- Latency: Should be 15-20 seconds
- Max concurrency: 500 users
- Real-Time Data Processing: Implement fast, real-time AI algorithms capable of analyzing conversations and offering suggestions during the call.
- Call Transcription & Analysis: Use speech-to-text technology to transcribe calls in real-time for analysis
- Issue Resolution Engine: Integrate with internal support databases to fetch dynamic solutions for ongoing issues

k. Other business areas that can be explored (in future):

- **Compliance and Security:** Through enhanced regulatory compliance with current regulations and rules, it provides risk reduction while fostering streamlined operational efficiency. A real-time warning system that recognizes anomalies and patterns, as well as Early Warning Signals and Monitoring in accordance with KYC/AML and other regulations for prompt and appropriate actions, may be possible with this solution. Faster report and insight generation via Gen-AI-driven analytics could ensure regulatory reports are submitted on time and lower compliance concerns.
- **Process Automation:** Automating routine and repetitive procedures can streamline back-office operations. Through analysis and insight-gathering, generative AI offers the potential for intelligent automation with capabilities such as contract formation, contract compliance, and more, hence improving operational efficiency and performance.
- **Using Sentiment Analysis to Gain Market Understanding:** Use AI to analyze news sentiment and social media to obtain insightful market information, comprehend market sentiment, and make wise investment choices.
- **Investment Management Using Predictive Analytics:** Make data-driven investment decisions, optimise portfolios, and analyse market trends with AI-powered predictive analytics to improve investment results.

The use cases listed above are not all-inclusive; they are indicative. More research may be required to fully utilise Gen-AI's capabilities.

2. General Condition:

A. Initiatives for Governance and Future Readiness:

The proposed solution should be future proof, i.e., it should be scalable to the future infrastructure and technical needs of generative AI use cases and flexible enough to adjust to new and changing land legislation and standards.

- To comply with any upcoming rules and regulations as well as The Digital Personal Data Protection Bill 2023. Adopt industry best practices as well.
- Assess the chosen applications' future readiness in terms of infrastructure, cloud deployment, and modern architecture principles by bringing in accelerators, assets, and frameworks from different tracks to deliver generative AI.
- Make recommendations for enhancements and changes to the bank's generative AI implementation governance that are consistent with industry standards and take into consideration the development of the broader generative AI ecosystem.
- A framework for responsible generative AI, encompassing privacy, inclusivity, responsibility, openness, justice, and dependability, should be incorporated into the suggested solution. This ought to be developed as a best practice that all generative-AI-related solutions should adhere to.
- In order to detect possible security threats, enforce compliance, and keep track of user actions, the bidder must guarantee ongoing monitoring and recording of access events.
- A thorough framework for identity and access management, comprising authentication, authorization, administration, and audit, must be provided by the bidder.
- Administrators should receive real-time alerts from the solution when it detects possible compliance violations, such as excessive permissions for unauthorized access attempts.

B. Infrastructure & Licenses Requirements

The Bank intends to deploy GenAI use-cases on-premises to enhance its operational efficiency and customer service capabilities while ensuring security. To support these initiatives, PNB requires high-performance computing hardware capable of handling intensive GenAI workloads.

1. Bidder should submit the sizing, supply and implementation of required infrastructure including server, OS, DB with technical bid document at the time of bid submission.
2. Solution should preferably be hardware, OS and DB agnostic in nature.
3. The Bidder shall be responsible for installation, re-installation, configuration, setting up, implementation, monitoring and support of all the components of the solution in all the setups (as per RFP) including the components being provided by the bank.
4. ATS cost should not be provided for components provided by the bank. (if any)
5. Bidder should provide the details of Database and Middleware as per RFP requirement to complete the solution, if Oracle is not the chosen database and WebLogic is not the chosen

middleware, then bidder should provide the database & middleware for the complete solution setup as per RFP (DC and DR).

6. All other tools/softwares/components required for implementing the end-to-end solution as per RFP requirements (other than the ones provided by Bank) shall be provided by the bidder.
7. Bidder should ensure to size the hardware as per bank's requirement mentioned in the RFP to adhere the SLA, and there should not be any performance issue during the complete tenure/contract period.

Based on the Broad scope of work bidder to design the infrastructure solution keeping below points but not limited to:

- At any given point in time hardware utilization should not exceed 80% CPU and memory utilization
- No single point of failure
- Active-Active Architecture in DC and DR
- Active -Passive Architecture in DC and DR.
- The solution must minimize the impact of single or multiple component / server / process / software failures in the production environment. It must ensure that the system can continue to operate without any significant disruption or downtime in the event of such failures.
- The bidder should implement the solution using High Availability Architecture at DC & DR site respectively to ensure zero or minimum impact by the failure of one or more components/servers or software of complete solution in the production environment. At any given point of time, only one of the site i.e. DC or DR shall be active

C. Onsite Technical Support:

The Bidder has to provide requisite skilled resources onsite as follows:

a. The Bidder shall provide Onsite Technical Support during the contract period from go live date of the solution, at Bank's DC, DR and/or any other site of the Bank, as per Bank's requirement.
b. The resources deployed should have knowledge and experience required for management and monitoring of the overall solution and its processes.
c. Separate purchase order shall be issued for the OTS. However, it will be the sole discretion of the Bank to place order for the OTS, the duration of the support and number of resources to be deployed, as per Bank's requirement.
d. The L1 resources shall be required to work on 365x24x7 basis in 3 shifts (each shift of 8 hours per day) , L2 resource shall be required to work in 2 shift of 8 hours per day (tentatively between 9AM to 7:00PM) and L3 resource shall be required to work in 1 shift of 8 hours per day (tentatively between 9AM to 7:00PM) Bank at it's discretion may change the shift timings of L1, L2 and L3 resources.

e. The alternate resource(s) for L1, L2, L3 with similar skill and experience will be made available to the Bank if assigned resource(s) goes on leave, relevant certificates and documents as specified for original resources should be submitted for alternate resources as well.
f. The bidder needs to inform 1 month in advance and obtain concurrence from bank if they wish to replace the dedicated resource. Bidder has to provide replacement resource with the similar skill set & experience within 2 weeks from the date of intimation to the Bank. At any time during the contract period, if Bank is not satisfied with the performance of any Onsite Technical Support Engineer, Bidder/OSD has to change the resource and provide replacement resource with the similar skill set & experience within 2 weeks from the date of intimation by the Bank. Additional Resource provided during the interim period/handover period of 2 weeks will be without any additional cost to the Bank. Bidder shall be responsible to ensure proper handover to the replacement engineer.
g. Resources should also support existing processes for any modifications and built any new use cases as per the Bank's requirement.

Particulars	Level 1 / Developer	Level L2 / Tech Lead / Senior Developer	Level L3 / Architect Developer
No. of Manpower Required	**Number of Resource Required- 3** **Shift Duration** – 3 Shifts of 8 hours duration in day	**Number of Resource Required- 2** **Shift Duration** – 2,8 hours shift in a day	**Number of Resource Required- 1** **Shift Duration** – 8 hours shift in a day
Requirement Type	Onsite 24X7X365 days Bank, as per it's requirement, may ask the resources to be present on holidays including Saturday, Sunday and bank holidays. Such arrangement shall be without any additional cost to the Bank. Bank as per requirement may ask the resource to extend beyond hours.	Onsite on Bank's Working Days. Bank, as per it's requirement, may ask the resources to be present on holidays including Saturday, Sunday and bank holidays. Such arrangement shall be without any additional cost to the Bank. Bank as per requirement may ask the resource to extend beyond hours	Onsite on Bank's Working Days. Bank, as per it's requirement, may ask the resources to be present on holidays including Saturday, Sunday and bank holidays. Such arrangement shall be without any additional cost to the Bank. Bank as per requirement may ask the resource to extend beyond hours
Onsite Location	Resource(s) shall have to report onsite at Bank's DC, NDR, DRC and Corporate Offices as per the requirement of the Bank. However,	Resource(s) shall have to report onsite at Bank's DC, NDR, DRC and Corporate Offices as per the requirement of the Bank. However,	Resource(s) shall have to report onsite at Bank's DC, NDR, DRC and Corporate Offices as per the requirement of the Bank. However, Bank, as

	Bank, as per its requirement may ask the resources to be present at any other location. Such arrangement shall be without any additional cost to the Bank.	Bank, as per its requirement may ask the resources to be present at any other location. Such arrangement shall be without any additional cost to the Bank.	per its requirement may ask the resources to be present at any other location. Such arrangement shall be without any additional cost to the Bank.
Educational Qualification	B.E/ B.Tech/ M.Tech/ M.Sc/ MCA- in Information Technology/ Computer Sc. or equivalent	B.E/ B.Tech/ M.Tech/ M.Sc/ MCA- in Information Technology/ Computer Sc. or equivalent	B.E/ B.Tech/ M.Tech/ M.Sc/ MCA- in Information Technology/ Computer Sc. or equivalent
Professional Qualification	• Awareness of various technologies and other Development Platforms and Tools. • Proficient in MS Office, MS Project, MS Visio and other relevant tools • Should have sound knowledge of developing applications using RDBMS like: MS SQL / Postgre SQL / MySQL and OS Platform: Linux / Windows ○ Proficiency in Python, SQL, and basic data manipulation libraries (e.g., Pandas, NumPy). ○ Familiarity with AI/ML frameworks like TensorFlow or PyTorch. ○ Basic understanding of Generative AI concepts such as LLMs (Large Language Models), transformers, and embeddings.	• Awareness of various technologies other Development Platforms and Tools. • Proficient in MS Office, MS Project, MS Visio and other relevant tools • Should have sound knowledge of developing applications using RDBMS like: MS SQL / Postgre SQL / MySQL and OS Platform: Linux / Windows. ○ Strong understanding of neural network architectures (transformers, GANs, VAEs). ○ Experience with fine-tuning pre-trained models (e.g., GPT, BERT, LLaMA). ○ Proficiency in MLOps tools for model deployment (Docker, Kubernetes). ○ Advanced data engineering and feature engineering skills.	• Awareness of various technologies other Development Platforms and Tools. • Proficient in MS Office, MS Project, MS Visio and other relevant tools • Should have sound knowledge of developing applications using RDBMS like: MS SQL / Postgre SQL / MySQL and OS Platform: Linux / Windows. • Expertise in Generative AI architectures (GPT, diffusion models, etc.). • Deep knowledge of distributed computing and scalable systems for AI workloads. • Proficiency in multi-cloud and hybrid deployment strategies. • Strong understanding of data privacy laws and ethical AI principles. • Knowledge of

		○ Familiarity with cloud platforms (AWS, Azure, GCP) and their AI services.	frameworks like Lang Chain for building generative AI pipelines.
Other Skills	Good Communication & Documentation Skills.	Excellent Communication & Documentation Skills.	Excellent Communication & Documentation Skills.
Experience	At least 3 Years in developing process automation and supporting automation platforms. Should have minimum 1 year of experience in application automation and maintenance on proposed Platform. • 1-2 years in AI/ML or software development. • Hands-on experience with APIs of popular AI platforms (e.g., OpenAI, Hugging Face).	At least 5 Years in developing process automation and supporting automation platforms. Should have minimum 3 years of experience in application automation and maintenance on proposed Platform. • 3-5 years in AI/ML development and deployment. • Demonstrated success in implementing Generative AI use cases (e.g., chatbots, content generation, image synthesis).	At least 10 Years in developing process automation and supporting automation platforms. Should have minimum 5 years of experience in application automation and maintenance on proposed Platform. • 5-8+ years in AI/ML development and leadership roles. • Experience in driving large-scale AI transformations across industries. • Proven record of innovation in Generative AI projects.
Payroll	Should be on Company Payroll	Should be on Company Payroll	Should be on Company Payroll
Roles and Responsibilities	1. Resources should support for day-to-day MIS reports, Regulatory reports, generate daily, weekly, monthly, any other periodic reports to monitor and report the performance of	1. Resources should support for onsite, maintenance, enhancement, conducting DR Drill, backup/restore support and bug fixes of Solution including automated	1. Resources should support for onsite, maintenance, enhancement, conducting DR Drill, backup/restore support and bug fixes of Solution

	the solution as well as individual processes, Lodge calls and escalate as per escalation matrix in case of issues, in the solution or it's individual process, provide status reports of issues and their progress of resolution etc. 2. Resources shall be fully responsible for backup, maintenance, 1st level troubleshooting, support, reporting, coordination with Banks team/s, and other day-to-day operation activities of the Setup.	processes. 2. The resource may also be required to re-configure, fine tune broken processes as per requirement of the Bank. 3. The resources should submit procedural documents related to the day-to-day operations, failure of deployed processes with reason and action taken, backup, periodic restorations, etc. of the Solution. 4. Promptly alert Bank's team in case of any discrepancy observed or any security threat and initiate necessary action in coordination with security successful Bidders of the Bank. 5. Perform compliance checks on each process, improvements to	including automated processes. 2. The resource may also be required to re-configure, fine tune broken processes as per requirement of the Bank. 3. The resources should submit procedural documents related to the day-to-day operations, failure of deployed processes with reason and action taken, backup, periodic restorations, etc. of the Solution. 4. Promptly alert Bank's team in case of any discrepancy observed or any security threat and initiate necessary action in coordination with security successful Bidders of the Bank. 5. Perform compliance checks on each process, improvements to mitigate any possible

		mitigate any possible threat for better visibility and controls, etc. 6. The resident engineers have to perform duties (but not limited to mentioned in RFP) pertaining to the solution. 7. Resources should submit reports related to performance assessment of various implemented processes and solution as a whole, to ensure that the solution and the processes meet objectives and deliver expected benefits. Reports should be generated according to bank's defined frequency based on a set of performance indicators. These metrics should cover aspects, but not	threat for better visibility and controls, etc. 6. The resident engineers have to perform duties (but not limited to mentioned in RFP) pertaining to the solution. 7. Resources should submit reports related to performance assessment of various implemented processes and solution as a whole, to ensure that the solution and the processes meet objectives and deliver expected benefits. Reports should be generated according to bank's defined frequency based on a set of performance indicators. These metrics should cover aspects, but not limited to, time savings, accuracy, efficiency, cost reduction, scalability, compliance and security,

		limited to, time savings, accuracy, efficiency, cost reduction, scalability, compliance and security, innovation and continuous improvement, customer satisfaction and productivity enhancements.	innovation and continuous improvement, customer satisfaction and productivity enhancements. Do customization and oversee the customization carried by L1 and L2 resources.
Supporting Documents Required for OTS Resources	Undertaking from HR Head of the qualifying Bidder on Bidder's letter Head certifying following details of the respective resource as under: • **Name** • **Designation** • **Educational Qualifications** • **Professional Qualifications** • **Certifications Done*** • **No. of Years of Experience in the concerned Domains** • **Previous Working Experience along with details of Previous assignments held (Client/ Role/**	Undertaking from HR Head of the qualifying Bidder on Bidder's letter Head certifying following details of the respective resource as under: • **Name** • **Designation** • **Educational Qualifications** • **Professional Qualifications** • **Certifications Done*** • **No. of Years of Experience in the concerned Domains** • **Previous Working Experience along with details of Previous**	Undertaking from HR Head of the qualifying Bidder on Bidder's letter Head certifying following details of the respective resource as under: • **Name** • **Designation** • **Educational Qualifications** • **Professional Qualifications** • **Certifications Done*** • **No. of Years of Experience in the concerned Domains** • **Previous Working Experience along with details of Previous assignments held (Client/ Role/**

	Responsibility) ***Copy of Relevant Certifications for each resource, if any, are to be submitted along with the undertaking, duly attested by HR Head of Bidder.**	**assignments held (Client/ Role/ Responsibility)** ***Copy of Relevant Certifications for each resource, if any, are to be submitted along with the undertaking, duly attested by HR Head of Bidder.**	**Responsibility)** ***Copy of Relevant Certifications for each resource, if any, are to be submitted along with the undertaking, duly attested by HR Head of Bidder.**
Other Requirements	Bank, as per their requirement, may increase or decrease the resource quantity at the same rates, terms and conditions.		

D. Bidder's Responsibilities:

h. The bidder shall conduct a discovery session i.e. workshop to the Bank to identify the use cases that are suitable and followed by latest trend apart from the use cases provided by the Bank. The assessment will include the identification of any process, activity or workflow that can be improved, using technologies GenAI.

i. The bidder shall be responsible for requirement gathering, analysis and creating high level design and simulation of the solution which would be scalable, flexible and ensure minimal manual intervention for all the use cases/processes identified. A thorough submission is required, encompassing strategy, roadmap, approach, and business use case. Bidder should identify the suitable processes for automation from the list of provided use cases and the ones identified in discovery

j. The bidder should conduct workshops for Bank staff from various departments/divisions to demonstrate automation capabilities and prevalent banking use-cases and help to identify suitable use cases.

k. Bidder should submit discovery assessment report at the completion of discovery phase that lists the processes to be automated along with business benefit, feasibility and implementation timelines.

l. The selected bidder would be responsible for the end-to-end design and development of solution/application/process based on the use cases provided by the bank as well as those identified in the discovery phase.

m. The development should be done in such a way that, it is modularized, reusable, configurable, handles spikes in workload, volumes & handle different exceptions efficiently to maximize the reliability as well as efficiency of the solution.

n. Bidder shall ensure timely delivery of hardware, software and related component to the Bank's designated location and perform on-site installation and configuration of servers and GPUs. Bidder should also verify the hardware & software functionality and performance benchmarks post-installation.

o. Bidder should provide detailed hardware & software documentation, including user manuals and maintenance guides etc. and also conduct training sessions for Bank's IT staff on hardware & software management and troubleshooting.

p. Bidder should ensure that the infrastructure provided is must comply with the relevant industry standards and certification requirements.

q. Bidder shall be responsible for the upgradation and maintenance of the software i.e. OS, DB, App & Web as per applicability during the entire contract period. Bidder should also ensure that the solution should run over latest stable version of software.

r. Bidder should facilitate and cooperate with Bank’s other entities/partners/System Integrators for the integration of GenAI with different Application/Infrastructure for any use cases or projects at Bank without any additional cost.

s. Bidder should ensure that the proposed infrastructure is scalable and support future expansions and upgrades to Bank and it should be compatible with Bank’s existing IT infrastructure. It must operate efficiently within the environmental conditions of Bank’s Datacenters.

t. Bidder should ensure the entire GenAI setup must be deployed at the Bank's Datacenters and the setup should comply the Bank's Information Security Policy followed by regulatory guidelines. The proposed solution should support on-premise deployment.

u. The bidder should size and propose adequate hardware infrastructure for the solution so that, at no instance, during the contract period, the solution's or server's utilization should exceed 70%. In case the performance is adversely affected or the utilization of any server or any peripheral exceeds the threshold of 80%, more than 3 times in a quarter, the vendor is required to upgrade the hardware/solution, within one month without any additional cost to the Bank, otherwise penalty will be levied as per the performance penalty mentioned under section 3.4.2 of the RFP.

3.2 Solution Functional & Technical Specifications

The GenAI platform/solution should meet all the Technical & Functional requirements as mentioned in **Annexure – 13**.

3.3 Training

Bidder has to provide the training to the bank team on Generative AI Solution at no additional cost to the Bank. Below are the requirements:

S.NO	Training Type	Duration (Days)	Batches	No of Trainee Per batch
1	Bank's Core Team	10	1	10
2	Technical Training	20	1	10

3.4 Technical Evaluation

Technical Specification of the Offered Solution

<table>
<tr><th>S.I</th><th>COMPONENT</th><th>TECHNICAL PARAMETERS</th><th>SCORE</th></tr>
<tr><td>1</td><td>End-to-End Hardware Procurement, Setup, and Maintenance and Environment Setup & maintenance

* Proven expertise & willingness in procuring and integrating GPU hardware or equivalent premises environment.

Bidder to provide documentation (PO / license contract document) to prove GenAI deployments.

And

Completion certificate/Email from the customer</td><td><table>
<tr><td># implementations in India/Global of GPU hardware procurement and system integration</td><td>Marks</td></tr>
<tr><td>>2</td><td>25</td></tr>
<tr><td>2</td><td>20</td></tr>
<tr><td>1</td><td>15</td></tr>
<tr><td>Partnerships (with OEM who Provides GPU based hardware or equivalent but no deployments</td><td>10</td></tr>
</table></td><td>25</td></tr>
</table>

<table>
<tr>
<td>2</td>
<td>Number of GenAI Use Cases Deployed in similar organizations.

*Bidder has to submit the customer credentials from the clients. (credential should contain the details of products (LIVE) implemented)

*Bidder to provide documentation (PO / license contract document) to prove GenAI deployments.

* E2E Architecture Deployment: major components are (non-exhaustive): LLM layer (training, inferencing), vector database layer, database layer (relational and no-SQL), LLM orchestration layer, data pipelines, transformation & processing frameworks, API layer, authentication layer, front end, Responsible AI layer, Monitoring & logging, automated evaluation & feedback loop etc.</td>
<td>
a)
<table>
<tr><td>Total # of GenAI use-cases in India/Global</td><td>Marks</td></tr>
<tr><td>More than 8</td><td>5</td></tr>
<tr><td>7-8</td><td>4</td></tr>
<tr><td>5-6</td><td>3</td></tr>
<tr><td>3-4</td><td>2</td></tr>
<tr><td>1-2</td><td>1</td></tr>
</table>
For per GenAI usecase implemented in India=1.5

Maximum marks can be obtained =5

b)
<table>
<tr><td># of GenAI use-cases in similar organizations** in India (On-Prem or On-Cloud)</td><td>Marks</td></tr>
<tr><td>More than 3</td><td>5</td></tr>
<tr><td>2-3</td><td>3</td></tr>
<tr><td>1</td><td>2</td></tr>
</table>
**GenAI in Similar organizations mean
• # Customers are >10 Cr

c) Number of clients/organizations with GenAI implementations

No of organizations with GenAI implementations in India/global (On-Prem/On- Marks
</td>
<td>15</td>
</tr>
</table>

<table>
<tr><td></td><td></td><td>Cloud)
More than 8 5
7-8 4
5-6 3
3-4 2
1-2 1

For Number of clients/organizations implemented in India=1.5 Maximum marks can be obtained =5</td><td></td></tr>
<tr><td>3</td><td>Depth of Clientele in GenAI Use Case Deployments</td><td><table><tr><td>Average number of GenAI use cases deployed per organization (>6 months in production)</td><td>Marks</td></tr><tr><td>>5 use cases per organization</td><td>5</td></tr><tr><td>3–5 use cases per organization</td><td>3</td></tr><tr><td>1–2 use cases per organization</td><td>1</td></tr></table></td><td>5</td></tr>
<tr><td>4</td><td>Functional and Technical Compliance</td><td>Based on Technical and Functional requirements compliance captured in RFP (Max Marks: 5)</td><td>5</td></tr>
<tr><td>5</td><td>Presentation</td><td>a) Technical Presentation - 25 marks
Presentation shall cover:
• Background
• Executive Summary
• Brief overview of GenAI implementation, coverage & complexity of already implemented GenAI use-cases across business areas
• Solution Overview (Reference to requirements in RFP), Understanding of RFP, Scope of Work
• Bidder should present detailed walkthrough of Technical Architecture & environment setup to show On-Prem native architecture & implementation</td><td>40</td></tr>
</table>

<table>
<tr><td></td><td></td><td>with Financial services Organizations.
• Implementation Approach
• Team structure of the team getting deployed
• Project Management, Planning, Resource Management and Execution Timelines
• Business benefits realization & Value creation
• Key Functionalities in proposed solution will be taken care to be covered as part of presentation
b) Demo – 15 marks
• Bidder has to demonstrate 2 live GenAI use-cases, nearer to bank's requirement from two different clients and it should not be prototypes / videos.</td><td></td></tr>
<tr><td>6</td><td>Team Profile

*Letter of confirmation on Bidder company's letter head signed by Authorized Signatory</td><td>a) Technical Team size available for implementation
# of team members with GenAI implementation experience (Max Marks: 2.5)
<table><tr><td>>50</td><td>2.5</td></tr><tr><td>30-50</td><td>1.5</td></tr><tr><td>10-30</td><td>1.0</td></tr></table>b) Onsite availability of team (Max Marks: 2.5)
<table><tr><td>>=90% of total implementation team available onsite</td><td>2.5</td></tr><tr><td>Key members (Project manager, Data Engineers) and 50% of developers / QA available onsite.</td><td>0.5</td></tr></table>c) Evaluation of the credentials (via direct interviews) of critical team members, such as Project managers, lead data engineer, lead data scientist, head of infra team, etc. (indicative) (Max Marks: 5)</td><td>10</td></tr>
<tr><td></td><td></td><td>Total</td><td>100</td></tr>
</table>

Minimum qualifying marks will be **75.** Any bidder scoring less than 75% marks will be disqualified for further process of RFP.

3.5 Timelines and delivery schedule

Tabel A – Delivery & Installation of GenAI Setup with Initial 10 Use Cases

S.No.	Phases	Timelines
1	Delivery of Hardware, Software, licenses and other components required for setting up GenAI as per RFP including all components/features.	Within 8 weeks from the date of initial Purchase Order
2	Complete setup of GenAI Solution including Development and Deployment of initial 10 (ten) Use Case as per the RFP including UAT sign-off which include: a) Setup of Infrastructure i.e., OS, DB and other components installation and implementation b) Installation and Setup of GenAI Platform c) Initial 5 Use Cases development d) User Acceptance Testing e) UAT Sign-Off	Withing 14 Weeks from the date of initial Purchase Order
3	Go Live of complete GenAI setup for production in DC and DR with initial 5 (five) Use Cases: a) Pre Go-Live Audit observation closure report submission b) Go-Live and Sign-Off of processes c) Go-Live of GenAI	Within 18 weeks from the date of initial Purchase Order
4	Go Live of complete GenAI setup for production in DC and DR with additional 5 (five) Use Cases: • Pre Go-Live Audit observation closure report submission • Go-Live and Sign-Off of processes	Within 28 weeks from the date of initial Purchase Order
4	ATS/AMC of Infrastructure	On Half Year basis in arrears
5	OTS (Onsite Technical Support)	Within 8 Weeks from the Date of Initial Purchase Order
6	Customization Effort	Within 4 weeks from the date of UAT sign-off

Table B – Other Use Case(s) Implementation (other than mentioned in the RFP)

S.No.	Phase	Timeline
1	Development and Deployment of all other identified Use Case(s) as per accepted POA including UAT sign-off which include:	Within 8 weeks from the date of related/respective Purchase Order for other Use Case(s) identified as part of discovery.

	a) Processes development b) User Acceptance Testing c) UAT Sign-Off	
2	Go Live of all other identified Use Case(s) including a) PreGo-Live Audit observation closure report submission b) Go-Live and Sign-Off of Processes	Within 12 weeks from the date of related/respective Purchase Order for other Use Case(s) identified as part of discovery

3.6 Service Levels & Penalties

3.6.1 Penalty due to delay in Services

A – Infrastructure (Hardware & Software) Cost
B – Generative AI Licenses Cost
C – ATS & AMC Cost
D – OTS (Onsite Technical Support) Cost

Tabel A - Delivery & Installation of GenAI Setup with Initial 10 Use Cases

Deliverables	Expected Timeline	Penalty	Max. Penalty
Delivery of Hardware, Software and Licenses including Other Components for Generative AI setup at (DC & DR)	Within 8 weeks from the date of initial Purchase Order	1% of Total Contract Value for every week or part thereof delay	10%
Complete setup of GenAI Solution including Development and Deployment of initial 10 (ten) Use Case as per the RFP including UAT sign-off	Withing 12 Weeks from the date of initial Purchase Order	1% of Total Contract Value for every week or part thereof delay	10%
Go Live of complete GenAI setup for production in DC and DR with initial 10 (ten) Use Cases	Within 16 weeks from the date of initial Purchase Order	1% of Total Contract Value for every week or part thereof delay	10%

Table B - Other Use Case(s) Implementation (other than mentioned in the RFP)

Deliverables	Expected Timeline	Penalty	Max. Penalty
Development and Deployment of all other identified Use Case(s) as per accepted POA including UAT sign-off	Within 8 weeks from the date of related/respective Purchase Order for other Use Case(s) identified as part of discovery.	For any delay, 1% per week or part thereof of the Purchase Order	10% of B
Go Live of all other identified Use Case(s)	Within 12 weeks from the date of related/respective	For any delay, 1% per week or part	10% of B

	Purchase Order for other Use Case(s) identified as part of discovery	thereof of the Purchase Order	

3.6.2 Penalty due to Downtime or due to Performance or unavailability of Solution

Below the expected Turnaround time of any application integrated with the Solution, which may impact Banks business.

After implementation of the complete solution, Penalty will be deducted for partial or complete downtime of the system as below. The monitoring will happen on the solution itself or via the bank's third-party server monitoring tools.

Uptime Calculation

Uptime % = ((Number of Minutes in month – Number of minutes Impacted in month) x100)/Total Number of minutes in month)

Uptime% (U)	**Penalty**
U >=99.95	No Penalty
99.50<=U< 99.95	0.25 % of (A+B+C)
99.00<=U< 99.50	0.5% of (A+B+C)
98.50<=U< 99.00	0.75 % of (A+B+C)
98.00<=U< 98.50	1 % of (A+B+C)
And so, on	For every 0.25 % drop in the Uptime, Penalty @ 0.5% of (A+B+C)
Max. Limit	10% of (A+B+C), beyond which Bank may terminate the contract

Uptime/Downtime will be monitored on Monthly basis.

Penalty due to downtime, during contract period will be deducted from any subsequent payment to be made to the Successful bidder.

3.6.3 Penalty Due to non-availability of resources during Implementation Period

I. In the absence of the engineer, suitable replacement is to be provided on immediate basis. In case of absolute absence (when no replacement is provided), penalty would be deducted @0.5% of the Implementation cost, for each day, up to a maximum of 10%.

3.6.4 Penalty Due to non-availability of Onsite Technical Resources:

S No.	Clause	Description	Penalty
1.	Delay in resource Deployment	The onsite resource should be available after the delivery of hardware, software & licenses during implementation.	0.5 % of Overall resource cost for delay per day or part thereof in on boarding of resource subject to maximum up to 10% of the of Overall resource cost of Project.
2.	Absentees/ Unavailability of Onsite Resources	In the absence of the engineer during shift or less no. of support engineers (as asked by the Bank) during any point of time of contract, suitable replacement (having similar skill set) is to be provided on immediate basis	In case of absolute absence (when no replacement is provided), no payment for the day(s) of absence of the respective resource(s) shall be made and Bidder shall raise the invoices based on the actual number of resources present on each day. In addition, penalty **@ 50%** of the per day cost of the respective resource(s) shall be deductible as penalty for each day of absence of any resource. Cost of each day cost shall be calculated based on final yearly cost of the resource.
3.	Delay in permanent replacement of resources	In case any resource resigned / replacement of resource on request from Bank, in such case the vendor will provide equivalent or higher qualified resource for that resigned resource. There should be minimum four weeks overlap period should be there between resigned resource and newly joined resource for smooth knowledge transition. Bidder should avoid frequent resource replacement in any circumstances, maximum 2 replacements allowed by the prior approval from bank.	Any replacement more than 2 resources in a year will incur a penalty of INR 50000 per resource.

3.6.5 Penalty due to delay in Response and Resolution of any issue raised:

Incident Priority is derived from assessment of Impact and Urgency criteria. Incident Priority levels ("Severity Levels") shall be determined in accordance with the classifications and descriptions as set out below:

Impact	Description	Priority
Critical	1. Such class of errors will include problems, which prevent users from making operational and functional use of solution. 2. Any problem due to which the solution is not available to the Bank users. 3. Any issues due to which the solution does not perform according to the defined performance and query processing parameters required as per the RFP like response slowness or no response of the process or processes and due to which the Bank users will not be able to perform their task in time. 4. No work-around or manual process available 5. Financial and business impact on Bank	P1
High	1. Any incident which is not classified as "Critical" for which an acceptable workaround has been provided by the Bidder. 2. Users face severe functional restrictions in the application irrespective of the cause. 3. Key business systems and support services	P2
Medium	1. Any incident which is not classified as "Critical" and "High Priority" for which an acceptable workaround has been provided by the Bidder. 2. Moderate functional restrictions in the application irrespective of the cause. 3. No impact on processing of normal business activities 4. Equipment/system/Applications issues and has no impact on the normal operations/day-to-day working	P3
Low	1. All other residuary issues not defined in" Critical", "High Priority" and "Medium Priority" 2. Any issue at Non-production and UAT setup that may impact bank's user business hours.	P4

TAT (Turn Around Time) to resolving Incident (P1, P2, P3, P4)

Priority	Target Response Time	Target Resolution Time	Route Cause Analysis	Service Hours
P1	30 minutes	4 hours	48 hours	24x7
P2	60 minutes	8 hours	72 hours	24x7
P3	90 minutes	1 day	96 hours	09:00 – 18:00

P4	90 minutes	2 day	120 hours	09:00 – 18:00

Penalty

Service	Service Level	Penalty	Max Penalty
Incident Response	24x7 monitoring of all in- scope solution. Categorization of events into P1, P2, P3 and P4 shall be carried out in consultation with the Bank during the contracting phase.	All Critical, High, and Medium priority incident should be logged as incident tickets and responded as per below SLAs: Incident Response along with action plan/ mitigation steps should be provided to designated Bank personnel as per the below SLA: • P1 incidents within 30 minutes of the incident being identified/ notified. Update should be provided every 30 minutes till the closure of the incident. • P2 incidents within 60 minutes of the incidents being identified/ notified. Update should be provided every 1 hour till the closure of the incident. • P3 incidents within 90 minutes of the incidents being identified/ notified. Update should be provided every 2 hours till the closure of the incident. • P4 incidents within 90 minutes of the incidents being identified/ notified. Update should be provided every 4 hours till the closure of the incident. **Quarterly OTS Cost = (Total OTS Cost for the entire contract period)/12**. **Penalty:** SLA is measured on a Monthly basis and the penalty shall be levied on Quarterly Basis as follows: • **P1 incidents**: For any violation in meeting the SLA requirements for P1 incident, Penalty shall be levied @1% per hour, or part thereof of, the Quarterly OTS Cost	100% of Quarterly OTS Cost

		• **P2 incidents:** For any violation in meeting the SLA requirements for P2 incident, Penalty shall be levied @0.50% per hour, or part thereof, of the Quarterly OTS Cost • **P3 incidents**: For any violation in meeting the SLA requirements for P3 incident, Penalty shall be levied @0.25% per hour, or part thereof, of the Quarterly OTS Cost • **P4 incidents**: For any violation in meeting the SLA requirements for P4 incident, Penalty shall be levied @0.15% per hour, or part thereof, of the Quarterly OTS Cost	
Incident Resolution	Resolution of the identified incidents.	The timelines required for resolution of Critical, High, Medium and Low priority incidents is mentioned below: 1. **P1 incidents** within 4 hours of the incident identification. 2. **P2 incidents** within 8 hours of the event identification. 3. **P3 incidents** within 1 day of the event identification. 4. **P4 incidents** within 2 days of the event identification. **Quarterly OTS Cost = (Total OTS Cost for the entire contract period)/12**. **Penalty:** SLA is measured on a Monthly basis and the penalty shall be levied on Quarterly Basis as follows: • **P1 incidents**: For any violation in meeting the SLA requirements for P1 incident, Penalty shall be levied @1% per hour, or part thereof, of the Quarterly OTS Cost • **P2 incidents:** For any violation in meeting the SLA	100% of Quarterly OTS Cost

		requirements for P2 incident, Penalty shall be levied @0.50% per hour, or part thereof, of the Quarterly OTS Cost • **P3 incidents**: For any violation in meeting the SLA requirements for P3 incident, Penalty shall be levied @0.25% per hour, or part thereof, of the Quarterly OTS Cost • **P4 incidents**: For any violation in meeting the SLA requirements for P4 incident, Penalty shall be levied @0.15% per hour, or part thereof, of the Quarterly OTS Cost	
Root Cause Analysis	Identifying and documenting the root cause of the incident	The timelines required for RCA of Critical, High, Medium, and Low priority incidents is mentioned below: • P1 incidents within 48 hours of the incident resolution. • P2 incidents within 72 hours of the incident resolution. • P3 incidents within 96 hours of the incident resolution. • P4 incidents within 120 hours of the incident resolution **Quarterly OTS Cost = (Total OTS Cost for the entire contract period)/12**. **Penalty:** SLA is measured on a Monthly basis and the penalty shall be levied on Quarterly Basis as follows: • **P1 incidents**: For any violation in meeting the SLA requirements for P1 incident, Penalty shall be levied @1% per day, or part thereof, of the Quarterly OTS Cost • **P2 incidents:** For any violation in meeting the SLA requirements for P2 incident, Penalty	100% of Quarterly OTS Cost

		shall be levied @0.50% per day, or part thereof, of the Quarterly OTS Cost • **P3 incidents**: For any violation in meeting the SLA requirements for P3 incident, Penalty shall be levied @0.25% per day, or part thereof, of the Quarterly OTS Cost • **P4 incidents**: For any violation in meeting the SLA requirements for P4 incident, Penalty shall be levied @0.15% per day, or part thereof, of the Quarterly OTS Cost	

Note:

1. If performance issues (P1 and/or P2) continues for more than one month due to any reason at application/solution side, bank may choose any or all of the options like Review the contract, Cancel the Purchase Order, Terminate the Contract, Forfeit the Performance Bank Guarantee and Blacklist the bidder.
2. SLA will be monitored on Monthly basis. Penalty due to downtime/service unavailability/disruption and any clauses mentioned above during contract period will be deducted from any subsequent payment to be made to the bidder.
3. Penalty(s) during contract period will be deducted from any subsequent payment to be made to the Successful bidder.
4. Penalty as mentioned above can be levied simultaneously. Maximum deducted penalty of one type will not affect any other type of penalty i.e. All types of penalties can be levied up to their maximum limit simultaneously.
5. Bank reserves the right to Cancel the Purchase Order, Terminate the Contract, Forfeit the Performance Bank Guarantee and Blacklist the bidder, in case the bidder exceeds the threshold limit of Delay for any of the items above and/or penalty amount exceed as mentioned above . Bank, at its sole discretion, may exercise any or all of the options against the bidder, in such circumstances.

3.6.6 Penalty due to erroneous behaviour of the Solution

If the solution or any of its components behaves erroneously which results in monetary or business loss to the Bank, then the entire amount of such loss shall be recovered from the bidder on actual basis.

3.6.7 Penalty due to Audit and Compliance Gaps

1. **Pre Go-Live Audit**

   Bidder to ensure to close all the pre Go-Live audit observations related to Use Cases and GenAI platform which are reported in pre Go-Live Audit reports and submit the compliance of all observations in respective reports within one week from the date of sharing of respective audit report by the bank. In case of delay beyond one week, Penalty @ Rs. 5,000 per day per respective report shall be applicable for the delayed period.

2. **Regulatory Audit**

   Bidder to ensure to close all the regulatory audit observations related to Use Cases and GenAI platform within the timeline defined by the regulatory authority or Bank. In case of delay in compliance and/or closure of individual observations, beyond defined closure timelines, penalty would be levied @ Rs. 5000 per day per observation for the delayed period.

3. **Regular Audit**

Service	Gaps/Issue Categorization	Resolution Timelines	Penalty
Audit Gaps/ Issues Resolution	Critical	Within 7 days	Rs 10,000 per day post resolution timelines till issues/gaps closure date
	High	Within 10 days	Rs 5,000 per day post resolution timelines till issues/gaps closure date
	Medium	Within 20 days	Rs 2,000 per day post the resolution timelines till the issues/gaps closure date
	Low	Within 1 month	Rs 1,000 per day post the resolution timelines till the issues/gaps closure date

Bidder must be submitting the compliance document confirming that the identified gaps have been closed.

4. **Regulatory Penalty Levied by Regulators related to the Solution**

If any penalty is levied by any Regulator on the Bank which is attributed to the solution or any of its components, then the entire amount of such loss shall be recovered from the bidder on actual basis limit upto the TCO.

Note:

6. If performance issues / downtime less than 98.00% continues for more than two months due to any reason at application/solution side, bank may choose any or all of the options like Review the contract, Cancel the Purchase Order, Terminate the Contract, Forfeit the Performance Bank Guarantee and Blacklist the bidder.
7. SLA will be monitored on Monthly basis. Penalty due to downtime/service unavailability/disruption and any clauses mentioned above during contract period will be deducted from any subsequent payment to be made to the bidder.
8. Penalty as mentioned above can be levied simultaneously. Maximum deducted penalty of one type will not affect any other type of penalty i.e. All types of penalties can be levied up to their maximum limit simultaneously. The maximum penalty amount cannot exceed the 10% of TCO as per RFP.
9. Bank reserves the right to Cancel the Purchase Order, Terminate the Contract, Forfeit the Performance Bank Guarantee and Blacklist the bidder, in case the bidder exceeds the threshold limit of Delay for any of the items above and/or penalty amount exceed as mentioned above (Point.3). Bank, at its sole discretion, may exercise any or all of the options against the bidder, in such circumstances.

3.7 Eligibility Criteria

The eligibility criteria to participate in bidding process are mentioned as per **Annexure- 2**. Only those bidders, who satisfy all the eligibility criteria as mentioned in Annexure-2, may respond. Document in support of all eligibility criteria is required to be submitted along with the Bid. Offers received from the bidders who do not fulfil any of the eligibility criteria are liable to be rejected. Any decision of Bank in this regard shall be final, conclusive, and binding upon the bidder.

3.8 Terms of Payment

Bidder has to quote the cost for all items as per Bill of Material in Annexur-15. Delivery means delivery of all components i.e., Hardware, Software, licenses and Manpower as specified in the document and part delivery of any item will not be considered.

1. Only GST, wherever applicable, will be borne by the Bank.
2. Bank will deduct TDS (Tax deducted at source) as applicable.
3. Payment will be made as per the following schedule: -

A – Infrastructure (Hardware & Software) Cost
B – Generative AI Licenses Cost
C – ATS & AMC Cost
D – OTS (Onsite Technical Support) Cost

Table A - Delivery & Installation of GenAI Setup with Initial 10 Use Cases

SNO	Deliverables	Payment Milestones	Payable Amount
1	Delivery of Hardware, Software, licenses and other components required for setting up GenAI as per RFP including all components/features.	Within 8 weeks from the date of initial Purchase Order	50% of A+B
2	Complete setup of GenAI Solution including Development and Deployment of initial 10 (ten) Use Case as per the RFP including UAT sign-off User Acceptance Testing	Within 12 Weeks from the date of initial Purchase Order	30% of A+B
3	Go Live of complete GenAI setup for production in DC and DR with initial 10 (ten) Use Cases	Within 16 weeks from the date of initial Purchase Order	20% of A+B
4	ATS/AMC of Infrastructure	NA	On Half Year basis in arrears
5	OTS (Onsite Technical Support)	Within 8 Weeks from the Date of Initial Purchase Order/after go-live	On Quarterly basis in arrears

Table B - Other Use Case(s) Implementation (other than mentioned in the RFP)

SNO	Deliverables	Payment Milestones	Payable Amount
1	Development and Deployment of all other identified Use Case(s) as per accepted POA including UAT sign-off	Within 8 weeks from the date of related/respective Purchase Order for other Use Case(s) identified as part of discovery.	50% of the Purchase Order
2	Go Live of all other identified Use Case(s)	Within 12 weeks from the date of related/respective	50% of Purchase Order

		Purchase Order for other Use Case(s) identified as part of discovery	

Note:

1. TDS on payments will be deducted as applicable.
2. The solution subscription/warranty date shall be start from the date of solution sign-off by the bank.
3. *The above payments shall be made in arrears after completion of respective milestone and on submission of requisite documents from OEM/OSD. The above payments may be made in advance on completion of previous milestone and on receiving written request from the Bidder and on submission of requisite documents from OEM/OSD, subject to production of Bank Guarantee of equivalent amount (Invoice value) and with validity period of atleast 1 year. In case of any non-compliance to any of the RFP terms and conditions, Bank may forfeit any of the Bank Guarantees and recover the amount from the Bidder.
4. AMC and Software License/Subscription/ ATS payment shall only be released after production of certificate from OEM/OSD for AMC/ATS/License coverage for the respective products for the period for which invoice is raised.
5. All the payments will be made to bidder electronically in Indian Rupees only. Payment will be made against delivery invoices and challans duly acknowledged by Bank officials.
6. Quarterly AMC/ATS shall be paid in arrears on production of invoice & certificate/confirmation from respective OEM that applicable AMC/ATS support has been renewed in line with the RFP requirements. Yearly AMC/ATS maybe paid in advance on production of Bank Guarantee of equivalent amount (invoice amount for AMC and ATS) with validity of 15 months and claim period of additional 2 months.
7. Further, the above payments will be released only after submission of Performance Bank Guarantee, signing of SLA (including Dos & Don't) and NDA by Successful Bidder.
8. The Bidder's request(s) for payment shall be made to Bank in writing (Invoice) accompanied by the daily/weekly/monthly reports for which payment is being claimed.
9. All the payments to the Bidder shall be subject to the report of satisfactory accomplishment of the concerned task / performance/ delivery of the Services to the satisfaction of Bank for this purpose.

10. Penalties if any, on account of non-compliance of Service Requirements/ liquidated damages, if any, shall be deducted from the invoice value/ EMD amount.
11. Under no circumstances Bank shall be liable to the Successful Bidder and/or its employees/personnel/representatives/agent etc. for direct, indirect, incidental, consequential, special or exemplary damages arising from termination of the Contract.
12. Bank shall not have any liability whatsoever in case of any third-party claims, demands, suit, actions or other proceedings against the Successful Bidder or any other person engaged by the Successful Bidder in the course of performance of the Service.
13. Bank reserves the rights to dispute/deduct payment/withhold payments/further payment due to the Successful Bidder under the Contract, if the Successful Bidder has not performed or rendered the Services in accordance with the provisions of the Contract which the Bank at its sole discretion adjudge.
14. Successful Bidder shall permit Bank to hold or deduct the amount from invoices, for non-performance or part performance or failure to discharge obligations under the Contract.
15. It is clarified that any payments of the charges made to and received by Successful Bidder personnel shall be considered as a full discharge of Bank's obligations for payment under the Agreement.
16. All out of pocket expenses, travelling, boarding and lodging expenses for the entire Term of this RFP and subsequent agreement is included in the amounts quoted in TCO and the Bidder shall not be entitled to charge any additional costs on account of any items or services or by way of any out-of-pocket expenses, including travel, boarding and lodging.
17. Penalties / liquidated damages, if any, shall be deducted from the invoice value.
18. In case Bank extends Contract period, the tenure of the existing Performance Bank Guarantee shall have to be extended accordingly for the duration of contract extension and claim period of an additional 6 months. In case the same is not feasible due to any reason, Bidder shall have to submit a Performance Bank Guarantee of the same amount (10% of the Project Cost) as submitted previously for the duration of contract extension and claim period of an additional 6 months.

3.9 Warranty, Annual Maintenance Contract (AMC) and Annual Technical Support (ATS)

1. **Software & Hardware Acceptance**: - Bank will carry out the acceptance tests for testing of software, hardware and verification that the supplied components are as per bill of material through bank or bank appointed third party auditor. The Bidder shall assist bank in all

acceptance tests to be carried out by bank. Bidder needs to rectify all the gaps highlighted in the Acceptance testing without any additional cost to Bank.

2. Vendor should provide comprehensive onsite warranty for servers/hardware, and Support/Subscription for software/license products and OS. The warranty/subscription will start from the date of go-live of the solution. During the warranty/subscription period, vendor is required to install upgrades, new releases and handle the faults/problems at no extra cost to Bank.
3. The Bidder shall undertake to provide an onsite comprehensive 3 (three) Year Warranty and AMC + ATS for next 2 (Two) years (BACK-TO-BACK with OEM) for all supplied hardware and software from the date of sign off by the Bank. Bidder needs to ensure that none of the solution component is declared as EOSL (End of Service Life) for minimum 7 years after the start of Warranty period. If any component is declared as EOSL during the above period, the bidder shall replace the same with an equivalent or higher component meeting the RFP and solution requirements without any additional cost to Bank.
4. In case of subscription, the Bidder shall provide onsite comprehensive warranty and support during the complete tenure (i.e., 5 years from the date of go-live of the complete solution by the Bank) for all supplied Software and Licenses as per RFP requirement.
5. Hardware part replacement under warranty clause shall be made by the Supplier free of all charges at site including freight, insurance and other incidental charges during the contract period.

3.10 Signing of Contract

1. The successful bidder(s) shall mandatorily enter into a Service Level Agreement (SLA) & Non-Disclosure Agreement (NDA) within 30 working days of the award of the tender or within such extended period as may be permitted by the Bank. The letter of acceptance and such other terms and conditions as may be determined by the Bank to be necessary for the due performance of the work in accordance with the Bid and the acceptance thereof, with terms and conditions shall be contained in a Service Level Agreement/ Purchase Order to be signed at the time of execution of the Form of Contract. If the contract is not signed within the given period (30 working days or till such period as extended by the Bank), the EMD will be forfeited after a grace period of 15 working days.
2. Bank reserves the right to blacklist/debar the said successful bidder after a grace period of 15 working days.

3. The bidder has to accept all terms and conditions of the Bank and should not impose any of its own conditions upon the Bank. A bidder who does not accept any or all conditions of the Bank shall be disqualified from the selection process at any stage as deemed fit by the Bank.

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

3.11 Duration of Contract

1. Bank will enter into a contract with the successful bidder initially which shall start from the date of signing the contract and will be valid for a period of 5 years from the date of go-live.
2. 'Service Level Agreement' to be signed between Bank and the Service Provider following the completion of selection process and will continue until end of the contract period or terminated whichever is earlier.
3. After expiry of the contract period of five (05) years, Bank may extend the contract for a period of one (01) year each or part thereof with maximum for two (02) years for AMC & ATS and onsite resource support on the same rates as applicable to 5th year of the contract SLA, Terms & Conditions, subject to satisfactory performance of successful bidder.
4. Bank reserves right to terminate the contract at any time in case successful bidder fails to meet any of the requirements as mentioned in the RFP.

3.12 Other Terms and Conditions

1. The Service Provider shall comply with the directions issued from time to time by bank and follow the industry and statutory standards related to the security and safety, in so far as it applies to the provision of the Services relating to the Project defined as per RFP.
2. The Service Provider shall upon prior intimation by the Bank or its nominee(s) participate in regular meetings where safety and information technology security matters are being reviewed.
3. Consortium Bidding will not be accepted by Bank.
4. Location of Onsite technical support person can be changed as per the Bank requirement. It maybe DC and DR and any other site of the Bank.

3.13 Bid Submission Process

3.13.1 Documents for Technical Bid

1. Interested and eligible bidders may submit their proposal in the prescribed format (enclosed here) with complete information. The proposal duly filled in, along with all supporting

document(s) / information should be submitted to the bank through the GEM Portal. The document checklist is provided under Document Checklist.

3.13.2 Documents for Commercial Bid

The bidder shall submit the commercial bid as per the format given in **Annexure 12** – Commercial Bid.

The Commercial Offer should give all relevant price information as per the commercial bid format and should not contradict the Technical Bid document in any manner.

3.13.3 Shortlisting of bidders Technical Evaluation

The bank will evaluate the bidders based on:

1. **Whether tender fees / EMD / Bid security declaration has been submitted**
   First of all, the RFP Cost / Tender fees and EMD of all bidders will be verified. If any RFP Cost / EMD / Bid security declaration is not found in order, that bidder will be declared ineligible for further participating in the tender process.
2. **Compliance to Eligibility criteria**
   The technical bids will be evaluated based on the eligibility criteria defined in the RFP document. Bids complying with all the eligibility criteria and confirming compliance to all the terms & conditions of RFP document would be further evaluated on technical specifications / parameters.
3. **Compliance to terms and conditions of the RFP, corrigendum (if any)**
   a. Bank will determine to their satisfaction whether the bidder selected as having submitted the best evaluated responsive bid is qualified to satisfactorily perform the contract. The decision of Bank will be final in this regard. The determination will take into account bidders financial, technical and support capabilities as per RFP, based on an examination of documentary evidence submitted by bidders. The Bank reserves the right to accept or reject any product/ item/ technology / module / functionality proposed by the bidder without assigning any reason thereof. The Bank also reserves the right to reject any Bid, in case any of the Technical Specification / Solution is not in compliance to Bank's requirement. Decision of the Bank in this regard shall be final and binding on the bidders.
   b. For responses received within the prescribed closing date and time the Bank will scrutinize the offers received as per the above-mentioned list and to determine whether they are complete and as per the requirements, and also whether all the

required documents, as asked for and is required to evaluate the responses have been submitted, whether the documents have been properly signed, etc.

c. The Bank may, at its discretion, waive any minor non-conformities or any minor irregularity in the proposal. This shall be binding on all bidders and the Bank reserves the right for such waivers.

d. Upon receipt of applications (RFP) the same shall be scrutinized and evaluated by the Bank and the Bank will shortlist /select bidders as per requirement and the same shall be communicated to the bidders. The Bank also reserves the right to accept or reject any or all applications without assigning any reason whatsoever.

e. During pre-qualification and evaluation of the proposals, Bank may, at its discretion, ask respondents for clarifications on their proposal. The respondents are required to respond within the time frame prescribed by PNB. Respondents are not permitted to modify, substitute or withdraw proposals after its submission. IN case the OEM is participating in the bid directly, the bids of its authorised resellers will not be considered.

f. The Bank reserves the right to check / validate the authenticity of the information provided in the eligibility and technical evaluation criteria and requisite support must be provided by the bidder. The Bank may ask for queries on each of the criteria wherein the bidder needs to response within stipulated timelines.

g. Demonstration and Capability Presentation -If required, the bank may ask the bidder to arrange for the demonstration and presentation of the offered products and how the project will be carried out by the bidder. The Bank may ask the bidder to provide the presentation (overall presentation or to cover up any specific area during the presentation).

4. <u>Technical Evaluation and Eligibility</u>

a. The Bidder having minimum 75% marks in technical scoring will be eligible for further process of RFP.

3.13.4 Commercial Evaluation

1. Technically qualified bidders as per technical evaluation process will participate in commercial bid opening process. The bidder should quote as per Price Format in Indian Rupees as the all-inclusive price for the desired work / services.
2. While submitting the financial bid, following must be kept in mind:

a. The price quoted should include all costs associated with the assignment (support, maintenance, customization etc.). A separate Tax breakup should be provided by the bidder.
b. The financial proposal should not include any conditions attached to it and any such conditional financial bid shall be summarily rejected.
c. The financial bid should be submitted in the Price Format given in **Annexure 12** – Commercial Bid format.

3. In case Bank is left with single eligible bidder then Bank will have right to negotiate the offered commercials with that bidder.
4. The least cost proposal will be ranked as L-1 and the next higher and so on will be ranked as L-2, L-3 etc. The least cost proposal (L-1) will be considered for award of contract.

4 PART C - ANNEXURES

Annexure 1 – Undertaking from the Bidder

(To be submitted on Bidder's Letter Head)

To

The Assistant General Manager

Centralised Procurement & Partnership Division

Punjab National Bank

HO:CPPD, Head Office

New Delhi

Sir

REG.: REQUEST FOR PROPOSAL (RFP) FOR ON BOARDING OF VENDOR FOR INFRA PROCUREMENT AND SI FOR GENERATIVE AI IMPLEMENTATION.

We submit our Bid Documents herewith.

We M/s_____, a company incorporated under the Companies Act-1956/ Companies Act-2013/ Partnership Bidder registered under LLP Act 2008 with its headquarters at, _____ understand and confirm that:

1. You are not bound to accept the lowest or any bid received by you, and you may reject all or any bid.

2. If our Bid for the above job is accepted, we undertake to enter into and execute at our cost, when called upon by the purchaser to do so, a contract in the prescribed form. Till such a formal contract is prepared and executed, this bid shall constitute a binding contract between us and Bank.

3. If our bid is accepted, we are responsible for the due performance of the contract.

4. You 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.

5. We have not been blacklisted/ debarred /banned by the Government / Government agency / Banks / Financial Institutions / PSUs in India during the last 3 years from the date of bid submission.

6. **Terms & Conditions:** We hereby undertake and agree to abide by all the terms and conditions including all annexure, corrigendum(s) etc. stipulated by the Bank in this RFP. (Any deviation may result in disqualification of our bid).
   We understand & agree that in event of being successful in the bid and being empanelled, we shall comply to the terms & conditions of RFP in future and shall not attempt to get the same changed from Bank later on in process of empanelment, contract signing, and extension of contract and / or subsequent purchase order/s from Bank. We understand and agree that such attempts and noncompliance to RFP terms may lead to cancellation of our agreement and suitable penal action may be taken by Bank against us including invoking the EMD and/ or PBG and black- listing.
   Scope of work and/ Technical Specifications: We certify that the systems/services offered by us for tender conform to the Scope of work and technical specifications stipulated by you. (Any deviation may result in disqualification of our bid).
   RFP, Clarifications & subsequent Corrigendum/s, if Any: We hereby undertake that we have gone through RFP, clarifications & Corrigendum/s issued by Bank and agree to abide by all the terms and conditions including all annexure, corrigendum(s) etc. stipulated by the Bank in this RFP. (Any deviation may result in disqualification of our bid)

7. We have participated in the captioned RFP hereby undertake that we have read the clauses stated in the Office Memorandum issued by Ministry of Finance, Government of India on the Insertion of Rule 144 (xi) in the General Financial Rules (GFRs), 2017 dated 23 July 2020 and amendments & clarifications hereto regarding restrictions on procurement from a bidder of a country which shares a land border with India and on sub-contracting to contractors from such countries.

   We certify that: (strike out whichever is not applicable)
   1. We and our OEM(s) are not from such a country.

   OR
   2. We and/or our OEM(s) are from such a country and has been registered with the Competent Authority and we and our OEM will not sub-contract any work to a contractor from such countries unless such contractor is registered with the Competent Authority.(Relevant documents to be enclosed)

   We have read also read the clause regarding restrictions on procurement from a bidder having Transfer of Technology (TOT) arrangement and we certify that: (strike out whichever is not applicable).

   1. We and our OEM(s) does not have any TOT arrangement requiring registration with the competent authority
      OR
   2. We and/or our OEM(s) have TOT arrangement and have valid registration to participate in this procurement. (Relevant documents to be enclosed)

   We hereby certify that we fulfil all requirements in this regard and is eligible to be considered for this procurement.

If at any time our undertaking is found false or non-compliant with the above order of the Ministry of Finance, Bank may immediately terminate the contract and may take legal action in accordance with the law.
We have enclosed the relevant approvals from the Competent Authority in this regard.

8. We do hereby undertake that we are solely liable and responsible for compliance of applicable Labour Laws and other rules regulations and ordinances applicable in respect of our employee, agents, representatives and sub-contractors (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. We also agree and undertake that during the entire period of RFP process and also during the entire period of the contract/SLA we will not employ or engage 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 and other laws as applicable.

9. We hereby state that we comply with all the directions and clauses as stated in the said circulars:
a) RBI/2023-24/102 DoS.CO.CSITEG/SEC.1/31.01.015/2023-24 dated 10.04.2023 regarding Master Direction on Outsourcing of Information Technology Services
b) RBI/2023-24/107 DoS.CO.CSITEG/SEC.7/31.01.015/2023-24 dated 07.11.2023 regarding Master Direction on Information Technology Governance, Risk, Controls and Assurance Practices
We along with the resources deployed by us and services provided by us, will also ensure compliance of all the clauses and directions of the aforesaid circular and any subsequent circular/guidelines on the same, throughout the period of the contract.

10. We do hereby confirm that we and/or our subsidiaries/affiliates have not been engaged with Punjab National Bank for any consultancy services related to the preparation or implementation of the this project.

11. The escalation matrix of our organization are as follows:

	Sl. No.	Escalation Level	Name	Designation	Contact No.	Email ID
1.	1	**Escalation Level 1**				
2.	2	**Escalation Level 2**				
3.	3	**Escalation Level 3**				
4.	4	**Escalation Level 4**				
5.	5	**Escalation Level 5**				

In case of change in any of the officials above throughout the currency of the contract, we shall submit the escalation matrix afresh.

12. We, hereby confirm that we will honour the Bids placed by us during the auction process, failing which we shall forfeit the EMD. We also understand that the Bank may debar us from participating in future tenders.

13. We hereby undertake that the proposed hardware / software to be supplied will be free of malware, free of any obvious bugs and free of any covert channels in the code (of the version of the application being delivered as well as any subsequent versions/modifications done) which may lead to any data leakage/compromise of the server/solution or any cyber security incident in future.

14. We also undertake that:-
    (a) The Solution and Software being offered, as part of the contract, does not contain Embedded Malicious code that would activate procedures to:
        (i) Inhibit the desires and designed function of the equipment.
        (ii) Cause physical damage to the user or equipment during the exploitation.
        (iii) Tap information resident or transient in the equipment/network.
    (b) The firm will be considered to be in breach of the procurement contract, in case physical damage, loss of information or infringements related to copyright and Intellectual Property Right (IPRs) are caused due to activation of any such malicious code in embedded software and any loss occurring due to the above may be recovered from the existing contracts.
15. We also undertake to submit the Non-Disclosure Agreement as per **Annexure 10** of this RFP if we are selected as the successful vendor, whenever sought by the Bank.

16. We also undertake that any modification of the content of any of the Annexure(s) may result in the disqualification of our Bid

17. We also undertake to submit the Information of the Bidder Company as per **Annexure 17** of this RFP if we are selected as the successful vendor, whenever sought by the Bank.

Date: _____
Place: _____
Yours faithfully

Signature of Authorized Signatory
Name of Signatory:
Designation: **Seal of Company**
Email ID:

Annexure 2 – Eligibility Criteria

(To be submitted on Bidder's Letter Head)

To

The Assistant General Manager

Centralised Procurement & Partnership Division

Punjab National Bank

HO:CPPD, Head Office New Delhi

Dear Sir,

REG.: REQUEST FOR PROPOSAL (RFP) FOR ON BOARDING OF VENDOR FOR INFRA PROCUREMENT AND SI FOR GENERATIVE AI IMPLEMENTATION.

We confirm our Compliance of below Eligibility Criteria given in RFP: Selection of System Integrator for Implementation of Generative AI Platform and Use Cases.

Sl.	Eligibility Criteria	Document to be Submitted	Compliance (Yes/No)
1	Bidder should be a limited company (Public/Private) registered in India under the Companies Act, 1956/2013 or Partnership firm/ LLP registered in India under Partnership Act 1932/2008 (as amended) at least for last five years (four years for MSE/Startup) as on date of bid submission.	Copy of the certificate of incorporation -issued by The Registrar of Companies/ Partnership Deed etc. **AND** certificate for change of name, etc., if any.	
2	a. The bidder should be either the Original Equipment Manufacturer (OEM) or their authorized representative in India. IAR/Agent/SI and the Principal/OEM/Solution Provider cannot bid simultaneously for the same Product in the same tender. b. If any product of Principal / Original Equipment Manufacturer (OEM) is being quoted in the tender, the OEM Company cannot bid for any other	In case of authorized representative/partner of the primary product, MAF from OEM as per **Annexure-14** in their letter Head needs to be provided. (Name, designation, contact no & official mail id of the signing authority must be clearly mentioned in the MAF.) **OR** In case bidder itself is OEM of any	

	OEM's product. c. If an Indian Authorized Representative (IAR) submits bid on behalf of the Principal/OEM, the same IAR shall not submit a bid on behalf of another Principal/OEM in the same tender for the same item/product. In such case all the bids from the said IAR will be rejected. d. Joint Bids/ Bids by Consortium are not acceptable.	Item (e.g., App./hardware etc.), undertaking as per **Annexure-15** on their company's letter head should be provided.	
3	The Bidder must have a **minimum annual average turnover of Rs. 18.00 crores in 3 Financial Years (2021-22, 2022-23, & 2023-24)** from their Indian operations. In case of MSE/ Startup, bidder should have average annual turnover of INR 12 crores during last three financial years i.e. 2021-22, 2022-23 and 2023-24, from their Indian operations. This must be the individual company turnover and not that of any group of companies. AND The bidder should also have a positive Net Worth during last three financial years i.e. 2021-22, 2022-23 and 2023-24.	Provide CA Certificate as per **Annexure-7** **AND** Audited Financial statements (Balance sheet and Profit & Loss statement) for last three financial years i.e. 2021-2022, 2022-23 & 2023-24	
4	The bidder should not be involved in any litigation which threatens solvency of company.	Certificate is to be provided by the chartered accountant /statutory auditor, as per **Annexure- 5**.	
5	The Bidder should not have been blacklisted/ debarred /banned by Government / Government agency / Banks / Financial Institutions / PSUs in India during last 3 years as on bid submission date.	Certificate is to be provided as per **Annexure- 6**.	
6	The Bidder and its subsidiaries should not have been engaged with Punjab National Bank for consultancy services	An undertaking to this effect must be submitted on company letterhead with duly signed &	

	related to IT/ Digital Products during last 3 years as on bid submission date.	sealed.	
7	Bidder must provide Confirmation that any of its subsidiary or associate or holding company or companies having common promoter director/s or companies in the same group of promoters/ management or partnership firms/ LLPs having common partners have not participated in this RFP process.	Letter of confirmation on Bidder company's letter head signed by Authorized Signatory	
8	Bidder must be operating in the field of GenAI/AI/ML for at least three years or more as on date of bid submission.	Reference Letter/ Purchase Order / Contract Document (Agreement) (to be submitted.	
9	The Bidder should have implemented at least 2 GenAI/ AI/ ML implementations in PSU/Government/BFSI out of which at least 1 implementation should be in Public Sector Bank/Private Sector Bank/ BFSIs in India, during last 3 years as on date of bid submission.	Reference Letter/ Purchase Order / Contract Document (Agreement) (to be submitted and Completion certificate /Email from customer	
10	Bidders must have Development Centre and Technical Support Office in India.	Bidder has to submit Supporting document and declaration on its letter head duly signed by Authorized Signatory.	
11	The bidder should have ability to provide on-site resources at the Bank's desired location for implementation and support as per need of the Bank with adequate number of data engineers, data scientists, data analysts, full stack developers, etc. having expertise & experience in understanding & implementing the technical, operational Banking, business, functional, report level requirements of the Bank and regulatory requirements for each GenAI use-case.	Undertaking from the bidder on bidder's letter head signed by the authorized signatory of the bidder.	
12	The Bidder (including its OEM, if any) should either be Class I or Class II local supplier as defined in Public Procurement (Preference to Make in India), Order 2017, Revised Order (English) dated 19.07.2024.	Certificate of Local Content to be submitted as per Annexure 20.	

13	The bidder should be an IS/ISO 9001 and IS/ISO/IEC 27001 or equivalent BIS certificate as on date of bid submission.	A copy of valid certificates duly authorized to be submitted by bidder.	
14	The Bidder should be a CMMI 3 or equivalent BIS certified organization.	A copy of valid certificates duly authorized to be submitted by bidder.	

NOTE:

1. In case any purchase order has been issued to the bidder by the Bank in respect of any other project/product and the same has not been delivered/executed even after the prescribed time period and is pending for execution as on date of bid, the bid of the respective bidder is liable for rejection.
2. Bidder should submit detailed response along with documentary proof for all of the above eligibility criteria. The eligibility will be evaluated based on the bid and the supporting documents submitted. Bids not meeting the above eligibility criteria will be rejected.
3. Evaluation of Technical bids will be done by Bank's committee for technical evaluation of bids and the decision of the committee will be final.
4. Bidders to submit relevant documentary evidence for all parameters mentioned.
5. Providing any wrong information by the bidder will result in disqualification of the bidder. The Bank may cross check above parameters by any means / during site visit.
6. All Annexures must be on the letter head of the Bidder, except those which are to be provided by OEM/OSD/CA/third party. All documents, addressed to the Bank, should be submitted in Original.
7. All third-party documents must be signed by their authorized signatory and his/her designation, Official E-mail ID and Mobile no. should also be evident. The document providing the authorization of the signatory should be submitted to the Bank for all parties.
8. Bidder is also required to substantiate whether the person signing the document is authorized to do so on behalf of his company. Inability of the bidder to prove the genuineness/authenticity of any third-party document may make the bid liable for rejection.

Date: _____

Place: _____

Signature of Authorized Signatory

Name of Signatory:

Designation:

Email ID:

Contact No:

Seal of Company:

Annexure 3 – Bidder's Information

(To be submitted on Bidder's Letter Head)

REG.: REQUEST FOR PROPOSAL (RFP) FOR ON BOARDING OF VENDOR FOR INFRA PROCUREMENT AND SI FOR GENERATIVE AI IMPLEMENTATION.

	S.N.	Information	Particulars / Response
1.	1	Company Name	
2.	2	Constitution	
3.	3	Date of Incorporation	
4.	4	Company Head Office Address	
5.	5	Registered office address	
6.	6	GST No.	
7.	7	Whether MSE/Startup (quote registration no. and date of registration, copy to be attached)	
8.	8	Bank Account Detail: Account Number, Account Name, IFSC, Bank Name	Account Number: Account Name: IFSC: Bank Name:
9.	9	Name, Designation, Tel. No, E-Mail of the authorized signatory submitting the RFP (Please enclose the copy of board resolution)	

10.	10	Specimen Full signature	
11.	11	Contact person's name, address, telephone number, mobile number, Fax Number, E-Mail ID. (give at least 2 contact person's details)	
12.	12	Details of Service Support Centre in Delhi/NCR /Mumbai	Complete Address: No. of Support Engineers: Contact Person (Name & No.): Email ID:
13.	13	Whether company has been blacklisted for service deficiency in last 3 years. If yes, details thereof.	
14.	14	Any pending or past litigation (within three years)? If yes, please give details	Yes/No/Comments (if option is 'Yes')

Date: _____

Place: _____

Signature of Authorized Signatory

Name of Signatory:

Designation:

Email ID:

Contact No:

Seal of Company:

Annexure 4 – Performance Certificate

(To be submitted on Client's Letter Head)

To

The Assistant General Manager

Centralised Procurement & Partnership Division

Punjab National Bank

HO:CPPD, Head Office

New Delhi

Sir,

REG.: REQUEST FOR PROPOSAL (RFP) FOR ON BOARDING OF VENDOR FOR INFRA PROCUREMENT AND SI FOR GENERATIVE AI IMPLEMENTATION..

This is to certify that M/s _____ has supplied/implemented the below listed devices/services and is working as our Security Implementer/Security Integrator.

Name & Full Address of the Purchaser	Name of the OEM of the Product & Model/ Services Offered	Date of go-live/ sign-off

The services provided by the M/s _____ and the products supplied by them are satisfactory and working as per the requirement of our organization since the date of go-live/ sign-off till date.

The project is successfully running till date **OR** the project has completed its course on ____ (Month and Year).

The certificate has been issued on the specific request of the company.

Date: _____
Place: _____
Signature of Authorized Signatory
Name of Signatory:
Designation:
Email ID:
Contact No:
Seal of Company:

Annexure 5 - Litigation Certificate

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

REG.: REQUEST FOR PROPOSAL (RFP) FOR ON BOARDING OF VENDOR FOR INFRA PROCUREMENT AND SI FOR GENERATIVE AI IMPLEMENTATION.

This is to certify that M/s_____, a company incorporated under the **Companies Act- 1956/ Companies Act-2013/ Partnership Bidder registered under LLP Act 2008,** with its headquarters at…...**_____** is not involved in any litigation which threatens solvency of the company.

Date: _____

Place: _____

Signature of CA/Statutory Auditor

Signature of Authorized Signatory

Name of Signatory:

Designation:

Email ID:

Contact No:

Seal of Company:

UDIN No:

Annexure 6 – Undertaking for Non - Blacklisted

(To be submitted on Bidder/OEMs Letter Head)

To
The Assistant General Manager
Centralised Procurement & Partnership Division
Punjab National Bank
HO:CPPD, Head Office New Delhi

Sir,

REG.: REQUEST FOR PROPOSAL (RFP) FOR ON BOARDING OF VENDOR FOR INFRA PROCUREMENT AND SI FOR GENERATIVE AI IMPLEMENTATION.

We M/s_____, a company incorporated under the **Companies Act- 1956/ Companies Act-2013/ Partnership Bidder registered under LLP Act 2008** with its headquarters at…....._____ do hereby confirm that we have not been blacklisted/ debarred /banned by the Government / Government agency / Banks / Financial Institutions / PSUs in India during last 3 years.

This declaration is being 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:
Contact No:

Seal of Company:

Annexure 7 – Turnover Certificate

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

REG.: REQUEST FOR PROPOSAL (RFP) FOR ON BOARDING OF VENDOR FOR INFRA PROCUREMENT AND SI FOR GENERATIVE AI IMPLEMENTATION..

This is to certify that M/s_____, a company incorporated under the **Companies Act- 1956/ Companies Act-2013/ Partnership Bidder registered under LLP Act 2008**, with its headquarters at....., _____ has the following Turnover, Net Profit/Loss and Net worth from its Indian Operations. This information is based on the Audited Financial Statements for FY2021-22, FY2022-23 and FY2023-24 (to be submitted for years as per Eligibility Criteria (ANNEXURE-2) point no. 4).

Financial Year	**Annual Turnover (in Rs.)**	**Net Profit/Loss (in Rs.)**	**Net Worth (in Rs.)**
FY 2021-22			
FY 2022-23			
FY 2023-24			
Average of 3 years as above			

Date: _____

Place: _____

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

Signature of CA/Statutory Auditor

Name of CA/Statutory Auditor:

Designation:

Email ID:

Mobile No:

Telephone No.:

Seal of Company:

UDIN No:

Annexure 8 – Performa for Integrity Pact

To
The Assistant General Manager
Centralised Procurement & Partnership Division
Punjab National Bank
HO:CPPD, Head Office New Delhi

REG.: REQUEST FOR PROPOSAL (RFP) FOR ON BOARDING OF VENDOR FOR INFRA PROCUREMENT AND SI FOR GENERATIVE AI IMPLEMENTATION.

Dear Sir,

I/We acknowledge that Punjab National Bank is committed to follow the principle of transparency equity and competitiveness as enumerated in the Integrity Agreement enclosed with the tender/bid document.

I/We agree that the Notice Inviting Tender (NIT) is an invitation to offer made on the condition that I/We will sign the enclosed integrity Agreement, which is an integral part of tender documents, failing which I/We will stand disqualified from the tendering process. I/We acknowledge that THE MAKING OF THE BID SHALL BE REGARDED AS AN UNCONDITIONAL AND ABSOLUTE ACCEPTANCE of this condition of the NIT.

I/We confirm acceptance and compliance with the Integrity Agreement in letter and spirit and further agree that execution of the said Integrity Agreement shall be separate and distinct from the main contract, which will come into existence when tender/bid is finally accepted by Punjab National Bank. I/We acknowledge and accept the duration of the Integrity Agreement, which shall be in the line with Article 6 of the enclosed Integrity Agreement.

I/We acknowledge that in the event of my/our failure to sign and accept the Integrity Agreement, while submitting the tender/bid, Punjab National Bank shall have unqualified, absolute and unfettered right to disqualify the tenderer/bidder and reject the tender/bid is accordance with terms and conditions of the tender/bid.

Yours faithfully
(Duly authorized signatory of the Bidder)

To be signed by the bidder and same signatory competent / authorized to sign the relevant contract on behalf of Punjab National Bank.

INTEGRITY AGREEMENT

(On Stamp paper of appropriate value)

Punjab National Bank, a body corporate constituted under the Banking Companies (Acquisition and Transfer of Undertaking) Act 1970 (Act no V of 1970) and having its Head Office at Plot no. 4, Sector 10, Dwarka, New Delhi 110075, hereinafter referred to as "The Principal", which expression shall mean and include unless the context otherwise requires, its successors in office and assigns of the First Part. **AND**

M/s. _____having its registered office at _____ hereinafter referred to as "The Bidder/Contractor", expression shall mean and include unless the context otherwise requires, successors and permitted assigns of the Second part.

Preamble

The Principal intends to award, under laid down organizational procedures, contract/s for **RFP Implementation of GENERATIVE AI Platform and Use Cases.** 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 will appoint 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: -
2. 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.
3. 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.

4. The Principal will exclude from the process all known prejudiced person.
5. 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 during any stage of bid process/contract. 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 the other benefit which he/she is not legally entitled to, in order to obtain in exchange any advantage of any 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 contracts, submission or non-submission of bids or any other actions to restrict competitiveness or to introduce cartelization in the bidding process.
    c. The Bidder(s)/ Contractor(s) will not commit any offence under the relevant IPC/PC Act; further the Bidder(s)/Contractor(s) will not use improperly, for purposes of competition or personal gain, or pass on to others, any information or document provided by the Principal as part of the business relationship, regarding plans., technical proposal and business details, including information contained or transmitted electronically.
    d. The Bidder(s)/Contractor(s) of foreign origin shall disclose the name and address of the Agents/representatives in India, if any, Similarly the Bidder(s)/Contractor(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 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 transgression occurred in the last three years immediate before signing of this integrity pact with any other Company in any country conforming to the anti-corruption approach or with any Public Sector Enterprises or central/state government department 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 dealing".

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 IP by the sub-contractor. It is to be ensured that all sub-contractors also sign the IP.
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 the 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 Sub contractor, 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 (IEM) Sh. Madhusudan Prasad), (email ID: mprasad23@gmail.com),(Mob no. 9717585556) and Sh. Ajay Kumar Sharma (email ID:aajayced@gmail.com), (Mob No: 9990699002) 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 the agreement. The IEMs are not to be contacted for generic tender related queries, for which queries may be directed to the Bank Officials.
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 be provided access to all documents/records pertaining to the contract for which a complaint or issue is raised before them, as and when warranted. However, the documents/ records/ information having National Security implications and those documents which have been classified as Secret/Top Secret are not to be disclosed. It will be obligatory for him/her to treat the

information and documents of the Bidders/Contractors as confidential. He/she reports to the Managing Director and CEO, Punjab National 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 Bidder(s)/ Contractor(s). The Bidder(s)/Contractor(s) 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-contractor.
4. The Monitor is under contractual obligation to treat the information and documents of the Bidder(s)/Contractor(s)/Subcontractor(s) with confidentiality. The Monitor has also signed declarations on "Non-Disclosure of Confidential Information" and of "Absence of Conflict of Interest". In case of any conflict of interest arising at a later date, the IEM shall inform MD & CEO, Punjab National Bank and recues 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 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, Punjab National 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, Punjab National Bank, a substantiated suspicion of an offence under relevant IPC/PC Act, and the MD & CEO, PNB 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 09- 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 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, PNB.

Section 10- Other provisions

This agreement is subject to Indian Law. Place of performance and jurisdiction is the" Place of award of work".

1. The actions stipulated in this Integrity Pact are without prejudice to any other legal action that may follow in accordance with the provisions of to the extant law in force relating to any civil or criminal proceedings.
2. Changes and supplements as well as termination notices need to be made in writing. Side agreements have not been made.
3. If the Contractor is a partnership or a consortium, this agreement must be signed by all partners or consortium members.
4. Should one or several provisions of this agreement turn out to be invalid, the remainder of this agreement remains valid. In this case, the parties will strive to come to an agreement to their original intentions.
5. Issues like warranty/Guarantee etc. shall be outside the purview of IEMs.
6. In the event of any contradiction between the Integrity Pact and its Annexure, the Clause in the Integrity Pact will prevail.

(For & On behalf of the Principal) (For & On behalf of Bidder/Contractor)

(Office Seal) (Office Seal)

Place……

Date……

Witness 1: Witness 2:

(Name & Address) (Name & Address)

Annexure 9 – Performa for the Bank Guarantee

(To be stamped in accordance with stamp act)

Ref: Bank Guarantee # Date

To
The Assistant General Manager
Centralised Procurement & Partnership Division
Punjab National Bank
HO:CPPD, Head Office
New Delhi

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 On boarding of Vendor for Infra procurement and SI for Generative AI implementation An irrevocable Financial Bank Guarantee (issued by a nationalized / scheduled commercial Bank) against Earnest Money Deposit amounting to Rs._____ Rupees (in words_____) 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 National 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 (in words_____) 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 National Bank, the amount Rs._____ Rupees (in words_____) 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 _____, on whose behalf guarantee is issued.

"Not withstanding anything contained herein above Our liability under this Bank guarantee shall not exceed Rs _____ Rupees (in words_____).

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 hours (Indian Standard Time) where after it ceases to be in effect in all respects whether or not the original Bank guarantee is returned to us."

In witness whereof the Bank, through its authorized officer has set its hand stamped on this_____ Day of _____2024 at _____

Name of signatory

Designation

Email ID:

Contact No.

Bank Common Seal

Annexure 10 – NDA (Non-Disclosure Agreement)

(On Stamp paper of appropriate value)

This Confidentiality –cum- Nondisclosure Agreement is entered into at_____ on this_____day of_____202_, between_____(Insert Name of the Service Provider) a company within the meaning of **Companies Act- 1956/ Companies Act-2013/ Partnership Bidder registered under LLP Act 2008**, having its Registered Office at _____(herein after called 'Service Provider'), which expression shall, unless repugnant to the context, includes its successors and assigns

AND

Punjab National Bank, a Body Corporate constituted under the Banking Companies (Acquisition & Transfer of Undertakings) Act, 1970 having its Corporate Office at Sector 10, Dwarka Delhi – 110 075 and inter-alia, its Information & Technology Division at 5, Sansad Marg, New Delhi – 110 001 (herein after referred to as 'PNB'), which expression shall, unless repugnant to the context, includes its successors and assigns**.**

The Service Provider and PNB would be having discussions and negotiations concerning the establishment of and during continuance of a business relationship between them as per Agreement dated _____ (hereinafter referred to as 'Agreement').

In the course of such discussions and negotiations, it is anticipated that either party may disclose or deliver to the other party certain of its trade secrets or confidential or proprietary information for the purpose of enabling the other party to evaluate the feasibility of such a business relationship. The parties have entered into this Agreement, in order to assure the confidentiality of such trade secrets and confidential and proprietary information in accordance with the terms of this Agreement. As used in this Agreement, the party disclosing Proprietary Information (as defined below) is referred to as the 'Disclosing Party' and will include its affiliates and subsidiaries, the party receiving such Proprietary Information is referred to as the 'Recipient', and will include its affiliates and subsidiaries.

Now this Agreement witness the: -

1) **Proprietary Information:**

As used in this Agreement, the term 'Proprietary Information' shall mean all trade secrets or confidential or Proprietary Information designated as such in writing by the Disclosing Party, whether by letter or by the use of an appropriate prominently placed Proprietary stamp or legend, prior to or at the time such trade secret or confidential or Proprietary Information is disclosed by the Disclosing Party to the Recipient. Notwithstanding the forgoing, information which is orally or visually disclosed to the recipient by the Disclosing Party or is disclosed in writing unaccompanied by a covering letter, proprietary stamp or legend, shall constitute proprietary information if the

disclosing party, within 10 (ten) days after such disclosure, delivers to the Recipient a written document or documents describing such Proprietary Information and referencing the place and date of such oral, visual or written disclosure and the names of the employees or officers of the Recipient to whom such disclosure was made.

The Proprietary Information" shall include, but not be limited to, domain names, trade secrets, copyrights, ideas, techniques, know-how, inventions (whether patentable or not), and/or any other information of any type relating to designs, configurations, documentation, policies, board notes, Circulars, recorded data, schematics, layouts, source code, master works, master databases, algorithms, flow charts, formulae, works of authorship, mechanisms, research, manufacture, improvements, assembly, installation, intellectual property, and the information concerning the Parties' actual or anticipated business, research or development, or which is received in confidence by the disclosing party to the Recipient.

2) **Confidential Information:**

In this Agreement "Confidential Information" means all information belonging to a Party that is or has been disclosed to one Party (the "Receiving Party") by the other Party (the "Disclosing Party") in connection with the business transacted/ to be transacted between the Parties. Confidential information shall also include any copy, abstract, extract, sample, note or module thereof. The Receiving Party may use the Confidential Information solely for and in connection with the business transacted/ to be transacted between the Parties. The term 'confidential information' shall include all written or oral information (including information received from third parties that the 'Disclosing Party' is obligated to treat as confidential) that is (i) clearly identified in writing at the time of disclosure as confidential and in case of oral or visual disclosure, or (ii) that a reasonable person at the time of disclosure reasonably would assume, under the circumstances, to be confidential.

Confidential information shall also include, without limitation, software programs, technical data, methodologies, knowhow, processes, designs, new products, developmental work, marketing requirements, marketing plans, customer names, prospective customer names, customer information and business information of the 'Disclosing Party'. Confidential information shall also include, without limitation, information identified as being proprietary and/or confidential or pertaining to pricing, marketing plans or strategy, volumes, financial or technical or service matters or data, employee/ agent/ consultant/ officer/ director related personal or sensitive data software programs, technical data, passwords encryption tools, methodologies, know-how, processes, designs, new products, development work, marketing requirements, marketing plans, disaster recovery plans, customer names, prospective customer names, customer information, customer databases, business information and any information which might reasonably be presumed to be proprietary or confidential in nature of the "Disclosing Party".

Notwithstanding the foregoing, "Confidential Information" shall not include any information which the Receiving Party can show: (a) is now or subsequently becomes or is in possession of the Receiving Party, legally and publicly available without breach of this Agreement by the Receiving Party, (b) was rightfully in the possession of the Receiving Party without any obligation of

confidentiality prior to receiving it from the Disclosing Party, (c) was rightfully obtained by the Receiving Party from a source other than the Disclosing Party without any obligation of confidentiality, (d) was developed by or for the Receiving Party independently and without reference to any Confidential Information and such independent development can be shown by documentary evidence, or (e) is disclosed pursuant to an order of a court or governmental agency as so required by such order, provided that the Receiving Party shall, unless prohibited by law or regulation, promptly notify the Disclosing Party of such order and afford the Disclosing Party the opportunity to seek appropriate protective order relating to such disclosure.

3) **Confidentiality:**
   a) Each party shall keep secret and treat in strictest confidence all confidential information it has received about the other party or its customers and will not use the confidential information otherwise than for the purpose of performing its obligations under this Agreement in accordance with its terms and so far as may be required for the proper exercise of the Parties' respective rights under this Agreement.
   b) Each party may disclose the confidential information to its employees, officers, consultants or agents only to the extent that such disclosures are required to exercise its rights and perform its obligations under the agreement or attachments. Each party shall take such steps as may be reasonably requested by the other or otherwise required to ensure that the aforementioned persons acknowledge and comply with the use and confidentiality restrictions contemplated under this Agreement.

4) **Non-Disclosure of Proprietary and Confidential Information:**

For the period during the Agreement or its renewal, the Recipient will:

(a) Use such Proprietary Information only for the purpose for which it was disclosed and without prior written authorization of the Disclosing Party shall not use or exploit such Proprietary Information for its own benefit or the benefit of others.

(b) Protect the Proprietary Information against disclosure to third parties in the same manner and with the reasonable degree of care, with which it protects its confidential information of similar importance: and

(c)Limit disclosure of Proprietary Information received under this Agreement to persons within its organization and to those 3rd party contractors performing tasks that would otherwise customarily or routinely be performed by its employees, who have a need to know such Proprietary Information in the course of performance of their duties and who are bound to protect the confidentiality of such Proprietary Information.

5) **Limit on Obligations:**

The obligations of the Recipient specified in clause 3 above shall not apply and the Recipient shall have no further obligations, with respect to any Proprietary **and Confidential** Information to the extent that such Proprietary Information:

a) is generally known to the public at the time of disclosure or becomes generally known without any wrongful act on the part of the Recipient,

b) is in the Recipient's possession at the time of disclosure otherwise than as a result of the Recipient's breach of a legal obligation;

c) becomes known to the Recipient through disclosure by any other source, other than the Disclosing Party, having the legal right to disclose such Proprietary Information.

d) Is independently developed by the Recipient without reference to or reliance upon the Proprietary Information; or

e) Is required to be disclosed by the Recipient to comply with applicable laws or governmental regulation, provided that the recipient provides prior written notice of such disclosure to the Disclosing Party and takes reasonable and lawful actions to avoid and/or minimize the extent of such disclosure.

6) **Return of Documents:**

The Recipient shall, upon the request of the Disclosing Party, in writing, return to the Disclosing Party all drawings, documents and other tangible manifestations of Proprietary **and Confidential** Information received by the Recipient pursuant to this Agreement (and all copies and reproductions thereof) within a reasonable period. Each party agrees that in the event it is not inclined to proceed further with the engagement, business discussions and negotiations, or in the event of termination of this Agreement, the Recipient party will promptly return to the other party or with the consent of the other party, destroy the Proprietary **and Confidential** Information of the other party.

7) **Communications:**

Written communications requesting or transferring Proprietary Information under this Agreement shall be addressed only to the respective designees as follows (or to such designees as the parties hereto may from time to time designate in writing) Punjab National Bank, Attn: _____ Attn: _____

1…….

2…….

M/s _____ Attn: _____

1……...

2. _____

8) Term:

The Agreement is valid from _____ to _____. Either party may terminate the Agreement by giving prior written notice of 30 days to other party**.** The obligation pursuant to Clause 2 and 3 (Confidentiality and Non-Disclosure of Proprietary Information) will survive event after termination of the agreement dated **_____.** The obligations of each party hereunder will continue and be binding irrespective of whether the discussion between the parties materialize into a specific understanding/ business relationship or not, however, this agreement on Confidentiality and Non- Disclosure of Confidential Information) is perpetual basis even after termination/ expiry of the Agreement

Nothing herein contained shall be construed as a grant by implication, estoppel, or otherwise or a license by either party to the other to make, have made, use or sell any product using Proprietary Information or as a license under any patent, patent application, utility model, copyright or any other industrial or intellectual property right covering same.

9) Damages:

(a) Both parties acknowledge that the proprietary & Confidential Information coming to the knowledge of the other may relate to and/or have implications regarding the future strategies, plans, business activities, methods, processes and or information of the parties, which afford them certain competitive and strategic advantage. Accordingly, neither party shall use the Confidential Information in a manner that will jeopardize or adversely affect in any manner such future strategies, plans, business activities, methods, processes, information, and/or competitive and strategic advantage of the Disclosing Party.

(b) The provisions of this Agreement are necessary for the protection of the business goodwill of the parties and are considered by the parties to be reasonable for such purposes. Both the parties agree that any breach of this Agreement will cause substantial and irreparable damages to the other party and, therefore, in the event of such breach, in additional to other remedies, which may be available, the party violating the terms of Agreement shall be liable for the entire direct loss and damages on account of such disclosure.

(c) Bidder agrees to indemnify the Bank against all loss suffered due to breach of terms of this agreement and undertakes to make good the financial loss caused directly or indirectly by claims brought about by its customers or by third parties.

(d) The parties hereto acknowledge and agree that in the event of a breach or threatened breach by the other of the provisions of this Agreement, the party not in breach will have no adequate remedy in money or damages and accordingly the party not in breach shall be entitled to injunctive relief against such breach or threatened breach by the party in breach.

(e) No failure or delay by either party in exercising or enforcing any right remedy or power hereunder shall operate as a waiver thereof, nor shall any single or partial exercise or enforcement of any right, remedy or power preclude any further exercise or enforcement thereof or the exercise of enforcement of any other right, remedy or power.

10) **Arbitration & Governing Law:**

All disputes or differences whatsoever arising between the Parties out of or in relation to the construction, meaning and operation or effect of the PO/SLA or breach thereof shall be settled amicably. If, however, the Parties are not able to solve them amicably, the same shall be settled by arbitration in accordance with Arbitration and Conciliation Act, 1996. The matter may be referred to a Sole Arbitrator to be appointed as hereinafter provided and the award made in pursuance thereof shall be binding on the Parties. The Arbitrator/Arbitrators shall give a reasoned award. Any appeal will be subject to the exclusive jurisdiction of courts at Delhi.

For the purpose of appointing the sole Arbitrator referred to above, the Bank will send within thirty (30) days of receipt of the notice, to the contractor a panel of three names of persons who shall be presently unconnected with the organization for which the work is executed.

VENDOR shall on receipt of the names as aforesaid, select any one of the persons named to be appointed as a sole arbitrator and communicate his name to the Bank within (30) thirty days of receipt of the names. The bank shall thereupon without any delay appoint the said person as sole arbitrator. If VENDOR fails to communicate such selection as provided above within the period specified, the Bank shall make selection and appoint the selected person as the sole arbitrator.

VENDOR shall continue to 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 or the umpire, as the case may be, is obtained.

The venue of the arbitration shall be Delhi.

11) Permitted Disclosure

The provisions of paragraph 2 shall not restrict any disclosure required by law or by any court of competent jurisdiction, the rules and regulations of any recognized stock exchange or any enquiry or investigation by any governmental, official or regulatory body which is lawfully entitled to require any such disclosure provided that, so far as it is lawful and practical to do so prior to such disclosure, the Receiving Party shall promptly notify the other party of such requirement with a view to providing the opportunity for the Provider to contest such disclosure or otherwise to agree the timing and content of such disclosure.

12) Ownership of Information

Except to the extent as agreed herein, the Confidential Information and copies thereof, in whatsoever form shall at all times remain the property of the Disclosing Party or its clients and its

disclosure shall not confer on the Receiving Party any rights (including any intellectual property rights) over the Confidential Information whatsoever beyond those contained in this Agreement.

13) No Representation

Neither the disclosure, transmission receipt or exchange of Confidential Information nor anything else in this Agreement will constitute an offer by or on behalf of the Disclosing Party or be construed as soliciting any business or organization changes or any assurance of any business commitment or an inducement to incur / undertake any obligations not specified herein and neither party will be under any obligation to accept any offer or proposal which may be made by the other or on behalf of such other party.

14) No Assignment

This Agreement shall not be assigned by either party, or otherwise, without the prior written consent of the other party. This Agreement shall inure to the benefit of and will be binding upon the parties‟ respective successors and permitted assigns.

15) Severability

In the event that any of the provisions contained in this Agreement is found to be invalid, illegal or unenforceable in any respect by a Court of competent jurisdiction, the validity, legality, or enforceability of the remaining provisions contained in this agreement will not be in any way affected or impaired by such a finding.

16) Delay or Waiver

No delay or failure of either Party in exercising any right hereunder and no partial or single exercise thereof shall be deemed of itself to constitute a waiver or an expectation of non-enforcement of such right or any other rights hereunder. No waiver of any provision of this Agreement shall be valid unless the same is in writing and signed by the party against whom such waiver is sought to be enforced. A waiver or consent given by either party on any one occasion is effective only in that instance and will not be construed as a bar to or waiver of any right on any other occasion.

17) Governing Law

The provisions of this Agreement shall be governed by the laws of India and shall be subject to the exclusive jurisdiction of courts in Delhi.

18) Indemnity

Each party shall indemnify the other party from any and all claims including third party claims, causes of action, suits, damages or demands, whatsoever, arising out of breach of this Agreement by the indemnifying party as and when such claims, actions, damages or demands becomes payable under law including any governmental, regulatory, judicial or quasi-judicial determination.

19) Modification

Modification to any of the provisions of this Agreement shall be void unless it is writing and duly executed by Parties.

20) Remedies and Relief: -

The parties hereto acknowledge that remedies at law may be inadequate to protect the Disclosing Party or its clients against any actual breach of this Agreement by the Receiving Party, and, without prejudice to any other right and remedies otherwise available to the Disclosing Party or its clients, the Receiving Party agrees that Disclosing Party has a right to seek injunctive relief in its favor upon proof of actual damage and upon establishment of the fact that such actual damage has taken place due to reasons directly attributable upon the Receiving Party. Such injunctive relief shall be in addition to any other remedies available hereunder, whether at law or equity. Disclosing Party shall be entitled to recover its cost, expenses and fees, including Advocate's fees, incurred in obtaining any such relief. Further, in the event of litigation relating to this Agreement, the prevailing party shall be entitled to recover its cost and expenses including Advocate's fees.

21) Notices:

Notices as required by this Agreement shall be sent to the Parties at the addresses mentioned first herein above or such other addresses as the Parties may designate from time to time, and shall be sent by certified or registered mail with acknowledgement due on receipt.

22) Miscellaneous

a. This Agreement shall not be modified, changed or discharged, in whole or in part, except by a further Agreement in writing signed by both the parties.
b. This Agreement will be binding upon and ensure to the benefit of the parties hereto and it also includes their respective successors and assigns.
c. Each party will bear its own costs in connection with the activities undertaken in connection with this Agreement.
d. Nothing in this Agreement is intended to confer any rights/ remedies under or by reason of this Agreement on any third party.
e. The Agreement shall be construed and interpreted in accordance with the laws prevailing in India.

f. The Confidential terms of the SLA to be executed between the parties shall be read as part and parcel of this Agreement. This Agreement supersedes all prior discussions and writings with respect to the Confidential Information and constitutes the entire Agreement between the parties with respect to the subject matter hereof. If any term or provision of this Agreement is determined to be illegal, unenforceable, or invalid in whole or in part for any reason, such illegal, unenforceable, or invalid provisions or part(s) thereof shall be stricken from this Agreement and such provision shall not affect the legality, enforceability, or validity of the remainder of this Agreement.

In witness whereof, the parties hereto have agreed, accepted and acknowledged and signed these presents, on the day, month and year mentioned herein above.

For M/s_____

Authorized Signatory

Shri _____

Designation_____

For Punjab National Bank

Authorized Signatory

Shri _____

Designation_____

Annexure 11 – Unpriced Bill of Material of Offered Solution & Hardware (BOM)

(To be submitted on Bidder's Letter Head)

REG.: REQUEST FOR PROPOSAL (RFP) FOR ON BOARDING OF VENDOR FOR INFRA PROCUREMENT AND SI FOR GENERATIVE AI IMPLEMENTATION.

Bidder needs to provide the compliance on below Bill of Materials and Also share the details of Hardware & Software proposed with the Generative AI setup.

Table-1A: Hardware Details and Count

Solution	Hardware Type	Details (Make/Model/ Release etc.)	Quantity /No. of Units	Compliance (Yes/No)
Generative AI Hardware setup at DC and DR both site in HA.	GPU Servers			
	Storage			
	Non GPU Servers			
	Any Other Hardware			

Table-1B: Bidder needs to fill all the hardware/Infrastructure details in below tables

GPU SERVER FOR DC & DR		**Compliance (Yes/ No)**	**Remarks/ Specification Supplied**
Make & Model: (Please mention)			
CPU (CPU released in 2021 or later)	**CPU Model:** **Physical Processor Count:** **Core Count:**		
Memory			
Hard Disk Storage			
Hard disk Type			
Raid Controller Card			
Ports			
Power supply			
HBA Card			
GPU Card Details			

Warranty			
Support from OEM			

Table-2B: Bidder needs to fill all the hardware/Infrastructure details in below tables

Non GPU SERVER FOR DC & DR		**Compliance (Yes/ No)**	**Remarks/ Specification Supplied**
Make & Model: (Please mention)			
CPU (CPU released in 2021 or later)	**CPU Model:** **Physical Processor Count:** **Core Count:**		
Memory			
Hard Disk Storage			
Hard disk Type			
Raid Controller Card			
Ports			
Power supply			
HBA Card			
Warranty			
Support from OEM			

Table-1C (Other Software)

Solution	**Software**	**Details (Make/Version / Release etc.)**	**No. of Licenses**	**Compliance (Yes/No)**
Generative AI setup at DC and DR both site in HA.	Operating System			
	Database Software			
	Any Other Software for GenAI Use Cases			

Table-2 (Generative AI)

SNO	Solutions	Licenses Quantity	Compliance (Yes/No)
1	Enterprise User License Cost for Vector Database software, LLM orchestration tools, LLM testing frameworks		
2	Any Other Component		

Table-3 (Implementation of Generative AI Use Cases)

SNO	Items	Compliance (Yes/No)
1.	Installation, Implementation and Integration of Generative AI setup at DC & DR	
2.	Implementation of all use-cases (10)	
3.	Maintenance and Support	

Table-4 (Training)

SNO	Training Type	Duration (days)	Batches [A]	No of trainees per batch	Compliance (Yes/No)
1	Bank's core team	10			
2	Technical Training	20			

Table-5 (Onsite Technical Support)

SNO	Item Description for Onsite Resources.	Number of Resources	Compliances (Yes/No)
1.	L1 Resource Support/Facility Management for Use-case	3	
2.	L2 Resource Support/Facility Management for Use-cases	2	
3.	L3 Resource for Support/Facility Management OR Customization on existing use-cases defined in scope of work OR Additional use-cases or work not covered in the scope of work of RFP document	`1	

- Bidder may add as many rows and columns as required.
- The quantity mentioned by the Bidder should be as per the requirement of the Bank
- *This is merely for understanding the hardware & software sizing and Bidder to mention all Other Information Related to all the Items of the complete solution (Please provide in*

tabular Format). If any item mentioned in the BoM is not a part of the commercial format, the same shall be treated as part of the overall solution which the Bidder has to provide without any additional cost to the Bank.

Date: _____

Place: _____

Signature of Authorized Signatory

Name of Signatory:

Designation:

Email ID:

Mobile No:

Telephone No.:

Seal of Company:

Annexure 12 – Performa of the Indicative Commercial Bid

(To be submitted on Bidder's Letter Head)

Ref: REQUEST FOR PROPOSAL (RFP) FOR ON BOARDING OF VENDOR FOR INFRA PROCUREMENT AND SI FOR GENERATIVE AI IMPLEMENTATION.

(As per excel file uploaded on GeM)

Notes:

1. The Price discovered through RFP will be valid for the contract period of 5 years.

Table – Summary of Cost:

COMMERCIAL TABLE: SUMMARY OF COST						
Sl.	**Item**	**Reference Table**	**Total Cost in Rs.**	**GST %**	**GST Amount**	**TOTAL AMOUNT INCLUDING GST**
1	Generative AI Setup - Infrastructure Cost	**A**	**0.00**		**0.00**	**0.00**
2	Generative AI Setup Licenses and related component Cost	**B**	**0.00**		**0.00**	**0.00**
3	Installation, Implementation, Configuration, and Integration Cost	**C**	**0.00**		**0.00**	**0.00**
4	Onsite Technical Support (OTS/FMS) Cost	**D**	**0.00**		**0.00**	**0.00**
Total Cost of Ownership (TCO)		**A+B+C+D**	**0.00**		**0.00**	**0.00**
Total Cost in Words: Rupees						

Table-A

PRICE SCHEDULE FOR GENERATIVE AI SETUP: INFRASTRUCTURE

SNO	Description	Make and Model	Quantity / No. of units	Unit Cost with 3 Years Warranty	Total Cost with 3 Years Warranty	Cost of AMC and ATS per unit per annum	Total Cost (3 Years Warranty + 2 years AMC & ATS)
			A	B	C = A*B	D	E = C+(2*D*A)
INFRASTRUCTURE							
1	Hardware (Server & Storage etc.) for GenAI setup at DC (in HA), DR (in HA) With 3 years warranty/support.		XX		0		0
2	Licenses for OS, DB, and other component for GenAI setup at both DC and DRS site/location in HA		XX		0		0
Total of Table A							**0**
Total Cost in Words: Rupees							

Table-B

PRICE SCHEDULE FOR GENERATIVE AI SETUP: LICENSES							
SNO	**Description**	**Make and Model**	**Quantity/ No. of units**	**Unit Cost with 3 Years Warranty**	**Total Cost with 3 Years Warranty**	**Cost of AMC and ATS per unit per annum**	**Total Cost (3 Years Warranty + 2 years AMC & ATS)**
			A	B	C = A*B	D	E = C+(2*D*A)
INFRASTRUCTURE							
1	Enterprise User License Cost for Vector Database software, LLM orchestration				0		0

	tools, LLM testing frameworks						
2	Other Software for GenAI use-cases (middleware etc.) for DC & DR in HA				0		0
Total of Tabel B							**0**
Total Cost in Words: Rupees							

Table-C

INSTALLATION, IMPLEMENTATION, CONFIGURATION AND INTEGRATION OF GENERATIVE AI SETUP AND ITS' USE CASES				
S NO	**Description**	**Quantity/ No. of units**	**Unit Cost**	**Total Cost**
Installation, Implementation and Integration				
1	Installation of Hardware, OS, DB and Other related component to setup Generative AI at DC and DRS both site/location in HA	As per Annexure-11		
2	Setup of Generative AI (GenAI) at DC (in HA), DR (in HA)	2		
3	Implementation, Configuration, and Integration of All Use Cases	10		
4	Any Other			
Total of Table C				**0**
Total Cost in Words: Rupees				

Table-D

SNO	**Item Description for Onsite Resources.**	**Resource Cost for per Month***		**Resource Cost per year**	**Total Cost in 5 years**
		Qty (Q)	**Cost (M)**	**Y = (M x Q x 12)**	**T = (Y x 5)**
1.	L1 Support/Facility Management Cost for Use-Cases				
2.	L2 Support/Facility Management Cost for Use-cases				
3.	L3 Cost for Support/Facility				

	Management OR Customization on existing use-cases defined in scope of work OR Additional use-cases or work not covered in the scope of work of RFP document				
Total of Table D					
Total Cost in Words: Rupees					

Notes:

1. The rates for AMC, ATS and OTS shall remain valid for the entire contract period of 5 years and an additional 2 years (in case the contract is extended at the discretion of the Bank.)
2. Bidder has to quote Annual maintenance contract, AMC, within minimum 6% and maximum 10% of the Hardware Cost and Annual Technical Support, ATS, within minimum 10% and maximum 20% of the Software Solution Cost. If AMC/ATS cost is quoted out of prescribed range then the bid will be rejected.
3. The rates quoted in commercial bid should be inclusive of all taxes, including GST. However, GST will be paid to the bidder on actual basis at the rate applicable. The rate of applicable GST should be informed and charged separately in the invoice generate for supply of the product.
4. Any column left blank by the bidder will result in disqualification of the bid.
5. Bank is not bound to place any minimum order for any item.

Date: _____

Place: _____

Signature of Authorized Signatory

Name of Signatory:

Designation:

Email ID:

Mobile No:

Telephone No.:

Seal of Company:

Annexure 13 – Compliance of Technical and Functional Specifications Required in Generative AI.

(To be submitted on Bidder/OEM's Letter Head)

The bidder needs to comply with all the points in the technical and function specifications as mentioned below; any deviation or non-compliance with any point may be liable to reject the bid.

S. No.	Technical Specification	Compliance (Yes/No)	Reference
1	**Deployment architecture**		
a	• On-Premises Deployment: Both the LLM and vector database must be deployed on the bank's on-premise servers. This approach ensures compliance with the bank's security policies and regulatory requirements. Additionally, deploying on-prem should facilitate smoother integration with the bank's existing data systems and applications, enhancing overall efficiency and data security		
2	**Usage of GenAI Models**		
a	**Use of open-source models:** The bank prefers the use of open-source LLMs as the bank wants to deploy an on-prem setup. Large Language Models (LLMs) such as Llama, Falcon, Mistral, etc., to be deployed completely on-premises.		
b	**Embedding Models:** Usage of various types of embedding models		
c	**Multimodal LLMs and Diffusion Models:** Integration of Multimodal LLMs and Diffusion Models for functionalities such as text-to-image, text-to-video, image-to-text, and image-to-video, broadening the scope across various modalities.		
d	**Compatibility**: Compatibility with the latest models and their versions.		
3	**Query Processing and Contextual Understanding**		
a	**State-of-the-Art NLP:** Implementation of advanced NLP techniques for accurate query processing.		
b	**Pre-Processing Tools:** Integration of tools to handle spelling errors and variations in query language.		
c	**Contextual Algorithms:** Deployment of algorithms for understanding user context during interactions with the model.		
4	**Search and Retrieval**		
a	**Retrieval Augmented Generation (RAG):** Use of the RAG framework to retrieve responses from LLMs fine-tuned on organization-specific data.		
b	**Reference Display:** Display of references used by RAG to answer the query, along with percentage match levels with different documents.		
c	**Chat Functionality:** Provision of chat functionality for users to query on the same thread.		
d	**Knowledge Base Restrictions:** Capability to restrict answers to specific selected folders of the knowledge base.		
e	**Knowledge Base Lock:** Feature to restrict the LLM from extracting		

	information from its pre-trained knowledge, generating responses solely from the built knowledge base for accuracy.		
f	**Hallucinations**: Measures to minimize LLM hallucinations		
g	**Pre-Trained Knowledge Utilization:** Option to utilize pre-trained knowledge of LLMs as per the use case requirement.		
5	**Data Extraction and Visualization**		
a	**DBMS Integration:** Integration with different DBMS such as PostgreSQL, Oracle, etc., and also with NoSQL databases (wherever required)		
b	**Natural Language Queries to DBMS:** Capability to convert natural language queries into DBMS-based commands for data retrieval and visualization.		
c	**Data Visualization:** Capability to perform data visualization using natural language queries, with integration of on-premise data visualization tools if necessary.		
6	**User Interface (UI) and User Experience (UX)**		
a	**Intuitive UI:** Design of a clean and intuitive user interface for both administrators and end-users.		
b	**Guidance for New Users:** Incorporation of tooltips and guidance for new users.		
c	**Cross-Device Compatibility:** Ensuring accessibility and full functionality across a wide range of devices, including smartphones, tablets, laptops, and desktops.		
d	**Responsive Design:** Maintenance of platform structure across devices with different screen sizes.		
e	**Browser Compatibility:** Compatibility with commonly used browsers (Chrome, Firefox, Safari, Edge, etc.).		
f	**Query Response Indication:** Indication of query response times exceeding set timelines with a progress bar or animated image to avoid re-submission.		
g	**Timeout Message:** Proper timeout message display for response times exceeding set timelines, with qualified log entries for administrators.		
h	**Prompt Library:** Inbuilt Prompt Library with popular pre-filled prompts for efficient system use.		
i	**Reference Document Viewing:** Viewing of retrieved reference documents from the interface without downloading.		
j	**Centralized front-end portal**: Portal to be designed to reference all the GenAI use-cases deployed in the bank to the common front-end UI		
7	**Feedback Mechanism and Personalization**		
a	**User Feedback Integration:** Mechanisms to continuously improve ranking accuracy based on user feedback.		
b	**Feedback Features:** Allow users to rate response usefulness and provide comments.		
c	**Issue Reporting:** Proper channels for users to report issues and errors.		
8	**System Architecture**		
a	**Scalable Architecture:** The platform must have a scalable		

	architecture capable of handling high volumes of data and concurrent user interactions		
b	**High Availability:** Ensure high availability with minimal downtime through redundancy and failover mechanisms		
c	**Microservices:** Utilize a microservices-based architecture to allow independent scaling and updating of components		
d	**Containerization:** Support for containerized deployments using Docker or similar technologies to facilitate scalability and easy management		
9	**Integration and Interoperability**		
a	**API Integrations:** Provide RESTful APIs for seamless integration with existing banking systems and third-party applications		
b	**Database Compatibility:** Support for integration with various types of databases, including SQL and NoSQL databases		
c	**Data Standards:** Adhere to data standards and protocols such as XML, JSON, and ISO 20022 for interoperability		
10	**Security and Compliance**		
a	**Data Encryption:** Ensure end-to-end encryption of data in transit and at rest using industry-standard encryption algorithms (AES-256, RSA-2048, etc.)		
b	**Compliance:** Comply with relevant regulatory standards and guidelines such as RBI Guidelines and PCI-DSS		
c	**Audit Logs:** Maintain detailed audit logs for all platform activities to support compliance and forensic analysis		
d	**Secure APIs:** Implement secure API gateways and firewalls to protect against unauthorized access and cyber threats		
11	**Performance and Optimization**		
a	**Concurrency**: The maximum concurrency is mentioned for each use-case in this RFP, however, the numbers may change basis discussions with the vendor		
b	**Load Balancing:** Use load balancing techniques to distribute traffic evenly across servers, ensuring optimal performance and reliability.		
c	**Caching Mechanisms:** Implement caching strategies to reduce latency and improve response times for frequently accessed data.		
d	**Resource Optimization:** Optimize resource usage through dynamic scaling and efficient resource allocation.		
e	**Monitoring and Alerting:** Implement real-time monitoring and alerting systems to detect and respond to performance issues promptly.		
12	**Data Management**		
a	**Data Storage:** Provide scalable and secure storage solutions for large volumes of structured and unstructured data		
b	**Data Ingestion:** Support high-speed data ingestion from various sources, including batch and real-time data streams (if required)		
c	**Data Quality:** Implement data quality management tools to ensure the accuracy, completeness, and consistency of data		
d	**Backup and Recovery:** Provide automated backup and disaster recovery solutions to safeguard data integrity		
13	**User Interface and Experience**		

a	**Responsive Design:** Ensure a responsive design that works seamlessly across different devices and screen sizes		
b	**Localization:** Support for multiple languages and localization to cater to diverse user groups		
c	**Customization:** Allow customization of the user interface to match the branding and preferences of Punjab National Bank		
d	**Accessibility:** Ensure the platform is accessible to users with disabilities (eg. STT and TTS features)		
14	**Development and Deployment**		
a	**CI/CD Pipelines:** Implement continuous integration and continuous deployment (CI/CD) pipelines to automate the build, test, and deployment processes.		
b	**Version Control:** Use version control systems like Git for code management and collaboration.		
c	**Testing Frameworks:** Employ comprehensive testing frameworks for unit, integration, and end-to-end testing.		
d	**DevOps Practices:** Adopt DevOps practices to streamline development, deployment, and operations processes.		
15	**Documentation and Support**		
a	**Comprehensive Documentation:** Provide detailed documentation for the platform's architecture, APIs, integration processes, and user guides.		
b	**Support Services:** Offer 24/7 support services, including technical assistance, troubleshooting, and regular maintenance updates.		
c	**Training:** Conduct training sessions for administrators and end-users to ensure effective utilization of the platform.		
16	**User and Access Management**		
a	**Role-Based Access Control (RBAC):** Implement RBAC to manage permissions for different user roles, ensuring that users have access only to the functionalities and data necessary for their role.		
b	**Multi-Factor Authentication (MFA):** Support for MFA to enhance security for administrator and user access.		
c	**Audit Logs:** Comprehensive logging of all user activities, with the ability to generate reports for audit and compliance purposes.		
17	**Monitoring and Reporting**		
a	**System Health Monitoring:** Real-time monitoring of system health, including server performance, application status, and network connectivity.		
b	**Usage Analytics:** Detailed analytics on platform usage, including user activity, query performance, and resource utilization.		
c	**Alerting and Notifications:** Configurable alerts and notifications for critical system events, performance issues, and security incidents.		
d	**Reporting Tools:** Integrated reporting tools to generate custom reports on system performance, user activity, and security events		
18	**Configuration and Customization**		
a	**Dashboard Customization:** Ability to customize administrative dashboards to display relevant metrics and reports.		
b	**Configuration Management:** Tools for managing system configurations, including settings for performance tuning, security		

	policies, and user preferences.		
c	**Template Management:** Management of templates for various use cases, enabling easy deployment and updates of AI models and workflows.		
d	**Plugin and Extension Support:** Support for plugins and extensions to add additional functionality as needed.		
19	**Data Management**		
a	**Data Import and Export:** Tools for importing and exporting data in various formats, including CSV, JSON, and XML.		
b	**Data Archiving:** Automated data archiving solutions to manage storage efficiently and ensure data retention policies are met.		
c	**Data Backup and Recovery:** Regular data backup schedules and easy-to-use recovery procedures to protect against data loss.		
d	**Data Anonymization:** Features to anonymize sensitive data to comply with privacy regulations and internal policies.		
20	**Security Management**		
a	**Security Policies:** Tools to define and enforce security policies across the platform.		
b	**Encryption Management:** Management of encryption keys and certificates to ensure data security.		
c	**Firewall and Access Controls:** Configuration of firewalls and access controls to protect the platform from unauthorized access.		
d	**Vulnerability Management:** Regular vulnerability scanning and patch management to maintain system security		
e	**Security and Compliance Updates:** Ensure that all GenAI systems are aligned with the latest security protocols and regulatory requirements, regularly updating systems to prevent potential vulnerabilities or compliance risks		
21	**Performance Optimization**		
a	**Resource Allocation:** Tools to monitor and optimize resource allocation for various services and applications running on the platform.		
b	**Load Balancing:** Configuration of load balancing settings to ensure optimal distribution of workloads.		
c	**Performance Tuning:** Tools for tuning system performance, including CPU, memory, and network settings.		
d	**Capacity Planning:** Features to assist with capacity planning, ensuring the platform can scale to meet future demands.		
22	**Support and Maintenance**		
a	**Support request management:** Tracking and managing support tickets and requests from users		
b	**User Training and Documentation:** Offer comprehensive training and clear documentation to internal users, ensuring that employees can effectively interact with, maintain, and leverage the GenAI systems.		
c	**Maintenance Scheduling:** Tools to schedule and manage routine maintenance tasks, minimizing downtime and disruption		
d	**Regular System Updates:** Implement automated/routine updates and patches to keep the Generative AI models, underlying		

	infrastructure, and software tools up to date with the latest advancements and security measures.		
e	**24/7 Technical Support:** Provide round-the-clock support to address any issues related to system performance, downtimes, or operational errors, ensuring continuous functionality of all GenAI use cases.		
f	**Performance Monitoring and Optimization:** Continuously monitor the performance of AI models and applications to ensure they run efficiently, adjusting parameters and improving algorithms as needed for optimal output quality and response times.		
g	**Scalability and Adaptability Support:** Provide support for scaling up the AI use cases as the bank's needs grow, ensuring smooth expansion and adaptability of the systems for future use cases or increased data loads		
h	**AI Model Retraining and Tuning:** Regularly retrain (if required) and fine-tune AI models based on new data, feedback, and evolving requirements to improve accuracy, relevance, and effectiveness of outputs across all deployed use cases.		
i	**Proactive Incident Management:** Implement proactive monitoring and alert mechanisms to detect anomalies early and prevent potential system failures or performance degradations before they affect operations.		
j	**Feedback-Driven Continuous Improvement:** Collect feedback from bank staff and end-users to refine, optimize, and improve the GenAI systems for better results and user satisfaction		
23	**Compliance and Governance**		
a	**Compliance Management:** Tools to ensure compliance with industry standards and regulatory requirements, including audit trails and reporting capabilities.		
b	**Policy Enforcement:** Features to enforce organizational policies related to data usage, security, and user behavior.		
c	**Governance Framework:** Implementation of a governance framework to oversee the ethical use and deployment of AI models.		

Date: _____

Place: _____

Signature of Authorized Signatory

Name of Signatory:

Designation:

Email ID:

Contact No.:

Seal of Company

Annexure 14 – Manufacturer's (OEM) Authorization Form (MAF)

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

To
The Assistant General Manager
Centralised Procurement & Partnership Division
Punjab National Bank
HO:CPPD, Head Office
New Delhi

Dear Sir,

REG.: REQUEST FOR PROPOSAL (RFP) FOR ON BOARDING OF VENDOR FOR INFRA PROCUREMENT AND SI FOR GENERATIVE AI IMPLEMENTATION.

We hereby submit the following: -

We, M/s_____ who are the established and reputable manufacturers of the following equipment/components/devices/solution/services (as per table A below) having factories at _____ do hereby authorize M/s_____(who is the vendor submitting it's bid pursuant to the Request for Proposal issued by Punjab National Bank) to offer their quotation, negotiate and conclude a contract with you against the above bid invitation with our products.

Table-A

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

(Add as many rows as required)

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

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

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

Date: _____

Place: _____

Yours faithfully

Signature of Authorized Signatory

Name of Signatory:

Designation:

Email ID:

Mobile No:

Telephone No.:

Seal of Company:

Annexure 15 – Undertaking for Being the OEM of the Offered Product

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

To
The Assistant General Manager
CENTRALISED PROCUREMENT & PARTNERSHIP DIVISION
Punjab National Bank
HO:CPPD, Head Office, New Delhi

Sir,

REG.: REQUEST FOR PROPOSAL (RFP) FOR ON BOARDING OF VENDOR FOR INFRA PROCUREMENT AND SI FOR GENERATIVE AI IMPLEMENTATION.

We hereby submit the following: -

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

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

(Add as many rows as required)

We hereby extend our guarantee and warranty as per the terms and conditions of this RFP and its subsequent Corrigendum and/or Clarifications, if any, and the contract for the equipment/component/solution/device and services offered against this invitation. In case of default/non-compliance of the IT asset supplied including hardware / software as per RFP requirements during the contract period, we agree to replace the IT asset including hardware /

software supplied with new one in accordance with RFP requirements. We also hereby undertake to perform the obligations as set out in the RFP in respect of such equipment and services.

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

Date: _____

Place: _____

Yours faithfully

Signature of Authorized Signatory

Name of Signatory:

Designation:

Email ID:

Mobile No:

Telephone No.:

Seal of Company:

Annexure 16 – Authorization Letter for OEM/OSD Authorized Signatory

(To be provided on letter head of OEM/OSD)

To

The Assistant General Manager

Centralized Procurement & Partnerships Department

Punjab National Bank

HO:CPPD, Head Office

New Delhi

Sir,

REG.: REQUEST FOR PROPOSAL (RFP) FOR ON BOARDING OF VENDOR FOR INFRA PROCUREMENT AND SI FOR GENERATIVE AI IMPLEMENTATION.

I, _____(Name of the Director/ Company Secretary/ Equivalent Authorized Board member),_____(Designation) hereby undertake that _____(name of the official),_____(Designation), is authorized to issue all the required documents including clarification, gap documents, etc. related to this RFP under his/her signature for participation in the captioned RFP process through our authorized partner/service provider M/s_____

The signature of _____(name of the authorized signatory) is attested herewith.

Signature of Bid Signing Authority

Date: _____

Place: _____

Yours faithfully

Signature of Director/Company Secretary/Equivalent Authorized Board Member Name of the Signatory:

Annexure 17 – Undertaking for Submission of Information

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

To
The Assistant General Manager
CENTRALISED PROCUREMENT & PARTNERSHIP DIVISION
Punjab National Bank
HO:CPPD, Head Office, New Delhi

Sir,

REG.: REQUEST FOR PROPOSAL (RFP) FOR ON BOARDING OF VENDOR FOR INFRA PROCUREMENT AND SI FOR GENERATIVE AI IMPLEMENTATION.

We, M/s_____ hereby undertake that if we are selected as the successful bidder for award of contract, we shall submit the following information at the time of signing of SLA, NDA with the Bank:

S. No.	Particulars
1	Company Name (To be Filled)
2	Registration Number / GSTIN (To be Filled)
3	Legal Entity Type Ltd Co, Trust, LLP, PLC, Registered Partnership etc.
4	Main Products or Services Offered
5	Date of incorporation
6	Country of incorporation
7	Is the company registered as MSME ? (Yes / No / Applied) If Yes, please provide the Udyam Registration No.
8	Is the company registered as Start Up with DPIIT? (Yes / No / Applied) If Yes, please provide the Unique Startup Recognition No.
9	Category of the Supplier (Only in Case of MSME / Start Ups):

10	Supplier is both MSE & Class-I local supplier.
11	Supplier is MSE but not Class-1 local supplier.
12	Supplier is not MSE but is Class-I local supplier.
13	Supplier is neither MSE nor Class-I local.
14	Turnover for the last 3 years
15	Net worth of the Company
16	Profits of the last 3 years
17	Are there any ongoing or past court orders / cases / litigations for Financial Crime reasons against the company or any of its directors / partners basis the market information, news, article available on net.
18	Has the company ever been categorized as a wilful defaulter ?
19	Is the company debarred OR blacklisted by Government of India OR any Regulators
20	Is the Company Or its directors / partners / owners booked under the Prevention of Corruption Act, 1988
21	Is the Indian Penal Code or any other law for the time being in force, for causing any loss of life or property or causing a threat to public health as part of execution of a public procurement contract against the Company Or its directors / partners / owners
22	Are there any past or ongoing litigations against the vendor ?
23	Is there any negative news or reviews against the vendor ?
24	Does the vendor have any existing relationship with the Punjab National Bank? (Yes / No)
25	If Yes, provide a brief description of the ongoing projects / contracts .
26	In Case, the existing project is critical in nature, then the overall exposure of the company as against the bank to be checked to assess the element of concentration risk.
27	Assess the geographical locations of the significant customer base of the vendor.
28	Assess the geographic footprint of any third parties (suppliers, introducers, sub-contractors)?
29	Nationality of the Directors / Partners etc.
30	% Share of Each Director / Partner
31	Does the management of the company have any political exposure?
32	Is the company CMMI certified? (Yes / No) If Yes, please specify the certification.

33	Is the company ISO 9001 certified? Standards for Quality Management Systems. (Yes / No) If Yes, please specify the certification
34	Is the company ISO 14001 certified? (Yes / No) If Yes, please specify the certification.
35	Is the company ISO/IEC 27001 certified? Standard for information security management systems (ISMS) (Yes / No) If Yes, please specify the certification.
36	Any Other Company Certification
37	Signing of Pre-Contract Integrity Pact
38	Obtaining Ernst Money Deposit (In Case of onboarding via RFP)
39	To be valid for a period of 45(forty-five) days beyond the final bid validity period.
40	Obtaining Performance Bank Guarantee / Performance Security
41	Obtaining Board Resolution Copy with Authorization Letter/ Power of Attorney
42	Signing of Non-Disclosure Agreement
43	Signing of Integrity Pact
44	Manufacturer (OEM) Authorization Form (MAF) (In case of product procurement)
45	Certificate Regarding Land Border Clause by Vendor (OEM)
46	Certificate Regarding Land Border Clause by Vendor (Authorized Partner, SI, Vendor)
47	Signing of Proprietary Article Certificate (PAC) (In case of product procurement)
48	Undertaking for being the OEM of the Offered Product (In case of product procurement)
49	Signing of Service Level Agreement
50	Payment Schedule
51	Delivery Timelines
52	Inclusion of Service Level Penalties associated to:
53	Delivery Timelines
54	Resource Availability
55	Implementation Timelines
56	Application Downtime
57	Liability of the regulatory Penalties to Punjab National Bank
58	Clauses pertaining to
59	Liquidated Damages

60	Indemnification
61	Force Majeure
62	IP Rights
63	Transition Management
64	Clauses pertaining to Rights of RBI OR person(s) authorized by RBI or Regulatory bodies or Punjab National Bank for assessment of vendors or their sub-contractors:
65	Books of accounts
66	IT infrastructure
67	Applications
68	Data
69	Any other necessary information given to, stored or processed by the vendor and/ or its sub-contractors on behalf of / for Punjab National Bank.
70	Clauses pertaining to Data Security
71	Vendor is prohibited from erasing, purging, revoking, altering or changing any data during the transition period, unless specifically advised by the regulatory bodies OR by Punjab National Bank.
72	Clauses pertaining to Data & Data Security
73	Data Migration (Extraction, Transform & Load)
74	Data Backup
75	Data Retention
76	Data Archival
77	Data Storage (Not to reside Outside India)
78	Additional Clauses
79	Liability & Responsibility of the vendor to the bank for the acts of the assignee/ sub-contractor
80	Source Code Arrangement
81	Exit Strategy / Plan
82	Transition Management (between outgoing & incoming vendor)
83	Compliance with various laws & regulations viz. Data Protection Regulations, Information Technology Act, 2000.
84	Business Continuity Plan
85	Disaster Recovery Plan
86	Escalation Matrix

87	Training Plan
88	Purchase Order Issuance
89	Review & Assess the Financial Audit Reports of the Vendors or its subcontractors:
90	Audited Balance sheet
91	Audited Profit & Loss Statement
92	Annual Reports
93	Review of expiry of Vendor's or its sub contractor's Certifications:
94	CMMI Certification
95	ISO 9001 Certification
96	ISO 14001 Certification
97	ISO/IEC 27001 Certification
98	Any Other Company Certification
99	Review the internal / external audit reports of the vendors or it's sub-contractors.
100	Review the change in the geographical locations of the significant customer base of the vendor.
101	Review the change in the geographic footprint of any third parties (supplier, introducers, sub- contractors)?
102	Are there any new litigations against the vendor ?
103	Is there any negative news or reviews against the vendor ?
104	Debarment / Blacklisted Status by any of the regulatory bodies etc.
105	Performance Evaluation of the Vendor
106	Internal Audits of the Vendor's project (Details as per Audit Policy can be added below)

Date: _____

Place: _____

Yours faithfully

Signature of Authorized Signatory

Name of Signatory:

Designation:

Email ID:

Mobile No:

Telephone No.:

Seal of Company:

Annexure 18 – OEM Certificate Regarding Request for Proposal

(REG.: REQUEST FOR PROPOSAL (RFP) FOR ON BOARDING OF VENDOR FOR INFRA PROCUREMENT AND SI FOR GENERATIVE AI IMPLEMENTATION.)

(To be provided on letter head by each OEM/OSD)

We M/s _____, having its registered office at_____ OEM of _____(item), having model No/version no.:_____, offered in this RFP, through our authorized Service provider, M/s_____, hereby undertake that we have read the clauses stated in the Office Memorandum issued by Ministry of Finance, Government of India on the Insertion of Rule 144 (xi) in the General Financial Rules (GFRs), 2017 dated 23 July 2020 and amendments & clarifications hereto regarding restrictions on procurement from a bidder of a country which shares a land border with India and on sub-contracting to contractors from such countries. We certify that we are not from such a country or, if from such a country, has been registered with the Competent Authority and will not sub-contract any work to a contractor from such countries unless such contractor is registered with the Competent Authority. We hereby certify that we fulfil all requirements in this regard and is eligible to be considered.

If at any time our undertaking is found false or non-compliant with the above order of the Ministry of Finance, Bank may immediately terminate the contract and may take legal action in accordance with the law.

Date: _____
Place: _____

Signature of Authorized Signatory:
Name of Signatory:
Designation:
Email ID:
Mobile No:
Telephone No.

Seal of Company:

Annexure 19 – Certificate Regarding Land Border Clause by Bidder for RFP for Onboarding of Vendor for Infra procurement and SI for Generative AI implementation

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

We M/s _____, having its registered office at_____ have directly participated in the captioned RFP hereby undertake that we have read the clauses stated in the Office Memorandum issued by Ministry of Finance, Government of India on the Insertion of Rule 144 (xi) in the General Financial Rules (GFRs), 2017 dated 23 July 2020 and amendments & clarifications hereto regarding restrictions on procurement from a bidder of a country which shares a land border with India and on sub-contracting to contractors from such countries.

(Strike off whichever is not applicable):

We certify that we are not from such a country and will not sub-contract any work to a contractor from such countries unless such contractor is registered with the Competent Authority.

OR

We are from such a country and are registered with the Competent Authority and will not sub-contract any work to a contractor from such countries unless such contractor is registered with the Competent Authority.

We hereby certify that we fulfil all requirements in this regard and is eligible to be considered.

If at any time our undertaking is found false or non-compliant with the above order of the Ministry of Finance, Bank may immediately terminate the contract and may take legal action in accordance with the law.

Date: _____
Place: _____

Signature of Authorized Signatory
Name of Signatory:
Designation:
Email ID:
Mobile No:
Telephone No.:
Seal of Company:

Annexure 20 – SELF AFFIDAVIT / DECLARATION FOR LOCAL SUPPLIER

(To be certified by cost auditor or statutory auditor of the company)

Date: dd/mm/2024

To,
Asstt. General Manager
Punjab National Bank, Head Office,
4th Floor, Centralized Procurement & Partnerships Division (CPPD),
5, Sansad Marg, New Delhi 110 001

Sir,

Reg: RFP FOR ON BOARDING OF VENDOR FOR INFRA PROCUREMENT AND SI FOR GENERATIVE AI IMPLEMENTATION

1. In line with Government Public Procurement Order No. P-45021/2/2017-PP (BE-II) dated 16.09.2020, Revised Order dated 19.07.2024 and its amendments, we hereby certify that we M/s _____ are local supplier meeting the requirement of minimum local content i.e., _____% against Punjab National Bank Tender No……. dated……. We qualify as a _____ (Class-I or Class II) local supplier. Details of location at which local value addition will be made as follows: _____.
2. We also understand, false declarations will be in breach of the code of integrity under rule 175(1)(i)(h) of the General Financial Rules for which a bidder or its successors can be debarred for up to two years as per Rule 151(iii) of the General Financial Rules along with such other actions as may be permissible under law.
3. We have submitted the details indicating total cost value of inputs used, total cost of inputs which are locally sourced and cost of inputs which are imported, directly or indirectly with the commercial proposal.

Date: _____
Place: _____

Signature of Authorized Signatory

Name of Signatory:
Designation:
Email ID:
Mobile No:
Telephone No.:
Seal of Company:

Checklist

(To be submitted on Bidder's Letter Head)

REG.: REQUEST FOR PROPOSAL (RFP) for On boarding of Vendor for Infra procurement and SI for Generative AI implementation

S No.	Document	Document required from	Compliance (Yes/No)	Page No.
1.	Proof of EMD	**Bidder**		
2.	Certified copy of the latest Board Resolution in favor of Authorized Person(s)	**Bidder**		
		OEM(s) if applicable		
3.	Signature of authorized person duly authorized by the Company Secretary/ Director along with validity of the authorization as per Annexure – 16	**OEM(s)**		
4.	Power of Attorney (preferably in Original), if applicable.	**Bidder**		
		OEM(s) if applicable		
5.	**Annexure-1** Undertaking from The Bidder	**Bidder**		
6.	**Annexure-2** Eligibility Criteria	**Bidder**		
7.	**Annexure-3** Bidder's Information	**Bidder**		
8.	**Annexure-4** Performance Certificate	**Respective Organization**		
9.	**Annexure-7** Turnover Certificate	**Bidder**		
10.	**Integrity Agreement**	**Bidder on Stamp Paper of appropriate value**		
	Annexure-8 Performa for Integrity Pact	**Bidder**		
11.	**Annexure-11** Unpriced Bill of Material of Offered Solution (BOM)	**Bidder**		
12.	**Annexure-12** Performa of the indicative Commercial Bid	**Bidder**		
13.	**Annexure-13** Compliance of Technical and Functional Specification.	**OEM(s)**		
14.	**Annexure 16** – Authorization Letter for OEM/OSD Authorized Signatory	**OEM(s)**		

	Annexure 17 – Undertaking for Submission of Information	**Bidder**		
16.	**Annexure 18** – OEM Certificate regarding RFP	**OEM(s)**		
17.	**Annexure 19**- Certificate Regarding Land Border Clause by Bidder for RFP	**Bidder**		
18.	**Annexure 20**- Self Affidavit / Declaration for Local Supplier	**Bidder/ OEM(s)**		

*** Modification to any of the contents of the Annexures may result in disqualification of the Bid.**

Response to Queries I : RFP for Onboarding of Vendor for Infra procurement and SI for Generative AI implementation

SI No.	(As received from Bidders)					Bank's Response
	Sr. No.	Page No.	Clause No.	Clause	Query	
1	1	100	Eligibility Criteria & Clause No. 9	The Bidder should have implemented at least 2 GenAI/ AI/ ML implementations in PSU/Government/BFSI out of which at least 1 implementation should be in Public Sector Bank/Private Sector Bank/ BFSIs in India, during last 3 years as on date of bid submission.	GenAI is new technology and discussion are ongoing in many places in India. Kindly open the clasue as **"The Bidder should have implemented at least 2 GenAI/ AI/ ML implementations in PSU/Government/BFSI / Private Organisations out of which at least 1 implementation should be in Public Sector Bank/Private Sector Bank/ BFSIs / Private Organisations in India/ Global during last 3 years as on date of bid submission."**	Please refer to the Corrigendum
2	2	100	Eligibility Criteria & Clause No. 12	The Bidder (including its OEM, if any) should either be Class I or Class II local supplier as defined in Public Procurement (Preference to Make in India), Order 2017, Revised Order (English) dated 19.07.2024.	GPU OEMs are new in India and MII clasue with asked config is not possible under MII Class 1 or 2 , hence requesting to remove the clause.	Please refer to the Corrigendum
3	3	101	Eligibility Criteria & Clause No. 14	The Bidder should be a CMMI 3 or equivalent BIS certified organization	This is very limiting clause and not applicable to type of services being asked in the bid. Request to delete the mentioned clause. ISO certification being asked suffices the RFP ask.	Please refer to the Corrigendum
4	4	84	3.6.6 Penalty due to erroneous behaviour of the Solution	If the solution or any of its components behaves erroneously which results in monetary or business loss to the Bank, then the entire amount of such loss shall be recovered from the bidder on actual basis.	Request the penalty to be capped as the mentioned clause is open ended and Liabilty is uncapped for the organisation.	Please be guided by the RFP and it's Corrigenda
5	5	49	3.1.1 Supply and Deployment	a. Training Pipelines: Pipelines for training and fine-tuning models on specific data sets	Would Bank be providing labelled dataset for fine-tuning? What is the expectation in terms of frequency of	Details shall be provided to the successful bidder

			of GenAI Application Development Platform	i.e., domain-specific models for handling different banking use cases	fine-tuning?	
6	6	49	3.1.1 Supply and Deployment of GenAI Application Development Platform	b. Data Ingestion Layer: A unified pipeline for collecting and preprocessing structured (e.g., transaction data, customer demographics) and unstructured data (e.g., customer complaints, chat logs)	What are existing knowledge management repositories and unstructured platforms from which data needs to be ingested?	Details shall be provided to the successful bidder
7	7	49	3.1.1 Supply and Deployment of GenAI Application Development Platform	c. API Management: A set of APIs that allow different teams within the bank to easily interact with the platform. The APIs should support use case creation, model training, predictions, and performance monitoring	What is the existing API management platform?	Details shall be provided to the successful bidder
8	8	50	3.1.1 Supply and Deployment of GenAI Application Development Platform	f. Integration Layer: Should support for dynamically installing or adding connections to relevant data system through the GUI.	Please name all the relevant data systems in addition to Oracle & PostgreSQL?	Details shall be provided to the successful bidder
9	9	50	3.1.1 Supply and Deployment of GenAI Application Development Platform	Data Lake/Data Warehousing: Platform should use inbuilt a scalable data lake or data warehouse for storing large volumes of both structured and unstructured data. The same shall serve as the backbone for model training and data analysis	What are the existing data lake & data warehousing platforms?	Please be guided by the RFP and it's subsequent Corrigendum.
10	10	51	3.1.2 Broad Scope of Work - b. Credit Assist: Note	Financial Data Aggregation: Automatically pull financial data from internal & external data systems and borrower documents (e.g., customer financials, credit	What is the frequency of data pull from the external data systems?	Please refer to the Corrigendum

			Preparation Tool:	history) for note preparation.		
11	11	51	3.1.2 Broad Scope of Work - b. Credit Assist: Note Preparation Tool:	Integration: Integration with external credit bureaus for up-to-date credit information	Please name all the credit bureaus with which integration is required?	Please refer to the Corrigendum
12	12	53	3.1.2 Broad Scope of Work -c. Automated Email Response Management	Multilingual Support: Capability to understand and respond to inquiries in multiple languages, catering to a diverse customer base	Is the multilingual support required for languages beyond English & Hindi? If yes, pls name all the languages.	Please refer to the Corrigendum
13	13	55	3.1.2 Broad Scope of Work -e. Personalized Digital Marketing	Integration: Integration with existing portals (such as CRM, EDW etc.) and marketing platforms	What re existing CRM, EDW and marketing platforms?	Details shall be provided to the successful bidder
14	14	57	3.1.2 Broad Scope of Work -h. HR Learning Board & HRMS Bot	HR System Integration LMS Integration	What are existing HRMS and LMS systems?	Details shall be provided to the successful bidder
15	15	59	3.1.2 Broad Scope of Work -j. Realtime Call Center Agent	j. Realtime Call Center Agent	What all languages call center is expected to support?	Please refer to the Corrigendum
16	16	61	2. General Condition:	A thorough framework for identity and access management, comprising authentication, authorization, administration, and audit, must be provided by the	What is the existing IAM platform?	Details shall be provided to the successful bidder

				bidder.		
17	17	Common for all use cases	Common for all 10 use cases and future use cases	Common for all 10 use cases and future use cases	Please share current Technology Architecture of Punjab National Bank, along with all the source systems and integrations.	Details shall be provided to the successful bidder
18	18	Common for all use cases	Common for all 10 use cases and future use cases	Common for all 10 use cases and future use cases	1. Can you please share the volume size for all source sytems to be integreated with all the 10 Genertive AI use cases and future use cases. 2. Please increment size to be increased for these source systems. 3. Please share frequencey of this source system data changes/addtions	Details shall be provided to the successful bidder
19	19	RFP document, page 51	Implementation of Solutions based on Generative AI, a. **Document Summarizer**, Technical Requirements.	Language Support Modules: Integrate multilingual language models for accurate translation and summarization across languages (e.g., Hindi, English, regional languages).	What all regional languages are looking for integrating - Hindi, English, regional languages.	Please refer to the Corrigendum
20	20	RFP document, page 51	Implementation of Solutions based on Generative AI, a. **Document Summarizer**, Technical Requirements.	Multiple files upload option: The tool should give an option to upload multiple files, up to 10 files together.	1.What all file formats are to be supported while uploading documents? 2.Are we expecting any unstructed data files to be uploaded? 3. Upload multiple files of same format or different format at one time, please specify.	Details shall be provided to the successful bidder
21	21	RFP docum	Implementation of	Customizable Summary Length: Allow users to select the level of detail	Can you please help in defining the definition of Short, medium, long details	As per the industry best practice

		ent, page 51	Solutions based on Generative AI, a. **Document Summarizer**, Functional Requirements.	(short, medium, long) in the summary output or select the summary length in number of words	mentioned.	
22	22	RFP document, page 52	Implementation of Solutions based on Generative AI, b. **Credit Assit**, Technical Requirements.	Integrate with financial databases and customer data platforms for real-time data retrieval	Can you please share the financial database technology stack	Please refer to the Corrigendum
23	23	RFP document, page 52	Implementation of Solutions based on Generative AI, b. **Credit Assit**, Technical Requirements.	Company Financial & Registration Data: Director Details Credit Risk Data Tax-Related Details Borrower Profile Information	What are the various internal technology systems and external webite/system systems	Please refer to the Corrigendum
24	24	RFP document, page 52	Implementation of Solutions based on Generative AI, b. **Credit Assit**, Technical Requirement	Financial Data Aggregation: Automatically pull financial data from internal & external data systems and borrower documents (e.g., customer financials, credit history) for note preparation	Please list down all the internal and external data systems to be connected for this use case - Credit Assit	Please refer to the Corrigendum

			s.			
25	25	RFP document, page 53	Implementation of Solutions based on Generative AI, b. **Credit Assit**, Technical Requirements.	Integration and Accessibility	Are there external websites to be connected via API's to get any external data, are there any API cost/subscription cost for fetching data from these websites.	Please refer to the Corrigendum
26	26	RFP document, page 53	Implementation of Solutions based on Generative AI, c. **Automated Email Response Management**, Functional Requirements.	Automatic Email Categorization	Are there any other categories apart from mentioned - support, complaints, queries)	Please be guided by the RFP and it's Corrigenda
27	27	RFP document, page 53	Implementation of Solutions based on Generative AI, c. **Automated Email Response Management**, Functional Requirements.	Dynamic Response Drafting: Generate contextually appropriate responses to customer queries based on historical interactions	How many months/years of historical is the plan for referencing the data?	Details shall be provided to the successful bidder
28	28	51	3.1.2 Broad	Technical Requirements: Latency:	Should be 15-20 seconds for	Details shall be provided to the

			Scope of Work a. Document Summarizer		summarization? Or Questions and Answers also	successful bidder
29	29	51	3.1.2 Broad Scope of Work a. Document Summarizer	Functional Requirements: Input/ Output Formats	Input/ Output Formats- There are many formats avaiable in market. Can u specify which formats are supported/expected from PNB	Details shall be provided to the successful bidder
30	30	52	3.1.2 Broad Scope of Work b. Credit Assist	Technical Requirements: Data Sources for Aggregation:	Data Sources for Aggregation: Who is responsible to provide data from MCA,ITR. and shall we web scrape or use API for accessing these data	Please refer to the Corrigendum
31	31	52	3.1.2 Broad Scope of Work b. Credit Assist	Technical Requirements: Data Quality and Validation:	Data Quality and Validation: If there is inconsistencies or inaccuracies in data , is there any existing Data quality goverenance rules/processes defined in the PNB which will act as rules? If yes, approximately, how many such data quality and validation rules are to be applied to each source systems?	Please refer to the Corrigendum
32	32	52	3.1.2 Broad Scope of Work b. Credit Assist	Technical Requirements: Alerts:	Alerts: How frequently the alerts will be provided and what alerts should be provided	Please refer to the Corrigendum
33	33	53	3.1.2 Broad Scope of Work c. Automated Email Response Management	Technical Requirements: Escalation Logic	Escalation Logic: Build rule-based --- This domain knowledge will be given by SMEs?	Please be guided by the RFP and it's Corrigenda
34	34	54	3.1.2 Broad Scope of Work c. Automated Email Response	Technical Requirements: Admin portal	Admin portal: Provision of an admin portal for overall ticket management for edge cases such as person on leave, incorrect ticket assignment etc.)	Please be guided by the RFP and it's Corrigenda

			Management			
35	35	54	3.1.2 Broad Scope of Work d. SOC Analyst	Technical Requirements: Threat Detection	1. Can you please share few examples of potential Threat as per PNB guidelines. 2. Is vendor is expected to have domain knowledge for the same.	Bidder is expected to have domain knowledge. Bidder and their deployed resources needs to understand the intricacies of security operations, threat landscapes, and compliance requirements to effectively implement and support the SOC tool.
36	36	55	3.1.2 Broad Scope of Work e. Personalized Digital Marketing	Functional Requirements: Dashboard:	Dashboard: What are the KPIs need to track for campaign performance	Details shall be provided to the successful bidder
37	37	55	3.1.2 Broad Scope of Work e. Personalized Digital Marketing	Functional Requirements: A/B Testing of Marketing Campaigns	A/B Testing of Marketing Campaigns: How you are intented to do A/B testing	Details shall be provided to the successful bidder
38	38	56	3.1.2 Broad Scope of Work g. Code Reviewer	Functional Requirements:Code Quality Assessment:	Any specific coding standards, best practices, security guidelines or compliance standards?	As per industry standards for particular use case
39	39	56	3.1.2 Broad Scope of Work g. Code Reviewer	Functional Requirements:Code Quality Assessment:	How should the results of the code quality assessment be presented to the development teams (e.g., inline comments, detailed reports, scorecards)?	Details shall be provided to the successful bidder
40	40	56	3.1.2 Broad Scope of Work g. Code Reviewer	Technical Requirements: Bug Detection	What exactly "Bug Detection Models" is? Is ther any source available for Historical data and patterns?	Details shall be provided to the successful bidder
41	41	55	3.1.2 Broad Scope of Work f. Sales	Functional Requirements:Lead Prioritization and Opportunity Detection	Is there any process followed in "Lead Prioritization and Opportunity Detection", can you please share the	Details shall be provided to the successful bidder

			Growth Tool / RM Copilot		process followed in PNB	
42	42	60	3.1.2 Broad Scope of Work j. Realtime Call Center Agent	Technical Requirements: Call Transcription & Analysis	Which Languages need to be supported?	Please refer to the Corrigendum
43	43	58	3.1.2 Broad Scope of Work h. HR Learning Board & HRMS Botr	Functional Requirements:Interactive Training Simulations	Is there any specification on role playing task you are expecting? What kind simulations?	Please be guided by the RFP and it's Corrigenda
44	44	58	3.1.2 Broad Scope of Work h. HR Learning Board & HRMS Botr	Functional Requirements:LMS Integration	LMS Integration- what if employee want to persue external lerning sources? how to track them?	Please be guided by the RFP and it's Corrigenda
45	45		Common generic	Common generic	Are all documents printed documents or there any handwritten documents to be processed for all GenAI use cases.	Details shall be provided to the successful bidder
46	46		Common generic	Common generic	Are there any security guidelines along with Cyber sceurity specific to PNB that can be shared?	Please refer to the Corrigendum
47	47		Common generic	Analytics, Reporting & Dashboards	1) PNB has decided any preferences on reporting tools usage (e.g. Power BI, Tableau) 2) What KPI to be included in the reports for various use cases.	Details shall be provided to the successful bidder
48	48		Common generic	Common generic	For Gen AI prupose is it mandatory to use open source models or we can use models from cloud also	For GenAI purposes, using open-source models is mandatory; cloud-based models are not permitted.
49	49		Common generic	Common generic	Currently how does PII data is handled in PNB and should be follow same process for the documents to be trained in generative AI models	Please be guided by the RFP and it's Corrigenda
50	50		Common	Common generic	Please confirm that Speech to text	Please be guided by the RFP and it's

			generic		feature is only required for use case no. 10 - Real time call center Agent	Corrigenda
51	51		Common generic	Common generic	What will be tentative date to start this project?	Please be guided by the RFP and it's Corrigenda
52	52	RFP document, page 53	C. **Automated Email Response Management**	Automated Email Response Management (ERM) assists in managing large volumes of incoming customer emails by providing automated categorization and responses for all queries. It enables faster customer service response times while reducing manual intervention.	What will be the expectation for auto notification email format ? e.g. HTML, Text, xls, Flat files, CSV, XML, .pdf- which one ?	Please be guided by the RFP and it's Corrigenda
53	53	RFP document, page 55	e.**Personalized Digital Marketing**	This use case involves using GenAI to create personalized and highly-targeted marketing content based on customer behavior and preferences, improving engagement and conversion rates.	Can you please provide your existing Campaign and Content Management Tool ? (e.g., Adobe Experinece Manager,CMS, Adobe Workfront, Widen DAM etc.) Can you confirm if we can leverage/integrate with your existing License, data and Assets with the solution platform?	Details shall be provided to the successful bidder
54	54	Common generic	Common generic	Common generic for Data Management	Could you please provide list of internal and external sources system, types of data stores in the storage and existing license details ?	Details shall be provided to the successful bidder
55	55	Common generic	Common generic	Common generic for Data Management	Can you confirm which all are in scope? 1. Data Cleaning 2. Master Data Management 3. Data Lineage 4. Data Masking 5. Data Governance 6. Data Archival 7. Data retention policy - if yes provide details 8. Metadata Management 9. Data federation 10. Data Encryption	Please be guided by the RFP and it's Corrigenda

					11. Data Backup and Recovery 12. Data Mining	
56	56	RFP document, page 77	3.6.2 **Penalty due to Downtime or due to Performance or unavailability of Solution**	Below the expected Turnaround time of any application integrated with the Solution, which may impact Banks business. After implementation of the complete solution, Penalty will be deducted for partial or complete downtime of the system as below. The monitoring will happen on the solution itself or via the bank's third-party server monitoring tools. Uptime Calculation Uptime % = ((Number of Minutes in month – Number of minutes Impacted in month) x100)/Total Number of minutes in month)	Assuming Planned maintenance downtime will not consider for Penalties. Please confirm yes or no.	Please be guided by the RFP and it's Corrigenda
57	57	RFP document, page 50	3.1.1 **Supply and Deployment of GenAI Application Development Platform**	Architecture Considerations: Data Lake/Data Warehousing: Platform should use inbuilt a scalable data lake or data warehouse for storing large volumes of both structured and unstructured data. The same shall serve as the backbone for model training and data analysis.	Can you provide your existing data platform Architecture, size, Frequency of transactional data and provide tools where current data is store.	Details shall be provided to the successful bidder
58	58	RFP document, page 52	b. **Credit Assist: Note Preparation Tool**	Functional Requirements: • Financial Data Aggregation: Automatically pull financial data from internal & external data systems and borrower documents (e.g., customer financials, credit history) for note preparation.	Can you provide your current internal & external data layer architecture?	Please refer to the Corrigendum
59	59	RFP document, page 52, 53	b. **Credit Assist: Note Preparation Tool:**	• **Data Sources for Aggregation:** The tool must aggregate and utilize data from various sources for credit assessment. • **Other Critical Checks: Data**	Assuming PNB will provide subscription and access permission for all external legal source system. Please confirm yes or no.	Please refer to the Corrigendum

				integration with: • MCA (Ministry of Corporate Affairs) • LEI (Legal Entity Identifier) • ITR (Income Tax Returns) • GST (Goods and Services Tax) • SEBI (Securities and Exchange Board of India) • CERSAI (Central Registry of Securitisation Asset Reconstruction and Security Interest of India)		
60	60	RFP document, page 54	c. **Automated Email Response Management**	Admin portal: Provision of an admin portal for overall ticket management for edge cases such as person on leave, incorrect ticket assignment etc.)	Can you please provide your existing incident Management or ticket management tool ?(e.g., JIRA, ServiceNow, Clarify etc.) Can you confirm if we can leverage/integrate with your existing License with the solution platform?	Details shall be shared with the successful Bidder
61	61	RFP document, page 54	d. **SOC Analyst**	Real-time monitoring and reporting of current conditions and possible threats will be facilitated by the SOC Analyst tool. It uses GenAI to automate the creation of threat intelligence and incident response.	Can you please provide your existing SOC Analyst tool ? (e.g., SPLUNK) Can you confirm if we can leverage/integrate with your existing License and data with the solution platform?	Details of existing SOC analyst shall be provided to the successful bidder who can leverage/integrate with PNB's existing deployed solution.
28	1	134	Annexure 13 – Compliance of Technical and Functional Specifications Required in Generative AI. 1 Deployment architecture--		We request the bank to modify the existing clause to provide bidders with the flexibility to deploy Generative AI use cases on their preferred Cloud Service Provider. The bidders will be responsible for ensuring that the integration with the bank's systems is carried out in full compliance with the bank's security guidelines and requirements. This adjustment will allow for more diverse and potentially innovative solutions while maintaining the necessary security standards set by the banks --	Please be guided by the RFP and it's Corrigenda

			• On-Premises Deployment: Both the LLM and vector database must be deployed on the bank's on-premise servers. This approach ensures compliance with the bank's security policies and regulatory requirements . Additionally, deploying on-prem should facilitate smoother integration with the bank's existing data systems and applications, enhancing overall efficiency and data security		1 Deployment architecture--• On-Premises / Cloud / Hybrid Deployment: Both the LLM and vector database must be deployed on the bank's on-premise servers/ cloud servers / managed services. This approach ensures compliance with the bank's security policies and regulatory requirements. Additionally, deploying on-prem/cloud/hybrid should facilitate smoother integration with the bank's existing data systems and applications, enhancing overall efficiency and data security	
29	2	61	B. Infrastructure		Request Bank to change this clause to "The Bank intends to deploy GenAI	Please be guided by the RFP and it's Corrigenda

			& Licenses Requirements The Bank intends to deploy GenAI use-cases on-premises to enhance its operational efficiency and customer service capabilities while ensuring security. To support these initiatives, PNB requires high-performance computing hardware capable of handling intensive GenAI workloads.		use-cases on-premises/cloud / Hybrid to enhance its operational efficiency and customer service capabilities while ensuring security. To support these initiatives, PNB requires high-performance computing hardware capable of handling intensive GenAI workloads" Justification - While we understand the bank's intention to deploy GenAI use-cases on-premises, we respectfully propose considering cloud-based solutions as a viable and potentially more advantageous alternative because of following reasons-- 1) Scalability and Flexibility: Cloud platforms offer unparalleled scalability, allowing the bank to easily adjust computing resources based on demand. This ensures optimal performance during peak periods without the need for significant upfront hardware investments. 2) Cost-Effectiveness: Cloud solutions can be more cost-effective in the long run, eliminating the need for substantial initial capital expenditure on high-performance computing hardware. The pay-as-you-go model can lead to better resource utilization and cost management. 3) Advanced Security Measures: Leading cloud providers offer state-of-the-art security features, often surpassing on-premises capabilities.	

					These include advanced encryption, regular security updates, and compliance with global financial regulations. 4) Rapid Deployment and Updates: Cloud-based GenAI solutions can be deployed faster and updated more easily, allowing the bank to stay at the forefront of AI technology without the need for frequent hardware upgrades. 5) Disaster Recovery and Business Continuity: Cloud platforms typically offer robust disaster recovery options and high availability, ensuring business continuity in case of unforeseen events. 6) Hybrid Options: If data sensitivity is a concern, we can explore hybrid cloud solutions that allow for some data and processes to remain on-premises while leveraging cloud capabilities for compute-intensive tasks.	
30	1	49	3.1.1		The bidder shall be responsible for end-to-end implementation of Generative AI (GenAI) use cases which include the procurement and installation of required infrastructure (i.e., Hardware, Software including all required OS, GPU / CPU virtulization ,Web, App , DB, and licenses etc.).	Please be guided by the RFP and it's Corrigenda
31	2	49	3.1.1.a		The bidder shall provide a generic GenAI platform, and all use-cases shall be deployed by leveraging the plug-and-play services available on the platform. It should have capabilities to adhere banks infrastruture and	Please be guided by the RFP and it's Corrigenda

					governance policies such as email based approavals for GenAI deployment , GenAI infra leasing , GenAI infra cost understanding via chargeback, etc	
32	3	49	3.1.1.a		Key components needs to include Infrastructure Monitoring : Single UI for complete infra platform monitoring including compute , network , storage , GPU and K8s	Please be guided by the RFP and it's Corrigenda
33	4	50	3.1.1.a		Under Architecture Considerations - add "Platform Resiliency - The platform must provide enterprise-grade resiliency with high availability (HA), scheduling and balancing resource allocation for GenAI workloads based on load and zero downtime for GenAI workload migration during hardware maintenance. The platform should dynamically monitor resource usage, ensure application uptime during hardware failures or maintenance, and optimize compute, memory, and GPU resources for efficient operations.	Please refer to the Corrigendum
34	5	50	3.1.1.a		Under Architecture Considerations - add "Platform Security - The platform must ensure comprehensive security through integrated mechanisms, aligned with RBI and CERT-In guidelines to safeguard GenAI workloads and data.The platform must enforce role-based access control (RBAC), multifactor authentication (MFA), and continuous monitoring to meet regulatory compliance. In-built security mechanisms should detect and mitigate potential threats using behavioral analytics and intrusion	Please refer to the Corrigendum

					detection systems. Additionally, the solution must provide encryption for data at rest and in transit, ensuring adherence to industry standards and a zero-trust security model to protect infrastructure and operations.	
35	6	50	3.1.1.a		Under Architecture Consideration - add "Platform Scalability - The platform must support seamless horizontal and vertical autoscaling for GenAI workloads, utilising built-in mechanisms to dynamically scale pods and containers. The platform should ensure scalability by efficiently provisioning compute, memory, and GPU resources, leveraging rapid infra creation to avoid delays in scaling. It must maintain resource availability, optimize workload performance, and enable proactive scaling through predictive analytics, ensuring the platform is scalable and future-ready."	Please refer to the Corrigendum
36	7	60	3.1.2.2.A		The platform must provide policy-based governance to regulate GenAI service deployment and resource consumption	Please be guided by the RFP and it's Corrigenda
37	8	60	3.1.2.2.A		Platform should provide recommendations for infrastruture optimisation and capacity needs.	Please be guided by the RFP and it's Corrigenda
38	9	61	3.1.2.2.B.1		Bidder should submit the sizing, supply and implementation of required infrastructure including server, GPU /CPU virtulization, OS, DB with technical bid document at the time of bid submission.	Please be guided by the RFP and it's Corrigenda
39	10	62	3.1.2.2.B.7		At any given point in time hardware utilization should not exceed 80% of CPU , GPU , storage and memory utilization	Please refer to the Corrigendum

40	11	62	3.1.2.2.B.7		The paltform must provide enterprise-grade resiliency to minimize downtime for application and infrastruture	Please be guided by the RFP and it's Corrigenda
41	12	62	3.1.2.2.B.7		The platform must provide capabilty for rapid provisoning of infrastrure for auto scaling of application.	Please be guided by the RFP and it's Corrigenda
42	13	64	3.1.2.2.C		Add VMware under professional skills across L1 , L2 and L3 with cloud paltforms like AWS , GCP and Azure	Please be guided by the RFP and it's Corrigenda
43	14	135	Annexure 13 , 6, UI and UX		Platform Governance : The platform must provide policy-based governance to regulate GenAI service deployment and resource consumption	Please be guided by the RFP and it's Corrigenda
44	15	135	Annexure 13 , 6, UI and UX		Self Service Platform UI : Provide single self service UI to developers , devops team and platform engineering team.	Please be guided by the RFP and it's Corrigenda
45	16	136	Annexure 13 , 8, System Architecture , a		The platform must have a scalable architecture capable of handling high volumes of data and concurrent user interactions with capability of application and infrastruture elasticity. Platform should provide auto scaling for applications and infrastruture.	Please refer to the Corrigendum
46	17	136	Annexure 13 , 8, System Architecture , b		The platform should dynamically monitor resource usage, ensure application uptime during hardware failures or maintenance, and optimize compute, memory, and GPU resources for efficient operations.	Please refer to the Corrigendum
47	18	136	Annexure 13 , 8, System Architecture , e		The platform should act as single foundation for running GPU and non GPU workloads with features of resiliency , scalability and security. It must provide efficient day 2 operations and management	Please refer to the Corrigendum
48	19	136	Annexure 13 , 8, System Architecture ,		The platform should support all leading GPU providers	Please be guided by the RFP and it's Corrigenda

			f			
49	20	136	Annexure 13 , 10, Security and Compliance , e		The platform must ensure comprehensive security through integrated mechanisms, aligned with RBI and CERT-In guidelines to safeguard workloads and data.	Please refer to the Corrigendum
50	1	61	B. Infrastructure & Licenses Requirements		We under stand that "End-to-end implementation of Generative AI (GenAI) use cases which include the procurement and installation Hardware, Software including all required OS, DB, Web, App and licenses etc." needs to be done, Please let us know the locations Where this infra deployment needs to be done?	Deployement shall be in Bank's DC-Delhi NCR and DRC- Mumbai/Navi Mumbai
51	2	61	B. Infrastructure & Licenses Requirements		Which are all the current Hardware OEMs PNB has partnership for their other banking applications?	Details shall be shared with the successful Bidder
52	3	61	B. Infrastructure & Licenses Requirements		Is the understanding correct that we need to size the infra components like servers, network, storage etc. and that the Bank will provide the Racks + PDU's in the DC where this has to be installed? OR do we need to provision for the Racks & PDU's ? If YES, does the bank have a Standard Make/Model for Racks & PDU's to be used for E.g. Panduit, 42-48U, Smart PDU's etc.?	Bank shall only provide space, cooling and UPS Power (Single Phase 32 Amps) at Bank's DC and DRC. All remaining infrastructure including Racks, PDUs etc shall have to be provided by the Bidder as a part of this RFP. Please be guided as per RFP and its corrigendum
53	4	61	B. Infrastructure & Licenses Requirements		IF Bidder has to size the Racks + PDU's, Please let us know the standard Power(kW ,Single-Three Phase etc.) available per Rack in the Banks DC/DR site where this infra needs to be installed?	Bank shall only provide space, cooling and UPS Power (Single Phase 32 Amps) at Bank's DC and DRC. All remaining infrastructure including Racks, PDUs etc shall have to be provided by the Bidder as a part of this

						RFP. Please be guided as per RFP and its corrigendum
54	5	61	B. Infrastructure & Licenses Requirements		The bidder needs to Size + Price (Server, OS, DB, Tools etc.)+ Implementation+ Monitoring + Support(5Years) cost of all the listed components, is the understanding correct?	Bank shall only provide space, cooling and UPS Power (Single Phase 32 Amps) at Bank's DC and DRC. All remaining infrastructure including Racks, PDUs etc shall have to be provided by the Bidder as a part of this RFP. Please be guided as per RFP and its corrigendum
55	6	61	B. Infrastructure & Licenses Requirements		If Oracle is the chosen database and WebLogic is the chosen middleware, the pricing for the same will be provided by the Bank, is the understanding correct?	Yes, the understanding is correct
56	7	61	B. Infrastructure & Licenses Requirements		What tools/softwares/components for the solution will be provided by the Bank, please share the details.	Details shall be shared with the successful Bidder
57	8	62	C. Onsite Technical Support:		We understand from the RFP the suggested Infra provided by PNB & AI application to be built will leverage the existing security controls. Please confirm if my understanding is correct. If yes Also please share the current list of security solutions which is currently implemented and can be leveraged for this RFP or is the vendor to propose the security solutions considering the environment as DMZ or isolated for this particular requirement. Please confirm?	Yes, the understanding is correct. Required Details shall be provided to the successful bidder
58	9	62	C. Onsite		Please share the details of the current	Details shall be shared with the

			Technical Support:		Endpoint & EDR security Solution, SIEM, Firewall, WAF, IAM, PAM, Vulnerability management solution, DLP, Encryption, like make, model, On-premises/SAAS, Subscription, Volumetrics, features enabled?	successful Bidder
59	10	62	C. Onsite Technical Support:		Also I understand that security managed service is out of scope if it is being leveraged. Only for new security controls if proposed will have to provide the Managed Service. Please confirm if my understanding is correct.	Yes, the understanding is correct. However, integration with security modules of the Bank shall be the responsibility of the Bidder as a part of scope of this Project.
60	11	62	C. Onsite Technical Support:		We understand that number of resources define in the RFP is L1:3, L2:,2 & L3:1 for GenAI use case and development only and not mentioned for Infrastructure support based as per skill qualification. is there any guidelines or skills requirement for infra support and vendor can propose the number of support personal require from their side.	Consultnat to provide inputs
61	12	62	C. Onsite Technical Support:		We understand that number of resources define in the RFP is L1:3, L2:,2 & L3:1 for GenAI use case and development only and not mentioned for Infrastructure support. is there any guidelines or skills requirement for infra support and vendor can propose the number of support personal require from their side.	Consultnat to provide inputs
62	13	62	C. Onsite Technical Support:		We understand that Support personal may be asked to work from other location other than DC & DR location, can you confirm the other location where support personal is require to operate from and the number of resources and support coverage.	Please be guided by the RFP and it's Corrigenda
63	14	62	C. Onsite		We understand from the RFP that PNB	Details shall be shared with the

			Technical Support:		will provide all other tools/software/component to support GEN AI platform, pls share the list of current tool set in PNB environment that can be leveraged for the support.	successful Bidder
64	15	79	3.6.5		Incase responses generated by the GenAI model is not as per expectations, what would be the Criticality/Priority for that? There would be a need for fine tuning by L2/L3 supports during initial phase to make this solution work as per expectations. In such a scenario will there be a relaxation of response/ resolution times, because L2 & L3 are not 24*7?	Please be guided by the RFP and it's Corrigenda
65	16	75	3.5		In our experience the timeline mentioned for the complete setup of GenAI solution are quite stringent. If there a possibility of accepting the recommendation of practically feasible timeframe based on our proposed solutions	Please be guided by the RFP and it's Corrigenda
66	17	75	3.5		Participation from PNB bank is required for UAT. Kindly confirm on the availability of the testers	Details shall be shared with the successful Bidder
67	18	71	3.3		Will the recipients of Technical Training have the basic knowledge of GenAI/ AIML/ Python?	Please be guided by the RFP and it's Corrigenda
68	19	100	Annexure 2: 9		Can the eligibility criteria be relaxed to include the Global clients, apart from India based clients?	Please refer to the Corrigendum
69	20	100	Annexure 2: 10		Will a set of Self-Attested documents be acceptable, instead of Reference Letter/ Purchase Order / Contract Document /Email from customer/ Certificate of local content etc. (which may not be possible because of NDA and other contractual obligations)	Please refer to the Corrigendum

70	21	51	3.1.2		Is there an expectation that the GenAI models/chatbots will be able to handle regional language queries and provide subsequent outputs?	Please refer to the Corrigendum
71	22	51	3.1.2		Will there be a separate measurement criteria for latencies related to processing of user queries to GenAI model? There may be questions that require more time than acceptable timeframe. Will this scenario also trigger an incident?	Please be guided by the RFP and it's Corrigenda
72	23	54	3.1.2 1c		"Multilingual Support: Capability to understand and respond to inquiries in multiple languages, catering to a diverse customer base." - which languages need to be supported?	Please refer to the Corrigendum
73					I have downloaded the RFP but find EMD amount not mentioned or am I missing it ?	Please be guided by the RFP and it's Corrigenda
74	1	76		Timelines: 2 months – Delivery and deployment of Hardware and Infrastructure 3.5 months – UAT sign off on 5 use cases 4.5 months – Go live of 5 use cases 6 months – Go live of 10 use cases (including audit observation report closure submission)	In our experience with Indian and global deployments of multiple use cases, each use case takes approximately 2.5–3 months for successful deployment, including pre-go-live observation closures. We request the bank to revise the timelines as follows: 2 months – Delivery and deployment of hardware and infrastructure 6 months – UAT sign-off on 5 use cases 8 months – Go-live of 5 use cases 12 months – Go-live of 10 use cases	Please refer to the Corrigendum
75	2	99		Eligibility criteria Minimum average turnover of 18Cr and 12Cr (MSE bidders) in each of last 3 financial years	We request the bank to revise this criterion to allow financially stable advisory organizations to participate and bid for this complex engagement.	Please be guided by the RFP and it's Corrigenda
76	3	99		Eligibility criteria Bidders to be operating in the field of	We request the bank to update this criterion to a minimum of 5 years to	Please be guided by the RFP and it's Corrigenda

				Gen AI/AI/ML for at-least 3 years	ensure participation from technically sound and experienced domain players bidding for this RFP.	
77	4	99		Eligibility criteria Bidders to have implemented Gen AI solutions in atleast 1 BFSI client	We request the bank to consider only those bidders who have successfully worked with at least 3 BFSI clients.	Please be guided by the RFP and it's Corrigenda
78	5	86		Payment terms 50% of hardware and software cost to be paid on delivery of the hardware and software within 8 weeks	We request the bank to allow full payment for at least the hardware cost within 8 weeks upon delivery.	Please be guided by the RFP and it's Corrigenda
79	6	-		Subcontracting	We request the bank to allow subcontracting to bidders for better execution and resource flexibility.	Please be guided by the RFP and it's Corrigenda
80	7	-		Submission Date	Considering the comprehensive scope and the upcoming holidays, we request the bank to extend the submission deadline to January 30, 2025.	Please be guided by the RFP and it's Corrigenda
81	8	-		General	We request that the hardware cost for GPU on-premise deployments be paid upfront upon delivery to avoid the need for significant upfront investments by bidders before use-case go-live.	Please be guided by the RFP and it's Corrigenda
82	9	100		Eligibility Criteria	We request the bank to revise the minimum experience requirement for Gen AI and AI work to 5 years instead of 3 years.	Please be guided by the RFP and it's Corrigenda
83	10	100		Eligibility Criteria	We request the bank to revise the minimum deployment requirement of Gen AI solutions to at least 3 companies in India instead of 1	Please be guided by the RFP and it's Corrigenda
84	11	61		Infrastructure & Licenses Requirements	We request clarity on the acceptable end-user license for open-source vector databases. Would an MIT Open-Source Software universal license be acceptable for open-source vector DBs?	Please be guided by the RFP and it's Corrigenda
85	12	51		Technical Requirements	For 500 concurrent user use cases, as well as 5 to 15 concurrent user use	Please be guided by the RFP and it's Corrigenda

					cases, what is the minimum concurrent token limit assumption the bank is considering? This assumption will significantly impact GPU sizing and, therefore, the overall hardware cost.	
86	1	49	3.1.1		What are the source systems?	Details shall be shared with the successful Bidder
87	2	50	1		Datalake to be on prem?	Please be guided by the RFP and it's subsequent Corrigendum.
88	3	61	2B		What is the data size?	Details shall be shared with the successful Bidder
89	4	134	2A		Is there a preference for using open-source AI tools, proprietary solutions, or a mix of both?	Please be guided by the RFP and it's Corrigenda
90	5	51	3.1.2		What is the priority of business implementation?	Please be guided by the RFP and it's Corrigenda
91	6	50	3		How the current data is stored and managed?	Details shall be shared with the successful Bidder
92	7	50	3.1.1 (f)		What are the existing systems that needs to be integrated with the GenAi system?	Details shall be shared with the successful Bidder
93	8	50	3.1.1 (e)		What encryption, tokenization, or anonymization methods will be employed for data protection?	Details shall be shared with the successful Bidder
94	9	139	23 (c)		Do you have an AI ethics committee or process for reviewing AI use cases and models?	Please be guided by the RFP and it's Corrigenda
95	10	69	D(h)		Will there be a different discovery workshop?	Details shall be shared with the successful Bidder
96	11	99	Annexure 2 (3)		Requesting to change the criteria for turnover requirement from 18 crore on average for past 3 Financial years to 75 crores on average for past 3 Financial years	Please be guided by the RFP and it's Corrigenda
97	12	101	Annexure 2 (14)		Requesting exemption from CMMI level 3 certification	Please be guided by the RFP and it's Corrigenda
98	1	N/A	Existing Tool / Solution		1. Do you already have any GEN AI Platform / Solution implemented ?	Details shall be shared with the successful Bidder

					2. If yes please share its technical and functional details 3. Please share details on any successful POC done 4. What are the existing Automation tools already deployed in PNB - Like existing RPA , OCR, AI, ML etc tools already deployed and if any existing Licenses can be leveraged for these use cases also. Please specify	
99	2	N/A	1.13.29 Intellectual Property Rights Tool / Solution Preference		1. Are you open for TCS IP Solution or looking for Only a Market Solution ? 2. Can we suggest more than one solution / platform ? Example : If we have few IP solutions readily available (These will be TCS IP Solutions) and can those we leveraged for few of the use cases and for others can be leverage platform ? This query is specifically to meet the overall timeline expectation and not specific to technical Capability of the Platform as such.	Please be guided by the RFP and it's Corrigenda
100	3	N/A	1.13.29 Intellectual Property Rights Tool / Solution Preference		1. Do you have specific preference in terms of GEN AI Platform preference ? 2. Request to please clarify IP clauses. As if PNB is not looking for TCS IP Solutions, we will consider pitching only Market ready Platforms for which Licenses as well as code developed for PNB will be in their custody and no SOW / other contractual clauses will be eligible. Hence please clarify as this is a key aspect for platform and overall solution proposal	Please be guided by the RFP and it's Corrigenda
101	4	NA	Generic		1. How frequently you expect the LLM model to be trained / fine tunned? 2. What is the volume of Data that will	Please be guided by the RFP and it's Corrigenda

					be available for training / fine tuning?	
102	5	N/A	General Query		Is Bidder has to propose Server Racks or Bank will provision the same.	Bank shall only provide space, cooling and UPS Power (Single Phase 32 Amps) at Bank's DC and DRC. All remaining infrastructure including Racks, PDUs etc shall have to be provided by the Bidder as a part of this RFP. Please be guided as per RFP and its corrigendum
103	6	N/A	General Query		We understand that Bank must have Centralized EMS and NMS tool to monitor the proposed hardware . We understand that those tool license will be extended to this project. Please confirm	Yes, the understanding is correct. However, integration with the modules modules of the Bank shall be the responsibility of the Bidder as a part of scope of this Project.
104	7	N/A	General Query		We understand that Bank must have Centralized Ticketing and Helpdesk tool to log tickets etc . We understand that those tool license will be extended to this project. Please confirm	Yes, the understanding is correct
105	8	N/A	General Query		We understand that Bidder can leverage banks existing ToR,Access and Core Switches to connect the proposed Servers. Please confirm	Yes, the understanding is correct. However, required infra for interconnectivity between the devices shall have to be provided by the Bidder.
106	9	N/A	General Query		Please confirm the port availability and type of the port (1G,10G Copper OR 10G SFP+) on the Banks existing switches.	Details shall be shared with the successful Bidder
107	10	N/A	General Query		DC-NDR-DR links will be provisioned and managed by Bank. Bidder has no role in Bandwidth. Please confirm	Yes, the understanding is correct
108	81	16	1.12.2 Service Level Agreement		We understand that Bank must have SLA monitoring tool . We understand that those tool license will be extended	SLA shall be monitored manually based on logs, emails, etc

					to this project. Please confirm	
109	11	17	1.12.3 Opening of Bids		1st Jan will be very challenging for submission considering festival seasons and hence request for atleast 4 Weeks extension from the date of receiving Query Response. Please consider and share the revised submission date.	Please refer to the timelines for the Project on GeM
110	12	49	3.1.1 Supply and Deployment of GenAI Application Development Platform - Data Anonymizatio n		Request to please elaborate what exactly is required here	Please be guided by the RFP and it's Corrigenda
111	13	49	Section 3.1.1 - Key Components		1. Have you done any analysis of existing available LLM's or any specific inclination towards any LLM which should be considered? 2. Are you open for only Open Source or we can also propose Platform LLM which can be deployed On Premise as well . Please clarify.	Please be guided by the RFP and it's Corrigenda
112	14	49	Section 3.1.1 - Supply and Deployment of GenAI Application Development Platform		Have you explored any specific Gen AI platform or any platform evaluation has been done in past for which outcome can be shared to finalize the platform requirements?	Please be guided by the RFP and it's Corrigenda
113	15	49	Section 3.1.1 - Tools and Technologies		1. Please provide the volumetric details for the current data platform(data warehouse) i.e. *1. Number of Tables* *2. Number of View*	Details shall be shared with the successful Bidder

					3. Number of Users and User roles *4. Total data volume in TBs/GBs* *5. No of existing Pipelines or any other key details* 2. Request to also share tech stack and current DWH tool name	
114	16	49	Section 3.1.1 - Tools and Technologies		Is all the data needed to support the required GEN AI use cases part of "data platform" ? If not, please provide details about new systems that need to be integrated to data platform, ingestion type (batch/real time), frequency (daily/hourly etc) , daily ingestion volume etc	Details shall be shared with the successful Bidder
115	17	49	Section 3.1.1 - Tools and Technologies		Please provide the future integration requirement for each of the source systems required for integration 1. Ingestion mode (batch, near real time, real time) 2. Ingestion format (CSV, excel, JSON) 3. Daily feed data volume 4. Unstructured data requirements with respect to document type, processing requirements, size	Details shall be shared with the successful Bidder
116	18	49	Section 3.1.1 - Tools and Technologies		1. Data Migration is out of scope. Please confirm else provide below details. Please confirm what all systems or applications should be considered for historical data migration for Data warehouse. Please provide those applications names, database detail, volume of data (in GBs / TBs), nature of the data (structured, semi-structured, unstructured).	Please be guided by the RFP and it's Corrigenda
117	19	49	Section 3.1.1 - Tools and Technologies		What are the expected requirements for data validations in data warehouse? How many data validation rules are	Please be guided by the RFP and it's Corrigenda

					expected to be executed in data warehouse platform.	
118	20	49	Section 3.1.1 - Tools and Technologies		What kind of unstructured data processing is expected in data warehouse platform? Please elaborate on different document types and their processing requirements.	Please be guided by the RFP and it's Corrigenda
119	21	49	Section 3.1.1 - Tools and Technologies		Do you have requirements for streaming or real time data with data warehouse? Please elaborate on those requirements covering Source technology detail data volume nature of data require to be integrated	Please be guided by the RFP and it's Corrigenda
120	22	49	Section 3.1.1 - Key Components: Bullet #1, Bullet#d		Do you intend to train Opensource GenAI LLMs (like Llama, Mistral, Falcon) with your organization's internal data? If yes, what would be - 1. Type of data (structured/unstructured)? 2. Volume of Training Data /LLM Training Corpus? 3. Language (English / Hindi)? Are you also considering any regional language for LLM training in the initial roll-out? If yes, which language? 4. Will Document summarization or Document based use-cases need training with PNB specific data-set?	Please refer to the Corrigendum
121	23	50	3.1.1 Supply and Deployment of GenAI Application Development Platform Architecture Consideratio		Do you have any existing Datalake platform or want the solution to have inbuilt datalake platform ? In case expectation is beyond the integration to existing platform please share details in terms of data, volume, pipeline and other details to be built in DWH. Is there any specific requirement for	Please be guided by the RFP and it's Corrigenda

			ns - 3. Data Lake/Data Warehousing		DWH solution or we can propose any other platform?	
122	24	50	Architecture Considerations: Data Lake/Data Warehousing		How much data volume is expected to be stored at the beginning. Please provide any ratio for structured vs unstructured.	Details shall be shared with the successful Bidder
123	25	50	Architecture Considerations: Data Lake/Data Warehousing		What is the expected data quality? Will the data be readily usable for model training (except Anonymization and other privacy requirement)?	Details shall be shared with the successful Bidder
124	26	50	Architecture Considerations: Data Lake/Data Warehousing		What are the broad data quality areas that needs to be taken care of in the data ingestion/processing pipelines?	Details shall be shared with the successful Bidder
125	27	50	Architecture Considerations: Data Lake/Data Warehousing		What the different source types from where the data needs to be ingested?	Details shall be shared with the successful Bidder
126	28	50	Architecture Considerations: Data Lake/Data Warehousing		Do you have any estimate for daily data volume, number of interfaces/pipelines. Also the type or complexity of data transformation if the data should not be consumed as it is.	Details shall be shared with the successful Bidder
127	29	50	Tools and Technologies: Data Processing		Does PNB has a preference towards any particular data processing tool?	Please be guided by the RFP and it's Corrigenda
128	30	50	Section 3.1.1 - Tools and Technologies		Is Databricks platform already been established and can be leveraged by GenAI platform to source data?	These tools have been mentioned as guidance for bidders, who may supply them or similar alternatives in developing a new setup.
129	31	50	Section 3.1.1		Various data sources have been	These tools have been mentioned as

			- Tools and Technologies		mentioned across use cases requirements. Are these been already integrated with existing data platform like Databricks? Or do you expected to pull data directly from these sources?	guidance for bidders, who may supply them or similar alternatives in developing a new setup.
130	32	50	Generic		Do you have existing document version control system available? If yes, can that be leveraged for GenAI platform?	Details shall be shared with the successful Bidder
131	33	50	Section 3.1.1 - Architecture Consideratio ns		Kindly provide the as-is architecture for the current data platform.	Details shall be shared with the successful Bidder
132	34	50	Section 3.1.1 - e. Security and Compliance Framework		What percentage of data qualifies for data anonymization? Do you have any preferred method to achieve that?	Details shall be shared with the successful Bidder
133	35	50	Section 3.1.1 - Architecture Consideratio ns: Bullet#3		Do you already have a Data Lake/Data Warehouse available from where AI/GenAI models will get trained or new DL/DW to be created for the mentioned use-cases?	Please be guided by the RFP and it's subsequent Corrigendum.
134	36	50	Section 3.1.1 - Tools and Technologies : Bullet#2		For Data Processing, you suggested Databricks/Sparks Cluster. Do you already have those environments or they need to be procured/set-up?	These tools have been mentioned as guidance for bidders, who may supply them or similar alternatives in developing a new setup.
135	37	50	Section 3.1.1 - Tools and Technologies : Bullet#2		What are the processing requirements you perceive, in the GenAI use-cases, for which you mentioned Databricks/Sparks Cluster ?	These tools have been mentioned as guidance for bidders, who may supply them or similar alternatives in developing a new setup.
136	38	50	Section 3.1.1 - Tools and Technologies : Bullet#1		There is mentioned about building new model. Did you mean building AI/ML Model building (like Supervised Learning models) or did you mean GenAI LLM model building? Our understanding is, building new models will be for AI/ML Model building (Supervised Learning models built on	Yes, the understanding is correct

					PNB historical structured data), but not GenAI model building. Please Clarify if this understanding is correct.	
137	39	50	3.1.1 Supply and Deployment of GenAI Application Development Platform		Is there any implementation & use of AI/ML or NLP in PNB? If yes, how these models are currently monitored for accuracy and performance?	Details shall be shared with the successful Bidder
138	74	50	Section 3.1.1 - Tools and Technologies		Is PNB open for any vendor IP to be deployed in its environment? Please clarify	Please be guided by the RFP and it's Corrigenda
139	40	51	3.1.2 Broad Scope of Work - Document Summarizer - Language Support Modules: Integrate multilingual language models for accurate translation and summarization across languages (e.g., Hindi, English, regional languages)		What are the Indian Regional languages required to be supported apart from English and Hindi. Please specify the languages to support. There is requirement for language support module for accurate translation in different regional language. Can you please list down all languages which need to be considered	Please refer to the Corrigendum
140	41	51	3.1.2 Broad Scope of Work - a.		GenAI-Based Summarization to automatically extract key points and create concise summaries of lengthy	Please be guided by the RFP and it's Corrigenda

			Document Summarizer		documents using NLP. Does this 'NLP' mean to use traditional NLP algorithms like BERT, Textrank etc to do this without taking benefits of open-source / on-prem LLMs (Llama, Falcon, Mistral) model?	
141	42	51	3.1.2 Broad Scope of Work - a. Document Summarizer		Input/ Output Formats for proposed model should accept input in all formats currently acceptable in market and allow download in all available formats. That means, we need to have multimodal capability LLMs, not possible in traditional NLP looking Dev & deployment timelines of 14 weeks.	Please refer to the Corrigendum
142	43	51	3.1.2 Broad Scope of Work - a. Document Summarizer		Referencing and excerpts, tool should mention references and excerpts for the summaries, including the page numbers from where the key points are chosen. This is possible using cloud based LLMs, otherwise need to build additional functionality to show references, page#, excerpts	Please be guided by the RFP and it's Corrigenda
143	44	52	b. Credit Assist: Note Preparation Tool --> Technical Requirements --> Data Sources for Aggregation		How to integrate with all the external APIs mentioned such as Company Financial & Registration Data, Director Details, Credit Risk Data, Tax-Related Details, Borrower Profile Information, MCA, LEI, ITR, GST, SEBI, CERSAI, do all of them provide REST API, or integration can happen in other manner such as ETL, Batch upload, file transfer, Web Scraping, Message Queue, Kakfa, etc...	Please refer to the Corrigendum
144	45	52	b. Credit Assist: Note Preparation Tool --> Functional		How to calculate the Credit Risk, is there any existing model for that ?	Details shall be shared with the successful Bidder

			Requirements --> Risk Narrative Creation			
145	46	52	b. Credit Assist: Note Preparation Tool --> Technical Requirements		What it means by "Maximum concurrency (related to LLMs): 5-10 users" does it means 5 - 10 users will access the application at same time.	Yes, the understanding is correct
146	47	52	3.1.2 Broad Scope of Work - Credit Assist: Note Preparation Tool - o Provide APIs or other mechanisms to access and verify aggregated data from the above-mentioned sources in real-time.		Hope bank will provide APIs and required access here. Please clarify	Please refer to the Corrigendum
147	48	52	Section 3.1.1 - Technical Requirements: Bullet#2		Are the data sources internal to PNB or data to be brought in from external data sources also?	Please be guided by the RFP and it's Corrigenda
148	49	52	Section 3.1.1 - Functional Requirements: Bullet#1		There is mentioned about Financial Data Aggregation. Are you looking for any type of computation/calculation? What type of financial data aggregation you are looking for? Can you give	Please be guided by the RFP and it's Corrigenda

					couple of examples?	
149	50	52	3.1.2 Broad Scope of Work - b. Credit Assist: Note Preparation Tool		Credit Assist for note Preparation Tool perspective, do PNB has Risk analysis tool available to enhance it leveraging AI-Based Risk Analysis to analyse customer financials and generate risk scores?	Please be guided by the RFP and it's Corrigenda
150	51	53	3.1.2 Broad Scope of Work -c. Automated Email Response Management - Dynamic Response Drafting: Generate contextually appropriate responses to customer queries based on historical interactions		Can we propose some other TCS IP Tool or we have good solution within our platform itself for this ?	Please be guided by the RFP and it's Corrigenda
151	52	54	Section 3.1.2 - SOC Analyst: Functional Requirements: Bullet#1		There is mentioned about threat detection. Whereas GenAI can summarize unstructured threat data and create narrative, it is not right fit for Threat detection. Are you already using any network threat detection tool which can be integrated with GenAI System?	Please be guided by the RFP and it's Corrigenda
152	53	55	3.1.2 Broad Scope of Work -e. Personalized		Request to please clarify on the Copyright expectation here	Details shall be shared with the successful Bidder

			Digital Marketing - Copyright of generated images: Ensure that there is a copyright for each image generated for marketing purposes A/B Testing of Marketing Campaigns: Automatically generate and execute A/B testing, strategies for marketing content			
153	54	60	k. Other business areas that can be explored (in future): --> Compliance and Security		Where to look for anomalies, in financial transactions/user KYC/Credit and Lending/etc.	Please be guided by the RFP and it's Corrigenda
154	55	61	In order to detect possible security threats, enforce compliance, and keep		Please specify the Indian languages to be supported for this use case	Please refer to the Corrigendum

			track of user actions, the bidder must guarantee ongoing monitoring and recording of access events.			
155	82	61	Bidder should provide the details of Database and Middleware as per RFP requirement to complete the solution, if Oracle is not the chosen database and WebLogic is not the chosen middleware, then bidder should provide the database & middleware for the complete solution		We understand that Bank have EULA with Oracle and same will be extended to this project. Please confirm	Yes, the understanding is correct

			setup as per RFP (DC and DR)			
156	59	62	Bidder should ensure to size the hardware as per bank's requirement mentioned in the RFP to adhere the SLA, and there should not be any performance issue during the complete tenure/contract period. --> The bidder should implement the solution using High Availability Architecture at DC & DR site respectively to ensure zero or minimum impact by the failure of one or more components/		What will be the desired High Availability from one nine to "twelve nines"	Please be guided by the RFP and it's Corrigenda

			servers or software of complete solution in the production environment. At any given point of time, only one of the site i.e. DC or DR shall be active.			
157	60	62	Bidder should ensure to size the hardware as per bank's requirement mentioned in the RFP to adhere the SLA, and there should not be any performance issue during the complete tenure/contract period. --> No single point of failure		To implement No Single point of failure, system and software needs to be setup in different availability zone, so is there data centres are Available in different zones.	Please be guided by the RFP and it's Corrigenda
158	75	62	7.The bidder should implement		1) Is Bank expecting from bidder to propose hardware for Near DR site to achieve Near Zero Data loss. Please	Please be guided by the RFP and it's Corrigenda

			the solution using High Availability Architecture at DC & DR site respectively to ensure zero or minimum impact by the failure of one or more components/ servers or software of complete solution in the production environment. At any given point of time, only one of the site i.e. DC or DR shall be active		confirm 2) Also confirm the expectation on RTO.	
159	56	63	Onsite Technical Support - Number of Resource Required- 3		Considering 3 Shifts with 24*7*365 we need to have more resources to provide the support . Please clarify	Please be guided by the RFP and it's Corrigenda
160	57	66	Onsite Technical Support - Onsite		Request to please specify possible locations.	Details shall be shared with the successful Bidder

			Location			
161	61	68	Onsite Technical Support - Supporting Documents Required for OTS Resources		Considering the time taken between RFP Solution Submission and PO it will be challenging in holding resources and sharing exact name of the resources. Hence request to please consider if we share indicative profile	Please be guided by the RFP and it's Corrigenda
162	58	62, 70	Bidder should ensure to size the hardware as per bank's requirement mentioned in the RFP to adhere the SLA, and there should not be any performance issue during the complete tenure/contract period. --> At any given point in time hardware utilization should not exceed 80% CPU and memory utilization ---- The bidder		What should be the Hardware utilization limit 70% or 80 %	Please refer to the Corrigendum

			should size and propose adequate hardware infrastructure for the solution so that, at no instance, during the contract period, the solution's or server's utilization should exceed 70%. In case the performance is adversely affected or the utilization of any server or any peripheral exceeds the threshold of 80%, more than 3 times in a quarter, the vendor is required to upgrade the hardware/solution, within one month without any			

			additional cost to the Bank, otherwise penalty will be levied as per the performance penalty mentioned under section 3.4.2 of the RFP.			
163	62	71	Bidder to provide documentation (PO / license contract document) to prove GenAI deployments. And Completion certificate/Email from the customer		Instead of Actual PO / Contract Document can we give self-Certification or other evidences due to confidential agreement with our customers	Please refer to the Corrigendum
164	63	71	3.4 Technical Evaluation - # implementations in India/Global of GPU hardware procurement and system integration		GPU procured for TCS Internal Use cases can be considered here. Please confirm Considering confidential agreement with our customers request to please consider undertaking as evidence proof. Kindly confirm.	Please refer to the Corrigendum

165	64	75	b) Demo – 15 marks • Bidder has to demonstrate 2 live GenAI use cases, nearer to bank's requirement from two different clients and it should not be prototypes / videos.		Considering confidential agreement with our customers can be provide below instead - 1) Prototype / Demo Videos development within our environment 2) Can we showcase Demo Videos of AI / ML Use Cases 3) Can we showcase Video from OEM	Please be guided by the RFP and it's Corrigenda
166	65	75	Complete setup of GenAI Solution including Development and Deployment of initial 10 (ten) Use Case as per the RFP including UAT sign-off -- Can this be done within 14 Weeks ?		This is very aggressive timelines considering the scope. Request to please relax this timelines- 1) Can we propose Phase wise delivery by having few use cases rolled to production first and later have other use cases ? Timelines for the same can be discussed and mutually agreed. 2) Kindly share your overall opinion and expectations in terms of timelines here	Please refer to the Corrigendum
167	66	75	3.4 Technical Evaluation - Number of GenAI Use Cases		Considering confidential agreement with our customers can be provide below instead - 1) Can we showcase use cases implemented using other OEM Products	Please be guided by the RFP and it's Corrigenda

			Deployed in similar organizations .		/ Cloud 2) Can we consider references from OEM	
168	67	75	3.4 Technical Evaluation - Depth of Clientele in GenAI Use Case Deployments		Can you please specify what is expected here ? Please share more details	Please be guided by the RFP and it's Corrigenda
169	68	76	There are penalties on - delay in Services Downtime non-availability of resources (During Development and Support) Response and Resolution of any issue TAT (Turn Around Time) to resolving Incident erroneous behaviour of the Solution Audit and Compliance Gaps		Please limit Total of all the penalties to 5% of the total contract Value	Please be guided by the RFP and it's Corrigenda
170	69	91	3.13.2		Do we have to submit technical and	Please be guided by the RFP and it's

			Documents for Commercial Bid		commercial Bid together (i.e. on the same date) ? Please confirm the expectations please	Corrigenda
171	70	134	On-Premises Deployment: Both the LLM and vector database must be deployed on the bank's on-premise servers. This approach ensures compliance with the bank's security policies and regulatory requirements . Additionally, deploying on-prem should facilitate smoother integration with the bank's existing data systems and applications, enhancing overall efficiency and data		Do the bank's on-premise servers have internet access to download some of the required software/ application. Also what is the security guideline in PNB.	Please be guided by the RFP and it's Corrigenda

			security			
172	71	135	User Interface (UI) and User Experience (UX)		Is there any UI/UX guideline from PNB and are PNB providing the stylesheet and guidelines. Any specific Technology Preference ?	Details shall be shared with the successful Bidder
173	72	136	Containerization: Support for containerized deployments using Docker or similar technologies to facilitate scalability and easy management		Is PNB looking for container Orchestration also such as Kubernetes/OpenShift.	Please refer to the Corrigendum
174	83	136	b. Load Balancing: Use load balancing techniques to distribute traffic evenly across servers, ensuring optimal performance and reliability.		Is Bidder has to consider physical Server load balancer OR bidder can leveraged the banks existing load balancer. Please confirm	Bidder can leverage Bank's existing load balancer
175	84	136	Secure APIs: Implement secure API gateways and firewalls		We understand that Bidder can leverage banks existing Firewall, IPS/IDS etc. Please confirm	Yes, the understanding is correct

			to protect against unauthorized access and cyber threats			
176	85	136	Delivery of Hardware, Software, licenses and other components required for setting up GenAI as per RFP including all components/features		Please extend HW delivery upto 16 weeks as there is GPU supply issue in the market	Bank's existing solution can be leveraged
177	73	137	Backup and Recovery: Provide automated backup and disaster recovery solutions to safeguard data integrity		What will be the backup strategy, RPO and RTO ?	Details shall be shared with the successful Bidder
178	76	137	Backup and Recovery: Provide automated backup and disaster recovery solutions to safeguard data integrity		We understand that Bank must have Centralized DR automation tool and those tool license will be extended to this project OR Bidder has to consider the cost for the DR Automation tool. Please confirm	Bank's existing solution can be leveraged. In case due to any reason, the same cannot be extended, Bidder shall be responsible for ensuring DR Automation.

179	77	137	Backup and Recovery: Provide automated backup and disaster recovery solutions to safeguard data integrity		Please elaborate the Bank's Backup policy in detail. Its very important to design backup solution .	Details shall be shared with the successful Bidder
180	78	137	Backup and Recovery: Provide automated backup and disaster recovery solutions to safeguard data integrity		Is Bank expecting from bidder to propose Backup software at DC and DR	Please be guided by the RFP and it's Corrigenda
181	79	137	Backup and Recovery: Provide automated backup and disaster recovery solutions to safeguard data integrity		Is Bank expecting from bidder to propose D2D Appliance to take backup at DC and DR.Please confirm	Please be guided by the RFP and it's Corrigenda
182	80	137	Backup and Recovery: Provide automated backup and disaster recovery solutions to		Is Bank expecting from bidder to propose Tape library for long term retention at DC and DR.Please confirm	Please be guided by the RFP and it's Corrigenda

			safeguard data integrity			
183	81	99	Annexure 2- Minimum Annual turnover		A minimum Annual turnover of Rs. 18 Cr is too low for an RFP of this stature. Gen AI is a relatively new and considerable investments need to be done by the bidder to have the required capabilities. We therefore suggest to have the minimum Annual turnover of Rs. 1000 Cr from their Indian operations.	Please be guided by the RFP and it's Corrigenda
184	1	49	Supply and Deployment of GenAI Application Development Platform		Should the proposed solution include licensing for pre-trained LLMs, or will the bank handle the licenses for proprietary models? Kindly confirm.	The bidder must factor in all associated costs, including licensing for pre-trained LLMs, if they choose to propose such a solution, as the bank will not separately handle these licenses for proprietary models.
185	2	49	Supply and Deployment of GenAI Application Development Platform		Scalability Requirements: Are there specific benchmarks or anticipated growth projections for scaling the platform (e.g., additional users, use cases)?	Details shall be shared with the successful Bidder
186	3	50	Security and Compliance Framework		Anonymization Standards: Are there specific anonymization standards or frameworks the platform must comply with (e.g., DPDP, PCI-DSS)?	Details shall be shared with the successful Bidder
187	4	59	Broad Scope of Work: Integration with Bank Systems		Integration with Existing Systems: Are there specific banking systems or platforms that the solution must integrate with (e.g., CBS, CRM, or analytics tools)?	Details shall be shared with the successful Bidder
188	5	78	Solution Functional & Technical Specifications		Multilingual Support: Is there a list of languages, especially Indian languages, that the solution must support for Natural Language Processing?	Please refer to the Corrigendum
189	6	84	Service		Latency Expectations: Are the	Guidance on acceptable latency levels

			Levels & Penalties		performance benchmarks (e.g., 15-20 seconds response time) fixed for all use cases, or do they vary based on complexity?	has been provided, and the bank may consider deviations under exceptional circumstances.
190	7	59	Broad Scope of Work: Integration with Bank Systems		Concurrency Requirements: What is the expected maximum concurrent user load during peak times?	Please be guided by the RFP and it's Corrigenda
191	8	36	Data Protection Guidelines		Data Localization: Are there specific data residency requirements (e.g., storing sensitive data within India only)?	Please be guided by the RFP and it's Corrigenda
192	9	36	Security and Access Control		RBAC Levels: How detailed should Role-Based Access Control (RBAC) be? Is it required at the field level or only at dataset levels?	Please be guided by the RFP and it's Corrigenda
193	10	79	Training Requirements		Scope of Training: What is the expected coverage of user training? Should it include end-users, administrators, and developers?	Please be guided by the RFP and it's Corrigenda
194	11	59	Broad Scope of Work: Document Management		Document Summarizer: Should the solution support summarization of both structured (e.g., tables) and unstructured data formats?	Please be guided by the RFP and it's Corrigenda
195	12	59	SOC Monitoring Requirements		SOC Monitoring Use Case: Are there specific threat intelligence feeds or compliance monitoring tools the SOC must integrate with?	The SOC tool should have its own robust threat intelligence feeds and compliance monitoring capabilities to provide a strong foundation for security monitoring. While integration with external tools can be beneficial, the core functionality should be built-in for faster response times and reduced reliance on third parties.
196	13	30	Documentation and Incidental Services		Documentation Standards: Are there any predefined standards or templates for technical and functional documentation that vendors must follow?	Please be guided by the RFP and it's Corrigenda

197	14	50	Architecture Considerations:		Architecture Considerations: Is there a preferred database/data lakehouse which is expected in the data platform storing structured and unstructured data?	Please be guided by the RFP and it's subsequent Corrigendum.
198	15	51	Future Use Case Expansion		Scalability Requirements: Any projections for the number of users, models and size of datasets being used for model development and training when using plug and play feature of the tool?	Please be guided by the RFP and it's Corrigenda
199	16	52	Credit Assist: Note Preparation Tool		Threshold: Is there a specific threshold time limit considered to classify it as real time?	Please be guided by the RFP and it's Corrigenda
200	17	52	Credit Assist: Note Preparation Tool		Credit Bureau: Indicative list of credit bureaus for credit information	Please refer to the Corrigendum
201	18	52	Credit Assist: Note Preparation Tool		Financial Data Aggregation: Indicative list of external systems with which the tool has to be integrated.	Please refer to the Corrigendum
202	19	54	Automated Email Response Management		API Integration for Email Systems: Indicative list of email platforms with which integration is expected.	Bank is using O365 Email System
203	20	54	SOC Analyst		SIEM systems integration: Indicative number of SOC related systems with which tool has to be integrated.	Details shall be shared with the successful Bidder
204	21	100		Annexure 2, Point No 9, The Bidder should have implemented at least 2 GenAI/ AI/ ML implementations in PSU/Government/BFSI out of which at least 1 implementation should be in Public Sector Bank/Private Sector Bank/ BFSIs in India, during last 3 years as on date of bid submission.	Request you to please modify the clause to The Bidder/OEM should have implemented at least 2 GenAI/ AI/ ML implementations in PSU/Government/BFSI out of which at least 1 implementation should be in Public Sector Bank/Private Sector Bank/ BFSIs in India, during last 3	Please be guided by the RFP and it's Corrigenda

					years as on date of bid submission.	
205	22	86		Part 3.8 Terms of Payment. 50% of A+B, Delivery of Hardware, Software, licenses and other components required for setting up GenAI as per RFP including all components/features.	Please change it to 80% of A+B	Please be guided by the RFP and it's Corrigenda
206	23	86				There's no query to respond
207	24	86		Part 3.8 Terms of Payment. 30% OF A+B Complete setup of GenAI Solution including Development and Deployment of initial 10 (ten) Use Case as per the RFP including UAT sign-off User Acceptance Testing	Please change it to 10% of A+B	Please be guided by the RFP and it's Corrigenda
208	25	86		Part 3.8 Terms of Payment. 20% OF A+B Go Live of complete GenAI setup for production in DC and DR with initial 10 (ten) Use Cases	Please change it to 10% of A+B	Please be guided by the RFP and it's Corrigenda
209	26	86		ATS/AMC of Infrastructure On Half Yearly basis in arrears	Yearly in Advance	Please be guided by the RFP and it's Corrigenda
210	1	Technical Evaluation, 3.4	73	Functional and Technical Compliance : Based on Technical and Functional requirements compliance captured in RFP (Max Marks: 5)	The emphais of Technical evalution is on experiene of SI and their presenation. We do not see enforcement of Technology Standards in this large scale deployment. (only 5 marks for Technolgy Compliance). A supported MLOps Platform should be mandated in Technical Compliance of an AI RFP. Without an AI/MLOps platform madate, there will not be a standarization. Without standardization of tools, there will be dozens of unsupported, opensource tools, framework will be used for these AI applications. Without standardization, it is very difficult to apply quality, governance, compliance, privacy, and	Please be guided by the RFP and it's Corrigenda

					security.	
211	2	Annexure 11, Table 1C	127	Operating System Database Software Any Other Software for GenAI Use Cases	Line items in bill of material such as OS and Database are typically called out for Traditional Applications RFP. Since this an GenAI RFP, right technolgoies components should be mentioned in the bill of material. Othewise, bidders are likely to miss out on right setup of components.	Please be guided by the RFP and it's Corrigenda
212	3	Annexure 11, Table 2	128	Vector Database software, LLM orchestration tools, LLM testing frameworks	GenAI Software Bill of Material should explicitely call out necessary tools here.	Please be guided by the RFP and it's Corrigenda
213	4	Scope of work, 3.1.1, Supply and deployment of Gen AI application development platform	49	procurement and installation of required infrastructure (i.e., Hardware, Software including all required OS, DB, Web, App and licenses etc.).	It does not clealy says if the free software allowed? Query - "Is Free Opensource Unsupported Software such as Kubernetes, Kafka, and other tooling allowed? "	Please be guided by the RFP and it's Corrigenda
214	5	Scope of work, 3.1.1, Architectural Consideration	50	Data Lake/Data Warehousing: Platform should use inbuilt a scalable data lake or data warehouse for storing large volumes of both structured and unstructured data. The same shall serve as the backbone for model training and data analysis.	It is not clear if Data Lake is to provided or Data Lake needs to be built as part of this solution?	Please be guided by the RFP and it’s subsequent Corrigendum.
215	6	General Conditi	61	Solution should preferably be hardware, OS and DB agnostic in nature.	Is there a road map for Cloud? The architecuture should be infrastructure/cloud Agnostic. Portablity	Please be guided by the RFP and it's Corrigenda

		ons, 2 (B)			should be mandated to prevent development of a monolithic system.	
216	1	48	2.23 Sub-Contracting		As the RFP comprises of implementation of the necessary hardware & infrastructure set-up, we request you to allow sub-contracting and relax the clause of having the resources on companies payroll.	Please be guided by the RFP and it's Corrigenda
217	2	49	3.1 Scope of work		Please elaborate on the current technological landscape in PNB. What software/applications/platforms are being utilised (Databases, ETL tools, data warehouses, analytics platforms, deployment environment & associated applications)? What are the telephony systems available for bank's call center agents? Are there any specific protocols for API integrations with the bank's core system?	Details shall be shared with the successful Bidder
218	3	49	3.1 Scope of work		Are there any existing Gen AI applications in PNB? Does this RFP include the migration of any existing GenAI/ AI/ML modules?	Please be guided by the RFP and it's Corrigenda
219	4	51	3.1.2 Broad Scope of work		Are these the final set of 10 usecases that need to be developed & implemented?	Please be guided by the RFP and it's Corrigenda
220	5	65	C. Onsite Technical Support		Can sub-contractors (not in bidders payroll) be allowed for L1, L2 and L3 roles?	Please be guided by the RFP and it's Corrigenda
221	6	69	D. Bidder's Responsibilities		Is conducting discovery session falls within the given timeline of 28 weeks? Or this to be conducted post implementation of the given use cases (after 28 weeks)	Please be guided by the RFP and it's Corrigenda
222	7	71	3.4 Technical Evaluation		Can E-mail approvals from clients for the use cases be considered as the	Please be guided by the RFP and it's Corrigenda

					accepted documentary proof?	
223	8	71	3.4 Technical Evaluation		As Gen AI is an emerging technology and many customers have just began to explore & adopt the use cases in the recent times, can the bank allow POCs & on-going (under implementation) projects as valid and consider them for scoring criteria?	Under implementation projects will not be considered valid proofs for scoring criteria. Please be guided by the RFP and it's Corrigenda.
224	9	74	b) Demo – 15 marks		As there might be infra/access related challenges during live demos, can the bank allow video demos during the presentation?	Please be guided by the RFP and it's Corrigenda
225	10	75	Minimum qualifying marks will be **75**		Requesting the bank to relax the cut-off score to a lower number and/or allow for submission of citations from infra/SI alliance partner.	Please be guided by the RFP and it's Corrigenda
226	11	General	General		As there are year-end brakes/holidays across various organisations, requesting the bank to extend the submission timeline by 2 weeks.	Please be guided by the RFP and it's Corrigenda
227	12	71	End-to-End Hardware Procurement, Setup, and Maintenance and Environment Setup & maintenance		Requesting the bank to consider "Partnerships" for all the implementations and grant full marks and not restrict only to 10 marks.	Please be guided by the RFP and it's Corrigenda
228	13	51	3.1.2 Broad Scope of work		For the listed 10 use cases, can we assume that the data is readily available with the bank and the development of usecases can begun as soon the platform/hardware setup is ready? Has Bank developed any of these use cases earlier in any platforms? If so, is it live or active now? Does the bank have specific success	Please be guided by the RFP and it's Corrigenda

					criteria to evaluate these use cases?	
229	14	51	3.1.2 Broad Scope of work		Where are the exisitng use cases or data lake hosted (cloud / on-prem)? what are the LLMs used by the bank for the exisitng GenAI use cases?	Please be guided by the RFP and it's subsequent Corrigendum.
230	15	51	3.1.2 Broad Scope of work		For the listed 10 use cases, are there any priority of implementation that the bank interesed in?	Details shall be shared with the successful Bidder
231	16	51	3.1.2 Broad Scope of work		For the generative AI use cases being envisaged by the bank, can you please share the corresponding distribution of the languages covered in documents/conversations? e.g. English>X%, Hindi>Y% and so on.	Please be guided by the RFP and it's Corrigenda
232	17	51	3.1.2 Broad Scope of work		Do you have a model governance/genAI governance committee in place? Who will assess the accuracy associated with the solution of GenAI?	Details shall be shared with the successful Bidder
233	18	51	3.1.2 Broad Scope of work		Please highlight constraints/modificiation/updates that can be anticipated/perceived during the use cases development from bank basis on the past experience. If so, please elaborate	Details shall be shared with the successful Bidder
234	19	51	3.1.2 Broad Scope of work		Do you expect the SI to also put in place the requisite cyber security layer in GenAI solutions or is this something that Banks IT team will own?	Please be guided by the RFP and it's Corrigenda
235	20	General	Risk and Legal terms		Can there be a follow-up pre-bid as our risk and legal teams are evaluating this RFP. Incase sub-contracting is allowed, we will have to do another round of risk and legal consultations with the vendor's risk and legal teams combined. Kindly consider this as a request to extend the pre-bid submission date as well.	Please be guided by the RFP and it's Corrigenda

236	21	51	3.1.2 Broad Scope of work		Does bank utilise any existing GPUs for any of its usecases? Please elaborate on the OEM, GPU capacity/sizing.	Please be guided by the RFP and it's Corrigenda
237	22	94	Part C Annexures/Annexure 1		Can the bank please consider to change the blacklisting clause from last 3 years to as on date?	Please be guided by the RFP and it's Corrigenda
238	1				We understand the submission deadline for the RFP is 01-Jan-25, Given the extensive scope of the RFP, can an extension be provided?	Please be guided by the RFP and it's Corrigenda
239	2	49	3.1.1		Can cloud based LLM services be leveraged, or does the entire solution need to be on-prem? Can a hybrid solution be considered?	Please be guided by the RFP and it's Corrigenda
240	3	49	3.1.1		Is there a preference around the GenAI technology stack?	Please be guided by the RFP and it's Corrigenda
241	4	50	3.1.1		Is creating a Data Lake\Data Warehouse part of the scope, or only integration with an existing Data Lake\Data Warehouse? Is there a preference around the Data platform?	Please be guided by the RFP and it's subsequent Corrigendum.
242	5	49	3.1.1		Does the GenAI platform need to be developed within the bank environment or can a pre-existing platform solution be leveraged?	Please be guided by the RFP and it's Corrigenda
243	6	49	3.1.1		Can some information be provided around the volumetrics of structured and unstructured data?	Details shall be shared with the successful Bidder
244	7	49	3.1.1		Can some details and volumetrics be provided around the type and number of source systems the GenAI platform needs to integrate with?	Details shall be shared with the successful Bidder
245	8	99	Annexure 2-Clause		We request the team please consider raising the annual turnover target to exceed 2000 Crores	Please be guided by the RFP and it's Corrigenda
246	1	99	Annexure 2 – Eligibility Criteria	The Bidder must have a minimum annual average turnover of Rs. 18.00 crores in 3 Financial Years (2021-22,	Please revise Bidder's annual average turnover of Rs. 1000 crore	Please be guided by the RFP and it's Corrigenda

			Point 3	2022-23, & 2023-24) from their Indian operations. In case of MSE/ Startup, bidder should have average annual turnover of INR 12 crores during last three financial years i.e. 2021-22, 2022-23 and 2023-24, from their Indian operations. This must be the individual company turnover and not that of any group of companies. AND The bidder should also have a positive Net Worth during last three financial years i.e. 2021-22, 2022-23 and 2023-24.		
247	2	100	Annexure 2 – Eligibility Criteria Point 9	The Bidder should have implemented at least 2 GenAI/ AI/ ML implementations in PSU/Government/BFSI out of which at least 1 implementation should be in Public Sector Bank/Private Sector Bank/BFSIs in India, during last 3 years as on date of bid submission. Reference Letter/ Purchase Order / Contract Document (Agreement) (to be submitted and Completion certificate /Email from customer	We request allowing of submission of Reference Letter or Customer email communication as under NDA cannot share Purchase Order/ Contract Agreements	Please be guided by the RFP and it's Corrigenda
248	3	100	Annexure 2 – Eligibility Criteria Point 12	The Bidder (including its OEM, if any) should either be Class I or Class II local supplier as defined in Public Procurement (Preference to Make in India), Order 2017, Revised Order (English) dated 19.07.2024.	we understand that minimum 20% Make in India criteria is required for this criteria. Please confirm our understanding	Please be guided by the RFP and it's Corrigenda
249	4	71, 72	3.4 Technical Evaluation	Technical Specification of the Offered Solution	We request allowing of submission of Reference Letter or Customer email communication as under NDA cannot	Please be guided by the RFP and it's Corrigenda

					share Purchase Order/ Contract Agreements	
250	5	1	GeM Bid Document, Bid End Date	45658.66667	Please extend the bid end date to 7-**Feb-2025 4:00PM**, as we request the same to prepare a quality and competitive bid response which is required, given the annual shut down period within Wipro and the magnitude and importance of the bid here.	Please refer to GeM for RFP timelines
251	6	50	Architecture Considerations, Point 3	Data Lake/Data Warehousing: Platform should use inbuilt a scalable data lake or data warehouse for storing large volumes of both structured and unstructured data.	Please clarify that we will only be reusing the existing data lake/ warehouse and not build any new one as part of the scope of this RFP. The availability of both structured and unstructured data for the use cases will be responsibility of the bank before the initiation of the project.	Please be guided by the RFP and it's subsequent Corrigendum.
252	7	71	3.3 Training	Bidder has to provide the training to the bank team on Generative AI Solution at no additional cost to the Bank	Please confirm training location(s), and it the time frame when the training is expected. eg. end of all implementation of use case or end of Year 1, etc. Also, kindly clarify the IT skill base of the to be trained personnels here	Please be guided by the RFP and it's Corrigenda
253	8	50	Architecture Considerations	Data Lake/Data Warehousing: Platform should use inbuilt a scalable data lake or data warehouse for storing large volumes of both structured and unstructured data.	Please confirm that there is a requirement of AI/ ML framework along with Platform for storing all kind of data (Structured, semistructured & unstructured) coming from different sources? If yes, then please share the approx data volume (structured & un structured data size)and YoY growth. Please also share the data ingestin mechnism (Batch or real time).	Please be guided by the RFP and it's Corrigenda
254	9	50	Architecture Considerations	Data Lake/Data Warehousing: Platform should use inbuilt a scalable data lake or data warehouse for storing large volumes of both structured and unstructured data.	Please confirm No. of deployment environment for GenAI platform across PNB Sites (i.e. DC, DR, UAT,Dev,Training etc.). Also please suggest whether you are looking for	Details shall be shared with the successful Bidder

					customised solution or any kind of Appliances solution?	
255	10	49	3.1.1 Supply and Deployment of GenAI Application Development Platform	The bidder shall be responsible for end-to-end implementation of Generative AI (GenAI) use cases which include the procurement and installation of required infrastructure (i.e., Hardware, Software including all required OS, DB, Web, App and licenses etc.).	Do you have any preferred OEM choice? Ex: IBM, Dell, Nvidia etc.	Details shall be shared with the successful Bidder
256	11	50	3.1.1 Supply and Deployment of GenAI Application Development Platform Key components Point f	Integration Layer: Should support for dynamically installing or adding connections to relevant data system through the GUI.	Please elaborate on the type of data systems , data types to which dynamic connections are required?	Please be guided by the RFP and it's Corrigenda
257	12	50	3.1.1 Supply and Deployment of GenAI Application Development Platform Future Use Case Expansion Point 1	Modular Models: Should ensure that new models for new use cases can be added without disrupting existing services.	Will the cost of infrastructure scaling be taken into account when adding new modular models or use cases? Please confirm	Please be guided by the RFP and it's Corrigenda
258	13	51	3.1.2 Broad Scope of Work a. Document Summarizer: Technical Requirement	Language Support Modules: Integrate multilingual language models for accurate translation and summarization across languages (e.g., Hindi, English, regional languages)	Which regional languages have you identified for translation?	Please refer to the Corrigendum

			s Point 4			
259	14	54	3.1.2 Broad Scope of Work c. Automated Email Response Management Technical Requirements Point 4	Multilingual Support: Capability to understand and respond to inquiries in multiple languages, catering to a diverse customer base.	Which regional languages have you identified for translation?	Please refer to the Corrigendum
260	15	51-60	3.1.2 Broad Scope of Work 1. Implementation of Solutions based on Generative AI: a through j	a. Document Summarizer b. Credit Assist: Note Preparation Tool c. Automated Email Response Management d. SOC Analyst e. Personalized Digital Marketing f. Sales Growth Tool / RM Copilot g. Code Reviewer h. HR Learning Board & HRMS Bot i. Call Center Agent Assist j. Realtime Call Center Agent	Which of the given Gen AI applications require 24x7 availability? Also, Please provide details on the estimated monthly runtime hours for each application.	Please be guided by the RFP and it's Corrigenda
261	16	52	3.1.2 Broad Scope of Work b. Credit Assist: Note Preparation Tool Functional Requirements: Point 7	Integration: Integration with external credit bureaus for up-to-date credit information	Are all the external data sources/ weblinks whitelisted? How do we access data from External links? Is Web scraping/ Crawling expected? Integration with external process will need additional due dilligence and corresponding effort to understand the data compatibility, end points exposed etc.	Please refer to the Corrigendum
262	17	52	3.1.2 Broad Scope of Work b. Credit	Data Source Integration: Integrate with financial databases and customer data platforms for real-time data retrieval	Are all the external data sources/ weblinks for data source integration purpose whitelisted? How do we access data from External	Please refer to the Corrigendum

			Assist: Note Preparation Tool Technical Requirements:: Point 2		links? Is Web scraping/ Crawling expected? Does PNB have integration in place with any of these data sources? Integration with external process/PNB processes will need additional due dilligence to understand the data compatibility, system understanding, end points exposed etc.Corresponding efforts will be included later.	
263	18	52		Company Financial & Registration Data: Integration with statutory data sources such as MCA (Ministry of Corporate Affairs) to retrieve company financial filings and registration details		There's no query to respond
264	19	52		Tax-Related Details: Integration with ITR (Income Tax Returns), GST (Goods and Services Tax) databases, and other tax-related repositories		There's no query to respond
265	20	53		Other Critical Checks: Data integration with: • MCA (Ministry of Corporate Affairs) • LEI (Legal Entity Identifier) • ITR (Income Tax Returns) • GST (Goods and Services Tax) • SEBI (Securities and Exchange Board of India) • CERSAI (Central Registry of Securitisation Asset Reconstruction and Security Interest of India)		There's no query to respond
266	21	54	3.1.2 Broad Scope of Work d. SOC Analyst Technical	Security Log Integration: Integrate with SIEM systems for real-time threat monitoring Integration: Integration with existing portals (such as CRM, EDW etc.) and	Integration with PNB's systems will need additional due dilligence to understand the data compatibility, system understanding, end points exposed etc.Corresponding efforts will be included later.	Please be guided by the RFP and it's subsequent Corrigendum.

			Requirements:: Point 3	marketing platforms CRM Integration: Ensure integration with the bank's CRM system to access customer profiles, transaction history, and preferences LMS Integration: Ensure seamless integration with the bank's Learning Management System (LMS) to import/export employee learning data and track progress across different learning platforms Seamless Integration with HRMS Systems (HRMS bot): Integrate with existing HRMS platform to provide real-time access to payroll, attendance, benefits, and employee data and provide APIs for easy integration and data exchange between the HRMS chatbot and the bank's internal HRMS systems Integration with Sales Growth tool: For sales pitch opportunities Security Scanning: Incorporate security scanning tools (e.g., SAST tools) to detect vulnerabilities		
267	22	55	3.1.2 Broad Scope of Work g. Code	Security Scanning: Incorporate security scanning tools (e.g., SAST tools) to detect vulnerabilities	Please elaborate on the security scanning tests to be incorporated. Please elaborate on the code governance cycle process and	Bidder need to provision for security scanning tools (e.g., SAST tools) with the scope of RFP. The same should be in the name of PNB.

			Reviewer Technical Requirements::: Point 7		time.Who will have the ownership of security tests? PNB/Third party/ Wipro?	
268	23	56	2. General Condition: B. Infrastructure & Licenses Requirements Point 5	Bidder should provide the details of Database and Middleware as per RFP requirement to complete the solution, if Oracle is not the chosen database and WebLogic is not the chosen middleware, then bidder should provide the database & middleware for the complete solution setup as per RFP	What are existing DB and middleware currently used by PNB? Can those be reused ?	Please be guided by the RFP and it's Corrigenda
269	24	58	2. General Condition: B. Infrastructure & Licenses Requirements Point 7	The bidder should implement the solution using High Availability Architecture at DC & DR site respectively to ensure zero or minimum impact by the failure of one or more components/servers or software of complete solution in the production environment. At any given point of time, only one of the site i.e. DC or DR shall be active	Will the DC & DR site have same infrastructure setup?	Yes, the understanding is correct
270	25	58	3.1.2 Broad Scope of Work e. Personalized Digital Marketing Technical Requirements::: Point 6 3.1.2 Broad	Dashboard: Real-time analytics dashboard for tracking campaign performance Lead tracking dashboard: SOP & report generation set-up to track the leads generated via the tool Data Visualization: Implement dashboards to visualize lead prioritization, opportunity	Do you have any on-premise visualization tool already availble within your techstack?	Please be guided by the RFP and it's Corrigenda

			Scope of Work e. Personalized Digital Marketing Functional Requirements::: Point 5 3.1.2 Broad Scope of Work f. Sales Growth Tool / RM CopilotRequirements::: Point 6	identification, and sales performance metrics.		
271	26					There's no query to respond
272	27	56	3.1.2 Broad Scope of Work	Encryption related points • Data Encryption: Ensure end-to-end encryption of data in transit and at rest using industry-standard encryption algorithms (AES-256, RSA-2048, etc.) • Encryption Management: Management of encryption keys and certificates to ensure data security.	1) What types of data need to be encrypted i.e. personal information, financial records, intellectual property etc ? 2) What are your compliance requirements for encryption i.e. comply with regulations like GDPR, HIPAA, PCI-DSS, etc.? 3) What is your current encryption strategy i.e. Existing encryption methods and tools ? 4) How do you manage encryption keys i.e. KMS is in place or not ? 5) How do you handle certificate management i.e. Management of SSL/TLS certificates ? 6) What are your long-term data protection goals i.e. Align encryption	Details shall be shared with the successful Bidder

					strategies with their overall data protection objective ? 7) What are the current encryption policies in place? (min encryption requirements? scope of services/systems required to be encrypted?) 8) Volumetric information of encrypted data at rest (e.g. for the top 10 largest encrypted datasets) 9) Volumetric information of encrypted data in transit (e.g. for the top 10 largest high traffic) 10) Volumetric of endpoints to be supported? Ticket counts per month for data encryptions in term of rest and transit. 11) Apart from the above mention, are you using the other data security tools like DLP, Data Classification, Information Rights Management, CASB, Database Activity Monitoring, PKI,CLM etc ? If yest , is it in scope ?	
273	28	86	3.8 Terms of Payment	ATS/AMC of Infrastructure	Please modify the below: ~~On Half Year basis in arrears~~ On yearly advance basis payment	Please be guided by the RFP and it's Corrigenda
274	29	75	3.5 Timelines and delivery schedule	Delivery of Hardware, Software, licenses and other components required for setting up GenAI as per RFP including all components/features. "Within 8 weeks from the date of initial Purchase Order" Complete setup of GenAI Solution including Development and Deployment of initial 10 (ten) Use Case as per the RFP including UAT sign-off which include: a) Setup of	Please modify as per below: Delivery of Hardware, Software, licenses and other components required for setting up GenAI as per RFP including all components/features. "**Within 12 weeks from the date of initial** **Purchase Order**" Complete setup of GenAI Solution including Development and Deployment of initial 10 (ten) Use Case as per the RFP including UAT sign-off which	Please refer to the Corrigendum

				Infrastructure i.e., OS, DB and other components installation and implementation b) Installation and Setup of GenAI Platform c) Initial 5 Use Cases development d) User Acceptance Testing e) UAT Sign-Off "Withing 14 Weeks from the date of initial Purchase Order" "Go Live of complete GenAI setup for production in DC and DR with initial 5 (five) Use Cases: a) Pre Go-Live Audit observation closure report submission b) Go-Live and Sign-Off of processes c) Go-Live of GenAI" "Within 18 weeks from the date of initial Purchase Order" "Go Live of complete GenAI setup for production in DC and DR with additional 5 (five) Use Cases: • Pre Go-Live Audit observation closure report submission • Go-Live and Sign-Off of processes" "Within 28 weeks from the date of initial Purchase Order"	include: a) Setup of Infrastructure i.e., OS, DB and other components installation and implementation b) Installation and Setup of GenAI Platform c) Initial 5 Use Cases development d) User Acceptance Testing e) UAT Sign-Off "**Within 20 Weeks from the date of initial Purchase Order**" "Go Live of complete GenAI setup for production in DC and DR with initial 5 (five) Use Cases: a) Pre Go-Live Audit observation closure report submission b) Go-Live and Sign-Off of processes c) Go-Live of GenAI" "**Within 24 weeks from the date of initial Purchase Order**" "Go Live of complete GenAI setup for production in DC and DR with additional 5 (five) Use Cases: • Pre Go-Live Audit observation closure report submission • Go-Live and Sign-Off of processes" "**Within 36 weeks from the date of initial Purchase Order"**	
275	30	86	3.8 Terms of Payment	Delivery of Hardware, Software, licenses and other components required for setting up GenAI as per RFP including all components/features. : 50% of A+B Complete setup of GenAI Solution including Development and Deployment of initial 10 (ten) Use Case as per the RFP including UAT sign-off User Acceptance Testing : 30% of A+B Go Live of complete GenAI setup for	Please modify as below: Delivery of Hardware, Software, licenses and other components required for setting up GenAI as per RFP including all components/features. : **70% of A+B** Complete setup of GenAI Solution ncluding Development and Deployment of initial 10 (ten) Use Case as per the RFP including UAT sign-off User Acceptance Testing : **20% of A+B** Go Live of complete GenAI setup for production in DC and DR with initial 10	Please be guided by the RFP and it's Corrigenda

				production in DC and DR with initial 10 (ten) Use Cases : 20% of A+B	(ten) Use Cases : **10% of A+B**	
276	31	50	3.1.1 Supply and Deployment of GenAI Application Development Platform	On-Premises Deployment: The solution/platform should support on-premises deployment.	Could your clarify if the hardware and software procurement includes cloud or in house cloud based solutions or is limited to on premise infrastructure?	The solution/platform should support on-premises deployment.
277	32	49	3.1.1 Supply and Deployment of GenAI Application Development Platform	The bidder shall be responsible for end-to-end implementation of Generative AI (GenAI) use cases which include the procurement and installation of required infrastructure (i.e., Hardware, Software including all required OS, DB, Web, App and licenses etc.).	Is the bidder required to procure specific brands or models of hardware or is it open to the bidder's discretion?	Details shall be shared with the successful Bidder
278	33	49	3.1.1 Supply and Deployment of GenAI Application Development Platform	The bidder shall be responsible for end-to-end implementation of Generative AI (GenAI) use cases which include the procurement and installation of required infrastructure (i.e., Hardware, Software including all required OS, DB, Web, App and licenses etc.).	Will the bank provide any exisiting infrastructure that can be reused for the implementation?	Details shall be shared with the successful Bidder
279	34	49	3.1.1 Supply and Deployment of GenAI Application Development Platform	a. The bidder shall provide a generic GenAI platform, and all use-cases shall be deployed by leveraging the plug-and-play services available on the platform. Considering it, the bidder shall ensure the scalability of GenAI platform for future applications and which should address additional use cases along with the list of mentioned indicative use cases.	What are the expected scalibility requirements for future use cases in terms of data volume and concurrent users?	Details shall be shared with the successful Bidder
280	35	49	3.1.1 Supply and	a. The bidder shall provide a generic GenAI platform, and all use-cases	Should the GenAI platform be integrated with any existing banking	Details shall be shared with the successful Bidder

			Deployment of GenAI Application Development Platform	shall be deployed by leveraging the plug-and-play services available on the platform. Considering it, the bidder shall ensure the scalability of GenAI platform for future applications and which should address additional use cases along with the list of mentioned indicative use cases.	systems or applications? If yes, please share details.	
281	36	49	3.1.1 Supply and Deployment of GenAI Application Development Platform	a. The bidder shall provide a generic GenAI platform, and all use-cases shall be deployed by leveraging the plug-and-play services available on the platform. Considering it, the bidder shall ensure the scalability of GenAI platform for future applications and which should address additional use cases along with the list of mentioned indicative use cases.	Is there a preference for open source components or does the bank expect a proprietary solution?	Please refer to the Corrigendum
282	37	49	3.1.1 Supply and Deployment of GenAI Application Development Platform	a. Training Pipelines: Pipelines for training and fine-tuning models on specific data sets i.e., domain-specific models for handling different banking use cases	Are there any specific compliance or security requirements for training pipelines and data handling?	Details shall be shared with the successful Bidder
283	38	49	3.1.1 Supply and Deployment of GenAI Application Development Platform	b. Data Ingestion Layer: A unified pipeline for collecting and preprocessing structured (e.g., transaction data, customer demographics) and unstructured data (e.g., customer complaints, chat logs)	Could you elaborate on the types of structured and unstructured data sources that the platform must support?	Details shall be shared with the successful Bidder
284	39	49	3.1.1 Supply and Deployment of GenAI	b. Data Ingestion Layer: A unified pipeline for collecting and preprocessing structured (e.g., transaction data, customer	Should the data ingestion layer include real-time processing capabilities or is batch processing sufficient?	Details shall be provided to the successful bidder

			Application Development Platform	demographics) and unstructured data (e.g., customer complaints, chat logs)		
285	40	50	3.1.1 Supply and Deployment of GenAI Application Development Platform	d. Model Monitoring and Feedback Loop: Since use cases evolve, the platform should monitor the performance of models in production and adapt to changes by retraining them with new data.	what performance metrics or KPIs should be monitored for models in production?	Details shall be shared with the successful Bidder
286	41	50	3.1.1 Supply and Deployment of GenAI Application Development Platform	e. Security and Compliance Framework: • Data Anonymization: Ensure that sensitive customer data is anonymized during model training	Are there specific anonymization techniques or tools mandated by the bank for sensitive data?	Details shall be shared with the successful Bidder
287	42	50	3.1.1 Supply and Deployment of GenAI Application Development Platform	Regulatory Compliance: Incorporate data privacy features, model decision audit trails, and explainability to support the model's conclusions.	Should the platform provide built in audit trail capabilities or is an external solution acceptable?	Please be guided by the RFP and it's Corrigenda
288	43	50	3.1.1 Supply and Deployment of GenAI Application Development Platform	f. Integration Layer: Should support for dynamically installing or adding connections to relevant data system through the GUI.	Are there specific performance benchmarks for integration e.g. latency, data transfer speed etc?	Details shall be shared with the successful Bidder
289	44	50	3.1.1 Supply and Deployment of GenAI Application Development Platform	1. AI/ML Frameworks: Should use TensorFlow, PyTorch, or Hugging Face's transformers etc. for building and fine-tuning models.	Are there any specific preferences for versions or configurations of TensorFlow, PyTorch or Hugging Face libraries?	All softwares proposed under this RFP should be of the latest stable version having licensed version/ enterprise support

290	45	50	3.1.1 Supply and Deployment of GenAI Application Development Platform	2. Data Processing: Should utilize Apache Spark or Databricks etc. for large-scale data processing.	Does the bank have any existing infrastructure or licenses for Apache Spark, Databricks or similar tools that can be leveraged?	The availability of infrastructure or licenses for Apache Spark, Databricks, or similar tools falls under the bidder's scope. The bidder is expected to provide and factor in all necessary components required for the proposed solution
291	46	50	3.1.1 Supply and Deployment of GenAI Application Development Platform	3. APIs for Integration: Should support RESTful APIs for easy access and integration of AI capabilities across different teams within the bank	Will the bank provide a snadbox or test environment for integration testing of APIs?	Please be guided by the RFP and it's Corrigenda
292	47	61	B. Infrastructure & Licenses Requirements	1. Bidder should submit the sizing, supply and implementation of required infrastructure including server, OS, DB with technical bid document at the time of bid submission.	please specify the anticipated workload or performance benchmarks for the high performance computing hardware to assist with proper sizing	Please be guided by the RFP and it's Corrigenda
293	48	61	B. Infrastructure & Licenses Requirements	1. Bidder should submit the sizing, supply and implementation of required infrastructure including server, OS, DB with technical bid document at the time of bid submission.	Will the bank provide network infrastructure e.g. switches, firewalls or is the bidder required to include this in the proposal?	Yes, switches & firewalls shall be provided by the bank
294	49	61	B. Infrastructure & Licenses Requirements	4. ATS cost should not be provided for components provided by the bank. (if any)	Please provide a list of components bank will supply to ensure accurate exclusion of ATS costs	Please be guided by the RFP and it's Corrigenda
295	50	61	B. Infrastructure & Licenses Requirements	4. ATS cost should not be provided for components provided by the bank. (if any)	Is the bidder responsible for managing updates or upgrades to the components provided by the bank or is this excluded from the scope?	Updates or upgrades for all items in the cope provided by the bidder will be bidder's responsibility.
296	51	62	B. Infrastructure	7. Bidder should ensure to size the hardware as per bank's requirement	o Active-Active Architecture in DC and DR	Please refer to the Corrigendum

			& Licenses Requirements	mentioned in the RFP to adhere the SLA, and there should not be any performance issue during the complete tenure/contract period.	o Active -Passive Architecture in DC and DR. Both the statements are contradictory. Please clarify	
297	52	63	C. Onsite Technical Support:	No. of Manpower Required	Number of Resource Required- 3 Shift Duration – 3 Shifts of 8 hours duration in day. Onsite 24X7X365 days How is it possible to provide 24*7*365 days support with 3 L1 resources?	Please be guided by the RFP and it's Corrigenda
298	53	50	3.1.1 Supply and Deployment of GenAI Application Development Platform	Future Use Case Expansion: The platform should be flexible for future use cases, and it should be designed in following ways but not limited to: 1. Modular Models: Should ensure that new models for new use cases can be added without disrupting existing services.	Our understanding is future use case integration will be on CR basis. Please clarify	Yes, the understanding is correct
299	54	85	3.6 Service Levels & Penalties	Penalty as mentioned above can be levied simultaneously. Maximum deducted penalty of one type will not affect any other type of penalty i.e. All types of penalties can be levied up to their maximum limit simultaneously. The maximum penalty amount cannot exceed the 10% of TCO as per RFP.	Penalty as mentioned above can be levied simultaneously. Maximum deducted penalty of one type will not affect any other type of penalty i.e. All types of penalties can be levied up to their maximum limit simultaneously with the aggregate penalities capped to 5% of TCO amount. Please confirm the above understanding.	Please be guided by the RFP and it's Corrigenda
300	55	38	1.13.29 Intellectual Property Rights	1.13.34 Not Acceptance/ Non-Execution of Order In case the bidder shortlisted through this RFP process (hereinafter called “successful bidder”)	We would request bank to modify the below clause by removing the "Blacklist" word. Bank has other remedies like penalty, PBG revocation etc. blacklisitig is extreme condition and	Please be guided by the RFP and it's Corrigenda

				refuses to accept / execute the order, Bank may invoke the PBG/EMD and terminate the PO and Contract. Bank also reserves the right to blacklist/debar the said successful bidder in such eventuality without giving any notice thereof in this regard for a period of further three years from the date of blacklisting/debarment.	will not be acceptable. 1.13.34 Not Acceptance/ Non-Execution of Order In case the bidder shortlisted through this RFP process (hereinafter called "successful bidder") refuses to accept / execute the order, Bank may invoke the PBG/EMD and terminate the PO and Contract. Bank also reserves the right to ~~blacklist/debar~~ the said successful bidder in such eventuality without giving any notice thereof in this regard for a period of further three years from the date of ~~blacklisting/debarment.~~	
301	56	83	3.6 Service Levels & Penalties	1. If performance issues (P1 and/or P2) continues for more than one month due to any reason at application/solution side, bank may choose any or all of the options like Review the contract, Cancel the Purchase Order, Terminate the Contract, Forfeit the Performance Bank Guarantee and Blacklist the bidder.	We would request bank to modify the below clause by removing the "Blacklist" word. Bank has other remedies like penalty, PBG revocation etc. blacklisitig is extreme condition and will not be acceptable. 1. If performance issues (P1 and/or P2) continues for more than one month due to any reason at application/solution side, bank may choose any or all of the options like Review the contract, Cancel the Purchase Order, Terminate the Contract, Forfeit the Performance Bank Guarantee and ~~Blacklist~~ the bidder.	Please be guided by the RFP and it's Corrigenda
302	57	84	3.6 Service Levels & Penalties	5. Bank reserves the right to Cancel the Purchase Order, Terminate the Contract, Forfeit the Performance Bank Guarantee and	We would request bank to modify the below clause by removing the "Blacklist" word. Bank has other remedies like penalty, PBG revocation	Please be guided by the RFP and it's Corrigenda

				Blacklist the bidder, in case the bidder exceeds the threshold limit of Delay for any of the items above and/or penalty amount exceed as mentioned above . Bank, at its sole discretion, may exercise any or all of the options against the bidder, in such circumstances.	etc. blacklisitig is extreme condition and will not be acceptable. 5. Bank reserves the right to Cancel the Purchase Order, Terminate the Contract, Forfeit the Performance Bank Guarantee and ~~Blacklist~~ the bidder, in case the bidder exceeds the threshold limit of Delay for any of the items above and/or penalty amount exceed as mentioned above . Bank, at its sole discretion, may exercise any or all of the options against the bidder, in such circumstances.	
303	58	85	3.6.7 Penalty due to Audit and Compliance Gaps	6. If performance issues / downtime less than 98.00% continues for more than two months due to any reason at application/solution side, bank may choose any or all of the options like Review the contract, Cancel the Purchase Order, Terminate the Contract, Forfeit the Performance Bank Guarantee and Blacklist the bidder.	We would request bank to modify the below clause by removing the "Blacklist" word. Bank has other remedies like penalty, PBG revocation etc. blacklisitig is extreme condition and will not be acceptable. 6. If performance issues / downtime less than 98.00% continues for more than two months due to any reason at application/solution side, bank may choose any or all of the options like Review the contract, Cancel the Purchase Order, Terminate the Contract, Forfeit the Performance Bank Guarantee and ~~Blacklist~~ the bidder.	Please be guided by the RFP and it's Corrigenda
304	59	85	3.6.7 Penalty due to Audit and Compliance	9. Bank reserves the right to Cancel the Purchase Order, Terminate the Contract, Forfeit the Performance Bank Guarantee and	We would request bank to modify the below clause by removing the "Blacklist" word. Bank has other remedies like penalty, PBG revocation	Please be guided by the RFP and it's Corrigenda

			Gaps	Blacklist the bidder, in case the bidder exceeds the threshold limit of Delay for any of the items above and/or penalty amount exceed as mentioned above (Point.3). Bank, at its sole discretion, may exercise any or all of the options against the bidder, in such circumstances.	etc. blacklisitig is extreme condition and will not be acceptable. 9. Bank reserves the right to Cancel the Purchase Order, Terminate the Contract, Forfeit the Performance Bank Guarantee and ~~Blacklist~~ the bidder, in case the bidder exceeds the threshold limit of Delay for any of the items above and/or penalty amount exceed as mentioned above (Point.3). Bank, at its sole discretion, may exercise any or all of the options against the bidder, in such circumstances.	
305	60	89	3.10 Signing of Contract	2. Bank reserves the right to blacklist/debar the said successful bidder after a grace period of 15 working days.	We would request bank to modify the below clause by removing the "Blacklist" word. Bank has other remedies like penalty, PBG revocation etc. blacklisitig is extreme condition and will not be acceptable. 2. Bank reserves the right to ~~blacklist/debar~~ the said successful bidder after a grace period of 15 working days.	Please be guided by the RFP and it's Corrigenda
306	61	80	3.6.5 Penalty due to delay in Response and Resolution of any issue raised:	Penalty applicable for: Incident Response Incident Resolution Root Cause Analysis	We would request bank to modify the maximum penalty amount for aggregate of all three services from 100% of quarterly OTS cost to 10% of the quarterly OTS cost.	Please be guided by the RFP and it's Corrigenda
307	62	80	3.6.5 Penalty due to delay in Response	4. Penalty as mentioned above can be levied simultaneously. Maximum deducted penalty of one type will not	As per our understanding the penalty will be capped at 10% of the yearly OTS cost.	Please be guided by the RFP and it's Corrigenda

			and Resolution of any issue raised:	affect any other type of penalty i.e. All types of penalties can be levied up to their maximum limit simultaneously.		
308	63	77	3.6.2 Penalty due to Downtime or due to Performance or unavailability of Solution	After implementation of the complete solution, Penalty will be deducted for partial or complete downtime of the system as below. The monitoring will happen on the solution itself or via the bank's third-party server monitoring tools. Uptime Calculation Uptime % = ((Number of Minutes in month – Number of minutes Impacted in month) x100)/Total Number of minutes in month) Uptime% (U) Penalty U >=99.95 No Penalty 99.50<=U< 99.95 0.25 % of (A+B+C) 99.00<=U< 99.50 0.5% of (A+B+C) 98.50<=U< 99.00 0.75 % of (A+B+C) 98.00<=U< 98.50 1 % of (A+B+C) And so, on For every 0.25 % drop in the Uptime, Penalty @ 0.5% of (A+B+C) Max. Limit 10% of (A+B+C), beyond which Bank may terminate the contract	We would request bank to modify the below: After implementation of the complete solution, Penalty will be deducted for partial or complete downtime of the system as below. The monitoring will happen on the solution itself or via the bank's third-party server monitoring tools. Uptime Calculation Uptime % = ((Number of Minutes in month – Number of minutes Impacted in month) x100)/Total Number of minutes in month) Uptime% (U) Penalty U >=99.95 No Penalty 99.50<=U< 99.95 0.25 % of (Annual Contract Value) 99.00<=U< 99.50 0.5% of (Annual Contract Value) 98.50<=U< 99.00 0.75 % of (Annual Contract Value) 98.00<=U< 98.50 1 % of (Annual Contract Value) And so, on For every 0.25 % drop in the Uptime, Penalty @ 0.5% of (Annual Contract Value) Max. Limit 10% of (Annual Contract Value), beyond which Bank may terminate the contract	Please be guided by the RFP and it's Corrigenda
309	64	89	3.9 Warranty, Annual	3. The Bidder shall undertake to provide an onsite comprehensive 3	We would request bank to modify the clause:	Please be guided by the RFP and it's Corrigenda

			Maintenance Contract (AMC) and Annual Technical Support (ATS)	(three) Year Warranty and AMC + ATS for next 2 (Two) years (BACK-TO-BACK with OEM) for all supplied hardware and software from the date of sign off by the Bank. Bidder needs to ensure that none of the solution component is declared as EOSL (End of Service Life) for minimum 7 years after the start of Warranty period. If any component is declared as EOSL during the above period, the bidder shall replace the same with an equivalent or higher component meeting the RFP and solution requirements without any additional cost to Bank.	3. The Bidder shall undertake to provide an onsite comprehensive 3 (three) Year Warranty and AMC + ATS for next 2 (Two) years (BACK-TO-BACK with OEM) for all supplied hardware and software from the ~~date of sign off by~~ delivery of equipments at the Bank. Bidder needs to ensure that none of the solution component is declared as EOSL (End of Service Life) for minimum 7 years after the start of Warranty period. If any component is declared as EOSL during the above period, the bidder shall replace the same with an equivalent or higher component meeting the RFP and solution requirements without any additional cost to Bank.	
310	65	89	3.9 Warranty, Annual Maintenance Contract (AMC) and Annual Technical Support (ATS)	Vendor should provide comprehensive onsite warranty for servers/hardware, and Support/Subscription for software/license products and OS. The warranty/subscription will start from the date of go-live of the solution. During the warranty/subscription period, vendor is required to install upgrades, new releases and handle the faults/problems at no extra cost to Bank.	Our understanding is that all the in-version upgrades will be covered under AMC/ATS .Any major upgrade which will lead to architecture changes and technology refresh will be treated as Change request. We would request bank to modify the clause: Vendor should provide comprehensive onsite warranty for servers/hardware, and Support/Subscription for software/license products and OS. The warranty/subscription will start from the date of ~~go-live of the solution~~ delivery of equipments at the bank location. During the	Please be guided by the RFP and it's Corrigenda

					warranty/subscription period, vendor is required to install upgrades, new releases and handle the faults/problems at no extra cost to Bank.	
311	66	17	1.13.1 Procurement through Local Suppliers (Make in India)	Procurement through Local Supplier (Preference to Make in India) will be done as per the "Public Procurement (Preference to Make in India) Order 2017 issued vide Department of Industrial Policy and Promotion (DIPP) Notification No. P-45021/2/2017-B.E-II dated 15.06.2017 and thereafter revised vide Notification No. P-45021/2/2017-PP (B.E-II) dated: 28.05.2018, No. P-45021/2/2017-PP(BE-II) dated 04.06.2020 & No. P-45021/2/2017-PP(BE-II) dated 16.09.2020, Revised Order dated 19.07.2024 and further revisions , if any. Please also refer to Notification No. F.No.33(1)/2017-IPHW dt:14.09.2017 and further revisions, if any for the list of Electronic Products that are notified under the Public Procurement (Preference to Make in India) Order 2017. 'Local Supplier' means a supplier or service provider whose product or service offered for procurement meets the minimum local content as prescribed under this Order. The minimum local content shall be 20%.	We would request bank to exempt this for this RFP.	Please be guided by the RFP and it's Corrigenda
312	67	13	Transition	Upon expiry / Termination of the Agreement, vendor shall be	Transition period should be defined. We would request bank to define the	Please refer to the Corrigendum

				responsible to provide a smooth transition plan including all efforts for transfer/assignment of service contracts for uninterrupted continuation of services contemplated under this Agreement.	transition period. The transition period should not be more than 3 months and should be completed during the conract period.	
313	68	25	1.13.15 Termination of Contract	1. Bank will have the right to terminate the contract after giving 30 Days advance notice including 15 days curing period to VENDOR in case of unsatisfactory services, non-capable resources or non-initiation of services within 7 days of order contract. Decision of the Bank regarding quality of services will be binding on the Vendor. 2. The Bank shall have the right to terminate/cancel the contract with the vendor at any time during the contract period, by giving a written notice of 30 days, for any valid reason, including but not limited to the following: a. Non-capable resources or non-initiation of services as per RFP timelines. b. Delay in execution of order placed by the Bank. c. Discrepancies / deviations in the agreed processes and/or products. d. Failure of Vendor to complete implementation of appliance within the time as specified in the Purchase Order/under this Agreement.	1. Bank will have the right to terminate the contract after giving 30 Days advance notice including 15 days curing period to VENDOR in case of unsatisfactory services, non-capable resources or non-initiation of services within 7 days of order contract. Decision of the Bank regarding quality of services will be binding on the Vendor. 2. The Bank shall have the right to terminate/cancel the contract with the vendor at any time during the contract period, by giving a written notice of 30 days, for any valid reason, ~~including but not limited~~ to the following: a. Non-capable resources or non-initiation of services as per RFP timelines. b. Delay in execution of order placed by the Bank. c. Discrepancies / deviations in the agreed processes and/or products. d. Failure of Vendor to complete implementation of appliance within the time as specified in the Purchase Order/under this Agreement.	Please be guided by the RFP and it's Corrigenda

				e. Violation of terms & conditions stipulated in the Purchase Order to the extent not inconsistent with the terms and conditions laid out in present Agreement. f. Change in Bank Policy. g. Unsatisfactory services/poor quality of product/services. h. The Bank may terminate the Agreement in case of breach of any of the representation and warranties as mentioned in this Agreement or in case of breach of any of the terms and condition as set forth in the Agreement.	e. Violation of terms & conditions stipulated in the Purchase Order to the extent not inconsistent with the terms and conditions laid out in present Agreement. f. Change in Bank Policy. g. Unsatisfactory services/poor quality of product/services. h. The Bank may terminate the Agreement in case of breach of any of the representation and warranties as mentioned in this Agreement or in case of breach of any of the terms and condition as set forth in the Agreement. **In the event of termination Bank shall pay Bidder for goods delivered and services rendered till the date of termination.**	
314	69	25	1.13.15 Termination of Contract	3. Notwithstanding anything contained in this Agreement, Bank shall be at the liberty to terminate this Agreement at any time by sending 30 days - notice period to the Vendor without bearing any consequences.	Notwithstanding anything contained hereinabove, the ~~Bank~~ **either of the party** reserves the right to terminate the contact at any time without assigning any reasons. Bidder should be given 90 days written notice to cure the default failing which may attract termination. In the event of termination by Bank, the Bidder shall be paid for the: a) Goods delivered b) Services rendered c) Work in progress d) Third party orders in pipeline which cannot be cancelled despite	Please be guided by the RFP and it's Corrigenda

					Contractor's best efforts e) Unrecovered investments shall be paid by bidder as per termination schedule till the date of termination.”	
315	70	26	1.13.15 Termination of Contract	7. The Bank reserves the right to recover any dues payable to the selected vendor from any amount outstanding to the credit of the vendor, including pending bills and/or by invoking Bank Guarantee, if any, under this contract or any other contract/order	7. The Bank reserves the right to recover any dues payable to the selected vendor from any amount outstanding to the credit of the vendor, including pending bills and/or by invoking Bank Guarantee, if any, under this contract or any other contract/order.**The maximum capping of such amount should be capped to 10% of the respective component**.	Please be guided by the RFP and it's Corrigenda
316	71	38	1.13.34 Not Acceptance/ Non-Execution of Order	In case the bidder shortlisted through this RFP process (hereinafter called “successful bidder”) refuses to accept / execute the order, Bank may invoke the PBG/EMD and terminate the PO and Contract. Bank also reserves the right to blacklist/debar the said successful bidder in such eventuality without giving any notice thereof in this regard for a period of further three years from the date of blacklisting/debarment.	In case the bidder shortlisted through this RFP process (hereinafter called “successful bidder”) refuses to accept / execute the order, Bank may ~~invoke~~ the PBG/EMD and terminate the PO and Contract. Bank also reserves the right to ~~blacklist/debar~~ the said successful bidder in such eventuality without giving any notice thereof in this regard for a period of further three years from the date of blacklisting/debarment.	Please be guided by the RFP and it's Corrigenda
317	72	39	1.13.36 Indirect damages	Limitation of LiabilityThis clause shall not apply to any law, judicial/ quasi-judicial determination or Government’s directions to the contrary, and to the maximum extent permitted by law, the Vendor shall be liable to Bank for any consequential/ incidental, or indirect damages arising out of this agreement.	Would request bank to exclude Indirect damages.	Please be guided by the RFP and it's Corrigenda
318	73	25	1.13.15 Termination	In case of termination due to reasons attributable to the vendor as decided	We would request bank to cap this to 10% of the respective component.	Please be guided by the RFP and it's Corrigenda

			of Contract	by the Bank, Bank reserves the right to allot the remaining work to another Vendor of its choice on such terms and conditions as it may deem fit. Any financial liability including costs, charges, expenses which the bank incurs on this account, shall be payable by the Vendor		
319	74	38	1.13.35 Liquidation Damages	Liquidated Damages-If the Bidder fails to complete the due performance of the contract in document, the Bank reserves the right either to terminate the order or to recover a suitable amount as deemed reasonable as Penalty / Liquidated damages for non-performance	We would request bank to cap this to 10% of the respective component.	Please be guided by the RFP and it's Corrigenda
320	75	48	Variation of Quantities	The Bank reserves the right to increase or decrease the quantity to be ordered up to 25 percent of bid quantity at the time of placement of contract. The Bank also reserves the right to increase the ordered quantity by up to 25% of the contracted quantity during the currency of the contract at the contracted rates. Bidders are bound to accept the orders accordingly	Since this is fixed price project, we would request bank to delete this clause. ~~The Bank reserves the right to increase or decrease the quantity to be ordered up to 25 percent of bid quantity at the time of placement of contract. The Bank also reserves the right to increase the ordered quantity by up to 25% of the contracted quantity during the currency of the contract at the contracted rates. Bidders are bound to accept the orders accordingly~~	Please be guided by the RFP and it's Corrigenda
321	76	49	3.1.1 Supply and Deployment of GenAI Application Development Platform	Below are the list of components but not limited to that may be included to developed such a platform:	Since this is fixed price project, we would request bank to delete the highlighted clause. Below are the list of components but not limited to that may be included to developed such a	Please be guided by the RFP and it's Corrigenda

					platform:	
322	77	50	Future Use Case Expansion:	Future Use Case Expansion: The platform should be flexible for future use cases, and it should be designed in following ways but not limited to:	Since this is fixed price project, we would request bank to delete the highlighted clause. Future Use Case Expansion: The platform should be flexible for future use cases, and it should be designed in following ways but not limited to:	Please be guided by the RFP and it's Corrigenda
323	78	66		The resident engineers have to perform duties (but not limited to mentioned in RFP) pertaining to the solution.	The resident engineers have to perform duties (~~but not limited to mentioned in RFP~~) pertaining to the solution.	Please be guided by the RFP and it's Corrigenda
324	79	85	4. Regulatory Penalty Levied by Regulators related to the Solution	6. If performance issues / downtime less than 98.00% continues for more than two months due to any reason at application/solution side, bank may choose any or all of the options like Review the contract, Cancel the Purchase Order, Terminate the Contract, Forfeit the Performance Bank Guarantee and Blacklist the bidder.	6. If performance issues / downtime less than 98.00% continues for more than two months due to any reason at application/solution side, bank may choose any or all of the options like Review the contract, Cancel the Purchase Order, Terminate the Contract, ~~Forfeit the Performance Bank Guarantee and Blacklist the bidder~~.	Please be guided by the RFP and it's Corrigenda
325	80	86	3.8 Terms of Payment	Product linked payment terms to Go live	Product payment to be detagged from Go live and restrictes to Delivery and acceptance	Please be guided by the RFP and it's Corrigenda
326	81	89	3.10 Signing of Contract	The successful bidder(s) shall mandatorily enter into a Service Level Agreement (SLA) & Non-Disclosure Agreement (NDA) within 30 working days of the award of the tender or within such extended period as may be permitted by the Bank. The letter of acceptance and such other terms and conditions as may be determined by the Bank to be necessary for the due performance of	The successful bidder(s) shall mandatorily enter into a Service Level Agreement (SLA) & Non-Disclosure Agreement (NDA) within 30 working days of the award of the tender or within such extended period as may be permitted by the Bank. The letter of acceptance and such other terms and conditions as may be determined by the Bank to be necessary for the due performance of	Please be guided by the RFP and it's Corrigenda

				the work in accordance with the Bid and the acceptance thereof, with terms and conditions shall be contained in a Service Level Agreement/ Purchase Order to be signed at the time of execution of the Form of Contract. If the contract is not signed within the given period (30 working days or till such period as extended by the Bank), the EMD will be forfeited after a grace period of 15 working days. 2. Bank reserves the right to blacklist/debar the said successful bidder after a grace period of 15 working days.	the work in accordance with the Bid and the acceptance thereof, with terms and conditions shall be contained in a Service Level Agreement/ Purchase Order to be signed at the time of execution of the Form of Contract. If the contract is not signed within the given period (30 working days or till such period as extended by the Bank), the EMD will be ~~forfeited~~ after a grace period of 15 working days. 2. Bank reserves the right to ~~**blacklist/debar**~~ the said successful bidder after a grace period of 15 working days.	
327	82	98	Annexure 2 – Eligibility Criteria	The Bidder should have implemented at least 2 GenAI/ AI/ ML implementations in PSU/Government/BFSI out of which at least 1 implementation should be in Public Sector Bank/Private Sector Bank/ BFSIs in India, during last 3 years as on date of bid submission.	Please confirm if Completion certificate /Email from customer is enough since we have NDA with our existing customers. Please modify the below ~~Reference Letter/ Purchase Order / Contract Document (Agreement) (to be submitted~~ and Completion certificate /Email from customer We can submit the company secretary undertaking if required.	Please refer to the Corrigendum
328	83	98	Annexure 2 – Eligibility Criteria	Bidder must be operating in the field of GenAI/AI/ML for at least three years or more as on date of bid submission.	Please modify the below ~~Reference Letter/ Purchase Order / Contract Document (Agreement) (to be submitted~~ We can submit the company secretary undertaking if required.	Please refer to the Corrigendum
329	84	71	3.4 Technical	Bidder to provide	Please confirm if Completion certificate	Please refer to the Corrigendum

			Evaluation	documentation (PO / license contract document) to prove GenAI deployments. And Completion certificate/Email from the customer	/Email from customer is enough since we have NDA with our existing customers. Please modify the below Bidder to provide ~~documentation (PO / license contract document)~~ to prove GenAI deployments. and Completion certificate /Email from customer We can submit the company secretary undertaking if required.	
330	85	72	3.4 Technical Evaluation	Number of GenAI Use Cases Deployed in similar organizations. *Bidder has to submit the customer credentials from the clients. (credential should contain the details of products (LIVE) implemented) *Bidder to provide documentation (PO / license contract document) to prove GenAI deployments.	We can submit the company secretary undertaking if required.	Please refer to the Corrigendum
331	86	51	3.1.2 Broad Scope of Work	Data Visualization: Implement dashboards to visualize lead prioritization, opportunity identification, and sales performance metrics.	Expected Outcome: What are the key performance indicators (KPIs) or metrics that will be used to measure the success of this project/use-case implementation?	Please be guided by the RFP and it's Corrigenda
332	87	70	3.1.2 Broad Scope of Work D. Bidder's Responsibilities: (s)	Bidder should ensure that the proposed infrastructure is scalable and support future expansions and upgrades to Bank and it should be compatible with Bank's existing IT infrastructure. It must operate efficiently within the environmental	Integration and Existing System: Can you provide details about the existing IT infrastructure, softwares and systems with which the Generative AI solution needs to integrate?	Details shall be shared with the successful Bidder

				conditions of Bank's Datacenters.		
333	88	53	3.1.2 Broad Scope of Work (b)	Data Quality and Validation: o The bidder must ensure that the aggregated data is accurate, up-to-date, and validated against official repositories. o Mechanisms should be in place to identify and mitigate data inconsistencies or inaccuracies.	Data Availability and Quality: What is the estimated volume and nature of data available for training and operating the Generative AI models? Are there any data quality concerns or data governance policies we should be aware of	Details shall be shared with the successful Bidder
334	89	74	3.4 Technical Evaluation	Bidder should present detailed walkthrough of Technical Architecture & environment setup to show On-Prem native architecture & implementation with Financial services Organizations.	On-Premise vs. Cloud: Is there a preference for on-premise, cloud-based, or hybrid infrastructure for hosting the Generative AI solution?	Please be guided by the RFP and it's Corrigenda
335	90	74	3.4 Technical Evaluation	Bidder should present detailed walkthrough of Technical Architecture & environment setup to show On-Prem native architecture & implementation with Financial services Organizations.	Are there any specific requirements for the data center where the infrastructure will be hosted (e.g., power, cooling, space)?	Bank shall only provide space, cooling and UPS Power (Single Phase 32 Amps) at Bank's DC and DRC. All remaining infrastructure including Racks, PDUs etc shall have to be provided by the Bidder as a part of this RFP. Please be guided as per RFP and its c
336	91	136	Annexure 13 8. System Architecture (d)	Containerization: Support for containerized deployments using Docker or similar technologies to facilitate scalability and easy management	Infrastructure Management and Orchestration: Containerization and Orchestration - Is there a requirement for containerization technologies (e.g., Docker) and orchestration platforms (e.g., Kubernetes)?	Please refer to the Corrigendum
337	92	49	3.1 Scope of Work	The bidder shall be responsible for end-to-end implementation of Generative AI (GenAI) use cases which include the procurement and installation of required infrastructure (i.e., Hardware, Software including all	IaC(Infra as Code) - Is there a requirement for using Infrastructure as Code (IaC) tools (e.g., Terraform, Ansible) for managing the infrastructure?	Please be guided by the RFP and it's Corrigenda

				required OS, DB, Web, App and licenses etc.).		
338	93	72	3.4 Technical Evaluation	E2E Architecture Deployment: major components are (nonexhaustive): LLM layer (training, inferencing), vector database layer, database layer (relational and no-SQL), LLM orchestration layer, data pipelines, transformation & processing frameworks, API layer, authentication layer, front end, Responsible AI layer, Monitoring & logging, automated evaluation & feedback loop etc.	Monitoring and Logging - What are the requirements for monitoring the infrastructure and logging system events?	Please be guided by the RFP and it's Corrigenda
339	94	126	Annexure 11	Table-1A: Hardware Details and Count	Hardware Specifications: Are there any specific hardware requirements or preferences (e.g., GPUs, memory, storage) for the infrastructure?	Please be guided by the RFP and it's Corrigenda
340	95	49	3.1.1 Supply and Deployment of GenAI Application Development Platform	The bidder shall provide a generic GenAI platform, and all use-cases shall be deployed by leveraging the plug-and-play services available on the platform. Considering it, the bidder shall ensure the scalability of GenAI platform for future applications and which should address additional use cases along with the list of mentioned indicative use cases.	Scalability and Performance: What are the expected scalability and performance requirements for the Generative AI solution in terms of users, transactions, and data volume?	Details shall be shared with the successful Bidder
341	96	50	3.1.1 e	Security and Compliance Framework	Security and Compliance: What are the security and compliance requirements (e.g., data encryption, access control, regulatory standards) for the infrastructure and the Generative AI solution?	Please be guided by the RFP and it's Corrigenda
342	97	72	3.4 Technical Evaluation	End-to-End Hardware Procurement, Setup, and Maintenance and Environment Setup & maintenance	What are the anticipated GPU requirements for training and inference? (e.g., number of GPUs, specific GPU models such as NVIDIA A100, H100, or equivalent from other vendors)	Please refer to the Corrigendum

					Is there a need for GPU virtualization or partitioning technologies? Are there specific requirements for GPU interconnect technology (e.g., NVLink)?	
343	98	72	3.4 Technical Evaluation	End-to-End Hardware Procurement, Setup, and Maintenance and Environment Setup & maintenance	What are the anticipated CPU requirements for pre- and post-processing of data, as well as for managing the overall system? Are there specific CPU architecture preferences (e.g., x86, ARM)?	Please be guided by the RFP and it's Corrigenda
344	99	72	3.4 Technical Evaluation	End-to-End Hardware Procurement, Setup, and Maintenance and Environment Setup & maintenance	What are the estimated memory requirements (RAM) for both training and inference workloads? Are there specific memory technologies required (e.g., HBM)?	Please be guided by the RFP and it's Corrigenda
345	100	136	Annexure 13 12. Data Management (a)	Data Storage: Provide scalable and secure storage solutions for large volumes of structured and unstructured data	What is the estimated storage capacity required for datasets, models, and other related data? What are the performance requirements for storage in terms of IOPS (Input/Output Operations Per Second) and throughput? Are there specific storage tiers required (e.g., NVMe for hot data, spinning disks for cold storage)? Is there a preference for block storage, file storage, or object storage? Are there any specific storage technologies or vendors preferred (e.g., Ceph, GlusterFS, AWS S3)?	Please be guided by the RFP and it's Corrigenda
346	101	137	Annexure 13 12. Data	Backup and Recovery: Provide automated backup and disaster	What are the requirements for data backup, recovery, and archiving?	Details shall be shared with the successful Bidder

			Management (d)	recovery solutions to safeguard data integrity	Are there any specific data lifecycle management policies that need to be adhered to?	
347	102	137	Annexure 13 17. Monitoring and Reporting (a)	System Health Monitoring: Real-time monitoring of system health, including server performance, application status, and network connectivity.	What are the bandwidth and latency requirements for communication between different components of the infrastructure (e.g., between GPUs, between storage and compute)? Are there specific network protocols or technologies preferred (e.g., InfiniBand, RoCE)? What are the network security requirements for protecting the infrastructure and data? Are there any specific network security appliances or services required (e.g., firewalls, intrusion detection systems)?	Details shall be shared with the successful Bidder
348	103	64	3.1.2. 2. General Condition(c) Onsite technical support	Familiarity with cloud platforms (AWS, Azure, GCP) and their AI services.	Is there a preference for a specific cloud provider (e.g., AWS, Azure, GCP)? Are there specific cloud services that need to be used (e.g., specific VM types, managed Kubernetes services, managed databases)? What are the requirements for cloud cost optimization and management?	Please be guided by the RFP and it's Corrigenda
349	104	136	Annexure 13 9. Integration and Interoperability (a)	API Integrations: Provide RESTful APIs for seamless integration with existing banking systems and third-party applications	APIs and Interfaces: Can you provide information about the APIs and interfaces that need to be developed or integrated for the Generative AI solution?	Inputs reuired from DBTD

					Data Pipelines and ETL: What are the requirements for data pipelines and ETL (Extract, Transform, Load) processes for feeding data to the Generative AI models? Monitoring and Maintenance: What are the requirements for monitoring, maintenance, and support of the integrated system? Training and Knowledge Transfer: What are the expectations for training client staff on the use and maintenance of the integrated system?	
350	105	89	3.9 Warranty, Annual Maintenance Contract (AMC) and Annual Technical Support (ATS)	The Bidder shall undertake to provide an onsite comprehensive 3 (three) Year Warranty and AMC + ATS for next 2 (Two) years (BACK-TO-BACK with OEM) for all supplied hardware and software from the date of sign off by the Bank.	Are there any specific hardware vendors of your preference? Procurement Process: Can you clarify the procurement process, including evaluation criteria, timelines, and contract terms? Vendor Responsibilities: What are the specific responsibilities of the infrastructure procurement vendor and the system integrator? Collaboration and Communication: How will collaboration and communication be managed between the client, the infrastructure procurement vendor, and the system integrator?	Please be guided by the RFP and it's Corrigenda
351	106	49	3.1 Scope of Work	Supply and Deployment of GenAI Application Development Platform	Specific AI Models/Frameworks: Are there any preferred Generative AI models (e.g., GANs, HuggingFace Transformers) assuming the skills requied frameworks (e.g., TensorFlow,	Please be guided by the RFP and it's Corrigenda

					PyTorch) for this project? Customization and Fine-tuning: What level of customization and fine-tuning of the Generative AI models is expected? Explainability and Bias Mitigation: What are the requirements for explainability and bias mitigation in the Generative AI models?	
352	1	133	Annexure 13 – Compliance of Technical and Functional Specifications Required in Generative AI.		A Unified data analytics platform that integrates data lake, data warehouse, and Generative AI capabilities, while supporting all data types (structured, semi-structured, and unstructured) will be highly beneficall to meet the requirements. This kind of platform also ensures robust security, governance, and compliance with regulatory requirements. This approach reduces the complexity of managing multiple products and provides a comprehensive solution to meet diverse functional, analytical, and AI-driven needs. It is suggested to include a clause mandating or higer scoring for such a platform to ensure seamless fulfillment of the requirements.	Please be guided by the RFP and it's subsequent Corrigendum.
353	2	50	3.1.1 Supply and Deployment of GenAI Application Development Platform Key Components: Integration Layer: Should		Is this mandatory to have GUI based data ingestion/integration solution or Bank is open for code based options as well because both option will provide flexbility for solutioning	Please be guided by the RFP and it's Corrigenda

			support for dynamically installing or adding connections to relevant data system through the GUI.			
354	3	80	TAT (Turn Around Time) to resolving Incident (P1, P2, P3, P4)		Is this related to Bidder Services or OEM. If its related to OEM, The support SLA defined for first response and issue resolution are very strict. Can first response time be relaxed for P2, P3 and P4 category cases? Can we consider having an SLA for issue update frequency rather than issue resolution?	Please be guided by the RFP and it's Corrigenda
355	4	100	The Bidder should have implemented at least 2 GenAI/ AI/ ML implementations in PSU/Government/BFSI out of which at least 1 implementation should be in Public Sector Bank/Private		Request to allow global experience and implementations	Please refer to the Corrigendum

			Sector Bank/ BFSIs in India, during last 3 years as on date of bid submission.			
356	5	138	Data Archiving: Automated data archiving solutions to manage storage efficiently and ensure data retention policies are met.		Please share the archival strategy. How many years old data will need to be archived	Details shall be shared with the successful Bidder
357	6	50	Data Lake/Data Warehousing :		Is PNB expecting any Data Lake or Object store for storing all the structured and unstructured data?	Please be guided by the RFP and it's subsequent Corrigendum.
358	7	51	3.1.2 Broad Scope of Work		For each of the use cases, what will be expected growth in concurrency of users	Details shall be shared with the successful Bidder
359	8		Environment s		Apart from Production and DR site mentioned and UAT. Please confirm what other environments are expected eg DEV, SIT, PRE-PROD	Please be guided by the RFP and it's Corrigenda
360	9		Volumetrics		How much Total Historical data that is required to be loaded into the datalake as one time load	Please be guided by the RFP and it's subsequent Corrigendum.
361	10		Volumetrics		What is Percentage between Structured , Semi-Structured and Unstructured data out of the total data that needs to	Please be guided by the RFP and it's Corrigenda

					be loaded as one time load	
362	11		Volumetrics		What is avg annual data growth expected ?	Please be guided by the RFP and it's Corrigenda
363	12		Please share details in mentioned format if possible as per the table as its important for sizing the platform		Data Source Name (Please fill one row for each data source) Batch Data or Streaming Data Data Type Data Ingestion Rate per day(Gb/day) Compression ratio in source system in case data compressed while inserting in source system	Please be guided by the RFP and it's Corrigenda
364	1	38	1.13.35 Liquidated Damages		We request customer to consider a failure for material breach of the contract	Please be guided by the RFP and it's Corrigenda
365	2	25	1.13.15 Termination of Contract		We request this clause to applied for material breach only	Please be guided by the RFP and it's Corrigenda
366	3	25	1.13.15 Termination of Contract		Bidder should be made aware of any change in Bank Policy by giving a written notice of 30-60 days	Please be guided by the RFP and it's Corrigenda
367	4	89	3.9 Warranty, Annual Maintenance Contract (AMC) and Annual Technical Support (ATS)		Duration of warranty to be 30 days only	Please be guided by the RFP and it's Corrigenda
368	5	93	3.13.4 Commercial Evaluation		Quality and cost based system (QCBS) rather than pure L1	Please be guided by the RFP and it's Corrigenda
369	6	99	Annexure 2 –		We request customer to incorporate the	Please be guided by the RFP and it's

			Eligibility Criteria Sl.No.3		following :- 1. Increase the annual turnover cap from Indian Operations more than 500 crores in last 3 financial years. 2. Company should have CMMi Level 5 certified only.	Corrigenda
370	7	100	Annexure 2 – Eligibility Criteria Sl. No.9		We request customer to consider OEM experience also apart from Bidder's experience.	Please be guided by the RFP and it's Corrigenda
371	8	30	1.13.25 Audit		Werequest you to exclude the following 1. More than once a year 2. Audit costing and profit 3. By our competitors 4. Audit shall not include SI's books of accounts.	Please be guided by the RFP and it's Corrigenda
372	9	100	Annexure 2 – Eligibility Criteria Sl. No.9		We request customer to consider Global experience apart from India experience	Please be guided by the RFP and it's Corrigenda
373	10	71	Technical Evaluation Sl. No.2 Point b E2E Architecture Deployment		We request customer to consider Global Gen AI use cases	Please be guided by the RFP and it's Corrigenda
374	11	100	Annexure 2 – Eligibility Criteria Sl. No.9		We request customer to consider the implementation credentials in Government sector in India	Please be guided by the RFP and it's Corrigenda
375	12	19	1.13.7 Indemnity		We request to cap the inter se indemnity to TCV	Please be guided by the RFP and it's Corrigenda
376	13	19	1.13.7 Indemnity		We request the deletion of the Punitive Damages.	Please be guided by the RFP and it's Corrigenda
377	14		Missing		We proposes to add termination rights of Service Provider for default payment	Please be guided by the RFP and it's Corrigenda
378	15		Missing		We request extension of submission upto 1st Feb'25 for bid submission	Please refer to GeM for RFP timelines

379	16	73	Technical Evaluation Sl. No.5 Point b. Demo		Request customer to consider use cases in Infosys environment instead of live use cases and also relax the prototye part. We can share the videos	Please be guided by the RFP and it's Corrigenda
380	17	48	3.1.1 Supply and Deployment of GenAI Application Development Platform		1. What is volume of the dataset for overall all use cases? 2. What will be types of data in dataset? 3. What is expected frequency volume of data for data ingestion?	Details shall be shared with the successful Bidder
381	18	51	3.1.2 Broad Scope of Work		For language support module how many and which languages are expected for integration?	Please refer to the Corrigendum
382	19	51	3.1.2 User Feedback Integration		Concerning the user feedback mechanism (thumbs up/down), please elaborate on how this feedback will be utilized? Will it be used for model retraining, parameter adjustments, or other purposes?	Details shall be shared with the successful Bidder
383	20	51	3.1.2 Input/ Output Formats		Input/Output Formats : While the RFP specifies 'all formats currently acceptable in the market' for input and output, could you please provide a non-exhaustive list of preferred or commonly used formats to ensure compatibility?	Details shall be shared with the successful Bidder
384	21	51	3.1.2 Technical Requirements :Latency		Regarding the latency requirement , could you clarify the conditions under which this latency is measured? For example, is it based on a specific document size, complexity, or number of concurrent users? Is this an average or maximum latency?	Guidance on acceptable latency levels has been provided, and the bank may consider deviations under exceptional circumstances
385	22	51	3.1.2 Technical Requirements		Regarding the maximum concurrency requirement of 500 users, could you clarify whether this refers to 500 concurrent active users or 500	This is 500 concurrent users

			:Concurrency		registered users? Can you also provide insights into expected usage patterns, such as peak usage times?	
386	23	51	3.1.2 Technical Requirements : NLP Models		Regarding the use of pre-trained NLP models for summarization, are there any specific models preferred by the bank, or any restrictions on model size, type, or licensing?	Please be guided by the RFP and it's Corrigenda
387	24	51	3.1.2 Technical Requirements : NLP Models		Pls confirm we are also considering LLM's as part of the Model Considerations and not just referring to NLP specific models like BERT and other Transformer based NLP models. If so, are we considering cloud based models/services (Azure Open AI, AWS Bedrock etc) or is the deployment expected using only on-prem using Open Source Models.	Please be guided by the RFP and it's Corrigenda
388	25	51	3.1.2 Technical Requirements : NLP Models		Are there any guidelines/limitations around Open Source models and Orchestration frameworks such as Langchain and Llama index?	Please be guided by the RFP and it's Corrigenda
389	26	51	3.1.2 Technical Requirements : Customization Templates		Regarding customizable templates, could you provide examples of different document types and the desired format of the summaries for each type? This would help us understand the scope of template customization required	Details shall be shared with the successful Bidder
390	27	52	3.1.2.1b Technical Requirements : data encryption and role-based access control		What specific encryption standards or protocols are required (e.g., AES-256, TLS 1.3)? What constitutes "floating outside the bank"? Does this strictly prohibit any cloud storage or processing, even with encryption?	Please be guided by the RFP and it's Corrigenda

391	28		General		What is the bank's approach to managing, monitoring, and fine-tuning the underlying GenAI models over time? Will the bank be responsible for this, or will the vendor provide ongoing support and maintenance?	Please be guided by the RFP and it's Corrigenda
392	29		General		Can you provide more information on the availability and quality of training data for each use case? Will the bank provide pre-existing data, or will the vendor be responsible for data acquisition and preparation?	Details shall be shared with the successful Bidder
393	30		General		How will you ensure compliance with data privacy regulations when using sensitive financial data for training and inference?	Details shall be shared with the successful Bidder
394	31	52	3.1.2.b-Credit Assist: Note Preparation Tool:		Financial Data Aggregation: What are the external data systems?	Please refer to the Corrigendum
395	32	53	3.1.2.c-Automated Email Response Managemen-Multilingual Support		Which languages to be consider?	Please refer to the Corrigendum
396	33	55	3.1.2.e-Personlised Digital marketing		Is it expected to generate the content for banners or banners itself (images) as well ?	Please be guided by the RFP and it's Corrigenda
397	34	56	3.1.2.g-Code Reviewer-		Which languages to be consider?	Please refer to the Corrigendum
398	35	57	3.1.2.g-Code review - Document		What kind of documents are expected to be generate?	Details shall be shared with the successful Bidder

			Generator -			
399	36	57	3.1.2.h- HR Learning Board & HRMS Bot		Any preffered specific chatbot platform ?	Please be guided by the RFP and it's Corrigenda
400	1	1.13.38 SOURCE CODE ESCROW AGREEMENT	40	Selected Bidder shall deposit the source code of the Software and everything required to independently maintain the Software, to the source code escrow account and agrees to everything mentioned in source code escrow agreement	Kindly confirm if this applies to the code which is specifically developed for PNB and not to any enterprise software provided by Bidder	This is applicable for Source Code(s) developed for the bank
401	2	3.1.1 Supply and Deployment of GenAI Application Development Platform: Key Components	49	b. Data Ingestion Layer: A unified pipeline for collecting and preprocessing structured (e.g., transaction data, customer demographics) and unstructured data (e.g., customer complaints, chat logs)	Please share the overall daily data ingestion size and number of Sources	Details shall be shared with the successful Bidder
402	3	3.1.1 Supply and Deployment of GenAI Application Development	50	d. Model Monitoring and Feedback Loop: Since use cases evolve, the platform should monitor the performance of models in production and adapt to changes by retraining them with new data	Is it related to the overall AI Governance or just Model Monitoring	Please be guided by the RFP and it's Corrigenda

		Platform: Key Components				
403	4	3.1.1 Architecture Considerations	50	The solution/platform should support on-premises deployment.	Please confirm desired deployement target (On cloud or On-Premise), based on the target deployment scope/cost and effort estimation will vary.	Please be guided by the RFP and it's Corrigenda
404	5	3.1.1 Architecture Considerations	50	3.Data Lake/Data Warehousing: Platform should use inbuilt a scalable data lake or data warehouse for storing large volumes of both structured and unstructured data. The same shall serve as the backbone for model training and data analysis	Please Confirm the size of the data lake/Datawarehouse (Unstructured + Structured Data) for year one and YOY growth %.	Please be guided by the RFP and it's subsequent Corrigendum.
405	6	2. General Condition: B. Infrastructure & Licenses Requirements	62	o Active-Active Architecture in DC and DR o Active -Passive Architecture in DC and DR.	Please Confirm on the requirement if it should Active-Active or Active – passive. Should DR be a FULL DR of the DC or it can run with less capacity also?	Please refer to the Corrigendum
406	1	28	Conflict of interest		Request you to to curtail the requirements under the conflict-of-interest clause to the engagement team only and 'Affiliates' to 'Affiliates in India' only	Please be guided by the RFP and it's Corrigenda
407	2	122	Arbitration & Governing Law		Request you to consider and update the clause as "Arbitrator to be mutually appointed by the parties"	Please be guided by the RFP and it's Corrigenda

408	3	120	Return of documents		Kindly consider and include the below disclaimer - The Bidder shall be allowed to retain sufficient documentation as part of its professional records to support and evidence the work performed by it. Such retention shall be subject to obligations of confidentiality mentioned in the RFP	Please be guided by the RFP and it's Corrigenda
409	4	49	Scope of Work		Request you to kindly note that, Notwithstanding anything to the contrary, we do not provide any legal services directly or indirectly since we are not permitted to provide the same. Our scope is limited to technical/commercial aspect and our services will not include provision of any legal services or legal advice. No work performed by our employees shall be construed as legal service/legal advice	Please be guided by the RFP and it's Corrigenda
410	5	98	Annexure - 2 Eligibility Criteria -- *The Bidder should have implemented at least 2 GenAI/ AI/ ML implementations in PSU/Government/BFSI out of which at least 1 implementation should be in Public Sector*		GenAI/AI/ML is continuously evolving field and the banks and FIs are slowly implementing these use cases in India and Globally. Our understanding is that out of 2 Credentials, one of the credentials should be implemented specifically in India, while the other can be implemented globally. Kindly confirm? We would request to accept the credentials from Global implementations as well. Hence the criteria is to be relaxed as: The Bidder should have implemented at least 2 GenAI/ AI/ ML implementations in PSU/Government/BFSI out of which at least 1 implementation should be in	Please refer to the Corrigendum

			Bank/Private Sector Bank/ BFSIs in India, during last 3 years as on date of bid submission.		Public Sector Bank/Private Sector Bank/ BFSIs in India **or globally**, during last 3 years as on date of bid submission.	
411	6	98	Annexure - 2 Eligibility Criteria -- *The Bidder should have implemented at least 2 GenAI/ AI/ ML implementations in PSU/Government/BFSI out of which at least 1 implementation should be in Public Sector Bank/Private Sector Bank/ BFSIs in India, during last 3 years as on date of bid submission.*		Request you to please consider Advanced Analytics. Hence, the below criteria is to be updated as: The Bidder should have implemented at least 2 GenAI/ AI/ ML/**Advanced Analytics** implementations in PSU/Government/BFSI out of which at least 1 implementation should be in Public Sector Bank/Private Sector Bank/ BFSIs in India **or globally**, during last 3 years as on date of bid submission.	Please be guided by the RFP and it's Corrigenda
412	7	98	Annexure - 2 Eligibility Criteria --		Request you to please consider and allow assignments in previous 5 years.	Please be guided by the RFP and it's Corrigenda

			The Bidder should have implemented at least 2 GenAI/ AI/ ML implementations in PSU/Government/BFSI out of which at least 1 implementation should be in Public Sector Bank/Private Sector Bank/ BFSIs in India, during last 3 years as on date of bid submission.		Hence, the below criteria is to be updated as: The Bidder should have implemented at least 2 GenAI/ AI/ ML/**Advanced Analytics** implementations in PSU/Government/BFSI out of which at least 1 implementation should be in Public Sector Bank/Private Sector Bank/ BFSIs in India **or globally**, during **last 5 years** as on date of bid submission.	
413	8	50	Model Monitoring and Feedback Loop: Since use cases evolve, the platform should monitor the performance of models in production and adapt to		Are separate ML Ops and LLM Ops setups required to be developed as a RFP requirement	Please be guided by the RFP and it's Corrigenda

			changes by retraining them with new data.			
414	9	51	Document Summarizer: Employees should get important insights without having to read through lengthy policy circulars, product circulars, financial paperwork, legal contracts, or internal reports thanks to this tool, which condenses them.		Does the bank currently use any enterprise DMS which can be leveraged for Gen AI use case or to be provisioned separately	Bank is having existing DMS, can we leveraged whereever required
415	10	51	Language Support Modules: Integrate multilingual language models for accurate translation		How many and which regional languages are in scope	Please refer to the Corrigendum

			and summarization across languages (e.g., Hindi, English, regional languages)			
416	11	52	Financial Data Aggregation: Automatically pull financial data from internal & external data systems and borrower documents (e.g., customer financials, credit history) for note preparation.		does the bank have existing APIs/subscriptions for integration of external data like rating agencies, ITR, MCS, CERSAI, SEBI etc. which will be leveraged for the use case?	Please refer to the Corrigendum
417	12	56	Code Reviewer		Is the code review capability limited to the following languages: Java, Python, JavaScript, C#.	Please be guided by the RFP and it's Corrigenda
418	13	60 and 69	Section k) and D.h) Number of use cases. Impacts Page 70. section (u) Impacts Page 76.		Since the number of use cases are not limited and the ones mentioned in RFP is just a subset of overall use cases, in terms of number and complexity, what is the tentative number of additional use cases that bank is looking for. This will help to estimate the appropriate hardware as well resources requirement.	Please be guided by the RFP and it's Corrigenda

			Table B,R1			
419	14	84	3.6.6 Penalty		What is the maximum penalty in case of erroneous behaviour of solution. Is it 100% of implementation cost?	If the solution or any of its components behaves erroneously which results in monetary or business loss to the Bank, then the penalty shall be applicable to the extent of Contract Value.
420	15	51	3.1.2 Input and Output formats		Please provide list of input and output file formats as the list can vary a lot.	Details shall be shared with the successful Bidder
421	16	75	Table A - SN 2 Timeline for implementait on of initial 5 use cases - 14 Weeks		This translates to 14 days for each use case, which includes discovery session, requirement gathering and sign-off, high level design/ LLD, development/customization, testing/SIT/QA and UAT testing and sign-off. We believe more time should be given per use for all the activities, mentioned above.	Please refer to the Corrigendum
422	17	11			Hardware Needs: What kind of hardware are we looking at for the Generative AI platform? Specifically, what are the requirements for CPU, RAM, and storage?	Please be guided by the RFP and it's Corrigenda
423	18	NA			Cloud or On-Premises: Does the bank have a preference for hosting the solution on a particular cloud platform, or should it be set up on-premises?	The solution should be platform agnostic. The deployement at present shall be on-premiss.
424	19	138			Scale Expectations: How big is the infrastructure expected to be? We need details on the number of users, concurrent requests, and data volume.	Please be guided by the RFP and it's Corrigenda
425	20	138			Security and Compliance: Are there any specific security requirements or compliance standards we need to follow for the infrastructure setup?	Please be guided by the RFP and it's Corrigenda
426	21	NA			Existing Systems: What current systems and databases does the Generative AI solution need to integrate	Details shall be shared with the successful Bidder

					with?	
427	22	NA			APIs and Interfaces: Are there specific APIs or interfaces we need to support for integration with the bank's existing infrastructure?	Details shall be shared with the successful Bidder
428	23	136			Compatibility: What are the compatibility requirements regarding operating systems, databases, etc.?	Please be guided by the RFP and it's Corrigenda
429	24	NA			Performance Benchmarks: What performance benchmarks or SLAs are expected from the infrastructure?	Details shall be shared with the successful Bidder
430	25	149			Handling Peak Loads: How should the infrastructure be designed to handle peak loads and scale dynamically?	Details shall be shared with the successful Bidder
431	26	149			Disaster Recovery: What disaster recovery and business continuity requirements should be included in the infrastructure design?	Please be guided by the RFP and it's Corrigenda
432	27	NA			Support Expectations: What level of infrastructure support is expected from the vendor during implementation and after go-live?	Please be guided by the RFP and it's Corrigenda
433	28	54			Monitoring Tools: Are there specific monitoring and management tools that need to be implemented for the infrastructure?	Bank's existing monitoring tool can be leveraged. Bidder shall be responsible for it's integration with the proposed solution.
434	29	NA			Upgrades and Patching: What is the expected process for infrastructure upgrades and patching?	Please be guided by the RFP and it's Corrigenda
435	30	70			Data Center Requirements: Does the bank have specific requirements for data center locations or network connectivity?	Please be guided by the RFP and it's Corrigenda
436	31	NA			Network Segmentation: Are there any network segmentation or isolation requirements for the Generative AI infrastructure?	Please be guided by the RFP and it's Corrigenda
437	32	137			Data Backup: What are the	Details shall be shared with the

					expectations around data backup, retention, and archival for the infrastructure?	successful Bidder
438	1	22		1.13.10 Incidental Services The successful bidder shall be required to provide all the following services, including additional service, if any relating to:	Bidder seeks clarity on how "incidental services" and the long list of items co-relate. Please confirm	Please be guided as per RFP
439	2	23		1.13.12 Disputes Resolution / Arbitration	Bidder seeks deletion as highlighted below. Please confirm 1.13.12 Disputes Resolution / Arbitration All disputes or differences whatsoever arising between the parties out of or in relation to the construction, meaning and operation or effect of this Agreement or breach thereof shall be settled amicably. If, however, the parties are not able to solve them amicably, the same shall be settled by arbitration in accordance with the Arbitration and Conciliation Act, 1996, the matter may be referred to a sole arbitrator nominated by the Bank and vendor mutually and the award made in pursuance thereof shall be binding on the parties. The venue of the arbitration shall be Delhi. The Arbitrator/Arbitrators shall give a reasoned award. Any challenge / dispute including appeal to the arbitral award shall be subject to the exclusive jurisdiction of courts at Delhi. VENDOR shall continue work under the Agreement during the arbitration proceedings unless otherwise directed in writing by the Bank or unless the approval of bank in writing that the	Please be guided by the RFP and it's Corrigenda

					events are such where work cannot possibly be continued or until the decision to the contrary of the arbitrator or the umpire, as the case may be, has been obtained by Vendor. ~~However, during such a contingency, the Bank shall be entitled to make alternative arrangements to tackle the situation in any manner it deems fit, at the cost of the Vendor which may also be adjusted by the Bank from the Performance Bank Guarantee, being treated as default so that the business of the Bank is not disrupted.~~	
440	3	23		1.13.13 Governing Laws and Disputes	Bidder seeks deletion of this clause as this is contradry to 1.13.12	Please be guided by the RFP and it's Corrigenda
441	4	35		1.13.31 Non-Disclosure	Bidder proposes deletion of this clause as the confidentiality clause covers all requirements. Please confirm	Please be guided by the RFP and it's Corrigenda
442	5	37		1.13.1 « Force Majeure	Bidder seeks deletion of the second paragraph. Please confirm 1.13.33 Force Majeure ~~Provided further that in case of delay of Services, which shall be solely decided by the Bank, the Bank shall not be held liable for non-performance of its obligations under the Agreement and the Bank shall have the right to terminate this Agreement without giving any further notice to the Vendor. Bank reserves the right to assign the work to other Vendor without any consequences and claims.~~	Please be guided by the RFP and it's Corrigenda
443	6	38		1.13.36 Limitation of Liability	Bidder seeks replacement of the RFP clause with the below. Please confirm a. Bidder's aggregate liability for all	Please be guided by the RFP and it's Corrigenda

					claims related to the Agreement will not exceed the amount of any actual direct damages incurred by Client up to the amounts paid for the Services in the preceding 12 months that is the subject of the claim, regardless of the basis of the claim. Bidder will not be liable for special, incidental, exemplary, indirect, or economic consequential damages, or lost profits, business, value, revenue, goodwill, or anticipated savings. These limitations apply collectively to Bidder, its affiliates, contractors, and suppliers. b. The following amounts are not subject to the above cap: i) third party payments related to IPR infringement claims ; and ii) damages that cannot be limited under applicable law.	
444	7	45		2.13 No Right to Set Off In case the Bidder has any other business relationship with the Bank, no right of set-off, counterclaim and cross-claim and or otherwise will be available under this empanelment to the Bidder for any payment's receivable under and in accordance with that business.	Bidder proposes that this clause be made mutual and applicable to both parties. Pls confirm.	Please be guided by the RFP and it's Corrigenda
445	8	45		2.15 Compliance with Laws	Bidder proposes edits as below. Please confirm Compliance with Laws The Parties will comply with all laws and regulations applicable to their respective businesses including without limitation, ~~all~~ privacy, ~~database,~~ copyright, trademark, patent, ~~trade secret~~, Labour Laws, Anti-Bribery Laws and all other applicable laws.	Please be guided by the RFP and it's Corrigenda
446	9	49		b. Data Ingestion Layer: A unified	Can we factor Opensource Software for	Bank is looking for supported

				pipeline for collecting and preprocessing structured (e.g., transaction data, customer demographics) and unstructured data (e.g., customer complaints, chat logs)	this purpose	enterprise version of all licenses. Please refer to RFP and its corrigendum
447	10	49		b. Data Ingestion Layer: A unified pipeline for collecting and preprocessing structured (e.g., transaction data, customer demographics) and unstructured data (e.g., customer complaints, chat logs)	What is baselines of Source System Data: 1. Structured - Total DBs, Total Tables, Size of all DB/Tables, DB Technologies, YoY Data Growth 2. Unstructured - Total size, Count of apps generating unstructured data, YoY Data Growth	Details shall be shared with the successful Bidder
448	11	49		c. API Management: A set of APIs that allow different teams within the bank to easily interact with the platform. The APIs should support use case creation, model training, predictions, and performance monitoring.	Can we use existing API Management and API Gateway deployment of Bank or shall Bidder need to factor this.	Bank's existing API Management tool & API Gateway can be leveraged. Bidder shall be responsible for it's integration with the proposed solution.
449	12	49		The bidder shall provide a generic GenAI platform, and all use-cases shall be deployed by leveraging the plug-and-play services available on the platform.	Please confirm if there are any specific restrictions regarding the installation of open source models, libraries etc as and when required to build GenAI solutions	Bank is looking for supported enterprise version of all licenses. Please refer to RFP and its corrigendum
450	13	50		Data Lake/Data Warehousing: Platform should use inbuilt a scalable data lake or data warehouse for storing large volumes of both structured and unstructured data. The same shall serve as the backbone for model training and data analysis.	Please specify the volume of data in the Data Lake/ Data warehouse and the velocity of growth YoY of data.	Please be guided by the RFP and it’s subsequent Corrigendum.
451	14	50		On-Premises Deployment: The solution/platform should support on-premises deployment.	Please specify if integration with LLM model hosted on public cloud (such as AWS, GCP,Azure) is permissable.	Please be guided by the RFP and it's Corrigenda
452	15	50		Data Lake/Data Warehousing: Platform should use inbuilt a scalable data lake or data warehouse for storing large volumes of both	Can we factor Opensource Software for this purpose	All softwares proposed under this RFP should be of the latest stable version having licensed version/ enterprise support

				structured and unstructured data. The same shall serve as the backbone for model training and data analysis.		
453	16	50		Data Lake/Data Warehousing: Platform should use inbuilt a scalable data lake or data warehouse for storing large volumes of both structured and unstructured data. The same shall serve as the backbone for model training and data analysis.	Can existing Data warehouse be leveraged to get this Data as source systems will be alreday integrated in existing Data warehouse?	Please be guided by the RFP and it's subsequent Corrigendum.
454	17	51		Automatically extract key points and create concise summaries of lengthy documents using NLP.	Please confirm if OCR (Optical Character Recognition) is required for extracting text from images from the documents uploaded	Please be guided by the RFP and it's Corrigenda
455	18	51		Language Support Modules: Integrate multilingual language models for accurate translation and summarization across languages (e.g., Hindi, English, regional languages)	Please provide complete list of regional languages to be supported by LLM	Please refer to the Corrigendum
456	19	51		Number of pages limit: The tool should support documents with upto 500 pages (each document)	Please specify the volumetrics of how many documents need to be summarized	Details shall be shared with the successful Bidder
457	20	51		Document Summarizer: Employees should get important insights without having to read through lengthy policy circulars, product circulars, financial paperwork, legal contracts, or internal reports thanks to this tool, which condenses them.	Please specify the complexity of data to be summarized in the documents i.e text and tables only or include embedded graphics?	Details shall be shared with the successful Bidder
458	21	52		Credit Assist: Note Preparation Tool	Please specify the volumetrics of how many Credit Assists need to be performed per day.	Details shall be shared with the successful Bidder
459	22	52		Credit Assist: Note Preparation Tool: • Alerts: Real-time alerts for applications requiring further scrutiny	What type of integration is expected from Bidder - SMS, EMAIL ETC	Details shall be shared with the successful Bidder
460	23	52		Credit Assist: Note Preparation Tool: • Integration: Integration with external credit bureaus for up-to-date credit	What type of integration is expected from Bidder - API, Message, ESB ETC	Details shall be shared with the successful Bidder

				information		
461	24	52		• Data Source Integration: Integrate with financial databases and customer data platforms for real-time data retrieval	Is CDC Integration expected from source systems - What are the database Technologies (like SQL, Oracle etc) of the source systems.	Details shall be shared with the successful Bidder
462	25	52		Financial Data Aggregation: Automatically pull financial data from internal & external data systems and borrower documents (e.g., customer financials, credit history) for note preparation.	Please confirm that PNB will provide access to external financial data systems.	Please refer to the Corrigendum
463	26	52		Credit Assist: Note Preparation Tool:	Please specify the the approximate length of all the input and output docs.	Please be guided by the RFP and it's Corrigenda
464	27	52		Credit Assist: Note Preparation Tool:	Please specify if there are different templates for various credit types. Please share count	Details shall be shared with the successful Bidder
465	28	53		Automated Email Response Management	Please specify the volumetrics of how many emails need to be parsed.	Details shall be shared with the successful Bidder
466	29	54		Feedback Loop Mechanism: Collect user feedback on automated responses to refine and improve response strategies	Please specify if historical email data is available for training.	Details shall be shared with the successful Bidder
467	30	54		SOC Analyst	Please specify the volumetrics of how many systems need to be monitored, and the volume of logs generated from the systems.	Details shall be shared with the successful Bidder
468	31	54		Feedback Loop Mechanism: Collect user feedback on automated responses to refine and improve response strategies	Please specify the mode of user feedback.	Details shall be shared with the successful Bidder
469	32	55		Personalized Digital Marketing	Please specify the volumetrics of how many customers need to engaged.	Details shall be shared with the successful Bidder
470	33	55		Integration: Integration with existing portals (such as CRM, EDW etc.) and marketing platforms	Please specify the integration mechanism with CRM and EDW etc.	Details shall be shared with the successful Bidder
471	34	56		Sales Growth Tool / RM Copilot	Please specify the volumetric of sales peronnel and number of leads to be managed by the system.	Details shall be shared with the successful Bidder

472	35	57		HR Learning Board & HRMS Bot	Please specify how many total employees would use the system.	Details shall be shared with the successful Bidder
473	36	59		Seamless Integration with HRMS Systems (HRMS bot): Integrate with existing HRMS platform to provide real-time access to payroll, attendance, benefits, and employee data and provide APIs for easy integration and data exchange between the HRMS chatbot and the bank's internal HRMS systems	Please specify the integration mechanism with HRMS system, if available.	Details shall be shared with the successful Bidder
474	37	59		Call Center Agent Assist	Please specify the volumetrics of how many recorded calls need to be analysed.	Details shall be shared with the successful Bidder
475	38	59		Call Center Agent Assist provides support to customer service agents by generating helpful responses, call summaries, and recommendations for customer interactions via a chatbot based tool.	Please specify the languages to be supported.	Please refer to the Corrigendum
476	39	59		A real-time GenAI tool designed to assist call center agents during live customer interactions by offering suggestions, summaries, and troubleshooting information instantly.	Please specify the languages to be supported.	Please refer to the Corrigendum
477	40	61		B. Infrastructure & Licenses Requirements	Does bidder need to include licences for Non-Production environments like DEV and UAT	Please be guided by the RFP and it's Corrigenda
478	41	61		5. Bidder should provide the details of Database and Middleware as per RFP requirement to complete the solution, if Oracle is not the chosen database and WebLogic is not the chosen middleware, then bidder should provide the database & middleware for the complete solution setup as per RFP (DC and DR).	Please confirm if Oracle and WebLogic, and it's licences, will be provided by PNB	Bank shall provide the requried licenses for Oracle DB and Weblogic. However, Bidder shall state their licenses requirement of such components, if porposed, in the Bill of Material to be submitted along with the Bid.
479	42	61		Bidder should submit the sizing, supply	Please clarify if the Hardware scope is	Please be guided by the RFP and it's

				and implementation of required infrastructure including server, OS, DB with technical bid document at the time of bid submission.	limited to servers , storage & SAN Switch supply	Corrigenda
480	43	61		Bidder should submit the sizing, supply and implementation of required infrastructure including server, OS, DB with technical bid document at the time of bid submission.	Please confirm if PNB will provide the following solution components. - Network & Security Infrastructure - Power & Hosting space - Racks and PDUs - Backup Solution	Bank shall only provide space, cooling and UPS Power (Single Phase 32 Amps) at Bank's DC and DRC. All remaining infrastructure including Racks, PDUs etc shall have to be provided by the Bidder as a part of this RFP. Please be guided as per RFP and its c
481	44	61		Bidder should submit the sizing, supply and implementation of required infrastructure including server, OS, DB with technical bid document at the time of bid submission.	Please provide following details about the backup solution - Backup solution should be Disk to Disk or Disk to Tape - Backup & Data retention Policy - Do we need to provide Tape offsiting	Presently bank has backup solutions from Networker (disk to disk) Tape offsiting will be handled by the bank for the above backup solution
482	45	62		The bidder should implement the solution using High Availability Architecture at DC & DR site respectively to ensure zero or minimum impact by the failure of one or more components/servers or software of complete solution in the production environment. At any given point of time, only one of the site i.e. DC or DR shall be active	Please specify if there any KPIs related to DR such as RPO, RTO, duration for which the system runs on DR during drills.	Please be guided by the RFP and it's Corrigenda
483	46	62		The Bidder shall provide Onsite Technical Support during the contract period from go live date of the solution, at Bank's DC, DR and/or any other site of the Bank, as per	Please specify the list of sites where on-site personnel are required.	Details shall be shared with the successful Bidder

				Bank's requirement		
484	47	62		Active-Active Architecture in DC and DR	Which is the distance and the network latency between the DC and DR sites ?	Details shall be shared with the successful Bidder
485	48	62		Onsite Technical Support:	For one time Build and Develop activity, what shall be Project Team location: a> Onsite b> Remote c> Hybrid	Please be guided by the RFP and it's Corrigenda
486	49	62		Onsite Technical Support:	A bigger team will be required to Manage Data Plattform, Advance Analytics and GenAI. Questions: 1> Can bidder deploy rest of team from Remote, or entire team needs to be onsite 2> Can bidderuse shared remote monitoring and management tools 3> Can bank provide VPN to Developers and Engineers for remote working	Please be guided by the RFP and it's Corrigenda
487	50	62		Active-Active Architecture in DC and DR o Active -Passive Architecture in DC and DR	Please clarify whether the proposed DC & DR architectue should be Active Passive or Active Active.	Please be guided by the RFP and it's Corrigenda
488	51	72		For per GenAI usecase implemented in India=1.5	Please confirm if scoring of 1.5 per usecase overrides the scoring table, e.g. in case there is a mix of global usecases and indian usecases.	Please be guided by the RFP and it's Corrigenda
489	52	72		For per GenAI usecase implemented in India=1.5	Please allow Global usecases to be considered i.e. "For per GenAI usecase implemented in India / **Global** =1.5"	Please be guided by the RFP and it's Corrigenda
490	53	72		# of GenAI use-cases in similar organizations** in India (On-Prem or On-Cloud)	Please allow Global usecases to be considered i.e. "# of GenAI use-cases in similar organizations** in India **/ Global** (On-Prem or On-Cloud)"	Please be guided by the RFP and it's Corrigenda
491	54	72		**GenAI in Similar organizations mean	Please clarify understanding of 10 Cr.	It refers to active customers.

				• # Customers are >10 Cr	Would it refers to turnover of organization, active customers, or something else?	
492	55	72		**GenAI in Similar organizations mean • # Customers are >10 Cr	Please clarify the understanding of "Similar organizations"	Please be guided by the RFP and it's Corrigenda
493	56	73		For Number of clients/organizations implemented in India =1.5 Maximum marks can be obtained =5	Please confirm if scoring of 1.5 per usecase overrides the scoring table, e.g. in case there is a mix of global clients and indian clients.	Please be guided by the RFP and it's Corrigenda
494	57	73		For Number of clients/organizations implemented in India =1.5 Maximum marks can be obtained =5	Please allow Global clients i.e. For Number of clients/organizations implemented in India **/ Global** =1.5 Maximum marks can be obtained =5	Please be guided by the RFP and it's Corrigenda
495	58	73		Average number of GenAI use cases deployed per organization (>6 months in production)	Will marks get multipled if number or organization count increase ?	Please be guided by the RFP and it's Corrigenda
496	59	74		Bidder has to demonstrate 2 live GenAI usecases, nearer to bank's requirement from two different clients and it should not be prototypes / videos.	Due to client's privacy and confidentiality concerns, please allow recorded videos or snapshots.	Please be guided by the RFP and it's Corrigenda
497	60	75		Tabel A – Delivery & Installation of GenAI Setup with Initial 10 Use Cases Within 28 weeks from the date of initial Purchase Order	Please allow additional 3 months (i.e. total of 40 weeks), since 28 weeks may not be sufficient duration for 10 use cases + sub use cases, hardware supply and comissioning.	Please refer to the Corrigendum
498	61	75		Delivery of Hardware, Software, licenses and other components required for setting up GenAI as per RFP including all components/features. Within 8 weeks from the date of initial Purchase Order	Please allow additional 2 weeks (i.e. total of 10 weeks), since 8 weeks may not be sufficient duration for hardware supply and comissioning.	Please refer to the Corrigendum
499	62	76		Table B – Other Use Case(s) Implementation (other than mentioned in the RFP): Within 8 weeks from the date of related/respective Purchase	Please specify the use case so that time / duration can be committed	Please refer to the Corrigendum

				Order for other Use Case(s) identified as part of discovery.		
500	63	76		Within 12 weeks from the date of related/respective Purchase Order for other Use Case(s) identified as part of discovery	Please specify the use case so that time / duration can be committed	Please refer to the Corrigendum
501	64	84		3.6.7 Penalty due to Audit and Compliance Gaps 1. Pre Go-Live Audit 2. Regulatory Audit	Please that Bidders role is only to address to observations, and that the audit will not be done by bidder.	Please be guided by the RFP and it's Corrigenda
502	65	89		3.9 Warranty, Annual Maintenance Contract (AMC) and Annual Technical Support (ATS)	Bidder submits that all OEM/third party products are provided on a pass through basis. Please confirm	Please be guided by the RFP and it's Corrigenda
503	66	98		Copy of the certificate of incorporation -issued by The Registrar of Companies/ Partnership Deed etc. **AND** certificate for change of name, etc., if any.	Please allow impact of mergers and acquisitions i.e. "Copy of the certificate of incorporation -issued by The Registrar of Companies/ Partnership Deed etc. **AND** certificate for change of name, **impact of mergers or acquisitions**, etc., if any."	Please be guided by the RFP and it's Corrigenda
504	67	100		Bidder must be operating in the field of GenAI/AI/ML for at least three years or more as on date of bid submission.	Please allow operating experience of more than one year i.e. "Bidder must be operating in the field of GenAI/AI/ML for at least **one** year or more as on date of bid submission."	Please be guided by the RFP and it's Corrigenda
505	68	100		The Bidder should have implemented at least 2 GenAI/ AI/ ML implementations in PSU/Government/BFSI out of which at least 1 implementation should be in Public Sector Bank/Private Sector Bank/ BFSIs in India, during last 3 years as on date of bid submission.	Please allow Enterprise and Global implementations i.e. "The Bidder should have implemented at least 2 GenAI/ AI/ ML implementations in PSU/Government/BFSI / **Enterprise** in India **/ Globally,** during last 3 years as on date of bid submission."	Please refer to the Corrigendum
506	69	122		Annexure 10 NDA	Bidder proposes changes as below to clause 10. Please confirm 10) Arbitration & Governing Law: All disputes or differences whatsoever	Please be guided by the RFP and it's Corrigenda

					arising between the Parties out of or in relation to the construction, meaning and operation or effect of the PO/SLA or breach thereof shall be settled amicably. If, however, the Parties are not able to solve them amicably, the same shall be settled by arbitration in accordance with Arbitration and Conciliation Act, 1996. The matter may be referred to a Sole Arbitrator to be mutually appointed by the Parties ~~as hereinafter provided~~ and the award made in pursuance thereof shall be binding on the Parties. The Arbitrator/Arbitrators shall give a reasoned award. Any appeal will be subject to the exclusive jurisdiction of courts at Delhi. ~~For the purpose of appointing the sole Arbitrator referred to above, the Bank will send within thirty (30) days of receipt of the notice, to the contractor a panel of three names of persons who shall be presently unconnected with the organization for which the work is executed.~~	
507	70	123		Annexure 10 NDA 18 Indemnity	Bidder seeks deletion of the indemnity requirement. Please confirm	Please be guided by the RFP and it's Corrigenda
508	71	136		High Availability: Ensure high availability with minimal downtime through redundancy and failover mechanisms	Please specify whether High Availability is required on the DR site as well.	Yes, understanding is Correct
509	72	137		Development and Deployment	Please specify the list of existing devops tools which need to be used and integrated (if any)	Details shall be shared with the successful Bidder
510	73	137		User and Access Management	Please specify PNB's IAM systems, and	Details shall be shared with the

					if integration needs to be done with existing IAM	successful Bidder
511	74	137		Monitoring and Reporting	Please confirm if PNB will provide EMS tool for Monitoring	Bank will provide its monitoring tool (BMC monitoring tool)
512	75	139		Support request management: Tracking and managing support tickets and requests from users	Please confirm if PNB will provide access to their ITSM Tool for logging Tickets and Generating SLA Reports	Yes, understanding is Correct
513	76	16 29 89 95		1.10 Terms and Conditions of the Bidding firms The bidder has to accept all terms and conditions of the Bank and should not impose any of its own conditions upon the Bank. A bidder who does not accept any or all conditions of the Bank shall be disqualified from the selection process at any stage as deemed fit by the Bank. 1.13.21 Entire Assignment This Agreement contains the entire Agreement and understandings by and between the Parties with respect to the covenants herein described, and no representations, promises, Agreements or understandings, written or oral, not herein contained shall be of any force or effect. 3.10 Signing of Contract Annexure 1 – Undertaking from the Bidder 6. Terms & Conditions: We hereby undertake and agree to abide by all the terms and conditions including all annexure, corrigendum(s) etc.	Bidder understands that the all the deviations and the final proposal submitted by the Bidder shall form part of the contract and the commencement of services shall begin only after the contract with mutually acceptable terms are signed by the parties. Please confirm.	Please be guided by the RFP and it's Corrigenda

				stipulated by the Bank in this RFP. (Any deviation may result in disqualification of our bid).		
514	77	19 21 22 32		1.13.7 Indemnity 1.13.8 Indemnification Process 1.13.9 IP Infringement Indemnity 1.13.11 Patent Rights 1.13.29 Intellectual Property Rights	Bidder proposes replacement of the clauses as below. Please confirm If a third party asserts a claim against Client that Services acquired under the Agreement infringes a patent or copyright, Bidder will defend Client against that claim and pay amounts finally awarded by a court against Client or included in a settlement approved by Bidder. To obtain Bidder's defense against and payment of infringement claims, Client must promptly: i) notify Bidder in writing of the claim; ii) supply information requested by Bidder; and iii) allow Bidder to control, and reasonably cooperates in, the defense and settlement, including mitigation efforts. Pls confirm Bidder submits that the indemnity shall not apply to 3rd party products or software supplied by Bidder. All OEM/third party products are provided on a pass through basis. That any indemnity claim shall not exceed the actual charges paid by Client for the individual product or service that is the subject of claim (if recurring, twelve months charges apply) Bidder also clarifies that: Service Deliverables Ownership and Licensing a. When Bidder provides deliverables	Please be guided by the RFP and it's Corrigenda

					as specified under this RFP/Contract, Client will own the copyright in works of authorship that Bidder develops for Client (Project Materials). Project Materials exclude Existing Works. Existing Works are works of authorship delivered to Client, but not created, under the RFP/Contract and includes any modifications or enhancements of such works made during the performance of the Services. Some Existing Works may be subject to a separate license agreement (Existing Licensed Works). A software program is an example of an Existing Licensed Work and is subject to its licensing terms. b. Bidder grants Client an irrevocable (subject to Client's payment obligations), nonexclusive, worldwide license to use, execute, reproduce, display, perform and prepare derivatives of Existing Works that are not Existing Licensed Works. Bidder retains an irrevocable, nonexclusive, worldwide, paid-up license to use, execute, reproduce, display, perform, sublicense, distribute, and prepare derivative works of Project Materials.	
515	78	32 117		1.13.30 Confidential Information Annexure 10 NDA	Bidder submits that all information (oral/written) must be identified as Confidential Information. There shall be no deemed treatment as Confidential Information. Further, Bidder clarifies that given the scope of services, trade secrets are not releavnt and hence to be deleted. Bidder seeks deletion of the indemnity	Please be guided by the RFP and it's Corrigenda

					requirement from sub clauses (7) and (11) Bidder proposes that the confidentiality obligations shall survive for 5 years from date of disclosure Please confirm	
516	79	17		1.12.8 Validity of Contract The contract shall remain valid in case of amalgamation/ merger/ acquisition of the Entity with any other entity or vice-verse. In case of change of name of the new entity, the SLA shall have to be signed with the new entity with the same rates, terms and conditions as per the existing contract	This shall be mutually discussed and agrred by both parties upon occurance of such an event	Please be guided by the RFP and it's Corrigenda
517	80			1.13.15 Termination of Contract	1. Bidder seeks deletion of words like unsatisfactory as this is wide open rather it can be as per the terms of SOW 2. Non-initiation of services within 7 days of order contract- Reuqest this to change to 2-3 weeks. 3. Decision of the Bank regarding quality of services will be binding on the Vendor-Bidder seeks modification say as per terms of Sow/ Agreement 4. Violation of terms & conditions stipulated in the Purchase Order to the extent not inconsistent with the terms and conditions laid out in present Agreement- Bidder requests relaxation of the clause to terms of Agreement only Bidder beilives PO would be for adimistrative purposes 5. Bidder seeks deletion of clauses (f) & (g) 6. Notwithstanding anything contained	Please be guided by the RFP and it's Corrigenda

					in this Agreement, Bank shall be at the liberty to terminate this Agreement at any time by sending 30 days - notice period to the Vendor without bearing any consequences.- Bidder seeks clarification on this clause when would this clause apply ? 7. Bidder seeks deletion of clause 6 ,7&11 8. Bidder seeks atleast 30 days notice for clause 9&10 9. The Bidder/ vendor understands the largeness of this Project and that it would require tremendous commitment of financial and technical resources for the same from the Bidder/ vendor for the tenure of this contract ~~and subsequent Agreement~~. The Parties therefore agree and undertake that an exit at any point in time resulting due to expiry or termination of this Agreement ~~and subsequent agreement~~ for any reason whatsoever would be a process over a period of six (6) months, after the completion of the notice period of three (3) months. During this period, the Bidder/ vendor shall continue to provide the Deliverables and the services in accordance with this Agreement ~~and subsequent amendment~~ and shall maintain the agreed Service levels. Immediately upon the date of expiration or termination of this Agreement, if any, Bank shall have no further obligation to pay any fees for any periods commencing on or after such date- Bidder seeks clarity on this clause what doe subsequent means is it for future	

					contracts , Also how the notice period & termation period be understood. 10. Without prejudice to the rights of the Parties, upon termination or expiry of this Agreement or subsequent amendment, if any, Bank shall pay to Bidder/ vendor, ~~within thirty (30) days~~ upon ~~of~~ such termination or expiry, of the following: a. ~~All the undisputed fees outstanding till the date of termination or upon the termination or expiry of subsequent Agreement.~~ b. The rights granted to Bidder/ vendor shall immediately terminate Also Bidder proposes the below language in case of any termination event In the event of termination of this Agreement Bank shall pay Kyndryl for all the products and Services provided up to the effective date of termination, in addition pay for any prepaid expenses (AMC, Subscription, support) and value of unamortized investments made by Kyndryl and any expenses Kyndryl incurs through termination. Non-payment is also a material breach Bidder also proposes right to terminate the Agreement in case of non payment by Bank with a 30 days notice period 11. The Bank will provide the Bidder/ vendor a remedy period of thirty (30) days to rectify a material default. The Bank will provide in writing the nature of	

					the default to the Bidder/ vendor through a letter or mail correspondence. The thirty (30) daytime period will commence from the day the Bank have sent such correspondence to the Bidder/ vendor.- Bidder seeks clarity on notice period is 30 days as given here or in clause 1 which one to consider 12. Bidder seeks removal of word unsatisfactory in the last paragraph 13. Bidder seeks clarity on Notice period and cure period applicability for the termination events as same is not clear and provided differently in different clauses under termination	
518	81			1.13.34 Not Acceptance/ Non-Execution of Order In case the bidder shortlisted through this RFP process (hereinafter called "successful bidder") refuses to accept / execute the order, Bank may invoke the PBG/EMD and terminate the PO and Contract. Bank also reserves the right to blacklist/debar the said successful bidder in such eventuality without giving any notice thereof in this regard for a period of further three years from the date of blacklisting/debarment	We seek relaxation for not blacklisting due to the mentined clause on non acceptance / non execution of order.	Please be guided by the RFP and it's Corrigenda
519	82			1.13.35 Liquidated Damages	Bidder seeks relaxation on LD capping upto 5% of delayed deliverables If the Bidder fails to complete the due performance of the contract in accordance with the terms and	Please be guided by the RFP and it's Corrigenda

					conditions, the Bank reserves the right either to terminate the contract or to accept performance already made by the Bidder after imposing Penalty on Bidder. Penalty will be calculated on per week basis and on the same Rate as applicable to Liquidated Damages- Bidder proposes devaition of the clause- There cannot be an LD and Penalty for same failiure In case of termination of contract, the Bank reserves the right to recover an amount equal to 10% of the Contract value as Liquidated Damages for non-performance- Bidder seeks delation of siad clause If any act or failure by the Bidder under the agreement results in failure or inoperability of systems and if the Bank has to take corrective actions, to ensure functionality of its property, the Bank reserves the right to impose penalty, which may be equal to the cost it incurs or the loss it suffers for such failures.- Bidder proposes the penalty to be capped to certain value say 5% or so and cannot be uncapped. If the Bidder fails to complete the due performance of the contract in document, the Bank reserves the right either to terminate the order or to recover a suitable amount as deemed reasonable as Penalty / Liquidated damages for non-performance. SLA/RFP violation will attract penalties- Bidder seeks clarity on suilable amount	

					and same should be quantifiable Bidder wishes to propose an overall capping of 5% of value of delayed scope to be maximum capping towards LD/Penalty under the RFP/ Agreement	
520	83	40		1.13.38 SOURCE CODE ESCROW AGREEMENT	The best practice in the industry is to have the escrow between the bank and the OEMs; hence, in respect of applications s/w , the escrow arrangement can be between the bank and the respective OEMs. The bidder will facilitate the same, with costs to be borne by the respective OEMs.	Please be guided by the RFP and it's Corrigenda
521	84			Variation of Quantities The Bank reserves the right to increase or decrease the quantity to be ordered up to 25 percent of bid quantity at the time of placement of contract. The Bank also reserves the right to increase the ordered quantity by up to 25% of the contracted quantity during the currency of the contract at the contracted rates. Bidders are bound to accept the orders accordingly	Bidder proposes any change in quantity shall be based on mutual agreement by both parties	Please be guided by the RFP and it's Corrigenda
522	85	69		Bank, as per their requirement, may increase or decrease the resource quantity at the same rates, terms and conditions.	Bidder proposes any change in quantity shall be based on mutual agreement by both parties, Decrease in quantity is not allowed	Please be guided by the RFP and it's Corrigenda
523	86	76-79		3.6.1 Penalty due to delay in Services Tabel A - Delivery & Installation of GenAI Setup with Initial 10 Use Cases Table B - Other Use Case(s) Implementation (other than mentioned in the RFP)	Bidder seeks clarity on Penalty capping, 10% is on what ?, is it 10% of Hw/SW cost? Bidder proposes penalty shall be on undelivered scope instead of PO value Bidder seeks clarity on 10% is on respective scope value ? or overall PO value	Please be guided by the RFP and it's Corrigenda

					What is Table C 10% of (A+B+C), beyond which Bank may terminate the contract- Bidder proposes the 5% to be on quaterly charge I. In the absence of the engineer, suitable replacement is to be provided on immediate basis. In case of absolute absence (when no replacement is provided), penalty would be deducted @0.5% of the Implementation cost, for each day, up to a maximum of 10%.-10% is on what value	
524	87	80		Penalty	Bidder proposes 5% capping on penalty cost rather than 100% OTS cost	Please be guided by the RFP and it's Corrigenda
525	88	83		1. If performance issues (P1 and/or P2) continues for more than one month due to any reason at application/solution side, bank may choose any or all of the options like Review the contract, Cancel the Purchase Order, Terminate the Contract, Forfeit the Performance Bank Guarantee and Blacklist the bidder	Bidder proposes Penalty shall be sole remedy for any defalut & no invoking of BG & blacklisting Overall Penalty clauses should be capped and shall not be simultaneously	Please be guided by the RFP and it's Corrigenda
526	89	84		3.6.6 Penalty due to erroneous behaviour of the Solution If the solution or any of its components behaves erroneously which results in monetary or business loss to the Bank, then the entire amount of such loss shall be recovered from the bidder on actual basis.	Bidder proposes deletion of the clause	Please be guided by the RFP and it's Corrigenda
527	90	84-85		3.6.7 Penalty due to Audit and Compliance Gaps	Oveall Penalty under various provisions shall be capping shall be capped @ 5% of TCO	Please be guided by the RFP and it's Corrigenda
528	91	86		Terms of Payment-Table A - Delivery	Bidder proposes the following Billing	Please be guided by the RFP and it's

				& Installation of GenAI Setup with Initial 10 Use Cases Table B - Other Use Case(s) Implementation (other than mentioned in the RFP	and Payment 1. Supply- Upon shippment 2. Implementation - Upon each milestone completion 3. ATS/AMC of Infrastructure- Annual in advance 4. OTS (Onsite Technical Support)- Quaterly in advance Upon Milestone completion Payments are due from date of receipt of invoice and payable within thirty (30) days of date of invoice. In the event of late payments, Kyndryl reserves the right to charge a late payment fee @ 2% per month on the overdue amounts, in addition to the right of suspension of services till the overdue amounts are paid	Corrigenda
529	92	87		The above payments shall be made in arrears after completion of respective milestone and on submission of requisite documents from OEM/OSD. The above payments may be made in advance on completion of previous milestone and on receiving written request from the Bidder and on submission of requisite documents from OEM/OSD, subject to production of Bank Guarantee of equivalent amount (Invoice value) and with validity period of atleast 1 year. In case of any non-compliance to any of the RFP terms and conditions, Bank may forfeit any of the Bank Guarantees and recover the amount from the Bidder	Bidder seeks deletion of the clause	Please be guided by the RFP and it's Corrigenda
530	93	88		13. Bank reserves the rights to	Bidder seeks deletion of the clause, No	Please be guided by the RFP and it's

				dispute/deduct payment/withhold payments/further payment due to the Successful Bidder under the Contract, if the Successful Bidder has not performed or rendered the Services in accordance with the provisions of the Contract which the Bank at its sole discretion adjudge. 14. Successful Bidder shall permit Bank to hold or deduct the amount from invoices, for non- performance or part performance or failure to discharge obligations under the Contract	witholding of invoices	Corrigenda
531	94	90		3. The bidder has to accept all terms and conditions of the Bank and should not impose any of its own conditions upon the Bank. A bidder who does not accept any or all conditions of the Bank shall be disqualified from the selection process at any stage as deemed fit by the Bank	The contract signed will be based on mutual terms and conditions by both parties	Please be guided by the RFP and it's Corrigenda
532	95	90		Duration of Contract 3. After expiry of the contract period of five (05) years, Bank may extend the contract for a period of one (01) year each or part thereof with maximum for two (02) years for AMC & ATS and onsite resource support on the same rates as applicable to 5th year of the contract SLA, Terms & Conditions, subject to satisfactory performance of successful bidder	Any extension shall be based on mutually agrred prices and terms and conditions by both parties	Please be guided by the RFP and it's Corrigenda
533	96	133		1. The rates for AMC, ATS and OTS shall remain valid for the entire contract period of 5 years and an additional 2 years (in case the contract	Any extension shall be based on mutually agrred prices and terms and conditions by both parties	Please be guided by the RFP and it's Corrigenda

				is extended at the discretion of the Bank.)		
534	97	133		2. Bidder has to quote Annual maintenance contract, AMC, within minimum 6% and maximum 10% of the Hardware Cost and Annual Technical Support, ATS, within minimum 10% and maximum 20% of the Software Solution Cost. If AMC/ATS cost is quoted out of prescribed range then the bid will be rejected.	We request bank to elaborate on the component of software solution cost. Pls confirm that the 3rd party s/w licenses are not part of "software sol cost".	Please be guided by the RFP and it's Corrigenda
535	98	133		3. The rates quoted in commercial bid should be inclusive of all taxes, including GST. However, GST will be paid to the bidder on actual basis at the rate applicable. The rate of applicable GST should be informed and charged separately in the invoice generate for supply of the product. 4. Any column left blank by the bidder will result in disqualification of the bid	Bidder proposes prices shall be exclusive of Taxes	Please be guided by the RFP and it's Corrigenda
536	99	133		5. Bank is not bound to place any minimum order for any item.	Since this is a fixed based solution hence bidder proposes the baselines to be contracted as per the scope of work	Please be guided by the RFP and it's Corrigenda
537	100	16 38 76		1.12.2 Service Level Agreement 1.13.35 Liquidated Damages 3.6 Service Levels & Penalties	Bidder proposes that the overall penalties/ liquidated damages shall not exceed 10% of the entire contract value. SLA penalties shall be the sole and exclusive remedy for SLA breaches.	Please be guided by the RFP and it's Corrigenda
538	101	28		1.13.18 Data Protection	Bidder proposes that it shall comply with such laws, act and/ or rules/ regulations thereunder, any amendment thereof that are applicable to it as an IT Service Provider.	Please be guided by the RFP and it's Corrigenda
539	102	30		1.13.25 Audit	Bidder clarifies that subject matter of any such audit shall not include cost,	Please be guided by the RFP and it's Corrigenda

					financial information and confidential information of Bidder.	
540	103	48		2.23 Sub-Contracting In general subcontracting is not allowed under this RFP, Bank will only deal with the bidding Bidder, who will be responsible for delivery of all services	Bidder requests that Bank to allow subcontracting post approval from bank.	Please be guided by the RFP and it's Corrigenda
541	104	110		Annexure 8 – Performa for Integrity Pact	Bidder clarifies that subject matter of IEM's access shall not include cost, financial information and confidential information of Bidder	Please be guided by the RFP and it's Corrigenda
542	1	NA		Annexure 2_Eligibility Criteria > Clause 9 The Bidder should have implemented at least 2 GenAI/ AI/ ML implementations in PSU/Government/BFSI out of which at least 1 implementation should be in Public Sector Bank/Private Sector Bank/ BFSIs in India, during last 3 years as on date of bid submission.	Gen AI is a new development in the field of digital transformation and IT, only few of the BFSI and Govt organizatins have implemented this solution. For a wider participation we request you to kindly amend this clause as: The Bidder should have implemented at least 2 GenAI/ AI/ ML implementations in PSU/Government/BFSI globally ~~out of which at least 1 implementation should be in Public Sector Bank/Private Sector Bank/ BFSIs in India,~~ during last 3 years as on date of bid submission. We also request you to kindly accept the ongoing Projects which are under implementation as proof of past experience.	Please refer to the Corrigendum
543	2	71		3.4> Technical Evaluation; Clause No-1 End-to-End Hardware Procurement, Setup, and Maintenance and Environment Setup & maintenance	As you are aware that only a few organizations have implemented Gen AI, hence for a wider participation we request you to kindly amend this clause as:	Please be guided by the RFP and it's Corrigenda

				* Proven expertise & willingness in procuring and integrating GPU hardware or equivalent premises environment. Bidder to provide documentation (PO / license contract document) to prove GenAI deployments. And Completion certificate/Email from the customer	Bidder/OEM should have experience of: End-to-End Hardware Procurement, Setup, and Maintenance and Environment Setup & maintenance * Proven expertise & willingness in procuring and integrating GPU hardware or equivalent premises environment. Bidder to provide documentation (PO / license contract document) to prove GenAI deployments. And Completion certificate/Email from the customer	
544	3	72		3.4> Technical Evaluation Clause No-2 Number of GenAI Use Cases Deployed in similar organizations. *Bidder has to submit the customer credentials from the clients. (credential should contain the details of products (LIVE) implemented) *Bidder to provide documentation (PO / license contract document) to prove GenAI deployments. * E2E Architecture Deployment: major components are (non-exhaustive): LLM layer (training, inferencing), vector database layer, database layer (relational and no-SQL), LLM orchestration layer, data pipelines, transformation & processing	We request you to kindly amend this clause as: Number of GenAI Use Cases Deployed in similar organizations. *Bidder/ OEM has to submit the customer credentials from the clients. (credential should contain the details of products (LIVE) implemented) *Bidder/ OEM to provide documentation (PO / license contract document) to prove GenAI deployments. * E2E Architecture Deployment: major components are (non-exhaustive): LLM layer (training, inferencing), vector database layer, database layer (relational and no-SQL), LLM orchestration layer, data pipelines, transformation & processing	Please be guided by the RFP and it's Corrigenda

				frameworks, API layer, authentication layer, front end, Responsible AI layer, Monitoring & logging, automated evaluation & feedback loop etc.	frameworks, API layer, authentication layer, front end, Responsible AI layer, Monitoring & logging, automated evaluation & feedback loop etc.	
545	4	73		3.4> Technical Evaluation Clause No-3 Depth of Clientele in GenAI Use Case Deployments	We request you to kindly accept the experience of either Bidder or OEM to ensure a wider participation.	Please be guided by the RFP and it's Corrigenda
546	5	138		Annexure 13> Clause 19 Data Management	Will it be okay if the the data management features are added externally (as a separate technology layer) to the Gen AI solution core? They will still be a part of the comprehensive solution system.	Please be guided by the RFP and it's Corrigenda
547	6	49		3.1 > 3.1.1 > a.	Please confirm if the activities listed in section 3.1.2 (a to j) represent the indicative list of use cases?	Please be guided by the RFP and it's Corrigenda
548	7	49		3.1 > 3.1.1 > a.> Key Components> b.	Approximately, how many structured and unstructured sources of data would feed into the ingestion layer? What will be the average and modal volume and update velocity for each of the datasets?	Details shall be shared with the successful Bidder
549	8	49		3.1 > 3.1.1 > a.> Key Components> c.	Approximately how many different teams expected to interact with the platform? Please provide details about each time in terms of primary role and responsibility, etc.	Details shall be shared with the successful Bidder
550	9	50		3.1 > 3.1.1 > a.> Key Components> d.	Do you have any specific KPIs in mind for model monitoring?	Details shall be shared with the successful Bidder
551	10	50		3.1 > 3.1.1 > a.> Key Components> e.	For role-based access, do you have any pre-defined roles or minimus number of access-levels for the Gen AI platform?	Details shall be shared with the successful Bidder
552	11	50		3.1 > 3.1.1 > a.> Architecture Considerations>2	Is there a preferred technology/platform for deploying the modular services architecture?	Please be guided by the RFP and it's Corrigenda

553	12	50		3.1 > 3.1.1 > a.> Architecture Considerations>3	Is there a preferred platform for building the data lake/ data warehouse?	Please be guided by the RFP and it's subsequent Corrigendum.
554	13	51		3.1 > 3.1.2> 1> a. Document Summarizer> Technical requirements	Which are the regional languages that should be supported by the Gen AI platform?	Please refer to the Corrigendum
555	14	52		3.1 > 3.1.2> 1> b. Credit Assist> Functional requirements	Which are the external credit bureaus with which the Gen AI platform should be integrated?	Please refer to the Corrigendum
556	15	52		3.1 > 3.1.2> 1> b. Credit Assist> Technical requirements	Apart from those owned by PNB, which are the financial platforms and customer databases from where the Gen AI platform is expected to retrieve data in real-time?	Please refer to the Corrigendum
557	16	54		3.1 > 3.1.2> 1> c. Automated Email Response Management>Technical Requirements	Apart from Outlook and Gmail, are there any other email servers and applications currently in use at PNB?	PNB is currently using outlook 365 email services
558	17	54		3.1 > 3.1.2> 1> d. SOC Analysis>Functional Requirements	Can you share more details about what is expected of this program in terms of duration, number of analysts to be trained, and specific skill sets to be cultivated?	Details shall be shared with the successful Bidder
559	18	54		3.1 > 3.1.2 > 1 > d. SOC Analysis> Technical Requirements	Approximately, how many external threat intelligence feeds have to be covered for the SOC analyst module?	The SOC tool should have its own robust threat intelligence feeds and compliance monitoring capabilities to provide a strong foundation for security monitoring. While integration with external tools can be beneficial, the core functionality should be built-in for faster response times and reduced reliance on third parties
560	19	86		3.8 Terms of Payment **Deliverables** Delivery of Hardware, Software, licenses and other components required for setting up GenAI as per RFP including all components/features. **Payable Amount**	We request you to kindly amend this clause as: **Deliverables** Delivery of Hardware, Software, licenses and other components required for setting up GenAI as per RFP including all components/features. **Payable Amount**	Please be guided by the RFP and it's Corrigenda

				50% of A+B	~~50~~ 80 % of A+B	
561				**Deliverables** Complete setup of GenAI Solution including Development and Deployment of initial 10 (ten) Use Case as per the RFP including UAT sign-off User Acceptance Testing **Payable Amount** 30% of A+B	**Deliverables** Complete setup of GenAI Solution including Development and Deployment of initial 10 (ten) Use Case as per the RFP including UAT sign-off User Acceptance Testing **Payable Amount** ~~30~~ 10 % of A+B	Please be guided by the RFP and it's Corrigenda
562				**Deliverables** Go Live of complete GenAI setup for production in DC and DR with initial 10 (ten) Use Cases **Payable Amount** 20% of A+B	**Deliverables** Go Live of complete GenAI setup for production in DC and DR with initial 10 (ten) Use Cases **Payable Amount** ~~20~~ 10 % of A+B	Please be guided by the RFP and it's Corrigenda
563				Deliverables ATS/AMC of Infrastructure Payable Amount On Half Year basis in arrears	Deliverables ATS/AMC of Infrastructure Payable Amount On ~~Half Year~~ Yearly basis in ~~arrears~~ advance	Please be guided by the RFP and it's Corrigenda
564	1	1		GEM Notice, Bid End Date, Last Date of Submission is 01st January 2025 @ 4.00 pm	We request the Bank to extend the bid submission for atleast 10-15 days after the pre-bid clarification is shared.	Please refer to GeM for RFP timelines
565	2	71		3.4 Technical Evaluation, Point 2, Number of GenAI Use Cases Deployed in similar organizations.	We humbly request Bank to kindly lower the requirement criteria considering the GOI guidelines for MSEs. **{Ministry of Micro, Small & Medium Enterprises (MSMEs) vide Policy Circular No. 1(2)(1)/2016-MA dated 10" March, 2016 has clarified that all Central Ministries / Departments / Central Public Sector Undertakings (CPSUs) may relax condition of prior experience with respect of Micro & Small Enterprises (MSEs) in all public procurements subject to meeting of quality and**	Please be guided by the RFP and it's Corrigenda

					technical specifications.}	
566	3	73		3.4 Technical Evaluation, Point 3, Depth of Clientele in GenAI Use Case Deployments.	We humbly request Bank to kindly lower the requirement criteria considering the GOI guidelines for MSEs. **{Ministry of Micro, Small & Medium Enterprises (MSMEs) vide Policy Circular No. 1(2)(1)/2016-MA dated 10" March, 2016 has clarified that all Central Ministries / Departments / Central Public Sector Undertakings (CPSUs) may relax condition of prior experience with respect of Micro & Small Enterprises (MSEs) in all public procurements subject to meeting of quality and technical specifications.}**	Please be guided by the RFP and it's Corrigenda
567	4	99		Annexure 2 - Eligibility Criteria, Point 3, The Bidder must have a minimum annual average turnover of Rs. 18.00 crores in 3 Financial Years (2021-22, 2022-23, & 2023-24) from their Indian operations. In case of MSE/ Startup, bidder should have average annual turnover of INR 12crores during last three financial years i.e. 2021-22, 2022-23 and 2023-24, from their Indian operations. This must be the individual company turnover and not that of any group of companies. AND The bidder should also have a positive	We humbly request Bank to reduce the minimum annual turnover to 10 to 15 Crores to provide relaxation to MSEs on this criterion, considering the GOI guidelines for MSEs. **{Ministry of Micro, Small & Medium Enterprises (MSMEs) vide Policy Circular No. 1(2)(1)/2016-MA dated 10" March, 2016 has clarified that all Central Ministries / Departments / Central Public Sector Undertakings (CPSUs) may relax condition of prior turnover and prior experience with respect of Micro & Small Enterprises (MSEs) in all public procurements subject to meeting of quality and technical specifications.}**	Please refer to the Corrigendum

				Net Worth during last three financial years i.e. 2021-22, 2022-23 and 2023-24.		
568	5	100		Annexure 2 - Eligibility Criteria, Point 9, The Bidder should have implemented at least 2 GenAI / AI / ML implementations in PSU / Government / BFSI out of which at least 1 implementation should be in Public Sector Bank / Private Sector Bank / BFSIs in India, during last 3 years as on date of bid submission.	We humbly request Bank to kindly lower the requirement criteria considering the GOI guidelines for MSEs. **{Ministry of Micro, Small & Medium Enterprises (MSMEs) vide Policy Circular No. 1(2)(1)/2016-MA dated 10" March, 2016 has clarified that all Central Ministries / Departments / Central Public Sector Undertakings (CPSUs) may relax condition of prior experience with respect of Micro & Small Enterprises (MSEs) in all public procurements subject to meeting of quality and technical specifications.}**	Please refer to the Corrigendum
569	6	101		Annexure 2 - Eligibility Criteria, Point 14, The Bidder should be a CMMI 3 or equivalent BIS certified organization.	We humbly request the bank to relax this criteria for MSEs considering GOI guideline for MSEs.	Please refer to the Corrigendum
570	1	Page 50		AI/ML Frameworks: Should use TensorFlow, PyTorch, or Hugging Face's transformers etc. for building and fine-tuning models	As the GEN AI environment is still evolving and every day new age applications are getting tested on open source platform, we request the bank to change the RFP clause as below:	Please refer to the Corrigendum
571	2	Page 50			"AI/ML Frameworks: must use TensorFlow, PyTorch, or Hugging Face's transformers etc. for building and fine-tuning models, it should also be validated on opensource (no proprietary architecture) platform without any code change.	Please refer to the Corrigendum
572	3	Page 50			This will enable the bank to install and test new and emerging use cases without any binding to specific	Please refer to the Corrigendum

					platform/components.	
573	4	Page 50		Future use case expansion	We recommend bank to ask that "Application should flexibly deploy either on cloud or edge devices with open architecture and no code change".	Please be guided by the RFP and it's Corrigenda
574	1	GeM Bidding Sheet, Page No. 1		Bid End Date/Time	Considering the comprehensive scope and the upcoming holidays, we request the bank to extend the submission deadline to January 31, 2025.	Please refer to GeM for RFP timelines
575	2	48		2.23 Subcontracting In general subcontracting is not allowed under this RFP, Bank will only deal with the bidding Bidder, who will be responsible for delivery of all services.	While we agree the final responsibility for delivery of all services will lie with the Bidder, e request the bank to allow subcontracting niche areas such as hardware procurement, software license procurement, etc. for better execution and resource flexibility.	Please be guided by the RFP and it's Corrigenda
576	3	51		Technical Requirements	For 500 concurrent user use cases, as well as 5 to 15 concurrent user use cases, what is the minimum concurrent token limit assumption the bank is considering? This assumption will significantly impact GPU sizing and, therefore, the overall hardware cost.	Please be guided by the RFP and it's Corrigenda
577	4	61		Infrastructure & Licenses Requirements	We request clarity on the acceptable end-user license for open-source vector databases. Would an MIT Open-Source Software universal license be acceptable for open-source vector DBs?	All softwares proposed under this RFP should be of the latest stable version having licensed version/ enterprise support
578	5	62		General condition - Infrastructure and license requirements	Would request the bank to confirm if Active Active DC DR configuration is the option as this will increase total cost	Please refer to the Corrigendum
579	6	71		3.4 Technical Evaluation End-to-End Hardware Procurement, Setup, and Maintenance and Environment Setup & maintenance	We request the Bank to revise the clause as below: 2 or more - 25 Marks 1 - 20 Marks	Please be guided by the RFP and it's Corrigenda

					Partnerships (with OEM who Provides GPU based hardware or equivalent but no deployments - 15 Marks	
580	7	71		3.4 Technical Evaluation End-to-End Hardware Procurement, Setup, and Maintenance and Environment Setup & maintenance Bidder to provide documentation (PO / license contract document) to prove GenAI deployments.	We want to highlight that our Global clients do not share any POs/Contract copies/ELs, etc. due to strict confidentiality clauses. We request the Bank to please accept reference letters/ reference e-mail/ reference calls with our Global clients. We can submit a self declaration with details of the project and client contact details for reference calls.	Please refer to the Corrigendum
581	8	72		3.4 Technical Evaluation Number of GenAI Use Cases Deployed in similar organizations. Bidder to provide documentation (PO / license contract document) to prove GenAI deployments.	We want to highlight that our Global clients do not share any POs/Contract copies/ELs, etc. due to strict confidentiality clauses. We request the Bank to please accept reference letters/ reference e-mail/ reference calls with our Global clients. We can submit a self declaration with details of the project and client contact details for reference calls.	Please refer to the Corrigendum
582	9	73		3.4 Technical Evaluation Depth of Clientele in GenAI Use Case Deployments	We want to highlight that our Global clients do not share any POs/Contract copies/ELs, etc. due to strict confidentiality clauses. We request the Bank to please accept reference letters/ reference e-mail/ reference calls with our Global clients. We can submit a self declaration with details of the project and client contact details for reference calls.	Please refer to the Corrigendum
583	10	73		3.4 Technical Evaluation Depth of Clientele in GenAI Use Case Deployments	We request the bank to relax the criterion to >1 month and number of use cases per organization to 3, 2 and 1 since Generative AI is relatively new as a concept	Please refer to the Corrigendum

584	11	75 & 86		Timelines & Payment Terms	As per timelines, initial 5 use-cases are to Go-Live within 18 weeks of initial Purchase Order and the additional 5 use-cases are to Go-Live within 28 weeks of initial Purchase Order. However, as per Terms of Payment, Table A, "Go Live of complete GenAI setup for production in DC and DR with initial 10 (ten) Use Cases" is to happen Within 16 weeks from the date of initial Purchase Order. We request the Bank to please look into this and synchromize the payment terms with the delivery timelines.	Please refer to the Corrigendum
585	12	75		Timelines	We propose the bank to provide a sandbox environment separately at the project commencement to develop use cases without losing any time and plug and play when the hardened hardward infra is setup	Please be guided by the RFP and it's Corrigenda
586	13	75		Timelines: 2 months – Delivery and deployment of Hardware and Infrastructure 3.5 months – UAT sign off on 5 use cases 4.5 months – Go live of 5 use cases 6 months – Go live of 10 use cases (including audit observation report closure submission)	In our experience with Indian and global deployments of multiple use cases, each use case takes approximately 2.5–3 months for successful deployment, including pre-go-live observation closures. We request the bank to revise the timelines as follows: 3 months – Delivery and deployment of hardware and infrastructure 7 months – UAT sign-off on 5 use cases 9 months – Go-live of 5 use cases 12 months – Go-live of 10 use cases	Please refer to the Corrigendum
587	14	76		Service levels & penalties	We request the bank to relax the penalty clause to 0.5% of the milestone values rather than 1% of the PO value.	Please be guided by the RFP and it's Corrigenda

					Delays could be due to non availability of bank's phyical or software resources	
588	15	77		Downtime penalty clause	We request the bank to amend the downtime penalty to only component 'C' with step up of 0.25% to a maximum cap of 2%	Please be guided by the RFP and it's Corrigenda
589	16	80		Turn around time of P1, P2, P3 and P4	The target resolution time are critical and will be dependent of multiple factors. We request the bank to modify the same to 8 hours, 16 hours, 2 days and 4 days for P1, P2, P3 and P4 respectively	Please be guided by the RFP and it's Corrigenda
590	17	86		3.8 Terms of Payment Table A - Delivery & Installation of GenAI Setup with Initial 10 Use Cases	We request that the hardware cost for GPU on-premise deployments be paid upfront upon delivery to avoid the need for significant upfront investments by bidders before use-case go-live.	Please be guided by the RFP and it's Corrigenda
591	18	87		Delivery of other identified use-cases	We request the Bank to please clarify on incremental hardware for additional use cases. How do we provision for additional use cases as they will only be identified during the gap assessment and discussion phase. We will be provisioning hardware for initial 10 use cases, however, additional use-cases will need significant compute and processing power.	Please be guided by the RFP and it's Corrigenda
592	19	99		Eligibility criteria, Sl. 3 Minimum average turnover of Rs. 18 Cr. and Rs. 12 Cr. (MSE bidders) in each of last 3 financial years	We request the bank to revise this criterion to allow financially stable advisory organizations to participate and bid for this complex engagement, with a turnover of atleast Rs. 2500 Cr.	Please be guided by the RFP and it's Corrigenda
593	20	99		Eligibility criteria, Sl. 6 The Bidder and its subsidiaries should not have been engaged with Punjab National Bank for consultancy services related to IT/ Digital Products during last 3 years as on bid submission date.	We request the Bank to please modify the clause as below to allow consultants who have worked with the Bank on existing IT Products in the areas of system audit, cyber security, etc,	Please refer to the Corrigendum

					"The Bidder and its subsidiaries should not have been engaged with Punjab National Bank for consultancy services related to procurement/evaluation of vendors/IT/ Digital Products during last 3 years as on bid submission date."	
594	21	99		Eligibility criteria, Sl. 9 The Bidder should have implemented at least 2 GenAI/ AI/ ML implementations in PSU/Government/BFSI out of which at least 1 implementation should be in Public Sector Bank/Private Sector Bank/ BFSIs in India, during last 3 years as on date of bid submission.	We request the bank to update this criterion to a minimum of 5 years to ensure participation from technically sound and experienced domain players bidding for this RFP.	Please be guided by the RFP and it's Corrigenda
595	22	99		Eligibility criteria, Sl. 9 The Bidder should have implemented at least 2 GenAI/ AI/ ML implementations in PSU/Government/BFSI out of which at least 1 implementation should be in Public Sector Bank/Private Sector Bank/ BFSIs in India, during last 3 years as on date of bid submission.	We request the bank to consider only those bidders who have successfully worked with at least 3 BFSI clients.	Please be guided by the RFP and it's Corrigenda
596	23	100		Eligibility criteria, Sl. 9 The Bidder should have implemented at least 2 GenAI/ AI/ ML implementations in PSU/Government/BFSI out of which at least 1 implementation should be in Public Sector Bank/Private Sector Bank/ BFSIs in India, during last 3 years as on date of bid submission.	We request the bank to revise the minimum deployment requirement of Gen AI solutions to at least 3 companies in India instead of 2	Please be guided by the RFP and it's Corrigenda
597	24	100		Eligibility criteria, Sl. No. 12 The Bidder (including its OEM, if any) should either be Class I or Class II local supplier as defined in Public Procurement (Preference to Make in	We request the bank to remove the eligibility criteria since Infra providers to Gen AI are largely based out of countries outside India	Please be guided by the RFP and it's Corrigenda

				India), Order 2017, Revised Order (English) dated 19.07.2024.		
598	25	137		Annexure 13 - Version control	We believe GIT for code management is on cloud. BIT is more suited to on prem - request bank to change the same	Please be guided by the RFP and it's Corrigenda
599	26	137		Annexure 13 - User and access management	Will the bank provide us with the licensed module of RBAC or this needs to be procured afresh for Gen AI engagement specifically?	Please be guided by the RFP and it's Corrigenda
600	27			General	Will the Bank be open for open-source AI on the cloud? While we will implement the entire solution on-premise, is it possible to connect to GenAI cloud resources to provide better execution and more compute power?	Please be guided by the RFP and it's Corrigenda
601	23			1.13.7 Indemnity	Can the bank please consider to reevaluate the liability/indemnity/penalty clause at the time of contracting?	Please be guided by the RFP and it's Corrigenda
602	24			3.4 Technical Evaluation	Requesting the bank to permit the usage of citations from all the network firms of the bidder (domestic/global/other entities but part of the network firm)	Please be guided by the RFP and it's Corrigenda
603	25			2.20 Adherence to the Cyber Security Policy	Requesting the bank to provide more details reg the liability of the bidder with respect to cyber security policies.	Please be guided by the RFP and it's Corrigenda
604	**1**	Technical Evaluation, 3.4	73	Functional and Technical Compliance : Based on Technical and Functional requirements compliance captured in RFP (Max Marks: 5)	The emphais of Technical evalution is on experiene of SI and their presenation. We do not see enforcement of Technology Standards in this large scale deployment. (only 5 marks for Technolgy Compliance). **Thefore, we request that a use of supported MLOps Platform should be mandated in this RFP.**	Please refer to the Corrigendum

					Without an AI/MLOps platform madate, there will not be a standarization. Without standardization of tools, there will be dozens of unsupported, opensource tools, framework will be used for these AI applications.	
605	**2**	Annexure 11, Table 1C	127	Operating System Database Software Any Other Software for GenAI Use Cases	Line items in bill of material such as OS and Database are typically called out for Traditional Applications RFP. Since this an GenAI RFP, right technolgoies components should be mentioned in the bill of material. Othewise, bidders are likely to miss out on right components. *Requested to include*: Operating System Database Software **Containers Platform** Any Other Software for GenAI Use Cases	Please refer to the Corrigendum
607	**3**	Annexure 11, Table 2	128	Vector Database software, LLM orchestration tools, LLM testing frameworks	Please Include these necessary tools for a GenAI Platform: 1. MLOps platform 2. Model Registry	Please be guided by the RFP and it's Corrigenda
608	**4**	Scope of work, 3.1.1, Supply and deployment of Gen AI application development platfor	49	procurement and installation of required infrastructure (i.e., Hardware, Software including all required OS, DB, Web, App and licenses etc.).	It does not clealy says if the community software allowed? Bank uses enterprise supported software for all their important workloads. Query - **Is the assumption here is that all infrastrucutre software used in GenAI should be enterprise supported?**	Please refer to the Corrigendum

		m				
609	**5**	Scope of work, 3.1.1, Architectural Consideration	50	Data Lake/Data Warehousing: Platform should use inbuilt a scalable data lake or data warehouse for storing large volumes of both structured and unstructured data. The same shall serve as the backbone for model training and data analysis.	It is not clear if Data Lake is to provided or Data Lake needs to be built as part of this solution?	Please refer to the Corrigendum
610	**6**	General Conditions, 2 (B)	61	Solution should preferably be hardware, OS and DB agnostic in nature.	Is there a road map for portability to Cloud? The architecuture should be infrastructure/cloud Agnostic. Portablity should be mandated to prevent development of a monolithic system. This should be changed to: "Solution must be architected in such a way that it is agnostic to underlying onPremise hardware. Also the solution should be portable to cloud in future if required with minimum disruptions"	Please refer to the Corrigendum

Corrigendum I : RFP for Onboarding of Vendor for Infra procurement and SI for Generative AI implementation

SL No.	RFP Page No.	RFP Clause Name and No.	Existing Clause	Revised Clause
1.	3	Disclaimer	5. Vendor means the successful bidder who is selected by the Bank as per eligibility and selection criteria mentioned in the RFP	5. Vendor means the successful bidder who is selected by the Bank as per eligibility and selection criteria mentioned in the RFP. **The term "Vendor", "Bidder", "Successful Bidder" is used interchangeably in this document**
2.	11	1.1 Introduction	Punjab National Bank is one of the leading nationalized Banks, headquartered in New Delhi. The Bank started its operations on 12th April 1895. Throughout the journey of more than 125 years of existence, the Bank has expanded its network across the country and marked its presence outside India and at present the Bank has more than 10,900 branches and 13500 ATMs (onsite and offsite) all over the country and various offices at Dubai, Bhutan, UK etc. The Bank has 22 Zonal Offices and **139** Circle offices controlling these branches/ ATMs besides specialized service branches, DC/DRS, training establishment and other offices. The Bank also has various Subsidiaries, Associates and Joint Ventures including 9 RRBs (Regional Rural Banks). For further details, you can visit to Bank's website www.pnbindia.in	Punjab National Bank is one of the leading nationalized Banks, headquartered in New Delhi. The Bank started its operations on 12th April 1895. Throughout the journey of more than 125 years of existence, the Bank has expanded its network across the country and marked its presence outside India and at present the Bank has more than 10,900 branches and 13500 ATMs (onsite and offsite) all over the country and various offices at Dubai, Bhutan, UK etc. The Bank has 22 Zonal Offices and **138** Circle offices controlling these branches/ ATMs besides specialized service branches, DC/DRS, training establishment and other offices. The Bank also has various Subsidiaries, Associates and Joint Ventures including 9 RRBs (Regional Rural Banks). For further details, you can visit to Bank's website www.pnbindia.in
3.	12	1.5 Performance Bank Guarantee	The successful bidder shall submit a performance Bank guarantee of 5% of the contract value. The PBG should have validity of at least **66** months with a claim period of additional 6 months. In case due to any reason, the validity of the PBG expires before the completion of the contract period, the same shall have to be extended by the Bidder with the	The successful bidder shall submit a performance Bank guarantee of 5% of the contract value. The PBG should have validity of at least **60** months with a claim period of additional 6 months. In case due to any reason, the validity of the PBG expires before the completion of the contract period,

			same terms and conditions. In case Bank extends the contract, the PBG shall have to be extended till the period of extension with same terms and conditions	the same shall have to be extended by the Bidder with the same terms and conditions. In case Bank extends the contract, the PBG shall have to be extended till the period of extension with same terms and conditions
4.	13	1.5 Performance Bank Guarantee	4. The Performance Bank Guarantee shall act as a security deposit and either in case the Successful bidder is unable to start the project within the stipulated time or start of the project is delayed inordinately beyond the acceptable levels, the Bank reserves the right to forfeit the same	4. The Performance Bank Guarantee shall act as a security deposit and either in case the Successful bidder is unable to start the project within the stipulated time or start of the project is delayed inordinately beyond the acceptable levels, **or breaches any of the terms of the contract**, the Bank reserves the right to forfeit the same
5.	13	1.6 Bid Earnest Money	Bidder has to submit the Bid Earnest Money (EMD) (Registered MSE and Startup-India bidder is exempted from payment of Earnest Money Deposit if bidder can furnish requisite proof subject to the satisfaction of Bank), which should be submitted in the form of online deposit or Bank Guarantee (BG) favouring PUNJAB NATIONAL BANK, CPPD DIVISION New Delhi and filling all the details as per specified Annexure-9. The BG should have a validity of at least 6 months from the date of submission of the bid with claim period of another 3 months. The BG/ details of EMD should be submitted at the time of bid submission. Following categories of Bidders shall be exempted from furnishing EMD/BID Earnest Money	Bidder shall submit the Bid Earnest Money (EMD) **(except Registered MSE and Startup-India bidder as per applicable guidelines)**. **Registered MSE and Startup-India bidder are exempted from payment of Earnest Money Deposit if they furnish requisite proof subject to the satisfaction of Bank**. **The EMD shall** be submitted in the form of online deposit or Bank Guarantee (BG) favouring PUNJAB NATIONAL BANK, CPPD DIVISION New Delhi and filling all the details as per specified Annexure-9. The BG should have a validity of at least 6 months from the date of submission of the bid with claim period of another 3 months. The BG/ details of EMD should be submitted at the time of bid submission. Following categories of Bidders shall be exempted from furnishing EMD/BID Earnest Money.
6.	15	1.6 Bid Earnest Money	Details for online payment: IFSC: PUNB0976200 Bank & Branch: Punjab National Bank, HO Building, Dwarka Account No. 9762002200000460 (16 digits) EMD account – HO CPPD	Details for online payment: IFSC: **PUNB001300** Bank & Branch: Punjab National Bank, HO Building, Dwarka Account No. 9762002200000460 (16 digits) EMD account – HO CPPD

			(Proof of the transaction to be submitted along with the bid documents).	(Proof of the transaction to be submitted along with the bid documents).
7.	16	1.10 Terms and Conditions of the Bidding firms	The bidder has to accept all terms and conditions of the Bank and should not impose any of its own conditions upon the Bank. A bidder who does not accept any or all conditions of the Bank shall be disqualified from the selection process at any stage as deemed fit by the Bank.	The bidder shall accept all terms and conditions of the RFP and shall not add any of its own conditions upon the Bank. A bidder who does not accept any of conditions of the RFP shall be disqualified from the selection process at any stage as deemed fit by the Bank. The Bank reserves its right to modify/add/delete any of the terms and condition of the RFP at any stage of the Bid. The bidder agrees to be bound by the further modification/deletion/addition of any terms and conditions.
8.	15	1.12	The bidder must acquaint himself with the local conditions and factors, which may have any effect on the performance of the contract and / or the cost. Terms and Conditions	The bidder **shall be acquaint of the local conditions and factors**, which may have any effect on the performance of the contract and / or the cost. Terms and Conditions
9.	16	1.12.2 Service Level Agreement	The Bidder shall **have to** enter into an agreement with Bank as per the terms and conditions of this RFP and it's subsequent Corrigendum/ Corrigenda. The non-delivery of services or non-response or any breach of information will lead to penalty. The penalty is applicable in respect of non-delivery of services/ support as per the requirement of this RFP. Within 30 days of receipt of the Order/Letter of Intent, the selected Bidder shall sign and date, the Service Level Agreement (SLA), on stamp paper of appropriate value, in format of the Bank and return it to Bank. **The Bidder, however, may submit the SLA Form they like to execute. It is prerogative of the Bank to accept the same or to modify**. It is reiterated that the Contract/SLA to be entered into by the Selected Bidder shall be as approved by the Bank only. **Bank expects that the Bidder** shall be bound by the Service Levels described in this document. The SLA will be monitored and reviewed	The Bidder shall enter into an agreement with Bank as per the terms and conditions of this RFP and it's subsequent Corrigendum/ Corrigenda. The non-delivery of services or non-response or any breach of information will lead to penalty. The penalty is applicable in respect of non-delivery of services/ support as per the requirement of this RFP. Within 30 days of receipt of the Order/Letter of Intent, **and/or such period of extension granted by the Bank(if any)**, the selected Bidder shall sign and date, the Service Level Agreement (SLA), on stamp paper of appropriate value, in format of the Bank and return it to Bank. It is reiterated that the Contract/SLA to be entered into by the Selected Bidder shall be as approved by the Bank only. Bidder shall be bound by the Service Levels described in this document.

			on a monthly basis.	The SLA will be monitored and reviewed on a monthly basis
10.	18	1.13.1 Procurement through Local Suppliers (Make in India)	**Addition of Clause**	**In case any component as being quoted in this RFP by the Bidder is replaced with component of any other make/model/version/specifications/etc due to any reason, Bidder must ensure that the Solution remains in the same Class (I/II) as being proposed and revised MII declaration/certificate has to be submitted to the Bank.**
11.	20	1.13.8 Indemnification Process	The Bidder/Vendor **shall have sole** control of the defence and all related settlement/negotiations, and Bank will provide the Bidder/ Vendor with the assistance, information and authority reasonably necessary to perform the above. However, where Bank is required under law or otherwise answer the claims/charges/imputations made against it, Bank shall have the right to enter defence/defend its interest by means available in law, at its sole discretion. Indemnity would cover damages, loss or liabilities suffered by the Banks arising out of claims made by regulatory authorities for reasons attributable to breach of obligations under the above stated Request for Proposal (RFP) and/or this SLA and subsequent agreement, if any by the Bidder/ Vendor.	The Bidder/Vendor shall be **solely responsible for** the defence and all related settlement/negotiations, and Bank will provide the Bidder/ Vendor with the assistance, information and authority reasonably necessary to perform the above. However, where Bank is required under law or otherwise answer the claims/charges/imputations made against it, Bank shall have the right to enter defence/defend its interest by means available in law, at its sole discretion. Indemnity would cover damages, loss or liabilities suffered by the Banks arising out of claims made by regulatory authorities for reasons attributable to breach of obligations under the above stated Request for Proposal (RFP) and/or this SLA and subsequent agreement, if any by the Bidder/ Vendor.
12.	22	1.13.9 IP Infringement Indemnity	The Bidder shall indemnify the Bank against all third-party claims of infringement of trademark, copyright or industrial design rights, etc. (excepting any third party's patent) arising from use of the Deliverables/ Services, or any part thereof in India as contemplated by this Agreement, provided always that Bank's use of such Services and Deliverables is in compliance with the Agreement	The Bidder shall indemnify the Bank against all third-party claims of infringement of trademark, copyright or industrial design rights, etc. (excepting any third party's patent) arising from use of the Deliverables/ Services, or any part thereof in India as contemplated by this Agreement, provided always that Bank's use of such Services and

			and applicable laws. If Bank's **compliant** use of the Services or Deliverables infringes any third party IPR, Bank's sole remedy (other than this indemnity) is for Bidder, at Bidder's option, to either: (i) procure Bank's continued full use of the Deliverable as contemplated by the Agreement; (ii) substitute the infringing Deliverable; or (iii) modify the Deliverable so that they become non-infringing. This remedy will not apply if Bank is using any modified version of a Deliverable that was not approved by Bidder; if Bank uses Deliverables for a purpose other than that contemplated by the Agreement or if Bank uses a Deliverable in a manner not compliant with the Agreement. Bank will use all reasonable endeavours to mitigate its Losses, arising out of any third party IPR claim	Deliverables is in compliance with the Agreement and applicable laws. If Bank's use of the Services or Deliverables infringes any third party IPR, Bank's sole remedy (other than this indemnity) is for Bidder, at Bidder's option, to either: (i) procure Bank's continued full use of the Deliverable as contemplated by the Agreement; (ii) substitute the infringing Deliverable; or (iii) modify the Deliverable so that they become non-infringing. This remedy will not apply if Bank is using any modified version of a Deliverable that was not approved by Bidder; if Bank uses Deliverables for a purpose other than that contemplated by the Agreement or if Bank uses a Deliverable in a manner not compliant with the Agreement. Bank will use all reasonable endeavours to mitigate its Losses, arising out of any third party IPR claim
13.	23	1.13.10 Incidental Services	The successful bidder shall be required to provide all the following services, including additional service, if any relating to: 1. Performance or supervision of on-site assembly and /or start-up of the goods/ services. 2. furnishing of detailed operations, SOP and maintenance manual for each unit of the goods/ services: 3. Training of the Bank's personnel on-site, start-up, maintenance, and / or repair of goods/ services; if applicable, without any additional cost to the Bank. **4. Signing of pre-contract integrity pact** **5. Information Security** **6. No right to set off.** **7. Compliance with Laws** **8. Publicity** **9. Use of contract documents and information** **10. Assignment**	The successful bidder shall be required to provide all the following services, including additional service, if any relating to: 1. Performance or supervision of on-site assembly and /or start-up of the goods/ services. 2. furnishing of detailed operations, SOP and maintenance manual for each unit of the goods/ services: 3. Training of the Bank's personnel on-site, start-up, maintenance, and / or repair of goods/ services; if applicable, without any additional cost to the Bank.

			11. Contract between bank and shortlisted bidder/tsp (technical service provider) **12. Principal to principal relationship**	
14.	24	1.13.12 Disputes Resolution / Arbitration	All disputes or differences whatsoever arising between the parties out of or in relation to the construction, meaning and operation or effect of this Agreement or breach thereof shall be settled amicably. If, however, the parties are not able to solve them amicably, the same shall be settled by arbitration in accordance with the Arbitration and Conciliation Act, 1996, the matter may be referred to a sole arbitrator nominated by the Bank and vendor mutually and the award made in pursuance thereof shall be binding on the parties. The venue of the arbitration shall be Delhi. The Arbitrator/Arbitrators shall give a reasoned award. Any **challenge / dispute including appeal to the arbitral award** shall be subject to the exclusive jurisdiction of courts at Delhi. VENDOR shall continue work under the Agreement during the arbitration proceedings unless otherwise directed in writing by the Bank or unless the approval of bank in writing that the events are such where work cannot possibly be continued or until the decision to the contrary of the arbitrator or the umpire, as the case may be, has been obtained by Vendor. However, during such a contingency, the Bank shall be entitled to make alternative arrangements to tackle the situation in any manner it deems fit, at the cost of the Vendor which may also be adjusted by the Bank from the Performance Bank Guarantee, being treated as default so that the business of the Bank is not disrupted	All disputes or differences whatsoever arising between the parties out of or in relation to the construction, meaning and operation or effect of this Agreement or breach thereof shall be settled amicably. If, however, the parties are not able to solve them amicably, the same shall be settled by arbitration in accordance with the Arbitration and Conciliation Act, 1996, the matter may be referred to a sole arbitrator nominated by the Bank and vendor mutually and the award made in pursuance thereof shall be binding on the parties. **If the Bank and vendor fails to appoint sole arbitrator mutually, then the arbitrator shall be appointed in accordance with the Arbitration and Conciliation Act-1996** The venue of the arbitration shall be Delhi. The Arbitrator/Arbitrators shall give a reasoned award. Any **matter relating to or incidental to arbitration** shall be subject to the exclusive jurisdiction of courts at Delhi. VENDOR shall continue work under the Agreement during the arbitration proceedings unless otherwise directed in writing by the Bank or unless the approval of bank in writing that the events are such where work cannot possibly be continued or until the decision to the contrary of the arbitrator or the umpire, as the case may be, has been obtained by Vendor. However, during such a contingency, the Bank shall be entitled to make alternative arrangements to tackle the situation in any manner it deems fit, at the cost of the Vendor which may also

				be adjusted by the Bank from the Performance Bank Guarantee, being treated as default so that the business of the Bank is not disrupted
15.	24	1.13.13 Governing Laws and Disputes	All disputes or differences whatsoever arising between the Parties out of or in relation to the construction, meaning and operation or effect of the RFP Documents/PO/SLA or breach thereof shall be settled amicably. If, however, the Parties are not able to solve them amicably, the same shall be settled by arbitration in accordance with Arbitration and Conciliation Act, 1996. The matter may be referred to a Sole Arbitrator to be appointed as hereinafter provided and the award made in pursuance thereof shall be binding on the Parties. The Arbitrator/Arbitrators shall give a reasoned award. Any appeal dispute pertaining to above will be subject to the exclusive jurisdiction of courts at Delhi. For the purpose of appointing the sole Arbitrator referred to above, the Bank will send within thirty (30) days of receipt of the notice, to the contractor a panel of three names of persons who shall be presently unconnected with the organization for which the work is executed. The Vendor shall on receipt of the names as aforesaid, select any one of the persons named to be appointed as a sole arbitrator and communicate his name to the Bank within (30) thirty days of receipt of the names. The bank shall thereupon without any delay appoint the said person as sole arbitrator. If the vendor fails to communicate such selection as provided above within the period specified, the Bank shall make selection and appoint the selected person as the sole arbitrator. The bidder/ vendor shall continue to work under the Contract during the arbitration proceedings unless otherwise directed in writing by the Bank or unless	**Clause stands deleted**

			the matter is such that the work cannot possibly be continued until the decision of the arbitrator or the umpire, as the case may be, is obtained. However, during such a contingency, the Bank shall be entitled to make alternative arrangements to tackle the situation in any manner it deems fit, at the cost of the bidder/vendor which may also be adjusted by the Bank from the Performance Bank Guarantee, being treated as default so that the business of the Bank is not disrupted. The venue of the arbitration shall be Delhi.	
16.	26	1.13.15 Termination of Contract, 3	Notwithstanding anything contained in this Agreement, Bank shall be at the liberty to terminate this Agreement at any time by sending 30 days - notice period to the Vendor without bearing any consequences	Notwithstanding anything contained in this Agreement, Bank shall be at the liberty to terminate this Agreement at any time by sending 30 days - notice period to the Vendor without bearing any consequences **and without assigning any reason for same**
17.	29	1.13.18 Data Protection	Bidder will process Bank's personal data on Bank's behalf as part of the Services, bidder shall comply with the Information Technology Act, 2000, **The Digital Personal Data Protection Act- 2023** and shall comply with all applicable privacy and data protection provisions and applicable laws / future laws. Further, it must be ensured that due care be taken while collecting and dealing with sensitive personal data or information	Bidder will process Bank's personal data on Bank's behalf as part of the Services, bidder shall comply with the Information Technology Act, 2000, **and other applicable laws in force from time to time pertaining to digital and personal data protection** and shall comply with all applicable privacy and data protection provisions and applicable laws / future laws. Further, it must be ensured that due care be taken while collecting and dealing with sensitive personal data or information
18.	30	1.13.20 Use of Name/Logo of the Bank	Vendor shall not use for publicity, promotion, or otherwise, any logo, name, trade name, service mark, or trademark or any simulation, abbreviation, or adaptation of the same of the Punjab National Bank or any of its affiliate, or the name of any Bank's employee or agent, without Bank's prior, written, express consent. The Bank may withhold such consent, in case so granted by it, in its	**Bidder**/ Vendor shall not use for publicity, promotion, or otherwise, any logo, name, trade name, service mark, or trademark or any simulation, abbreviation, or adaptation of the same of the Punjab National Bank or any of its affiliate, or the name of any Bank's employee or agent, without Bank's prior, written, express consent. The Bank may

			absolute discretion. Violation thereof shall constitute a material breach of the terms of this RFP and shall entitle the Bank to take appropriate actions as available to it in law and this document	withhold such consent, in case so granted by it, in its absolute discretion. Violation thereof shall constitute a material breach of the terms of this RFP and shall entitle the Bank to take appropriate actions as available to it in law and this document
19.	30	1.13.21	Entire Assignment (heading only)	Entire **Agreement** (heading only)
20.	30	1.13.23 Delay in Vendor Performance	Delivery of the goods and performance of the Services shall be made by the vendor in accordance with the time schedule specified by Bank. Any delay in performing the obligation by the supplier will result in imposition of liquidated damages and/or termination of rate contract for default.	Delivery of the goods and performance of the Services shall be made by the vendor in accordance with the time schedule specified by Bank. Any delay in performing the obligation by the supplier will result in imposition of **penalty**/liquidated damages and/or termination of rate contract for default.
21.	30	1.13.24 Notices and Other Communications	**If a notice has to be sent to either of the Parties following the signing of the contract, it has to be** in writing **and shall be sent** personally or by certified or registered post with acknowledgement due or overnight courier or email duly transmitted, facsimile/fax transmission (with hard copy to follow for email/fax), addressed to the other Party at the addresses, email and fax number given in the contract. Notices shall be deemed **given** upon receipt, except that notices sent by registered post **in a correctly addressed envelope** shall be deemed to be delivered within five (05) working days (excluding Sundays and public holidays) after the date of mailing dispatch and in case the communication is made by facsimile transmission or email, on business date immediately after the date of successful facsimile/email transmission (that is, the sender has a hard copy of a Consultation page evidencing that the facsimile was completed in full to the correct fax number or email sent to correct email address). Any Party **may** change the address, email address	**The notices shall be sent**, in writing **and signed by the competent authority**, **either** personally or by certified or registered post with acknowledgement due or overnight courier or email duly transmitted, facsimile/fax transmission (with hard copy to follow for email/fax), addressed to the other Party at the addresses, email and fax number given in the contract. Notices shall be deemed **to be served** upon **the parties only on** receipt, except **when it is sent through the** registered post **and same** shall be deemed to be delivered within five (05) working days (excluding Sundays and public holidays) after the date of mailing dispatch and in case the communication is made by facsimile transmission or email, on business date immediately after the date of successful facsimile/email transmission (that is, the sender has a hard copy of a Consultation page evidencing that the facsimile was completed in full to the correct

			and fax number **to which notices are to be sent to it, by providing** written notice **to** the other Party in one of the manners provided herein.	fax number or email sent to correct email address). Any Party **when** changes the address, email address **or** fax number **shall, provide** written notice **of** the **change to the** other Party in one of the manners provided herein.
22.	32	1.13.27 Severability	The clauses of this Agreement shall be deemed severable, and the invalidity or unenforceability of any provision (or part thereof) of this Agreement shall in no way affect the validity or enforceability of any other provision (or remaining part thereof).	The clauses of this **RFP**/Agreement shall be deemed severable, and the invalidity or unenforceability of any provision (or part thereof) of this Agreement shall in no way affect the validity or enforceability of any other provision (or remaining part thereof).
23.	33	1.13.28 Amendment	This Agreement may not be altered or modified except by a written Agreement or addendum signed by authorized representatives of the Parties.	This **RFP/**Agreement may not be altered or modified except by a written Agreement or addendum signed by authorized representatives of the Parties.
24.	33	1.13.30 Confidential Information	6. That if the Vendor hires another person to assist it in the performance of its obligations under the terms of this Agreement, or assigns any portion of its rights or delegates any portion of its responsibilities or obligations under the Agreement to another person in any manner, it shall cause its assignee or delegate to be bound to retain the confidentiality of the confidential information in the same manner as the Vendor is bound to maintain the confidentiality	6. That if the Vendor hires another person to assist it in the performance of its obligations under the terms of this **SLA/**Agreement, or assigns any portion of its rights or delegates any portion of its responsibilities or obligations under the Agreement to another person in any manner, it shall cause its assignee or delegate to be bound to retain the confidentiality of the confidential information in the same manner as the Vendor is bound to maintain the confidentiality
25.	38	1.13.33 Force Majeure	Notwithstanding anything contained in this Agreement, the vendor shall not be liable for penalty or termination for default if and to the extent that it's delay in performance or other failure to perform its obligations under the Agreement is the result of an event of force majeure. For purposes of this clause, "force majeure" means an event beyond the control of the vendor and not involving the vendor's fault or negligence and not foreseeable. Such events may	Notwithstanding anything contained in this Agreement, the vendor shall not be liable for penalty or termination for default if and to the extent that it's delay in performance or other failure to perform its obligations under the Agreement is the result of an event of force majeure. For purposes of this clause, "force majeure" means an event beyond the control of the vendor and not involving the vendor's

			include, but are not restricted to, war or revolution and epidemics. If a force majeure event arises, the vendor shall notify within 30 days the Bank in writing, the vendor shall continue to perform its obligation under the Agreement to the extent possible mitigate the consequences of the force majeure event and make all necessary alternative arrangements to perform their obligations and accordingly shall seek all alternative means of performance not prevented by the force majeure event. Provided further that in case of delay of Services, which shall be solely decided by the Bank, the Bank shall not be held liable for non-performance of its obligations under the Agreement and the Bank shall have the right to terminate this Agreement without giving any further notice to the Vendor. Bank reserves the right to assign the work to other Vendor without any consequences and claims	fault or negligence and not foreseeable. Such events may include, but are not restricted to, war or revolution and epidemics. If a force majeure event arises, the vendor shall notify within 30 days the Bank in writing, the vendor shall continue to perform its obligation under the Agreement to the extent possible mitigate the consequences of the force majeure event and make all necessary alternative arrangements to perform their obligations and accordingly shall seek all alternative means of performance not prevented by the force majeure event. **Instances of Commercial difficulty will not be covered under "Force Majeure".** Provided further that in case of delay of Services, which shall be solely decided by the Bank, the Bank shall not be held liable for non-performance of its obligations under the Agreement and the Bank shall have the right to terminate this Agreement without giving any further notice to the Vendor. Bank reserves the right to assign the work to other Vendor without any consequences and claims
26.	39	1.13.35	Liquidated Damages (Heading only)	**Penalty/**Liquidated Damages (Heading only)
27.	40	1.13.36 Limitation of Liability	8. Any liability/penalty/cost/compensation/charges etc. that cannot be capped or is excluded as a matter of applicable laws and imposed by the statutory authority/ government bodies/ court/tribunals etc. in relation to this Agreement, owing to the fault of the Vendor.	**8. Liability of Vendor to indemnify the Bank** **9**. Any liability/penalty/cost/compensation/charges etc. that cannot be capped or is excluded as a matter of applicable laws and imposed by the statutory authority/ government bodies/ court/tribunals etc. in relation to this Agreement, owing to the fault of the Vendor.
28.	41	1.13.39	**Addition of Clause**	**Assignment** The vendor shall not assign, in whole or in

				part, its obligations to perform under the contract, except with the Purchaser's prior written consent.
29.	47	2.19 Waiver	Any failure or delay on the part of either party relating to the exercise of any right power privilege or remedy provided under this Agreement or subsequent agreement with the other party shall operate as a waiver of such right power privilege or remedy or as a waiver of any preceding or succeeding breach by the other party nor shall any single or partial exercise of any right power privilege or remedy preclude any other or further exercise of such or any other right power privilege or remedy provided in this Agreement, all of which are several and cumulative and are not exclusive of each other or of any other rights or remedies otherwise available to either party at law or in equity	Any failure or delay on the part of either party relating to the exercise of any right power privilege or remedy provided under this Agreement or subsequent agreement with the other party shall **not** operate as a waiver of such right power privilege or remedy or as a waiver of any preceding or succeeding breach by the other party nor shall any single or partial exercise of any right power privilege or remedy preclude any other or further exercise of such or any other right power privilege or remedy provided in this Agreement, all of which are several and cumulative and are not exclusive of each other or of any other rights or remedies otherwise available to either party at law or in equity
30.	48	2.23 Sub-Contracting	**In general** subcontracting is not allowed under this RFP, Bank will only deal with the bidding Bidder, who will be responsible for delivery of all services. The bidder will be fully responsible to Bank for execution of the contract in its entirety and compliance of SLA, the delivery of all the services as per, end-to-end delivery of services and will be a single point of contact.	**Subcontracting** is not allowed under this RFP, Bank will only deal with the bidding Bidder, who will be responsible for delivery of all services. The bidder/**Vendor** will be fully responsible to Bank for execution of the contract in its entirety and compliance of SLA, the delivery of all the services as per, end-to-end delivery of services and will be a single point of contact.
31.	49	3.1.1 Supply and Deployment of GenAI Application Development Platform, a, Key Components	a. Training Pipelines: Pipelines for training and fine-tuning models on specific data sets i.e., domain-specific models for handling different banking use cases	a. Training Pipelines: Pipelines for training and fine-tuning models on specific data sets i.e., domain-specific models for handling different banking use cases. **Data Pipelines and ETL Processes** **The responsibilities for data pipelines and ETL processes are as follows:**

				ETL Processes: The Bank will provide existing ETL processes and tools for transforming and preparing data for integration with GenAI models. **Data Pipelines: The bidder is required to:** **-Design, develop, and implement data pipelines to efficiently feed data from the Bank's ETL outputs to the Generative AI platform** **-Ensure seamless integration of the data pipelines with the GenAI models while maintaining data integrity and processing efficiency** **-Ensure compatibility with the Bank's infrastructure and adhere to enterprise data governance and security standards**
32.	50	3.1.1 Supply and Deployment of GenAI Application Development Platform • Future Use Case Expansion: The platform should be flexible for future use cases, and it	**Addition of Clause**	**3. Bidder shall quote the cost per man days for development, deployment and go-live of future use cases. Bank may place order as per mutually decided man-days for each use case based on the costs per man-days derived after negotiation on the cost provided in Table E of the Commercial.**
33.	51	3.1.1 Supply and Deployment of GenAI Application Development Platform	**Addition of Clause**	The bidder shall provide an **Enterprise Supported GenAI platform**, and all use-cases shall be deployed by leveraging the plug-and-play services available on the platform that adheres to the following guidelines: **Containerization and Scalability:**

				The platform must support containerized environments for seamless deployment and scalability across various use cases. The architecture should be inherently scalable to meet current and future workload demands. It must be capable of adapting to a hybrid cloud model (if the need arises), supporting on-premise, cloud, or hybrid deployments. **Platform Resiliency:** The platform must provide enterprise-grade resiliency with the following features: -High Availability for uninterrupted operations -Scheduling and resource balancing for optimal performance under varying workloads -Zero downtime during workload migration, particularly during hardware maintenance The platform must have the capability of dynamically monitoring resource usage include containers etc., while Bank may leverage its existing monitoring tool (BMC monitoring tool), for monitoring of resources ensuring: -Continuous application uptime during hardware failures or maintenance -Optimization of compute, memory, and GPU resources for efficient operations **Security and Compliance:** The platform must provide comprehensive, enterprise-grade security aligned with regulatory bodies, ensuring robust protection for GenAI workloads and data. Security features must include: -Role-Based Access Control (RBAC) and Multifactor Authentication (MFA)

				-Continuous monitoring to ensure compliance with regulatory requirements -Integrated behavioral analytics and intrusion detection systems to detect and mitigate potential threats. -Encryption for data at rest and in transit, adhering to industry standards and ensuring a zero-trust security model. The platform should support: • Patching applications (monthly/quarterly or at some periodic frequency) • VAPT (Vulnerability Assessment and Penetration Testing) • Routine Utilization monitoring and other support, required by the Bank for regulatory compliance. The bidder shall ensure the scalability of GenAI platform for future applications, and which should address additional use cases along with the list of mentioned indicative use cases.
34.	51	3.1.1 Supply and Deployment of GenAI Application Development Platform	**Addition of Clause**	**Multilingual Support (for any cases as per Bank's requirement)**: Capability to understand and respond to inquiries in both Official Languages- English & Hindi (and Hinglish) and atleast 5 major scheduled languages, catering to a diverse customer base & the requirement may scale in future to other major scheduled languages and regional languages as per Bank's requirement. Clause modified as per inputs received from User Department/ Bank's IT Consultant to provide clarity to the Bidders
35.	51	3.1.2 Broad Scope of Work,	**Addition of Clause**	**Data Aggregation Responsibility:** Bidders are required to identify suitable data

		b. Credit Assist: Note Preparation Tool, Functional Requirements:		aggregators and external vendors for sourcing relevant data. The discovery and evaluation of such vendors shall be the responsibility of the bidders as part of their solution design and implementation strategy. **Vendor Tie-ups:** Bidders must establish necessary agreements and tie-ups with the identified data aggregators or external vendors to ensure seamless integration and availability of data required for the GenAI-based Credit Note Assist Tool. **API Fetch and Subscription Costs:** Bidder may quote the cost for API fetch and Subscription in the Commercial Format and mention the same in the Bill of Material also.] **Proposal Requirements:** Bidders must clearly specify the data aggregators, external APIs, or vendor partnerships proposed for the tool. Include technical details of the integration methodology and expected subscription or access costs. Highlight compliance with data privacy, security, and regulatory requirements when utilizing external data sources.
36.	61	3.1.2 Broad Scope of Work B. Infrastructure & Licenses Requirements	**Addition of clause**	**8. Bidder shall provide required Racks (600x1200x42U) with load bearing capacity of atleast 800Kg and atleast 2 PDUs for each rack (non-smart) and other required IT Infrastructure.**
37.	62	3.1.2 Broad Scope of Work B. Infrastructure & Licenses	**At any given point in time** hardware utilization should not exceed **80% CPU and memory utilization**	**Bidder shall factor the proposed hardware to ensure that** at any given **instance**, **individual** hardware utilization- **(CPU, GPU, RAM, Storage)** should not

		Requirements		exceed **70%** utilization.
38.	62	3.1.2 Broad Scope of Work B. Infrastructure & Licenses Requirements	o Active-Active Architecture in DC and DR **o Active -Passive Architecture in DC and DR.**	o Active-Active Architecture in DC and DR 1. Disaster Recovery (DR) Configuration DR site must be a 100% replica of the Data Center (DC), with identical infrastructure and capabilities to ensure seamless failover and recovery. Both DC and DR must adhere to the same architectural, performance, and scalability standards outlined in the RFP. 2. DR Key Performance Indicators (KPIs) The following KPIs are mandated for the DR setup: Recovery Point Objective (RPO): The RPO for the platform is set at 15 minutes, ensuring minimal data loss during a disaster or failover event. Recovery Time Objective (RTO): The RTO for the platform is set at 1 hour, ensuring the platform is restored to operational status within this timeframe. DR Drills: The platform must support periodic DR drills as per the Bank's schedule. During DR drills, the platform must operate entirely from the DR site for a duration of up to 24 hours, ensuring the DR site is fully capable of handling live workloads without performance degradation. 3. Bandwidth Between DC and DR Bank has interconnectivity between DC and DR with a maximum capacity of 5 Gbps. The bidder must ensure: -Efficient utilization of the available bandwidth to achieve the specified RPO and

				RTO standards. -No performance bottlenecks in data replication or synchronization due to bandwidth constraints.
39.	66	C. Onsite Technical Support:	**Addition to roles and responsibilities**	

Particulars	**Level 1 / Developer**	**Level L2 / Tech Lead / Senior Developer**	**Level L3 / Architect Developer**
Roles and Responsib	**1) Implementation support 2) Patching applications (monthly/quarterly) 3) VAPT 4)**	**1) Implementation support 2) Patching applications**	**1) Implementation support 2) Patching applications (monthly/quarterly) 3) VAPT 4)**

				ilities (Addition) **Routine Utilization monitoring** **5) Incident Management** **6) Compliance & Security** **(monthly/quarterly)** **3) VAPT** **4) Routine Utilization monitoring** **5) Incident Management** **6) Compliance & Security** **Routine Utilization monitoring** **5) Incident Management** **6) Compliance & Security**
40.	71	3.3 Training	Bidder **has to** provide **the** training to the bank team on Generative AI Solution **at no** additional cost to the Bank. Below are the requirements:	Bidder/**Vendor shall** provide training to the bank team on Generative AI Solution **without any** additional cost to the Bank. **The bidder is fully responsible for end-to-end training and knowledge transfer to the bank's designated staff, covering both usage and maintenance of the enterprise-supported GenAI platform. The training expectations include:** **Comprehensive User Training:** **-Conduct training sessions to ensure**

				end-users are proficient in using the GenAI platform's features and capabilities **-Provide role-specific training tailored to different user groups (e.g., data scientists, business analysts, IT staff)** **Operational Maintenance Training:** **-Equip the Bank's IT and support teams with the knowledge to maintain and troubleshoot the system** **-Share best practices for model lifecycle management, monitoring, and optimization** **Training Modalities:** **-Use a mix of classroom-based, virtual, and hands-on workshops for effective knowledge transfer** **-Provide detailed user manuals, FAQs, and access to an online knowledge base** **Evaluation:** **-Conduct evaluations to ensure the staff is adequately prepared to operate the platform independently.** Below are the requirements:
41.	74	3.4 Technical Evaluation, 5 Presentation	b) Demo – 15 marks • Bidder has to demonstrate 2 live GenAI use-cases, **nearer** to bank's requirement **from two different clients** and it should not be prototypes / videos.	b) Demo – 15 marks • Bidder has to demonstrate 2 live GenAI use-cases, similar to Bank's requirement and it should not be prototypes / videos
42.	74	3.4 Technical Evaluation, 5 Presentation	c) Evaluation of the credentials (via direct interviews) of critical team members, such as Project managers, lead data engineer, lead data scientist, head of infra team, etc. (indicative) (Max Marks: 5)	**Clause stands deleted**
43.	75-76	3.5 Timelines and delivery	**S.No.** **Phases** **Timelines** Delivery of Hardware, Software, licenses and Within **8**	**S.No.** **Phases** **Timelines** Delivery of Hardware, Software,

		schedule Tabel A – Delivery & Installation of GenAI Setup with Initial 10 Use Cases	1	other components required for setting up GenAI as per RFP including all components/features.	weeks from the date of initial Purchase Order	1	licenses and other components required for setting up GenAI as per RFP including all components/ features **and complete installation**	Within **12** weeks from the date of initial Purchase Order
			2	Complete setup of GenAI Solution including Development and Deployment of initial **10 (ten)** Use Case as per the RFP including UAT sign-off which include: f) Setup of Infrastructure i.e., OS, DB and other components installation and implementation g) Installation and Setup of GenAI Platform h) Initial 5 Use Cases development i) User Acceptance Testing j) UAT Sign-Off	Withing **14** Weeks from the date of initial Purchase Order	2	Complete setup of GenAI Solution including Development and Deployment of initial **5 (five)** Use Case as per the RFP including UAT sign-off which include: k) Setup of Infrastructure i.e., OS, DB and other components installation and implementation l) Installation and Setup of GenAI Platform m) Initial 5 Use Cases development n) User Acceptance Testing o) UAT Sign-Off	Withing **20** Weeks from the date of initial Purchase Order
			3	Go Live of complete GenAI setup for production in DC and DR with initial 5 (five) Use Cases: d) Pre Go-Live Audit observation closure report submission e) Go-Live and Sign-Off of processes	Within **18** weeks from the date of initial Purchase Order		Go Live of complete GenAI setup for production in DC and DR with initial 5 (five)	

			4	f) Go-Live of GenAI Go Live of complete GenAI setup for production in DC and DR with additional 5 (five) Use Cases: • Pre Go-Live Audit observation closure report submission • Go-Live and Sign-Off of processes	Within **28** weeks from the date of initial Purchase Order	3	Use Cases: g) Pre Go-Live Audit observation closure report submission h) Go-Live and Sign-Off of processes i) Go-Live of GenAI	Within **28** weeks from the date of initial Purchase Order
			4	ATS/AMC of Infrastructure	On Half Year basis in arrears	4	**Development, Deployment &** Go Live of complete GenAI setup for production in DC and DR with additional 5 (five) Use Cases: • Pre Go-Live Audit observation closure report submission • Go-Live and Sign-Off of processes	Within **44** weeks from the date of initial Purchase Order
			5	OTS (Onsite Technical Support)	Within 8 Weeks from the Date of Initial Purchase Order	4	ATS/AMC of Infrastructure	On Half Year basis in arrears
			6	Customization Effort	Within 4 weeks from the date of UAT sign-off	5	OTS (Onsite Technical Support)	Within 8 Weeks from the Date of Initial Purchase

<table>
<tr><td></td><td></td><td></td><td></td><td>6 Customization Effort
Order Within 4 weeks from the date of UAT sign-off</td></tr>
<tr><td>44.</td><td>76</td><td>3.6.1 Penalty due to delay in Services</td><td>

4.1 Service Levels & Penalties

4.1.1 Penalty due to delay in Services

A – Infrastructure (Hardware & Software) Cost
B – Generative AI Licenses Cost
C – ATS & AMC Cost
D – OTS (Onsite Technical Support) Cost

Tabel A - Delivery & Installation of GenAI Setup with Initial 10 Use Cases

<table>
<tr><th>Deliverables</th><th>Expected Timeline</th><th>Penalty</th><th>Max. Penalty</th></tr>
<tr><td>Delivery of Hardware, Software and Licenses including Other Components for Generative AI setup at (DC & DR)</td><td>Within 8 weeks from the date of initial Purchase Order</td><td>1% of Total Contract Value for every week or part thereof delay</td><td>10 %</td></tr>
<tr><td>Complete setup of GenAI Solution including</td><td>Withing</td><td>1% of Total</td><td></td></tr>
</table>

</td><td>

4.2 Service Levels & Penalties

4.2.1 Penalty due to delay in Services

A – Infrastructure (Hardware & Software) Cost
B – Generative AI Licenses Cost
C – ATS & AMC Cost
D – OTS (Onsite Technical Support) Cost

Tabel A - Delivery & Installation of GenAI Setup with Initial 10 Use Cases

<table>
<tr><th>Deliverables</th><th>Expected Timeline</th><th>Penalty</th><th>Max. Penalty</th></tr>
<tr><td>Delivery of Hardware, Software, licenses and other components required for setting up GenAI as per RFP including all</td><td>Within 12 weeks from the date of initial Purcha</td><td>1% of Total Contract Value for every week or part</td><td>10%</td></tr>
</table>

</td></tr>
</table>

			Development and Deployment of initial 10 (ten) Use Case as per the RFP including UAT sign-off	12 Weeks from the date of initial Purchase Order	Contract Value for every week or part thereof delay	10 %	**components/ features and complete installation Complete setup of GenAI Solution including Development and Deployment of initial 5 (five) Use Case as per the RFP including UAT sign-off which include: User Acceptance Testing UAT Sign-Off**	se Order	thereof delay	10%
			Go Live of complete GenAI setup for production in DC and DR with initial 10 (ten) Use Cases	Within 16 weeks from the date of initial Purchase Order	1% of Total Contract Value for every week or part thereof delay	10 %	**Go Live of complete GenAI setup for production in DC and DR with initial 5 (five) Use Cases: Go-Live of**	Within **20** Weeks from the date of initial Purchase Order	1% of Total Contract Value for every week or part thereof delay	10%
								Within **28** weeks from the date of initial Purchase Order	1% of Total Contract Value for every week or part thereof delay	

Table B - Other Use Case(s) Implementation (other than mentioned in the RFP)

Deliverables	Expected Timeline	Penalty	Max. Penalty
Development and Deployment of all other identified Use Case(s) as per accepted POA including UAT sign-off	Within 8 weeks from the date of related/respective Purchase Order for other Use Case(s) identified as part of discovery.	For any delay, 1% per week or part thereof of the Purchase Order	10% of B
Go Live of all other identified Use Case(s)	Within 12 weeks from the date of related/respective Purchase Order for other Use Case(s) identified as part of discovery	For any delay, 1% per week or part thereof of the Purchase Order	10% of B

GenAI Development, Deployment & Go Live of complete GenAI setup for production in DC and DR with additional 5 (five) Use Cases:	**Within 44 weeks from the date of initial Purchase Order**	**1% of Total Contract Value for every week or part thereof delay**	**10%**

Table B - Other Use Case(s) Implementation (other than mentioned in the RFP)

Deliverables	Expected Timeline	Penalty	Max. Penalty
Development and Deployment of all other identified Use Case(s) as per accepted POA	Within 8 weeks from the date of related/respective Purchase Order for other Use Case(s) identified	For any delay, 1% per week or part thereof of the Purchase	10% of B

							including UAT sign-off Go Live of all other identified Use Case(s)	as part of discovery . Within **16** weeks from the date of related/respective Purchase Order for other Use Case(s) identified as part of discovery	Order For any delay, 1% per week or part thereof of the Purchase Order	10 % of B
45.	71	3.4 Technical Evaluation, Technical Specification of the Offered Solution	S.I 1	COMPONENT End-to-End Hardware Procurement, Setup, and Maintenance and Environment Setup & mainten	TECHNICAL PARAMETERS # implementations in India/Global of GPU hardware procurement and system integration >2 2 1 Partnerships (with OEM who	Marks 25 20 15 10	SCORE 25	**4.4**	**Bidder shall have to mandatorily submit Annexure-21- Technical Scoring and secure minimum qualifying marks of 75 out of 100. Any bidder scoring less than 75% marks will be disqualified for further process of RFP**	

			ance ** Proven expertise & willingness in procuring and integrating GPU hardware or equivalent premises environment.* *Bidder to provide documentation (PO / license contract document) to prove GenAI deploym*	Provides GPU based hardware or equivalent but no deployments	

				ents. *And* *Completion certificate/Email from the customer*				
			2	Number of GenAI Use Cases Deployed in similar organizations. **Bidder has to submit the customer credentials from the clients. (credential*	a) Total # of GenAI use-cases in India/Global More than 8 7-8 5-6 3-4 1-2 For per GenAI usecase implemented in India=1.5 Maximum marks can be obtained =5	Marks 5 4 3 2 1	15	

				b)		
			should contain the details of products (LIVE) implemented) **Bidder to provide documentation (PO / license contract document) to prove GenAI deployments.*	# of GenAI use-cases in similar organizations** in India (On-Prem or On-Cloud) More than 3 2-3 1 **GenAI in *Similar organizations mean* • *# Customers are >10 Cr*	Marks 5 3 2	
			** E2E Architecture Deployment: major*	c) Number of clients/organizations with GenAI implementations No of organizations with GenAI	Marks	

			components are (non-exhaustive): LLM layer (training, inferencing), vector database layer, database layer (relational and no-SQL), LLM orchestration layer, data pipelines, transformation & processing frameworks, API layer, authentication layer,	implementations in India/global (On-Prem/On-Cloud) More than 8 5 7-8 4 5-6 3 3-4 2 1-2 1 For Number of clients/organizations implemented in India=1.5 Maximum marks can be obtained =5		

			front end, Responsible AI layer, Monitoring & logging, automated evaluation & feedback loop etc.				
			3			5	
			Depth of Clientele in GenAI Use Case Deployments	Average number of GenAI use cases deployed per organization (>6 months in production)	Marks		
				>5 use cases per organization	5		
				3–5 use cases per	3		

					organization		
					1–2 use cases per organization	1	
			4	Functional and Technical Compliance	Based on Technical and Functional requirements compliance captured in RFP (Max Marks: 5)	5	
			5	Presentation	a) Technical Presentation - 25 marks Presentation shall cover: • Background • Executive Summary • Brief overview of GenAI implementation, coverage & complexity of already implemented GenAI use-cases across business areas • Solution Overview (Reference to requirements in RFP), Understanding of RFP, Scope of Work	40	

			• Bidder should present detailed walkthrough of Technical Architecture & environment setup to show On-Prem native architecture & implementation with Financial services Organizations. • Implementation Approach • Team structure of the team getting deployed • Project Management, Planning, Resource Management and Execution Timelines • Business benefits realization & Value creation • Key Functionalities in proposed solution will be taken care to be covered as part of presentation b) Demo – 15 marks • Bidder has to demonstrate 2 live GenAI use-cases, nearer to bank's	

				requirement from two different clients and it should not be prototypes / videos.		
			6	Team Profile *Letter of confirmation on Bidder company's letter head signed by Authorized Signatory*	a) Technical Team size available for implementation # of team members with GenAI implementation experience (Max Marks: 2.5) >50 — 2.5 30-50 — 1.5 10-30 — 1.0 b) Onsite availability of team (Max Marks: 2.5) >=90% of total implementation team available onsite — 2.5 Key members (Project	10

			manager, Data Engineers) and 50% of developers / QA available onsite. c) Evaluation of the credentials (via direct interviews) of critical team members, such as Project managers, lead data engineer, lead data scientist, head of infra team, etc. (indicative) (Max Marks: 5) Total 100 **4.3 Minimum qualifying marks will be 75. Any bidder scoring less than 75% marks will be disqualified for further process of RFP**	
46.	86	4. Regulatory Penalty Levied by Regulators related to the Solution	**Regulatory** Penalty Levied by Regulators related to the Solution (heading only)	Penalty Levied by Regulators related to the Solution (heading only)
47.	86	3.6 Service Levels & Penalties	**Note**: 6. If performance issues / downtime less than 98.00% continues for more than two months due to any reason at application/solution side, bank may choose any or all of the options like Review the contract, Cancel the Purchase Order, Terminate the	**It is further provided that**: 1. If performance issues / downtime less than 98.00% continues for more than two months due to any reason at application/solution side, bank may choose any or all of the options like Review the

			Contract, Forfeit the Performance Bank Guarantee and Blacklist the bidder. 7. SLA will be monitored on Monthly basis. Penalty due to downtime/service unavailability/disruption and any clauses mentioned above during contract period will be deducted from any subsequent payment to be made to the bidder. 8. Penalty as mentioned above can be levied simultaneously. Maximum deducted penalty of one type will not affect any other type of penalty i.e. All types of penalties can be levied up to their maximum limit simultaneously. The maximum penalty amount cannot exceed the 10% of TCO as per RFP. 9. Bank reserves the right to Cancel the Purchase Order, Terminate the Contract, Forfeit the Performance Bank Guarantee and Blacklist the bidder, in case the bidder exceeds the threshold limit of Delay for any of the items above and/or penalty amount exceed as mentioned above (Point.3). Bank, at its sole discretion, may exercise any or all of the options against the bidder, in such circumstances.	contract, Cancel the Purchase Order, Terminate the Contract, Forfeit the Performance Bank Guarantee and Blacklist the bidder. 2. SLA will be monitored on Monthly basis. Penalty due to downtime/service unavailability/disruption and any clauses mentioned above during contract period will be deducted from any subsequent payment to be made to the bidder. 3. Penalty as mentioned above can be levied simultaneously. Maximum deducted penalty of one type will not affect any other type of penalty i.e. All types of penalties can be levied up to their maximum limit simultaneously. The maximum penalty amount cannot exceed the 10% of TCO as per RFP. 4. Bank reserves the right to Cancel the Purchase Order, Terminate the Contract, Forfeit the Performance Bank Guarantee and Blacklist the bidder, in case the bidder exceeds the threshold limit of Delay for any of the items above and/or penalty amount exceed as mentioned above (Point.3). Bank, at its sole discretion, may exercise any or all of the options against the bidder, in such circumstances.
48.	86	3.7 Eligibility Criteria	The eligibility criteria to participate in bidding process are **mentioned as per** Annexure- 2. **Only those bidders**, who satisfy all the eligibility criteria **as mentioned in Annexure-2, may respond**. Document in support of **all** eligibility criteria **is** required to be submitted along with the Bid. Offers received from the bidders who do not fulfil any of the eligibility criteria are liable to be rejected. Any decision of Bank in this regard shall be final, conclusive, and binding upon the bidder.	The eligibility criteria to participate in bidding process **presented under** Annexure- 2, **and only** those bidders, who satisfy all the eligibility criteria would submit its bid proposal. Document in support of **their** eligibility criteria **shall** required to be submitted along with the Bid. Offers received from the bidders who do not fulfil any of the eligibility criteria are liable to be rejected **outrightly**. Any decision of Bank in this

				regard shall be final, conclusive, and binding upon the bidder
49.	87	3.8 Terms of Payment	Bidder **has to** quote the cost for all items as per Bill of Material in Annexur-15. Delivery means delivery of all components i.e., Hardware, Software, licenses and Manpower as specified in the document and part delivery of any item will not be considered	Bidder shall quote the cost for all items as per Bill of Material in Annexur-15. Delivery means delivery of all components i.e., Hardware, Software, licenses and Manpower as specified in the document and part delivery of any item will not be considered
50.	90	3.10 Signing of Contract	1. The successful bidder(s) shall mandatorily enter into a Service Level Agreement (SLA) & Non-Disclosure Agreement (NDA) within 30 working days of the award of the tender or within such extended period as may be permitted by the Bank. The letter of acceptance and such other terms and conditions as may be determined by the Bank **to be** necessary for the due performance of the work in accordance with the Bid and the acceptance thereof, with terms and conditions shall be contained in a Service Level Agreement/ Purchase Order to be signed at the time of execution of the Form of Contract. If the contract is not signed within the given period (30 working days or till such period as extended by the Bank), the EMD will be forfeited after a grace period of 15 working days. 2. Bank reserves the right to blacklist/debar the said successful bidder after a grace period of 15 working days. 3. The bidder **has to** accept all terms and conditions of the Bank and **should** not impose any of its own conditions upon the Bank. A bidder who does not accept any or all conditions of the Bank shall be disqualified from the selection process at any stage as deemed fit by the Bank. Note: Working days in the RFP refers to Bank's working days.	1. The successful bidder(s) shall mandatorily enter into a Service Level Agreement (SLA) & Non-Disclosure Agreement (NDA) within 30 working days of the award of the tender or within such extended period as may be permitted by the Bank. The letter of acceptance and such other terms and conditions as may be determined by the Bank **are** necessary for the due performance of the work in accordance with the Bid and the acceptance thereof, with terms and conditions shall be contained in a Service Level Agreement/ Purchase Order to be signed at the time of execution of the Form of Contract. If the contract is not signed within the given period (30 working days or till such period as extended by the Bank), the EMD will be forfeited after a grace period of 15 working days. 2. 2. Bank reserves the right to blacklist/debar the said successful bidder **when it fails to execute the SLA and NDA within 30 working days**, after a grace period of 15 working days. 3. The bidder **shall** accept all terms and conditions of the Bank and **shall** not impose any of its own conditions upon the Bank. A bidder who does not accept any or all conditions of the Bank shall be disqualified from the selection process at any stage as

					deemed fit by the Bank. Note: Working days in the RFP refers to Bank's working days.	
51.	91	3.11 Duration of Contract	1. Bank will enter into a contract with the successful bidder **initially** which shall start from the date of signing the contract **and will be valid for a period of** 5 years from the date of go-live. 2. 'Service Level Agreement' **to** be signed between Bank and the Service Provider following the completion of selection process and will continue until end of the contract period or terminated whichever is earlier. 3. After expiry of the contract period of five (05) years, Bank may extend the contract for a period of one (01) year each or part thereof with maximum for two (02) years for AMC & ATS and onsite resource support on the same rates as applicable to 5th year of the contract SLA, Terms & Conditions, subject to satisfactory performance of successful bidder. 4. Bank reserves right to terminate the contract at any time in case successful bidder fails to meet any of the requirements as mentioned in the RFP.		1. Bank will enter into a contract with the successful bidder which shall start from the date of signing the contract **by both the parties. The end date of the contract shall be** 5 years from the date of go-live. 2. 'Service Level Agreement' **shall** be signed between Bank and the Service Provider following the completion of selection process and will continue until end of the contract period or terminated whichever is earlier. 3. After expiry of the contract period of five (05) years, Bank may extend, **at the sole discretion of Bank,** the contract for a period of one (01) year each or part thereof with maximum for two (02) years for AMC & ATS and onsite resource support on the same rates as applicable to 5th year of the contract SLA, Terms & Conditions, subject to satisfactory performance of successful bidder. 4. Bank reserves right to terminate the contract at any time in case successful bidder fails to meet any of the requirements as mentioned in the RFP.	
52.	94	Annexure 1 – Undertaking from the Bidder	**Revised Annexure is annexed below**			
53.	99	Annexure 2 – Eligibility Criteria, 3.	The Bidder must have a minimum annual average turnover of Rs. 18.00 crores in 3 Financial Years (2021-22, 2022-23, & 2023-24) from their Indian operations. In case of MSE/ Startup, bidder should have average annual	Provide CA Certificate as per Annexure-7 AND Audited Financial statements	The Bidder must have a minimum annual average turnover of Rs. 18.00 crores in 3 Financial Years (2021-22, 2022-23, & 2023-24) from their Indian operations.	Provide CA Certificate as per Annexure-7 AND Audited Financial statements (Balance sheet and Profit & Loss

			turnover of **INR 12** crores during last three financial years i.e. 2021-22, 2022-23 and 2023-24, from their Indian operations. This must be the individual company turnover and not that of any group of companies. AND The bidder should also have a positive Net Worth during last three financial years i.e. 2021-22, 2022-23 and 2023-24.	(Balance sheet and Profit & Loss statement) for last three financial years i.e. 2021-2022, 2022-23 & 2023-24	In case of MSE/ Startup, bidder should have average annual turnover of **atleast INR 10** crores during last three financial years i.e. 2021-22, 2022-23 and 2023-24, from their Indian operations. This must be the individual company turnover and not that of any group of companies. AND The bidder should also have a positive Net Worth during last three financial years i.e. 2021-22, 2022-23 and 2023-24.	statement) for last three financial years i.e. 2021-2022, 2022-23 & 2023-24
54.	99	Annexure 2 – Eligibility Criteria, 5.	The Bidder should not have been blacklisted/ debarred /banned by Government / Government agency / Banks / Financial Institutions / PSUs in India during last 3 years as on bid submission date.	Certificate is to be provided as per **Annexure- 6**.	**Clause stands deleted**	
55.	99	Annexure 2 – Eligibility Criteria, 6	The Bidder and its subsidiaries should not have been engaged with Punjab National Bank for consultancy services related to **IT/ Digital Products during last 3 years as on bid submission**	An undertaking to this effect must be submitted on company	**Clause stands deleted**	

			date.	letterhead with duly signed & sealed.		
56.	100	Annexure 2 – Eligibility Criteria, 7	Bidder must provide Confirmation that any of its subsidiary or associate or holding company or companies having common promoter director/s or companies in the same group of promoters/ management or partnership firms/ LLPs having common partners have not participated in this RFP process.	Letter of confirmation on Bidder company's letter head signed by Authorized Signatory	**Clause stands deleted**	
57.	100	Annexure 2 – Eligibility Criteria, 8.	Bidder must be operating in the field of GenAI/AI/ML for at least three years or more as on date of bid submission.	Reference Letter/ Purchase Order / Contract Document (Agreement) (to be submitted.	**Clause stands deleted**	
58.	100	Annexure 2 – Eligibility Criteria, 9.	The Bidder should have implemented at least 2 GenAI/ AI/ ML implementations in PSU/ Government/ BFSI out of which at least 1 implementation should be in **Public Sector Bank/Private Sector Bank/** BFSIs in India, during last 3 years as on date of bid submission.	Reference Letter/ Purchase Order / Contract Document (Agreement) (to be submitted and Completion certificate /Email from customer	The Bidder should have implemented at least 2 GenAI/ AI/ ML implementations in PSU/ Government/ BFSI/**Global Organizations** out of which at least 1 implementation should be in **BFSIs** in India, during last 3 years as on date of bid submission.	**Reference Letter/email/Performance Certificate from Client and any one of :** **i. Purchase Order** **ii. Agreement/Contract Document** **iii. Any other proof of deployment/execution/contract justifying the clause**

						Submitted documents must clearly justify the requirement as per the clause.
59.	100	Annexure 2 – Eligibility Criteria, 11.	The bidder should have ability to provide on-site resources at the Bank's desired location for implementation and support as per need of the Bank with adequate number of data engineers, data scientists, data analysts, full stack developers, etc. having expertise & experience in understanding & implementing the technical, operational Banking, business, functional, report level requirements of the Bank and regulatory requirements for each GenAI use-case.	Undertaking from the bidder on bidder's letter head signed by the authorized signatory of the bidder.	**Clause stands deleted**	
60.	100	Annexure 2 – Eligibility Criteria, 12.	The **Bidder (including its OEM, if any)** should either be Class I or Class II local supplier as defined in Public Procurement (Preference to Make in India), Order 2017, Revised Order (English) dated 19.07.2024.	Certificate of Local Content to be submitted as per Annexure 20.	The **Solution should either be from** Class I or Class II local supplier as defined in Public Procurement (Preference to Make in India), Order 2017, Revised Order (English) dated 19.07.2024.	**Certificate of Local Content to be submitted as per Annexure 20 from the Bidders. In cases of procurement for a value in excess of Rs. 10 crores, the 'Class-I local supplier'/ 'Class-II local supplier' shall be required to provide a certificate from**

						the statutory auditor or cost auditor of the company (in the case of companies) or from a practicing cost accountant or practicing chartered accountant (in respect of suppliers other than companies) giving the percentage of local content. **Supporting MII Certificate from OEMs on their letterhead mentioning Product Name, Make Model , MII% for the product and complete address of place of value addition in India**
61.	101	Annexure 2 – Eligibility Criteria, 14.	The Bidder should be a CMMI 3 or equivalent BIS certified organization.	A copy of valid certificates duly authorized to	**Clause stands deleted**	

			be submitted by bidder.		
62.	101	Annexure 2 – Eligibility Criteria, 15.	**Addition of Clause**	**Bidder must score atleast 75 out of 100 Marks in Annexure-21 Technical Scoring**	**Bidder to submit Annexure-21 Technical Scoring, along with references.**
63.	104	Annexure 4 – Performance Certificate	**Revised Annexure is annexed below**		
64.	113	INTEGRITY AGREEMENT, Section 8- Independent External Monitor	1. The Principal appoints competent and credible Independent External Monitor (IEM) Sh. Madhusudan Prasad), (email ID: mprasad23@gmail.com),(Mob no. 9717585556) **and Sh. Ajay Kumar Sharma (email ID:aajayced@gmail.com), (Mob No: 9990699002)** 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 the agreement. The IEMs are not to be contacted for generic tender related queries, for which queries may be directed to the Bank Officials.	1. The Principal appoints competent and credible Independent External Monitor (IEM) Sh. Madhusudan Prasad), (email ID: mprasad23@gmail.com),(Mob no. 9717585556) 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 the agreement. The IEMs are not to be contacted for generic tender related queries, for which queries may be directed to the Bank Officials.	
65.	118	Annexure 10 – NDA (Non-Disclosure Agreement)	Punjab National Bank, a Body Corporate constituted under the Banking Companies (Acquisition & Transfer of Undertakings) Act, 1970 having its **Corporate** Office at Sector 10, Dwarka Delhi – 110 075 and inter-alia, its Information & Technology Division at 5, Sansad Marg, New Delhi – 110 001 (herein after referred to as 'PNB'), which expression shall, unless repugnant to the context, includes its successors and assigns.	Punjab National Bank, a Body Corporate constituted under the Banking Companies (Acquisition & Transfer of Undertakings) Act, 1970 having its **Head** Office at Sector 10, Dwarka Delhi – 110 075 and inter-alia, its Information & Technology Division at 5, Sansad Marg, New Delhi – 110 001 (herein after referred to as 'PNB'), which expression shall, unless repugnant to the context, includes its successors and assigns.	
66.	123	Annexure 10 – NDA (Non-Disclosure Agreement)	10) Arbitration & Governing Law: **All disputes or differences whatsoever arising between the Parties out of or in relation to the**	10) Arbitration & Governing Law: **All disputes or differences whatsoever arising between the parties out of or in**	

			construction, meaning and operation or effect of the PO/SLA or breach thereof shall be settled amicably. If, however, the Parties are not able to solve them amicably, the same shall be settled by arbitration in accordance with Arbitration and Conciliation Act, 1996. The matter may be referred to a Sole Arbitrator to be appointed as hereinafter provided and the award made in pursuance thereof shall be binding on the Parties. The Arbitrator/Arbitrators shall give a reasoned award. Any appeal will be subject to the exclusive jurisdiction of courts at Delhi. **For the purpose of appointing the sole Arbitrator referred to above, the Bank will send within thirty (30) days of receipt of the notice, to the contractor a panel of three names of persons who shall be presently unconnected with the organization for which the work is executed.** **VENDOR shall on receipt of the names as aforesaid, select any one of the persons named to be appointed as a sole arbitrator and communicate his name to the Bank within (30) thirty days of receipt of the names. The bank shall thereupon without any delay appoint the said person as sole arbitrator. If VENDOR fails to communicate such selection as provided above within the period specified, the Bank shall make selection and appoint the selected person as the sole arbitrator.** **VENDOR shall continue to 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 or the umpire, as the case may**	**relation to the construction, meaning and operation or effect of this Agreement or breach thereof shall be settled amicably. If, however, the parties are not able to solve them amicably, the same shall be settled by arbitration in accordance with the Arbitration and Conciliation Act, 1996, the matter may be referred to a sole arbitrator nominated by the Bank and vendor mutually and the award made in pursuance thereof shall be binding on the parties. If the Bank and vendor fails to appoint sole arbitrator mutually, then the arbitrator shall be appointed in accordance with the Arbitration and Conciliation Act-1996. The venue of the arbitration shall be Delhi. The Arbitrator/Arbitrators shall give a reasoned award. Any matter relating to or incidental to arbitration shall be subject to the exclusive jurisdiction of courts at Delhi. VENDOR shall continue work under the Agreement during the arbitration proceedings unless otherwise directed in writing by the Bank or unless the approval of bank in writing that the events are such where work cannot possibly be continued or until the decision to the contrary of the arbitrator or the umpire, as the case may be, has been obtained by Vendor. However, during such a contingency, the Bank shall be entitled to make alternative arrangements to tackle the situation in any manner it deems fit, at the cost of the Vendor which may also be adjusted by the Bank from the Performance Bank Guarantee, being treated as default so that the business of the Bank is not**

			be, is obtained. **The venue of the arbitration shall be Delhi.**	**disrupted.**
67.	127	Annexure 11 – Unpriced Bill of Material of Offered Solution & Hardware (BOM)	**Revised Annexure is annexed below**	
68.	131	Annexure 12 – Performa of the Indicative Commercial Bid	**Revised Annexure is annexed below**	
69.	134	Annexure 13 – Compliance of Technical and Functional Specifications Required in	**Revised Annexure is annexed below**	
70.	153	Annexure 20 – SELF AFFIDAVIT / DECLARATION FOR LOCAL SUPPLIER	**Revised Annexure is annexed below**	
71.	154	Annexure 21 – Technical Scoring	**Addition of Annexure**	

REVISED ANNEXURES

Annexure 13 – Compliance of Technical and Functional Specifications Required in Generative AI.

(To be submitted on Bidder/OEM's Letter Head)

The bidder needs to comply with all the points in the technical and function specifications as mentioned below; any deviation or non-compliance with any point shall **result in rejection of the Bid**. **In case of false declaration or non-compliance of any specification during implementation, EMD/PBG shall be forfeited, and Bank may Blacklist the Vendor.**

S. No.	Technical Specification	Compliance (Yes/No)
1	**Deployment architecture**	
a	• On-Premises Deployment: Both the LLM and vector database must be deployed on the bank's on-premise servers. This approach ensures compliance with the bank's security policies and regulatory requirements. Additionally, deploying on-prem should facilitate smoother integration with the bank's existing data systems and applications, enhancing overall efficiency and data security	
2	**Usage of GenAI Models**	
a	**Use of open-source models:** The bank prefers the use of open-source LLMs as the bank wants to deploy an on-prem setup. Large Language Models (LLMs) such as Llama, Falcon, Mistral, etc., to be deployed completely on-premises.	
b	**Embedding Models:** Usage of various types of embedding models	
c	**Multimodal LLMs and Diffusion Models:** Integration of Multimodal LLMs and Diffusion Models for functionalities such as text-to-image, text-to-video, image-to-text, and image-to-video, broadening the scope across various modalities.	
d	**Compatibility**: Compatibility with the latest models and their versions.	
3	**Query Processing and Contextual Understanding**	
a	**State-of-the-Art NLP:** Implementation of advanced NLP techniques for accurate query processing.	
b	**Pre-Processing Tools:** Integration of tools to handle spelling errors and variations in query language.	
c	**Contextual Algorithms:** Deployment of algorithms for understanding user context during interactions with the model.	
4	**Search and Retrieval**	
a	**Retrieval Augmented Generation (RAG):** Use of the RAG framework to retrieve responses from LLMs fine-tuned on organization-specific data.	
b	**Reference Display:** Display of references used by RAG to answer the query, along with percentage match levels with different documents.	
c	**Chat Functionality:** Provision of chat functionality for users to query on the same thread.	
d	**Knowledge Base Restrictions:** Capability to restrict answers to specific selected folders of the knowledge base.	
e	**Knowledge Base Lock:** Feature to restrict the LLM from extracting information from its pre-trained knowledge, generating responses solely from the built knowledge base for accuracy.	
f	**Hallucinations**: Measures to minimize LLM hallucinations	

g	**Pre-Trained Knowledge Utilization:** Option to utilize pre-trained knowledge of LLMs as per the use case requirement.	
5	**Data Extraction and Visualization**	
a	**DBMS Integration:** Integration with different DBMS such as PostgreSQL, Oracle, etc., and also with NoSQL databases (wherever required)	
b	**Natural Language Queries to DBMS:** Capability to convert natural language queries into DBMS-based commands for data retrieval and visualization.	
c	**Data Visualization:** Capability to perform data visualization using natural language queries, with integration of on-premise data visualization tools if necessary.	
6	**User Interface (UI) and User Experience (UX)**	
a	**Intuitive UI:** Design of a clean and intuitive user interface for both administrators and end-users.	
b	**Guidance for New Users:** Incorporation of tooltips and guidance for new users.	
c	**Cross-Device Compatibility:** Ensuring accessibility and full functionality across a wide range of devices, including smartphones, tablets, laptops, and desktops.	
d	**Responsive Design:** Maintenance of platform structure across devices with different screen sizes.	
e	**Browser Compatibility:** Compatibility with commonly used browsers (Chrome, Firefox, Safari, Edge, etc.).	
f	**Query Response Indication:** Indication of query response times exceeding set timelines with a progress bar or animated image to avoid re-submission.	
g	**Timeout Message:** Proper timeout message display for response times exceeding set timelines, with qualified log entries for administrators.	
h	**Prompt Library:** Inbuilt Prompt Library with popular pre-filled prompts for efficient system use.	
i	**Reference Document Viewing:** Viewing of retrieved reference documents from the interface without downloading.	
j	**Centralized front-end portal**: Portal to be designed to reference all the GenAI use-cases deployed in the bank to the common front-end UI	
7	**Feedback Mechanism and Personalization**	
a	**User Feedback Integration:** Mechanisms to continuously improve ranking accuracy based on user feedback.	
b	**Feedback Features:** Allow users to rate response usefulness and provide comments.	

c	**Issue Reporting:** Proper channels for users to report issues and errors.	
8	**System Architecture**	
a	**Scalable Architecture:** The platform must have a scalable architecture capable of handling high volumes of data and concurrent user interactions	
b	**High Availability:** Ensure high availability with minimal downtime through redundancy and failover mechanisms	
c	**Microservices:** Utilize a microservices-based architecture to allow independent scaling and updating of components	
d	**Containerization:** Support for containerized deployments using Docker or similar technologies to facilitate scalability and easy management	
9	**Integration and Interoperability**	
a	**API Integrations:** Provide RESTful APIs for seamless integration with existing banking systems and third-party applications	
b	**Database Compatibility:** Support for integration with various types of databases, including SQL and NoSQL databases	
c	**Data Standards:** Adhere to data standards and protocols such as XML, JSON, and ISO 20022 for interoperability	
10	**Security and Compliance**	
a	**Data Encryption:** Ensure end-to-end encryption of data in transit and at rest using industry-standard encryption algorithms (AES-256, RSA-2048, etc.)	
b	**Compliance:** Comply with relevant regulatory standards and guidelines such as RBI Guidelines and PCI-DSS	
c	**Audit Logs:** Maintain detailed audit logs for all platform activities to support compliance and forensic analysis	
d	**Secure APIs:** Implement secure API gateways and firewalls to protect against unauthorized access and cyber threats	
11	**Performance and Optimization**	
a	**Concurrency**: The maximum concurrency is mentioned for each use-case in this RFP, however, the numbers may change basis discussions with the vendor	
b	**Load Balancing:** Use load balancing techniques to distribute traffic evenly across servers, ensuring optimal performance and reliability.	
c	**Caching Mechanisms:** Implement caching strategies to reduce latency and improve response times for frequently accessed data.	

d	**Resource Optimization:** Optimize resource usage through dynamic scaling and efficient resource allocation.	
e	**Monitoring and Alerting:** Implement real-time monitoring and alerting systems to detect and respond to performance issues promptly.	
12	**Data Management**	
a	**Data Storage:** Provide scalable and secure storage solutions for large volumes of structured and unstructured data	
b	**Data Ingestion:** Support high-speed data ingestion from various sources, including batch and real-time data streams (if required)	
c	**Data Quality:** Implement data quality management tools to ensure the accuracy, completeness, and consistency of data	
d	**Backup and Recovery:** Provide automated backup and disaster recovery solutions to safeguard data integrity	
13	**User Interface and Experience**	
a	**Responsive Design:** Ensure a responsive design that works seamlessly across different devices and screen sizes	
b	**Localization:** Support for multiple languages and localization to cater to diverse user groups	
c	**Customization:** Allow customization of the user interface to match the branding and preferences of Punjab National Bank	
d	**Accessibility:** Ensure the platform is accessible to users with disabilities (eg. STT and TTS features)	
14	**Development and Deployment**	
a	**CI/CD Pipelines:** Implement continuous integration and continuous deployment (CI/CD) pipelines to automate the build, test, and deployment processes.	
b	**Version Control:** Use version control systems like Git for code management and collaboration.	
c	**Testing Frameworks:** Employ comprehensive testing frameworks for unit, integration, and end-to-end testing.	
d	**DevOps Practices:** Adopt DevOps practices to streamline development, deployment, and operations processes.	
15	**Documentation and Support**	
a	**Comprehensive Documentation:** Provide detailed documentation for the platform's architecture, APIs, integration processes, and user guides.	
b	**Support Services:** Offer 24/7 support services, including technical assistance, troubleshooting, and regular maintenance updates.	

c	**Training:** Conduct training sessions for administrators and end-users to ensure effective utilization of the platform.	
16	**User and Access Management**	
a	**Role-Based Access Control (RBAC):** Implement RBAC to manage permissions for different user roles, ensuring that users have access only to the functionalities and data necessary for their role.	
b	**Multi-Factor Authentication (MFA):** Support for MFA to enhance security for administrator and user access.	
c	**Audit Logs:** Comprehensive logging of all user activities, with the ability to generate reports for audit and compliance purposes.	
17	**Monitoring and Reporting**	
a	**System Health Monitoring:** Real-time monitoring of system health, including server performance, application status, and network connectivity.	
b	**Usage Analytics:** Detailed analytics on platform usage, including user activity, query performance, and resource utilization.	
c	**Alerting and Notifications:** Configurable alerts and notifications for critical system events, performance issues, and security incidents.	
d	**Reporting Tools:** Integrated reporting tools to generate custom reports on system performance, user activity, and security events	
18	**Configuration and Customization**	
a	**Dashboard Customization:** Ability to customize administrative dashboards to display relevant metrics and reports.	
b	**Configuration Management:** Tools for managing system configurations, including settings for performance tuning, security policies, and user preferences.	
c	**Template Management:** Management of templates for various use cases, enabling easy deployment and updates of AI models and workflows.	
d	**Plugin and Extension Support:** Support for plugins and extensions to add additional functionality as needed.	
19	**Data Management**	
a	**Data Import and Export:** Tools for importing and exporting data in various formats, including CSV, JSON, and XML.	
b	**Data Archiving:** Automated data archiving solutions to manage storage efficiently and ensure data retention policies are met.	
c	**Data Backup and Recovery:** Regular data backup schedules and easy-to-use recovery procedures to protect against data loss.	
d	**Data Anonymization:** Features to anonymize sensitive data to comply with privacy regulations and internal policies.	

20	**Security Management**	
a	**Security Policies:** Tools to define and enforce security policies across the platform.	
b	**Encryption Management:** Management of encryption keys and certificates to ensure data security.	
c	**Firewall and Access Controls:** Configuration of firewalls and access controls to protect the platform from unauthorized access.	
d	**Vulnerability Management:** Regular vulnerability scanning and patch management to maintain system security	
e	**Security and Compliance Updates:** Ensure that all GenAI systems are aligned with the latest security protocols and regulatory requirements, regularly updating systems to prevent potential vulnerabilities or compliance risks	
21	**Performance Optimization**	
a	**Resource Allocation:** Tools to monitor and optimize resource allocation for various services and applications running on the platform.	
b	**Load Balancing:** Configuration of load balancing settings to ensure optimal distribution of workloads.	
c	**Performance Tuning:** Tools for tuning system performance, including CPU, memory, and network settings.	
d	**Capacity Planning:** Features to assist with capacity planning, ensuring the platform can scale to meet future demands.	
22	**Support and Maintenance**	
a	**Support request management:** Tracking and managing support tickets and requests from users	
b	**User Training and Documentation:** Offer comprehensive training and clear documentation to internal users, ensuring that employees can effectively interact with, maintain, and leverage the GenAI systems.	
c	**Maintenance Scheduling:** Tools to schedule and manage routine maintenance tasks, minimizing downtime and disruption	
d	**Regular System Updates:** Implement automated/routine updates and patches to keep the Generative AI models, underlying infrastructure, and software tools up to date with the latest advancements and security measures.	
e	**24/7 Technical Support:** Provide round-the-clock support to address any issues related to system performance, downtimes, or operational errors, ensuring continuous functionality of all GenAI use cases.	
f	**Performance Monitoring and Optimization:** Continuously monitor the performance of AI models and applications to ensure they run efficiently, adjusting parameters and improving algorithms as needed for optimal output quality and response times.	
g	**Scalability and Adaptability Support:** Provide support for scaling up the AI use cases as the bank's needs grow, ensuring smooth expansion and adaptability of the systems for future use cases or increased data loads	

h	**AI Model Retraining and Tuning:** Regularly retrain (if required) and fine-tune AI models based on new data, feedback, and evolving requirements to improve accuracy, relevance, and effectiveness of outputs across all deployed use cases.	
i	**Proactive Incident Management:** Implement proactive monitoring and alert mechanisms to detect anomalies early and prevent potential system failures or performance degradations before they affect operations.	
j	**Feedback-Driven Continuous Improvement:** Collect feedback from bank staff and end-users to refine, optimize, and improve the GenAI systems for better results and user satisfaction	
23	**Compliance and Governance**	
a	**Compliance Management:** Tools to ensure compliance with industry standards and regulatory requirements, including audit trails and reporting capabilities.	
b	**Policy Enforcement:** Features to enforce organizational policies related to data usage, security, and user behavior.	
c	**Governance Framework:** Implementation of a governance framework to oversee the ethical use and deployment of AI models.	

Date: _____

Place: _____

Signature of Authorized Signatory

Name of Signatory:

Designation:

Email ID:

Contact No.:

Seal of Company

Annexure 20 – SELF AFFIDAVIT / DECLARATION FOR LOCAL SUPPLIER

(To be certified by self/cost auditor or statutory auditor of the company- As per MII Guidelines)

Date: dd/mm/**2025**

To,
Asstt. General Manager
Punjab National Bank, Head Office,
4th Floor, Centralized Procurement & Partnerships Division (CPPD),
5, Sansad Marg, New Delhi 110 001

Sir,

Reg: RFP FOR ON BOARDING OF VENDOR FOR INFRA PROCUREMENT AND SI FOR GENERATIVE AI IMPLEMENTATION

1. In line with Government Public Procurement Order No. P-45021/2/2017-PP (BE-II) dated 16.09.2020, Revised Order dated 19.07.2024 and its amendments thereto, We M/s_____ (Cost Accountant/Statutory Auditor of M/s _____, hereby certify that the solution proposed by M/s _____ is meeting the requirement of minimum local content i.e., _____% against Punjab National Bank Tender No/ Bide Reference Number……. dated……. Bidder qualifies as a (Class-I or Class II) local supplier. Details of the MII Calculation is provided in the Table Below:

Sl No.	**Product Type**	**Make and Model**	**Place of Value Addition if any.**	**MII% (A)**	**Commercial Weightage % for the Product (B)**	**Weighted Average of MII % for the Product (C=A*B/100)**
1						
2						
3						
4						
TOTAL					**100%**	

2. The above calculation fully complies with the notification dated 07.09.2020 F. No. W-43/4/2019-IPHW-MeitY by Ministry of Electronics and Information Technology, IPHW Division and notification dated 29.08.2018, No. 18-10/2017-IP by Department of Telecommunications for the applicable products quoted in the RFP.
3. We also confirm that the above calculation is based solely on the products being proposed in this RFP and all services- AMC, ATS, manpower, Customization, Implementation, etc have not been factored in the above calculation.

4. We also understand, false declarations will be in breach of the code of integrity under rule 175(1)(i)(h) of the General Financial Rules for which a bidder or its successors can be debarred for up to two years as per Rule 151(iii) of the General Financial Rules along with such other actions as may be permissible under law.
5. We have submitted the details indicating total cost value of inputs used, total cost of inputs which are locally sourced and cost of inputs which are imported, directly or indirectly with the commercial proposal.

Date: _____
Place: _____

Signature of Authorized Signatory

Name of Signatory:
Designation:
Email ID:
Mobile No:
Telephone No.:
Seal of Company:

Annexure 4 – Performance Certificate

(To be submitted on Client's Letter Head)

To

The Assistant General Manager

Centralised Procurement & Partnership Division

Punjab National Bank

HO:CPPD, Head Office

New Delhi

Sir,

REG.: REQUEST FOR PROPOSAL (RFP) FOR ON BOARDING OF VENDOR FOR INFRA PROCUREMENT AND SI FOR GENERATIVE AI IMPLEMENTATION.

This is to certify that M/s _____ has implemented the below mentioned GenAI/AI/ML Solution

Solution Name/ OEM Name	**Date of go-live/ sign-off**	**Use Cases**	**Brief Description of use Case.**
		1. 2.	1. 2.

(Add as many rows as required)

The services provided by the M/s _____ and the GenAI/AI/ML Solution implemented by them are satisfactory and working as per the requirement of our organization since the date of go-live/ sign-off till date.

The project is successfully running till date **OR** the project has completed its course on ____ (Month and Year).

Date: _____
Place: _____
Signature of Authorized Signatory
Name of Signatory:
Designation:

Email ID:
Contact No:
Seal of Company:

Annexure 1 – Undertaking from the Bidder

(To be submitted on Bidder's Letter Head)

To

The Assistant General Manager

Centralised Procurement & Partnership Division

Punjab National Bank

HO:CPPD, Head Office

New Delhi

Sir

REG.: REQUEST FOR PROPOSAL (RFP) FOR ON BOARDING OF VENDOR FOR INFRA PROCUREMENT AND SI FOR GENERATIVE AI IMPLEMENTATION.

We submit our Bid Documents herewith.

We M/s_____, a company incorporated under the Companies Act- 1956/ Companies Act-2013/ Partnership Bidder registered under LLP Act 2008 with its headquarters at, _____ understand and confirm that:

1. You are not bound to accept the lowest or any bid received by you, and you may reject all or any bid.
2. If our Bid for the above job is accepted, we undertake to enter into and execute at our cost, when called upon by the purchaser to do so, a contract in the prescribed form. Till such a formal contract is prepared and executed, this bid shall constitute a binding contract between us and Bank.
3. If our bid is accepted, we are responsible for the due performance of the contract.
4. You 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.
5. We have not been blacklisted/ debarred /banned by the Government / Government agency / Banks / Financial Institutions / PSUs in India during the last 3 years from the date of bid submission.

6. **Terms & Conditions:** We hereby undertake and agree to abide by all the terms and conditions including all annexure, corrigendum(s) etc. stipulated by the Bank in this RFP. (Any deviation may result in disqualification of our bid).
   We understand & agree that in event of being successful in the bid and being empanelled, we shall comply to the terms & conditions of RFP in future and shall not attempt to get the same changed from Bank later on in process of empanelment, contract signing, and extension of contract and / or subsequent purchase order/s from Bank. We understand and agree that such attempts and noncompliance to RFP terms may lead to cancellation of our agreement and suitable penal action may be taken by Bank against us including invoking the EMD and/ or PBG and black- listing.
   Scope of work and/ Technical Specifications: We certify that the systems/services offered by us for tender conform to the Scope of work and technical specifications stipulated by you. (Any deviation may result in disqualification of our bid).
   RFP, Clarifications & subsequent Corrigendum/s, if Any: We hereby undertake that we have gone through RFP, clarifications & Corrigendum/s issued by Bank and agree to abide by all the terms and conditions including all annexure, corrigendum(s) etc. stipulated by the Bank in this RFP. (Any deviation may result in disqualification of our bid)

7. We have participated in the captioned RFP hereby undertake that we have read the clauses stated in the Office Memorandum issued by Ministry of Finance, Government of India on the Insertion of Rule 144 (xi) in the General Financial Rules (GFRs), 2017 dated 23 July 2020 and amendments & clarifications hereto regarding restrictions on procurement from a bidder of a country which shares a land border with India and on sub-contracting to contractors from such countries.

   We certify that: (strike out whichever is not applicable)
   3. We and our OEM(s) are not from such a country.

   OR
   4. We and/or our OEM(s) are from such a country and has been registered with the Competent Authority and we and our OEM will not sub-contract any work to a contractor from such countries unless such contractor is registered with the Competent Authority.(Relevant documents to be enclosed)

   We have read also read the clause regarding restrictions on procurement from a bidder having Transfer of Technology (TOT) arrangement and we certify that: (strike out whichever is not applicable).

   3. We and our OEM(s) does not have any TOT arrangement requiring registration with the competent authority
      OR
   4. We and/or our OEM(s) have TOT arrangement and have valid registration to participate in this procurement. (Relevant documents to be enclosed)

   We hereby certify that we fulfil all requirements in this regard and is eligible to be considered for this procurement.

   If at any time our undertaking is found false or non-compliant with the above order of the Ministry of Finance, Bank may immediately terminate the contract and may take legal action in accordance with the law.
   We have enclosed the relevant approvals from the Competent Authority in this regard.

8. We do hereby undertake that we are solely liable and responsible for compliance of applicable Labour Laws and other rules regulations and ordinances applicable in respect of our employee, agents, representatives and sub-contractors (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. We also agree and undertake that during the entire period of RFP process and also during the entire period of the contract/SLA we will not employ or engage 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 and other laws as applicable.

9. We hereby state that we comply with all the directions and clauses as stated in the said circulars:
   a) RBI/2023-24/102 DoS.CO.CSITEG/SEC.1/31.01.015/2023-24 dated 10.04.2023 regarding Master Direction on Outsourcing of Information Technology Services
   b) RBI/2023-24/107 DoS.CO.CSITEG/SEC.7/31.01.015/2023-24 dated 07.11.2023 regarding Master Direction on Information Technology Governance, Risk, Controls and Assurance Practices
   We along with the resources deployed by us and services provided by us, will also ensure compliance of all the clauses and directions of the aforesaid circular and any subsequent circular/guidelines on the same, throughout the period of the contract.

10. We do hereby confirm that we and/or our subsidiaries/affiliates have not been engaged with Punjab National Bank for any consultancy services related to the preparation or implementation of the this project.

11. The escalation matrix of our organization are as follows:

	Sl. No.	Escalation Level	Name	Designation	Contact No.	Email ID
6.	1	**Escalation Level 1**				
7.	2	**Escalation Level 2**				
8.	3	**Escalation Level 3**				
9.	4	**Escalation Level 4**				
10.	5	**Escalation Level 5**				

In case of change in any of the officials above throughout the currency of the contract, we shall submit the escalation matrix afresh.

12. We, hereby confirm that we will honour the Bids placed by us during the auction process, failing which we shall forfeit the EMD. We also understand that the Bank may debar us from participating in future tenders.

13. We hereby undertake that the proposed hardware / software to be supplied will be free of malware, free of any obvious bugs and free of any covert channels in the code (of the version of the application being delivered as well as any subsequent versions/modifications done) which may lead to any data leakage/compromise of the server/solution or any cyber security incident in future.

14. We also undertake that:-
    (a) The Solution and Software being offered, as part of the contract, does not contain Embedded Malicious code that would activate procedures to:
        (i) Inhibit the desires and designed function of the equipment.
        (ii) Cause physical damage to the user or equipment during the exploitation.
        (iii) Tap information resident or transient in the equipment/network.
    (b) The firm will be considered to be in breach of the procurement contract, in case physical damage, loss of information or infringements related to copyright and Intellectual Property Right (IPRs) are caused due to activation of any such malicious code in embedded software and any loss occurring due to the above may be recovered from the existing contracts.

15. We also undertake to submit the Non-Disclosure Agreement as per **Annexure 10** of this RFP if we are selected as the successful vendor, whenever sought by the Bank.

16. We also undertake that any modification of the content of any of the Annexure(s) may result in the disqualification of our Bid

17. We also undertake to submit the Information of the Bidder Company as per **Annexure 17** of this RFP if we are selected as the successful vendor, whenever sought by the Bank.

18. **We hereby confirm that we have not been blacklisted/ debarred /banned by the Government / Government agency / Banks / Financial Institutions / PSUs in India during last 3 years. This declaration is being submitted and limited to, in response to the tender reference mentioned in this document.**

19. **We hereby confirm that we or our subsidiaries not have been engaged with Punjab National Bank for consultancy services related to this project during last 3 years as on bid submission date.**

20. **We hereby confirm that that none of our subsidiary or associate or holding company or companies having common promoter director/s or companies in the same group of promoters/ management or partnership firms/ LLPs having common partners have participated in this RFP process.**

21. **We hereby undertake to provide on-site resources at the Bank's desired location for implementation and support as per need of the Bank with adequate number of data engineers, data scientists, data analysts, full stack developers, etc. having expertise & experience in understanding & implementing the technical, operational Banking, business, functional, report level requirements of the Bank and regulatory requirements for each GenAI use-case.**

Date: _____
Place: _____
Yours faithfully

Signature of Authorized Signatory
Name of Signatory:
Designation: **Seal of Company**
Email ID:

Annexure 2 – Eligibility Criteria

(To be submitted on Bidder's Letter Head)

To

The Assistant General Manager

Centralised Procurement & Partnership Division

Punjab National Bank

HO:CPPD, Head Office New Delhi

Dear Sir,

REG.: REQUEST FOR PROPOSAL (RFP) FOR ON BOARDING OF VENDOR FOR INFRA PROCUREMENT AND SI FOR GENERATIVE AI IMPLEMENTATION.

We confirm our Compliance of below Eligibility Criteria given in RFP: Selection of System Integrator for Implementation of Generative AI Platform and Use Cases.

Sl.	Eligibility Criteria	Document to be Submitted	Compliance (Yes/No)
1.	Bidder should be a limited company (Public/Private) registered in India under the Companies Act, 1956/2013 or Partnership firm/ LLP registered in India under Partnership Act 1932/2008 (as amended) at least for last five years (four years for MSE/Startup) as on date of bid submission.	Copy of the certificate of incorporation - issued by The Registrar of Companies/ Partnership Deed etc. AND certificate for change of name, etc., if any.	
2.	a. The bidder should be either the Original Equipment Manufacturer (OEM) or their authorized representative in India. IAR/Agent/SI and the Principal/OEM/Solution	In case of authorized representative/partner of the primary product, MAF from OEM as per Annexure-14 in their letter Head needs to	

	Provider cannot bid simultaneously for the same Product in the same tender. b. If any product of Principal / Original Equipment Manufacturer (OEM) is being quoted in the tender, the OEM Company cannot bid for any other OEM's product. c. If an Indian Authorized Representative (IAR) submits bid on behalf of the Principal/OEM, the same IAR shall not submit a bid on behalf of another Principal/OEM in the same tender for the same item/product. In such case all the bids from the said IAR will be rejected. d. Joint Bids/ Bids by Consortium are not acceptable.	be provided. (Name, designation, contact no & official mail id of the signing authority must be clearly mentioned in the MAF.) OR In case bidder itself is OEM of any Item (e.g., App./hardware etc.), undertaking as per Annexure-15 on their company's letter head should be provided.	
3.	The Bidder must have a minimum annual average turnover of Rs. 18.00 crores in 3 Financial Years (2021-22, 2022-23, & 2023-24) from their Indian operations. In case of MSE/ Startup, bidder should have average annual turnover of atleast **INR 10 crores** during last three financial years i.e. 2021-22, 2022-23 and 2023-24, from their Indian operations. This must be the individual company turnover and not that of any group of companies. AND The bidder should also have a positive Net Worth during last three financial years i.e. 2021-22, 2022-23 and 2023-24.	Provide CA Certificate as per Annexure-7 AND Audited Financial statements (Balance sheet and Profit & Loss statement) for last three financial years i.e. 2021-2022, 2022-23 & 2023-24	
4.	The bidder should not be involved in any litigation which threatens solvency of company.	Certificate is to be provided by the chartered accountant /statutory auditor,	

		as per Annexure- 5.	
5.	The Bidder should have implemented at least 2 GenAI/ AI/ ML implementations in PSU/ Government/ BFSI/**Global** Organizations out of which at least 1 implementation should be in **BFSIs** in India, during last 3 years as on date of bid submission.	**Reference Letter/email/Performance Certificate from Client and any one of :** **i. Purchase Order** **ii. Agreement/Contract Document** **iii. Any other proof of deployment/execution/contract justifying the clause** **Submitted documents must clearly justify the requirement as per the clause.**	
6.	Bidders must have Development Centre and Technical Support Office in India.	Bidder has to submit Supporting document and declaration on its letter head duly signed by Authorized Signatory.	
7.	The **Solution should either be from** Class I or Class II local supplier as defined in Public Procurement (Preference to Make in India), Order 2017, Revised Order (English) dated 19.07.2024.	**Certificate of Local Content to be submitted as per Annexure 20 from the Bidders. In cases of procurement for a value in excess of Rs. 10 crores, the 'Class-I local supplier'/ 'Class-II local supplier' shall be required to provide a certificate from the statutory auditor or cost auditor of the company (in the case of companies) or from a practicing cost accountant or practicing chartered accountant (in respect of suppliers other than companies) giving the percentage of local content.** **Supporting MII Certificate from OEMs on their letterhead mentioning Product Name, Make Model , MII% for the product and complete address of place of value addition in India**	
8.		A copy of valid certificates duly authorized	

	The bidder should be an IS/ISO 9001 and IS/ISO/IEC 27001 or equivalent BIS certificate as on date of bid submission.	to be submitted by bidder.	
9.	Declaration on Letterhead from the Bidder	Certificate as per Annexure -1 Undertaking from the Bidder	
10.	**Bidder must score atleast 75 out of 100 Marks in Annexure-21 Technical Scoring**	**Bidder to submit Annexure-21 Technical Scoring, along with references.**	

NOTE:

1. In case any purchase order has been issued to the bidder by the Bank in respect of any other project/product and the same has not been delivered/executed even after the prescribed time period and is pending for execution as on date of bid, the bid of the respective bidder is liable for rejection.
2. Bidder should submit detailed response along with documentary proof for all of the above eligibility criteria. The eligibility will be evaluated based on the bid and the supporting documents submitted. Bids not meeting the above eligibility criteria will be rejected.
3. Evaluation of Technical bids will be done by Bank's committee for technical evaluation of bids and the decision of the committee will be final.
4. Bidders to submit relevant documentary evidence for all parameters mentioned.
5. Providing any wrong information by the bidder will result in disqualification of the bidder. The Bank may cross check above parameters by any means / during site visit.
6. All Annexures must be on the letter head of the Bidder, except those which are to be provided by OEM/OSD/CA/third party. All documents, addressed to the Bank, should be submitted in Original.
7. All third-party documents must be signed by their authorized signatory and his/her designation, Official E-mail ID and Mobile no. should also be evident. The document providing the authorization of the signatory should be submitted to the Bank for all parties.
8. Bidder is also required to substantiate whether the person signing the document is authorized to do so on behalf of his company. Inability of the bidder to prove the genuineness/authenticity of any third-party document may make the bid liable for rejection.

Annexure 21 – Technical Scoring

(To be submitted on Bidder's Letter Head).

Bidder has to provide compliance to the Annexure along with references/supporting documents for each criteria as mentioned in the table below along with self-assigned marks. Non submission of requisite documents or if the submitted documents doesn't conform/suffice to the given criteria, shall result in reduction and reassigning of the marks. Minimum qualifying marks will be **75.** Any bidder scoring less than 75 marks will be disqualified for further process of RFP

<table>
<tr><th>S.I</th><th>CRITERIA</th><th>TECHNICAL PARAMETERS</th><th>Compliance (Yes/ No) and Count</th><th>MAX SCORE</th><th>REFERENCE (Organization name and supporting documents submitted to be mentioned)</th></tr>
<tr><td>1</td><td>End-to-End Hardware Procurement, Setup, and Maintenance and Environment Setup & maintenance

* Proven expertise & willingness in procuring and integrating GPU hardware or equivalent premises environment.

Bidder to provide documentation (PO / license contract document) to prove GenAI deployments.

And

Completion certificate/Emai/Performance Certificate from the customer</td><td><table><tr><th># implementations in India/Global of GPU hardware procurement and system integration</th><th>Marks</th></tr><tr><td>>2</td><td>25</td></tr><tr><td>2</td><td>20</td></tr><tr><td>1</td><td>15</td></tr><tr><td>Partnerships (with OEM who Provides GPU based hardware or equivalent but no deployments</td><td>10</td></tr></table></td><td></td><td>25</td><td></td></tr>
<tr><td>2</td><td>Number of GenAI Use Cases Deployed in similar</td><td>a)</td><td></td><td></td><td></td></tr>
</table>

	organizations. **Bidder has to submit the customer credentials from the clients. (credential should contain the details of products (LIVE) implemented)* **** Bidder to provide documentation (PO / license contract document) to prove GenAI deployments.*** ***And*** ***Completion certificate/Emai/Performance Certificate from the customer*** ** E2E Architecture Deployment: major components are (non-exhaustive): LLM layer (training, inferencing), vector database layer, database layer (relational and no-SQL), LLM orchestration layer, data pipelines, transformation & processing frameworks, API layer, authentication layer, front end, Responsible AI layer, Monitoring & logging, automated evaluation & feedback loop etc.*	Total # of GenAI use-cases in India/Global — Marks More than 8 — 5 7-8 — 4 5-6 — 3 3-4 — 2 1-2 — 1 For per GenAI usecase implemented in India=1.5 Maximum marks can be obtained =5 b) # of GenAI use-cases in similar organizations** in India (On-Prem or On-Cloud) — Marks More than 3 — 5 2-3 — 3 1 — 2 **GenAI in *Similar organizations mean* • *# Customers are >10 Cr*		15	

		c) Number of clients/organizations with GenAI implementations No of organizations with GenAI implementations in India/global (On-Prem/On-Cloud) — Marks More than 8 — 5 7-8 — 4 5-6 — 3 3-4 — 2 1-2 — 1 For Number of clients/organizations implemented in India=1.5 Maximum marks can be obtained =5			
3		Average number of GenAI use cases deployed per — Marks		5	

	Depth of Clientele in GenAI Use Case Deployments ***Bidder to provide documentation (PO / license contract document) to prove GenAI deployments.*** ***And*** ***Completion certificate/Emai/Performance Certificate from the customer***	organization (in production) >5 use cases per organization 5 3–5 use cases per organization 3 1–2 use cases per organization 1			
4	Functional and Technical Compliance	Based on Technical and Functional requirements compliance captured in RFP (Max Marks: 5)		5	
5	Presentation	a) Technical Presentation - 25 marks Presentation shall cover: • Background • Executive Summary • Brief overview of GenAI implementation, coverage & complexity of already implemented GenAI use-cases across business areas • Solution Overview (Reference to requirements in RFP), Understanding of RFP, Scope of Work • Bidder should present detailed walkthrough of Technical Architecture & environment setup to show On-Prem native architecture & implementation with Financial services Organizations. • Implementation Approach		40	

<table>
<tr><td></td><td></td><td>• Team structure of the team getting deployed
• Project Management, Planning, Resource Management and Execution Timelines
• Business benefits realization & Value creation
• Key Functionalities in proposed solution will be taken care to be covered as part of presentation
b) Demo – 15 marks
• Bidder has to demonstrate 2 live GenAI use-cases, similar to Bank’s requirement and it should not be prototypes / videos.</td><td></td><td></td><td></td></tr>
<tr><td>6</td><td>Team Profile

*Letter of confirmation on Bidder company’s letter head signed by Authorized Signatory</td><td>a) Technical Team size available for implementation
# of team members with GenAI implementation experience (Max Marks: 5)
<table>
<tr><th>Number of team members</th><th>Max Marks</th></tr>
<tr><td>>50</td><td>5.0</td></tr>
<tr><td>30-50</td><td>2.5</td></tr>
<tr><td>10-30</td><td>1.0</td></tr>
</table>
b) Onsite availability of team (Max Marks: 5)
Particulars Max Marks
>=90% of total 5.0</td><td></td><td>10</td><td></td></tr>
</table>

		implementation team available onsite Key members (Project manager, Data Engineers) and 50% of developers / QA available onsite.	1.0		
Total				**100**	

Annexure 11 – Unpriced Bill of Material of Offered Solution & Hardware (BOM) (REVISED)

(To be submitted on Bidder's Letter Head)

REG.: REQUEST FOR PROPOSAL (RFP) FOR ON BOARDING OF VENDOR FOR INFRA PROCUREMENT AND SI FOR GENERATIVE AI IMPLEMENTATION.

Bidder needs to provide the compliance on below Bill of Materials and Also share the details of Hardware & Software proposed with the Generative AI setup.

Table-1: Hardware Details and Count

Solution	Hardware Type	Details (Make/Model/ Release etc.)	Quantity /No. of Units	Compliance (Yes/No)
Generative AI Hardware setup at DC and DR both site in HA.	GPU Servers			
	Storage with SSD Disk IOPS Cache memory Usable Capacity Raid Group			
	Non-GPU Servers			
	Any Other Hardware			

Table-1A: Bidder needs to fill all the hardware/Infrastructure details in below tables (to filled separately for DC and DR)

GPU SERVER FOR DC & DR		**Compliance (Yes/ No)**	**Remarks/ Specification Supplied**
Make & Model: (Please mention)			
CPU (CPU released in **2023** or later)	**CPU Model:** **Physical Processor Count:** **Core Count:**		
Memory			

Storage Type			
Storage Size and other details			
Raid Controller Card			
Ports			
Power supply			
HBA Card			
GPU Card Make, Model **Memory** **Interface (>= PCIE 4.0)** **GPU Core Type** **Number of Cores**			
Warranty			
Support from OEM			

Table-1B: Bidder needs to fill all the hardware/Infrastructure details in below tables (to filled separately for DC and DR)

Non GPU SERVER FOR DC & DR	**Compliance (Yes/ No)**	**Remarks/ Specification Supplied**
Make & Model: (Please mention)		

CPU (CPU released in 2023 or later)	**CPU Model:** **Physical Processor Count:** **Core Count:**		
Memory			
Storage Type			
Storage Size and other details			
Raid Controller Card			
Ports			
Power supply			
HBA Card			
Warranty			
Support from OEM			

Table-1C: Bidder needs to fill all the hardware/Infrastructure details in below tables (to filled separately for DC and DR)

Storage Details FOR DC & DR		**Compliance (Yes/ No)**	**Remarks/ Specification Supplied**
Make & Model:			
Storage with SSD Disk			
IOPS			

Cache memory			
Usable Capacity			
Raid Group			
Any other Details			

Table-1D (Other Software) (to filled separately for DC and DR)

Solution	Software	Details (Make/Version / Release etc.)	No. of Licenses	License Type	Compliance (Yes/No)
Generative AI setup at DC and DR both site in HA.	Operating System				
	Database Software*				
	Middleware*				
	Any Other Software for GenAI Use Cases				
	Any Other Components, **etc** required as per RFP and Solution				

** Incase Bidder proposes Oracle as the Database or Weblogic as the Middleware, Bidder need to mention the number of licenses required for sizing purpose only.*

Table-1E API Costs

API Name	Integration (Compliance Yes/No)	Quantity (No of Proposals)

		(Q)

(add as many rows as required)

Table-2 (Generative AI) (to filled separately for DC and DR)

SNO	Solutions	Make, Model, Version	Number of Licenses	Compliance (Yes/No)
1	Enterprise User License Cost for Vector Database software			
2	Enterprise User License Cost for LLM testing frameworks			
3	Enterprise User License Cost for LLM orchestration tools			
2	Any Other Component			

Table-3 (Implementation of Generative AI Use Cases)

SNO	Items	Compliance (Yes/No)
1.	Installation, Implementation and Integration of Generative AI setup at DC & DR	
2.	Implementation of all use-cases (10)	
3.	Maintenance and Support	

Table-4 (Training)

SNO	Training Type	Duration (days)	Batches [A]	No of trainees per batch	Compliance (Yes/No)
1	Bank's core team	10	2	10	
2	Technical Training	20	2	10	

Table-5 (Onsite Technical Support)

SNO	Item Description for Onsite Resources.	Number of Resources	Compliances (Yes/No)

1.	L1 Resource Support/Facility Management for Use-case	3	
2.	L2 Resource Support/Facility Management for Use-cases	2	
3.	L3 Resource for Support/Facility Management OR Customization on existing use-cases defined in scope of work OR Additional use-cases or work not covered in the scope of work of RFP document	`1	

- Bidder may add as many rows and columns as required. Each component should be mentioned in separate rows.
- The quantity mentioned by the Bidder should be as per the requirement of the Bank
- *This is merely for understanding the hardware & software sizing and Bidder to mention all Other Information Related to all the Items of the complete solution (Please provide in tabular Format). If any item mentioned in the BoM is not a part of the commercial format, the same shall be treated as part of the overall solution which the Bidder has to provide without any additional cost to the Bank.*

Date: _____

Place: _____

Signature of Authorized Signatory

Name of Signatory:

Designation:

Email ID:

Mobile No:

Telephone No.:

Seal of Company:

Annexure 12 – Performa of the Indicative Commercial Bid

(To be submitted on Bidder's Letter Head)

Ref: REQUEST FOR PROPOSAL (RFP) FOR ON BOARDING OF VENDOR FOR INFRA PROCUREMENT AND SI FOR GENERATIVE AI IMPLEMENTATION.

(As per excel file uploaded on GeM)

Notes:

2. The Price discovered through RFP will be valid for the contract period of 5 years.

Table – Summary of Cost:

COMMERCIAL TABLE: SUMMARY OF COST						
Sl.	**Item**	**Reference Table**	**Total Cost in Rs.**	**GST %**	**GST Amount**	**TOTAL AMOUNT INCLUDING GST**
1	Generative AI Setup - Infrastructure Cost	**A**	**0.00**		**0.00**	**0.00**
2	Generative AI Setup Licenses and related component Cost	**B**	**0.00**		**0.00**	**0.00**
3	Installation, Implementation, Configuration, and Integration Cost	**C**	**0.00**		**0.00**	**0.00**
4	Onsite Technical Support (OTS/FMS) Cost	**D**	**0.00**		**0.00**	**0.00**
Total Cost of Ownership (TCO)		**A+B+C+D+E**	**0.00**		**0.00**	**0.00**

Total Cost in Words: Rupees					

Table-A

PRICE SCHEDULE FOR GENERATIVE AI SETUP: INFRASTRUCTURE							
SNO	**Description**	**Make and Model**	**Quantity / No. of units**	**Unit Cost with 3 Years Warranty**	**Total Cost with 3 Years Warranty**	**Cost of AMC and ATS per unit per annum**	**Total Cost (3 Years Warranty + 2 years AMC & ATS)**
			A	**B**	**C = A*B**	**D**	**E = C+(2*D*A)**
INFRASTRUCTURE							
1	Hardware (Server & Storage etc.) for GenAI setup at DC (in HA), DR (in HA) With 3 years warranty/support.		XX		0		0
2	Licenses for OS, DB, and other component for GenAI setup at both DC and DRS site/location in HA		XX		0		0
3	Any Other Components required as per RFP and Solution		XX		0		0
Total of Table A							**0**
Total Cost in Words: Rupees							

(Each item/product to be added in separate rows)

Table-B

PRICE SCHEDULE FOR GENERATIVE AI SETUP: LICENSES							
SNO	**Description**	**Make and Model**	**Quantity/ No. of units**	**Unit Cost with 3 Years Warranty**	**Total Cost with 3 Years Warranty**	**Cost of AMC and ATS per unit per annum**	**Total Cost (3 Years Warranty + 2 years AMC & ATS)**
			A	**B**	**C = A*B**	**D**	**E = C+(2*D*A)**
INFRASTRUCTURE							
1	Enterprise User License Cost for Vector Database software				0		0
2	Enterprise User License Cost for LLM testing frameworks				0		0
3	Enterprise User License Cost for LLM orchestration tools				0		0
4	Other Software for GenAI use-cases (middleware etc.) for DC & DR in HA				0		0
API Costs							
S No.	**API Name**	**Integration Cost (One time) per API (I)**	**Quantity (No of Proposals) (Q)**	**Cost per proposal /instance (C)**			**Total Cost (T=I+Q*C)**
1							
2							
Total of Tabel B							**0**
Total Cost in Words: Rupees							

(Each item/product to be added in separate rows)

Table-C

INSTALLATION, IMPLEMENTATION, CONFIGURATION AND INTEGRATION OF GENERATIVE AI SETUP AND ITS' USE CASES				
S NO	**Description**	**Quantity/ No. of units**	**Unit Cost**	**Total Cost**
Installation, Implementation and Integration				
1	Installation of Hardware, OS, DB and Other related component to setup Generative AI at DC and DRS both site/location in HA	**As per RFP requirement**		
2	Setup of Generative AI (GenAI) at DC (in HA), DR (in HA)	2		
3	Implementation, Configuration, and Integration of All Use Cases	10		
4	Any Other			
Total of Table C				**0**
Total Cost in Words: Rupees				

Table-D

SNO	**Item Description for Onsite Resources.**	**Resource Cost for per Month***		**Resource Cost per year**	**Total Cost in 5 years**
		Qty (Q)	**Cost (M)**	**Y = (M x Q x 12)**	**T = (Y x 5)**
1.	L1 Support/Facility Management Cost for Use-Cases				

2.	L2 Support/Facility Management Cost for Use-cases				
3.	L3 Cost for Support/Facility Management OR Customization on existing use-cases defined in scope of work OR Additional use-cases or work not covered in the scope of work of RFP document				
Total of Table D					
Total Cost in Words: Rupees					

Table E: Optional Items- Not to be included in the TCO

Table-E1 : Cost per man-days for additional use case deployment

SNO	Item Description for Onsite Resources Man Days	Per Man Day Cost	
		Man days (Q)	Cost (M)
1	Development, deployment and go-live of additional use case(s) apart from 10 Use cases defined in the RFP	100	
Total of Table E1			
Total Cost in Words: Rupees			

The above Table-E1 are optional Components and Bank may or may not place an order for the same. In case Bank decides to raise on order for the same, Bidder shall be bound to honour the procurement. The price quoted in this table shall be subject to further negotiation. Bank may place any number of orders for implementing future use cases on the rates derived after negotiation based on mutually agreed man days per use case.

Notes:

1. The rates for AMC, ATS and OTS shall remain valid for the entire contract period of 5 years and an additional 2 years (in case the contract is extended at the discretion of the Bank.)
2. **Bidder shall quote each product in all the above tables in separate rows.**
3. Bidder has to quote Annual maintenance contract, AMC, within minimum 6% and maximum 10% of the Hardware Cost and Annual Technical Support, ATS, within minimum 10% and maximum 20% of the Software Solution Cost.
4. The rates quoted in commercial bid should be inclusive of all taxes, including GST. However, GST will be paid to the bidder on actual basis at the rate applicable. The rate of applicable GST should be informed and charged separately in the invoice generate for supply of the product.
5. Any column left blank by the bidder will result in disqualification of the bid.

6. Bank is not bound to place any minimum order for any item.

Date: _____

Place: _____

Signature of Authorized Signatory

Name of Signatory:

Designation:

Email ID:

Mobile No:

Telephone No.:

Seal of Company:

Response to Queries II : RFP for Onboarding of Vendor for Infra procurement and SI for Generative AI implementation

Sl No.	(As received from Bidders)					Response of the Bank
	Sr. No.	Page No.	Clause No.	Clause	Query	
1	1	204		Bank's existing solution can be leveraged. In case due to any reason, the same cannot be extended, Bidder shall be responsible for ensuring DR Automation.	1. Could you clarify which DR Automation tool is currently deployed? 2. Will the bank's existing vendor provide support for integrating the current DR Automation tool? 3. If the existing tool cannot be integrated for any reason, can such situations be managed through the project change procedure? Please confirm.	Please be guided by the RFP.
2	2	271		Presently bank has backup solutions from Networker (disk to disk) Tape offsiting will be handled by the bank for the above backup solution	1.Can you confirm if our understanding is correct that the backup solution will be provided by PNB? 2. Will the implementation of the backup solution be handled by PNB.	Backup Solution will be provided by PNB, if any integration support is required from Gen AI solution purpose that needs to be extended by the Bidder
3	3	182		Please confirm the port availability and type of the port (1G,10G Copper OR 10G SFP+) on the Banks existing switches.	Kindly confirm the port type, as this is required to be considered at the server end to establish network connectivity.	Details will be shared with the successful bidder
4	4	318		Multilingual Support (for any cases as per Bank's requirement): Capability to understand and respond to inquiries in both Official Languages- English & Hindi (and Hinglish) and atleast 5 major scheduled languages, catering to a diverse customer base & the requirement may scale in future to other major scheduled languages and regional languages as per Bank's requirement. Clause modified as per inputs received from User Department/ Bank's IT	Please confirm the list of regional languages to be supported.	Please be guided by the RFP and it's subsequent Corrigenda

				Consultant to provide clarity to the Bidders		
5	5	318		Multilingual Support (for any cases as per Bank's requirement): Capability to understand and respond to inquiries in both Official Languages- English & Hindi (and Hinglish) and atleast 5 major scheduled languages, catering to a diverse customer base & the requirement may scale in future to other major scheduled languages and regional languages as per Bank's requirement. Clause modified as per inputs received from User Department/ Bank's IT Consultant to provide clarity to the Bidders	Please confirm the %age volume of data,docs and calls in English, Hindi and 5 regional languages, this is required to select the correct models and right size infrastructure	Please be guided by the RFP and it's subsequent Corrigenda
6	6	55		e. Personalized Digital Marketing This use case involves using GenAI to create personalized and highly-targeted marketing content based on customer behavior and preferences, improving engagement and conversion rates.	Please confirm if the marketing content can be created during off peak hours and used whenever required to optimally utilize GPUs or is it required on the runtime.	Please be guided by the RFP and it's subsequent Corrigenda
7	7	57		h. HR Learning Board & HRMS Bot	Please confirm if the learning content can be created during off peak hours and used whenever required to optimally utilize GPUs or is it rewuired on the runtime.	Please be guided by the RFP and it's subsequent Corrigenda
8	8	56		f. Sales Growth Tool / RM Copilot Data Visualization: Implement dashboards to visualize lead prioritization, opportunity identification, and sales performance metrics.	Please confirm if there is an existing data visualization tool which can be leveraged	Please be guided by the RFP and it's subsequent Corrigenda
9	9	135		6 User Interface (UI) and User Experience (UX) a Intuitive UI: Design of a clean and intuitive user interface for both administrators and end-users.	Integration with new existing UI is required or new UI needs to be created	Please be guided by the RFP and it's subsequent Corrigenda
10	10	157		Data Lake/Data Warehousing: Platform should use inbuilt a scalable data lake or data warehouse for storing large volumes of both	Please specify the approximate size of the data lake; or the volume of data stored per customer	Bank Existing Data Warehouse shall be leveraged. Bank source data

				structured and unstructured data. The same shall serve as the backbone for model training and data analysis		volumetric is around 50 TB, Bidder to factor the storage to run the Gen Ai solution for proposed use cases accordingly.
11	11	50		Tools and Technologies: APIs for Integration: Should support RESTful APIs for easy access and integration of AIcapabilities across different teams within the bank	Plese confirm total number of integrations and whether existing API management can be leveraged	Total Number of integrations cannot be ascertained at this stage, it depends on use cases. However, the existing API Management tool of Bank can be leveraged.
12	12	350		REVISED ANNEXURES Annexure 13 – Compliance of Technical and Functional Specifications Required in Generative AI.	Please provide list of all existing systems of the bank which can be leveraged and which need to be created grounds up by the bidder	Details will be shared with the successful bidder
13	13	166		Architecture Considerations: Data Lake/Data Warehousing: Platform should use inbuilt a scalable data lake or data warehouse for storing large volumes of both structured and unstructured data. The same shall serve as the backbone for model training and data analysis.	Please provide the existing stack of data-lake / data warehousing.	Details will be shared with the successful bidder
14	14	166		Architecture Considerations: Data Lake/Data Warehousing: Platform should use inbuilt a scalable data lake or data warehouse for storing large volumes of both structured and unstructured data. The same shall serve as the backbone for model training and data analysis.	Please confirm if the GenAi solution can use the existing date-lake/data warehouse for getting the customer data.	Bank Existing Data Warehouse shall be leveraged. Bank source data volumetric is around 50 TB, Bidder to factor the storage to run the Gen Ai solution for proposed use

						cases accordingly.
15	1	86	3.8 Payment Milestones	1 Delivery of Hardware, Software, licenses and other components required for setting up GenAI as per RFP including all components/features. Within 8 weeks from the date of initial Purchase Order ---- 50% of A+B 2 Complete setup of GenAI Solution including Development and Deployment of initial 10 (ten) Use Case as per the RFP including UAT sign-off User Acceptance Testing Within 12 Weeks from the date of initial Purchase Order ----- 30% of A+B 3 Go Live of complete GenAI setup for production in DC and DR with initial 10 (ten) Use Cases Within 16 weeks from the date of initial Purchase Order ----20% of A+B	We request that the payment milestones should be divided separately for Hardware/Licenses, development and AMC. As during the execution of this project, the System Integrator would have to make hardware payments to the OEM in advance. These are large configuration hardware (GPU's) and not general purpose hardware, so please consider amending the milestones as per below recommendation. For your reference **<u>Hardware/Infrastructure/ Licenses Milestones -</u>** 1. Delivery of Hardware, Software licenses and other components required for setting up GenAI as per RFP including all components/features. -- Within **8 weeks**** from the date of initial Purchase Order - 50**% of Infra/Licenses Cost along with Purchase order,** 2. Within 30 days of delivery and installation of Hardware, license and other components **- 50% of Infra (Infrastructure / License)Cost** **<u>Software Development Milestones:</u>** 1. Submission of Project Plan within T+2 Weeks - 30% of GEN AI development/configuration cost 2. Requirement gathering, Designing and UAT of Initial 10 use cases T+ 12 weeks** - 4**0 % Gen AI development cost** **3.** Go Live of complete GenAI setup for production in DC and DR with initial 10 (ten) Use Cases Within T+ **16 weeks **** from the date of initial Purchase Order - **30% Of Gen AI development Cost** ** Timelines are requested to change in earlier queries	Please be guided by the RFP and it's subsequent Corrigenda

16	2	78	3.6.4 Penalty Section		The bank should consider applying penalties either basis the resource deployment or basis performance (As defined in the RFP) and not both. It is often considered a best practice and would help maintain clarity for both the System Integrator and the bank. It would help the System Integator in better resource planning and in serving you efficiently.	Please be guided by the RFP and it's subsequent Corrigenda
17	1			We understand the submission deadline for the RFP is 01-Jan-25, Given the extensive scope of the RFP, can an extension be provided?	Can you confirm the key milestones and deadlines for the end-to-end implementation of the GenAI platform, including deployment and testing of use cases?	Please refer to GeM for all updates related to the RFP and it's timelines.
18	2	49	3.1.1	Can cloud based LLM services be leveraged, or does the entire solution need to be on-prem? Can a hybrid solution be considered?	Is there a preference for specific microservices frameworks or technologies that align with the bank's existing IT ecosystem?	Please be guided by the RFP and it's subsequent Corrigenda
19	3	49	3.1.1	Is there a preference around the GenAI technology stack?	Should the platform support containerization technologies like Kubernetes or Docker for deployment of microservices?	Please be guided by the RFP and it's subsequent Corrigenda
20	4	50	3.1.1	Is creating a Data Lake\Data Warehouse part of the scope, or only integration with an existing Data Lake\Data Warehouse? Is there a preference around the Data platform?	Should the platform include CI/CD pipelines for automated deployment of AI models?	Please be guided by the RFP and it's subsequent Corrigenda
21	5	49	3.1.1	Does the GenAI platform need to be developed within the bank environment or can a pre-existing platform solution be leveraged?	Should the platform include automated workflows for integrating new models and use cases, or will manual intervention be acceptable?	It depends on use case to use case basis, and the requirement will be shared with the successful bidder.
22	6	49	3.1.1	Can some information be provided around the volumetrics of structured and unstructured data?	Are there any indicative future use cases beyond the ones mentioned, or should the platform be designed for broad, unspecified expansion?	We have mentioned tentative use cases in the RFP and Bank may implement more use cases in future and the vendor is

						required to do the sizing accordingly.
23	7	49	3.1.1		Can some details and volumetrics be provided around the type and number of source systems the GenAI platform needs to integrate with?	It depends on use case to use case basis, and the requirement will be shared with the successful bidder.
24	8	99	Annexure 2-Clause		We request the team please consider raising the annual turnover target to exceed 2000 Crores	Please be guided by the RFP and it's subsequent Corrigenda
25		137	Annexure 13 - 14. Development and Deployment		What are the application tech stack? Number of application in each stacks? Like: Web application, backend, mobile, Database, Data Platform like: ADF, Databricks?	Please be guided by the RFP and it's subsequent Corrigenda
26		137	Annexure 13 - 14. Development and Deployment		What are the DevOps tools chain currently being used from planning till deployment? like: Build, Unit Test, Code coverage, Code quality, security scan, package manager etc.	Please be guided by the RFP and it's subsequent Corrigenda
27		137	Annexure 13 - 14. Development and Deployment		Are applications deployed on-premises only, or are they also deployed in a private cloud or hybrid environment?	Please refer to the RFP. Bank has asked for on-prem deployment only.
28		137	Annexure 13 - 14. Development and Deployment		Applications are in scope will be containerized or non-containerized or both, if both, share the count?	Please be guided by the RFP and it's subsequent Corrigenda
29		137	Annexure 13 - 14.		What will be hosting platform for the containerized application deployment on-prem, like: OpenShift	Please be guided by the RFP and it's

			Development and Deployment			subsequent Corrigenda
30		137	Annexure 13 - 14. Development and Deployment		How many application environments are currently there? Like: DEV, QA, PRE-PROD, PROD etc.	It is a new requirement, and the same is being asked in the RFP, which bidder has to provide.
31		137	Annexure 13 - 14. Development and Deployment		What kind of test automation tools are to be integrated into the CI/CD pipeline?	Please be guided by the RFP and it's subsequent Corrigenda
32		137	Annexure 13 - 14. Development and Deployment		What kind of security interventions tools are to be integrated into the CI/CD pipeline?	Please be guided by the RFP and it's subsequent Corrigenda
33		137	Annexure 13 - 14. Development and Deployment		What kind of monitoring tools are to be integrated into the CI/CD pipeline?	Please be guided by the RFP and it's subsequent Corrigenda
34		137	Annexure 13 - 14. Development and Deployment		What is the preffered Frontend technology stack for developing the application(Angular/React)? Is there any preferred UI library(Bootstrap/Material)?	Please be guided by the RFP and it's subsequent Corrigenda
35					Does it have multilingual support, if yes, what are the languages supported?	Please be guided by the RFP and it's subsequent Corrigenda

36					What are the different personas using the application	Please be guided by the RFP and it's subsequent Corrigenda
37					Does the application need to adhere to any accessibility guideline(WCAG 2.1 AA)?	Please be guided by the RFP and it's subsequent Corrigenda
38		1	100	Annexure 2 – Eligibility Criteria, Point 8 Bidder must be operating in the field of GenAI/AI/ML for at least three years or more as on date of bid submission. Reference Letter/ Purchase Order / Contract Document (Agreement) (to be submitted.	Request to Amend below as: Current Clause: Reference Letter/ Purchase Order /Contract Document (Agreement)(to be submitted. To Reference Letter/ Purchase Order /Contract Document (Agreement)(to be submitted./**Experience of group companies to be considered**	Please be guided by the RFP and it's subsequent Corrigenda
39		2	100	Annexure 2 – Eligibility Criteria, Point 9 The Bidder should have implemented at least 2 GenAI/ AI/ ML implementations in PSU/Government/BFSI out of which at least 1 implementation should be in Public Sector Bank/Private Sector Bank/ BFSIs in India, during last 3 years as on date of bid submission. Reference Letter/ Purchase Order /Contract Document (Agreement)(to be submitted and Completion certificate /Email from customer	Request to Amend below as: Current Clause: Reference Letter/ Purchase Order /Contract Document (Agreement)(to be submitted and Completion certificate /Email from customer To Reference Letter/ Purchase Order /Contract Document (Agreement)(to be submitted and Completion certificate /Email from customer/**Experience of group companies to be considered**	Please be guided by the RFP and it's subsequent Corrigenda
40		3	101	Annexure 2 – Eligibility Criteria, Point 14 The Bidder should be a CMMI 3 or equivalent BIS certified organization.	We request the removal of this clause as it is not applicable to infrastructure procurement and system integration (SI) work. The nature of these services does not align with the intent of this clause, and its inclusion may not be relevant to the scope of this engagement. Kindly add following ISO Certification **ISO 27001:2015/ISO/IEC 27017:2015/ISO 27018: 2019/ISO/IEC 20000: 2018/PCI DSS** instead of CMMi 3	Please be guided by the RFP and it's subsequent Corrigenda
41		4	71	3.4 Technical Evaluation, Point 1 **End-to-End Hardware Procurement,**	Request to Amend below as: Current Clause:	Please be guided by the RFP and it's

				Setup, and Maintenance and Environment Setup & maintenance * Proven expertise & willingness in procuring and integrating GPU hardware or equivalent premises environment. Bidder to provide documentation (PO / license contract document) to prove GenAI deployments. And Completion certificate/Email from the customer	Bidder to provide documentation (PO / license contract document) to prove GenAI deployments.And Completion certificate/Email from the customer To Bidder to provide documentation (PO / license contract document/**Duly signed undertaking for to prove GenAI deployments for internal projects/Group Companies PO** / to prove GenAI deployments.And Completion certificate/Email from the customer	subsequent Corrigenda
42		5	71	3.4 Technical Evaluation, Point 1 **End-to-End Hardware Procurement, Setup, and Maintenance and Environment Setup & maintenance** * Proven expertise & willingness in procuring and integrating GPU hardware or equivalent premises environment. Bidder to provide documentation (PO / license contract document) to prove GenAI deployments. And Completion certificate/Email from the customer	Request to Amend below as: Current Clause: End-to-End Hardware Procurement, Setup, and Maintenance and Environment Setup & maintenance to **Bidder shouls have supplied cloud based GPU server/relevant cloud SKUs to end customer for setting up the GEN-AI environmen**t/End-to-End Hardware Procurement–, Setup, and Maintenance and Environment Setup & maintenance on Current clause Bidder to provide documentation (PO / license contract document) to prove GenAI deployments.And Completion certificate/Email from the customer To Bidder to provide documentation (PO / license contract document/**Duly signed undertaking for to prove GenAI deployments for internal projects/Group Companies PO** / to prove GenAI deployments.And Completion certificate/Email from the customer	Please be guided by the RFP and it's subsequent Corrigenda
43		6	71	3.4 Technical Evaluation, Point 2 Number of GenAI Use Cases Deployed in similar organizations. *Bidder has to submit the customer credentials from the clients. (credential	Request to Amend below as: Current Clause: Proven expertise & willingness in procuring and integrating GPU hardware or equivalent premises environment. To Proven expertise & willingness in procuring and integrating	Please be guided by the RFP and it's subsequent Corrigenda

				should contain the details of products (LIVE) implemented) *Bidder to provide documentation (PO / license contract document) to prove GenAI deployments. * E2E Architecture Deployment: major components are (nonexhaustive): LLM layer (training, inferencing), vector database layer, database layer (relational and no-SQL), LLM orchestration layer, data pipelines, transformation & processing frameworks, API layer, authentication layer, front end, Responsible AI layer, Monitoring & logging, automated evaluation & feedback loop etc.	GPU hardware or equivalent premises environment. **Note : Experience of group companies/Internal project Use cases to be considered.**	
44		7	71	Depth of Clientele in GenAI Use Case Deployments	**Experience of group companies/Internal project Use cases to be considered.**	Please be guided by the RFP and it's subsequent Corrigenda
45		8	327(ATC)	3.5 Timelines and delivery schedule	We request a relaxation in the timelines, considering the complexity of AI solution deployment, which includes data training, fine-tuning, and integration with existing systems. Additionally, after the exact requirement gathering phase, the time required for specification document creation may vary based on the scope and depth of customization needed. A more flexible timeline would ensure a robust and optimized implementation aligned with the Bank's needs.	Please be guided by the RFP and it's subsequent Corrigenda
46		9		In General	Will there be only one web portal (User interface) to cater all these 10 usecases or every usecase will have its own web portal ?	Please be guided by the RFP and it's subsequent Corrigenda
47		10	56	3.1.2.G. Code Review : Documentation Generator: Use NLP to automatically generate understandable documentation from code comments and structure	Which project management tools should AI application integrate with? Does model needs to refactor the code and then commit those changes back into repository ?	Details will be shared with the successful bidder
48		11	60	k.Other business areas that can be explored (in future)	The infra and human resource sizing for future resources will be out of scope for this proposal response. Please confirm	Please be guided by the RFP and it's

					the understadning.	subsequent Corrigenda
49		12	62	"Based on the Broad scope of work bidder to design the infrastructure solution keeping below points o Active-Active Architecture in DC and DR o Active -Passive Architecture in DC and DR." o The bidder should implement the solution using High Availability Architecture at DC & DR site respectively to ensure zero or minimum impact by the failure of one or more components/servers or software of complete solution in the production environment. **At any given point of time, only one of the site i.e. DC or DR shall be active**	Which mode is to be consider for setup ?	Please be guided by the RFP and it's subsequent Corrigenda
50		13	174 - (ATC)	Point no.52 "Bank shall only provide space, cooling and UPS Power (Single Phase 32 Amps) at Bank's DC and DRC"	could you please provide Rack power capacity that bidder has to factor. Also the number of racks .	Please be guided by the RFP and it's subsequent Corrigenda
51		14		General	No details on Number of DR Drills and with what frequency?	Please be guided by the RFP and it's subsequent Corrigenda
52		15	339(ATC)	3.4 Technical Evaluation Pt 5. Presentation - ● Bidder should present detailed walkthrough of Technical Architecture & environment setup to show On-Prem native architecture & implementation with Financial services Organizations. ● Bidder has to demonstrate 2 live GenAI use-cases, nearer to bank's requirement from two different clients and it should not be prototypes / videos.	We request flexibility in the live demo requirement, as we are in the advanced stages of developing the system. Instead of a fully operational live demo, we propose presenting a detailed architecture walkthrough, functional prototypes, and simulated environments to showcase the solution's design, scalability, and compliance with financial services requirements. This approach would ensure a fair evaluation while accommodating solutions that are in the final development phase.	Please be guided by the RFP and it's subsequent Corrigenda

53		16	371 (ATC)	Annexure 2 – Eligibility Criteria Pt 9 - The Bidder should have implemented at least 2 GenAI/ AI/ ML implementations in PSU/ Government/ BFSI/Global Organizations out of which at least 1 implementation should be in BFSIs in India, during last 3 years as on date of bid submission.	We request the Bank to allow GenAI/AI/ML implementations across any sector instead of restricting them to PSU/Government/BFSI. These new age emerging solutions, are industry-agnostic, and their effectiveness is determined by technical robustness and scalability rather than the sector in which they were deployed. Many cutting-edge AI innovations have emerged from tech, healthcare, and retail, later being adapted to BFSI. Expanding eligibility would enable participation from highly capable AI firms while ensuring the Bank benefits from the best AI advancements.	Please be guided by the RFP and it's subsequent Corrigenda
54		17	336 (ATC)	Technical Evaluation: GenAI in Similar organizations mean ● # Customers are >10 Cr	We request the Bank to reconsider the requirement of AI/ML implementations in organizations with >10 Cr customers, as AI solution maturity is driven by complexity, scale, and impact rather than sheer customer volume. Many AI-driven solutions are successfully deployed in high-transaction environments with fewer customers but feature deep automation, advanced analytics, and scalable architectures. Broadening this criterion will encourage greater competition, allowing more AI innovators to showcase their capabilities and ensuring a level playing field while maintaining high-quality standards.	Please be guided by the RFP and it's subsequent Corrigenda
55		18	86	3.8 Terms of Payment	There is no mention of days in which the payment will be released. Request you to include a clause for the same. "For any valid invoice with supporting documentation as required in the RFP, the payment will be released by the bank to the bidder/service provider within 30 days from the date of raising that invoice."	Please be guided by the RFP and it's subsequent Corrigenda
56		19	40	This clause shall not apply to any law, judicial/ quasi-judicial determination or Government's directions to the contrary, and to the maximum extent permitted by law, the Vendor shall be liable to Bank for any consequential/ incidental, or indirect damages arising out of this agreement.	Would request bank to exclude Indirect damages.	Please be guided by the RFP and it's subsequent Corrigenda
57		20	13	1.5 Performance Bank Guarantee @ Pg. 13 5. Further, the Bank reserves the right to invoke the Performance Bank Guarantee in case the Successful bidder is not able fulfil	1.5 Performance Bank Guarantee @ Pg. 13 5. Further, the Bank reserves the right to invoke the Performance Bank Guarantee in case the Successful bidder is not able fulfil any or all material conditions **within 30 days**	Please be guided by the RFP and it's subsequent Corrigenda

				any or all material conditions specified in the Agreement or is unable to complete the project within the stipulated time.	**of being notified to do so** specified in the Agreement or is unable to complete the project within the stipulated time **and after the complete LD, if any, has been levied.**	
58		21	15	1.8 Contacting the Purchaser @ Pg. 15 Bidders are forbidden to contact Bank or its Consultants on any matter relating to this bid from the time of submission of commercial bid to the time the contract is awarded. Any effort on the part of the bidder to influence bid evaluation process, bid comparison or contract award decision may result in the rejection of the bid. Bank 's decision will be final and without prejudice and will be binding on all parties.	1.8 Contacting the Purchaser @ Pg. 15 Bidders are forbidden to contact Bank or its Consultants on any matter relating to this bid from the time of submission of commercial bid to the time the contract is awarded. Any effort on the part of the bidder to influence bid evaluation process, bid comparison or contract award decision may result in the rejection of the bid. ~~Bank 's decision will be final and without prejudice and will be binding on all parties.~~	Please be guided by the RFP and it's subsequent Corrigenda
59		22	19	1.13.7 Indemnity @ Pg. 19 1. Successful bidder assumes responsibility for and shall indemnify and keep the Bank harmless from all liabilities, claims, costs, expenses, taxes and assessments including penalties, punitive damages, attorney's fees and court costs which are or may be required to be paid by reasons of any breach of the Successful bidder's obligations under (a) this Agreement for which the Bidder has assumed responsibilities including those imposed under any Agreement, (b) local or national law or laws, or (c) in respect to all salaries, wages or other compensation to all persons employed/hired/deployed/services utilised by the Successful bidder in connection with the performance/discharge of its obligations under this Agreement. The Successful bidder shall execute, deliver such other further instruments to comply with all the requirements of such laws and regulations as may be necessary there under to conform and effectuate the terms of this Agreement and to protect the Bank	1.13.7 Indemnity @ Pg. 19 1. Successful bidder assumes responsibility for **any third-party claim** 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 Successful bidder's obligations under (a) this Agreement for which the Bidder has assumed responsibilities including those imposed under any Agreement, (b) local or national law or laws, or (c) in respect to all salaries, wages or other compensation to all persons employed/hired/deployed/services utilised by the Successful bidder in connection with the performance/discharge of its obligations under this Agreement. The Successful bidder shall execute, deliver such other further instruments to comply with all the requirements of such laws and regulations as may be necessary there under to conform and effectuate the terms of this Agreement and to protect the Bank during the tenure of the Agreement.	Please be guided by the RFP and it's subsequent Corrigenda

				during the tenure of the Agreement.		
60		23	20	1.13.8 Indemnification Process @ Pg. 20 Bank shall notify the Bidder/ Vendor in writing as soon as practicable when the Bank becomes aware of the claim and cooperates with the Bidder/ Vendor in the defence and settlement of the claims. The Bidder/Vendor shall have sole control of the defence and all related settlement/negotiations, and Bank will provide the Bidder/ Vendor with the assistance, information and authority reasonably necessary to perform the above. However, where Bank is required under law or otherwise answer the claims/charges/imputations made against it, Bank shall have the right to enter defence/defend its interest by means available in law, at its sole discretion. Indemnity would cover damages, loss or liabilities suffered by the Banks arising out of claims made by regulatory authorities for reasons attributable to breach of obligations under the above stated Request for Proposal (RFP) and/or this SLA and subsequent agreement, if any by the Bidder/ Vendor. In the event of Bidder/ Vendor does not fulfil its obligations under this clause (that is, to comply with the indemnification process) within the period specified in the indemnification notice issued by Bank, Bank has the right to recover the amounts due to it under this provision from any amount payable to the Bidder/ Vendor under this project. The indemnities under this clause are in addition to and without prejudice to the indemnities given elsewhere in this Agreement.	1.13.8 Indemnification Process @ Pg. 20 Bank shall notify the Bidder/ Vendor in writing as soon as practicable when the Bank becomes aware of the claim and cooperates with the Bidder/ Vendor in the defence and settlement of the claims. The Bidder/Vendor shall have sole control of the defence and all related settlement/negotiations, and Bank will provide the Bidder/ Vendor with the assistance, information and authority reasonably necessary to perform the above. However, where Bank is required under law or otherwise answer the claims/charges/imputations made against it, Bank shall have the right to enter defence/defend its interest by means available in law, at its sole discretion to **its counsel at its own cost.** Indemnity would cover damages, loss or liabilities suffered by the Banks arising out of claims made by regulatory authorities for reasons attributable to breach of obligations under the above stated Request for Proposal (RFP) and/or this SLA and subsequent agreement, if any by the Bidder/ Vendor. In the event of Bidder/ Vendor does not fulfil its obligations under this clause (that is, to comply with the indemnification process) within the period specified in the indemnification notice issued by Bank, Bank has the right to recover the amounts due to it under this provision from any amount payable to the Bidder/ Vendor under this project. The indemnities under this clause are in addition to and without prejudice to the indemnities given elsewhere in this Agreement.	Please be guided by the RFP and it's subsequent Corrigenda

61		24	21	1.13.9 IP Infringement Indemnity @ 21 The Bidder shall indemnify the Bank against all third-party claims of infringement of trademark, copyright or industrial design rights, etc. (excepting any third party's patent) arising from use of the Deliverables/ Services, or any part thereof in India as contemplated by this Agreement, provided always that Bank's use of such Services and Deliverables is in compliance with the Agreement and applicable laws. If Bank's compliant use of the Services or Deliverables infringes any third party IPR, Bank's sole remedy (other than this indemnity) is for Bidder, at Bidder's option, to either: (i) procure Bank's continued full use of the Deliverable as contemplated by the Agreement; (ii) substitute the infringing Deliverable; or (iii) modify the Deliverable so that they become non-infringing. This remedy will not apply if Bank is using any modified version of a Deliverable that was not approved by Bidder; if Bank uses Deliverables for a purpose other than that contemplated by the Agreement or if Bank uses a Deliverable in a manner not compliant with the Agreement. Bank will use all reasonable endeavours to mitigate its Losses, arising out of any third party IPR claim. Bidder further agrees that it shall, at its own expense, defend or cause to be defended or, at its option, settle any claim or action ("Claim") brought against the Bank by a third party alleging that the use of the Deliverable by the Bank infringes any Intellectual Property Rights of that third party. Subject to the other conditions of this section or section 6 above, Bidder shall pay any compromise,	Seek deletion. Repetitive.	Please be guided by the RFP and it's subsequent Corrigenda

				settlement or judgment entered against the Bank with respect to any Claim and fully indemnify the Bank in respect of all costs and expenses relating to the Claim provided that the Bank notifies Bidder in writing of the Claim immediately on becoming aware of it.		
62		25	31	1.13.12 Disputes Resolution / Arbitration @ Pg. 31 All disputes or differences whatsoever arising between the parties out of or in relation to the construction, meaning and operation or effect of this Agreement or breach thereof shall be settled amicably. If, however, the parties are not able to solve them amicably, the same shall be settled by arbitration in accordance with the Arbitration and Conciliation Act, 1996, the matter may be referred to a sole arbitrator nominated by the Parties Bank and vendor mutually and the award made in pursuance thereof shall be binding on the parties. The venue of the arbitration shall be Delhi. The Arbitrator/Arbitrators shall give a reasoned award. Any challenge / dispute including appeal to the arbitral award shall be subject to the exclusive jurisdiction of courts at Delhi. VENDOR shall continue work under the Agreement during the arbitration proceedings unless otherwise directed in writing by the Bank or unless the approval of bank in writing that the events are such where work cannot possibly be continued or until the decision to the contrary of the arbitrator or the umpire, as the case may be, has been obtained by Vendor. However, during such a contingency, the Bank shall be entitled to make alternative arrangements to tackle the situation in any manner it deems fit, at the cost of the Vendor which may also	1.13.12 Disputes Resolution / Arbitration @ Pg. 31 All disputes or differences whatsoever arising between the parties out of or in relation to the construction, meaning and operation or effect of this Agreement or breach thereof shall be settled amicably. If, however, the parties are not able to solve them amicably, the same shall be settled by arbitration in accordance with the Arbitration and Conciliation Act, 1996. **If the Parties fail to resolve any dispute in relation to this Agreement after expiry of thirty (30) days from the date the dispute is raised by either Party, then such dispute shall be referred to and finally be settled in accordance with the provisions of the Arbitration and Conciliation Act, 1996 (or any statutory modification or re-enactment thereof) by a sole arbitrator appointed mutually by the Parties. The seat of arbitration shall be Delhi. The order passed by the sole arbitrator shall be final and binding on the Parties, and the arbitrator shall award to the prevailing party, if any, as determined by the arbitrator, all of its costs and fees including reasonable attorney fees. The language of the arbitration shall be English. The arbitrator shall decide any such dispute or claim strictly in accordance with the governing law specified hereinabove. Judgment upon any arbitral award rendered hereunder may be entered in any court having jurisdiction, or application may be made to such court for a judicial acceptance of the award and an order of enforcement, as the case may be. Notwithstanding anything to the contrary, the Parties may agree to conduct the arbitration proceedings virtually through video conferencing or other audio-visual means as may be mutually agreed by the Parties and subject to Applicable Law.** ~~the matter may be referred to a sole arbitrator nominated by the Parties Bank and vendor~~	Please be guided by the RFP and it's subsequent Corrigenda

				be adjusted by the Bank from the Performance Bank Guarantee, being treated as default so that the business of the Bank is not disrupted.	~~mutually and the award made in pursuance thereof shall be binding on the parties. The venue of the arbitration shall be Delhi. The Arbitrator/Arbitrators shall give a reasoned award. Any challenge / dispute including appeal to the arbitral award shall be subject to the exclusive jurisdiction of courts at Delhi.~~ VENDOR shall continue work under the Agreement during the arbitration proceedings unless otherwise directed in writing by the Bank or unless the approval of bank in writing that the events are such where work cannot possibly be continued or until the decision to the contrary of the arbitrator or the umpire, as the case may be, has been obtained by Vendor. ~~However, during such a contingency, the Bank shall be entitled to make alternative arrangements to tackle the situation in any manner it deems fit, at the cost of the Vendor which may also be adjusted by the Bank from the Performance Bank Guarantee, being treated as default so that the business of the Bank is not disrupted.~~	
63		26	23	**1.13.13 Governing Laws and Disputes @ Pg. 23**	**1.13.13 Governing Laws and Disputes @ Pg. 23**	Please be guided by the RFP and it's subsequent Corrigenda
64				All disputes or differences whatsoever arising between the Parties out of or in relation to the construction, meaning and operation or effect of the RFP Documents/PO/SLA or breach thereof shall be settled amicably. If, however, the Parties are not able to solve them amicably, the same shall be settled by arbitration in accordance with Arbitration and Conciliation Act, 1996. The matter may be referred to a Sole Arbitrator to be appointed as hereinafter provided and the award made in pursuance thereof shall be binding on the Parties. The Arbitrator/Arbitrators shall give a reasoned award. Any appeal dispute pertaining to above will be subject to the exclusive jurisdiction of courts at Delhi.	All disputes or differences whatsoever arising between the Parties out of or in relation to the construction, meaning and operation or effect of the RFP Documents/PO/SLA or breach thereof shall be settled amicably. If, however, the Parties are not able to solve them amicably, the same shall be settled by arbitration in accordance with Arbitration and Conciliation Act, 1996. **If the Parties fail to resolve any dispute in relation to this Agreement after expiry of thirty (30) days from the date the dispute is raised by either Party, then such dispute shall be referred to and finally be settled in accordance with the provisions of the Arbitration and Conciliation Act, 1996 (or any statutory modification or re-enactment thereof) by a sole arbitrator appointed mutually by the Parties. The seat of arbitration shall be Delhi. The order passed by the sole arbitrator shall be final and binding on the Parties, and the arbitrator shall award to the prevailing party, if any, as determined by**	Please be guided by the RFP and it's subsequent Corrigenda

				For the purpose of appointing the sole Arbitrator referred to above, the Bank will send within thirty (30) days of receipt of the notice, to the contractor a panel of three names of persons who shall be presently unconnected with the organization for which the work is executed. The Vendor shall on receipt of the names as aforesaid, select any one of the persons named to be appointed as a sole arbitrator and communicate his name to the Bank within (30) thirty days of receipt of the names. The bank shall thereupon without any delay appoint the said person as sole arbitrator. If the vendor fails to communicate such selection as provided above within the period specified, the Bank shall make selection and appoint the selected person as the sole arbitrator.	**the arbitrator, all of its costs and fees including reasonable attorney fees. The language of the arbitration shall be English. The arbitrator shall decide any such dispute or claim strictly in accordance with the governing law specified hereinabove. Judgment upon any arbitral award rendered hereunder may be entered in any court having jurisdiction, or application may be made to such court for a judicial acceptance of the award and an order of enforcement, as the case may be. Notwithstanding anything to the contrary, the Parties may agree to conduct the arbitration proceedings virtually through video conferencing or other audio-visual means as may be mutually agreed by the Parties and subject to Applicable Law.** ~~The matter may be referred to a Sole Arbitrator to be appointed as hereinafter provided and the award made in pursuance thereof shall be binding on the Parties. The Arbitrator/Arbitrators shall give a reasoned award. Any appeal dispute pertaining to above will be subject to the exclusive jurisdiction of courts at Delhi.~~	
65				The bidder/ vendor shall continue to 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 or the umpire, as the case may be, is obtained. However, during such a contingency, the Bank shall be entitled to make alternative arrangements to tackle the situation in any manner it deems fit, at the cost of the bidder/vendor which may also be adjusted by the Bank from the Performance Bank Guarantee, being treated as default so that the business of the Bank is not disrupted. The venue of the arbitration shall be Delhi.	~~For the purpose of appointing the sole Arbitrator referred to above, the Bank will send within thirty (30) days of receipt of the notice, to the contractor a panel of three names of persons who shall be presently unconnected with the organization for which the work is executed.~~	Please be guided by the RFP and it's subsequent Corrigenda
66					~~The Vendor shall on receipt of the names as aforesaid, select any one of the persons named to be appointed as a sole arbitrator and communicate his name to the Bank within (30) thirty days of receipt of the names. The bank shall thereupon without any delay appoint the said person as sole arbitrator. If the vendor fails to communicate such selection as provided above within the period specified, the Bank shall make selection and appoint the selected person as the sole arbitrator.~~	Please be guided by the RFP and it's subsequent Corrigenda
67					The bidder/ vendor shall continue to 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 or the umpire, as the case may be, is obtained.	Please be guided by the RFP and it's subsequent Corrigenda

					~~However, during such a contingency, the Bank shall be entitled to make alternative arrangements to tackle the situation in any manner it deems fit, at the cost of the bidder/vendor which may also be adjusted by the Bank from the Performance Bank Guarantee, being treated as default so that the business of the Bank is not disrupted.~~	
68					~~The venue of the arbitration shall be Delhi.~~	Please be guided by the RFP and it's subsequent Corrigenda
69		27	25	**1.13.15 Termination of Contract @ Pg. 25**	**1.13.15 Termination of Contract @ Pg. 25**	Please be guided by the RFP and it's subsequent Corrigenda
70				1. Bank will have the right to terminate the contract after giving 30 Days advance notice including 15 days curing period to VENDOR in case of unsatisfactory services, non-capable resources or non-initiation of services within 7 days of order contract. Decision of the Bank regarding quality of services will be binding on the Vendor.	1. Bank will have the right to terminate the contract after giving 30 Days advance notice including 15 days curing period to VENDOR in case of ~~unsatisfactory services~~, non-capable resources or non-initiation of services within 7 days of order contract. ~~Decision of the Bank regarding quality of services will be binding on the Vendor.~~	Please be guided by the RFP and it's subsequent Corrigenda
71				2. The Bank shall have the right to terminate/cancel the contract with the vendor at any time during the contract period, by giving a written notice of 30 days, for any valid reason, including but not limited to the following:	2. The Bank shall have the right to terminate/cancel the contract with the vendor at any time during the contract period, by giving a written notice of 30 days, for any valid reason, including but not limited to the following:	Please be guided by the RFP and it's subsequent Corrigenda
72				a. Non-capable resources or non-initiation of services as per RFP timelines.	a. Non-capable resources or non-initiation of services as per RFP timelines.	Please be guided by the RFP and it's subsequent Corrigenda
73				b. Delay in execution of order placed by the Bank.	b. Delay in execution of order placed by the Bank.	Please be guided by the RFP and it's subsequent Corrigenda
74				c. Discrepancies / deviations in the agreed processes and/or products.	c. Discrepancies / deviations in the agreed processes and/or products.	Please be guided by the RFP and it's

						subsequent Corrigenda
75				d. Failure of Vendor to complete implementation of appliance within the time as specified in the Purchase Order/under this Agreement.	d. Failure of Vendor to complete implementation of appliance within the time as specified in the Purchase Order/under this Agreement.	Please be guided by the RFP and it's subsequent Corrigenda
76				e. Violation of terms & conditions stipulated in the Purchase Order to the extent not inconsistent with the terms and conditions laid out in present Agreement.	e. Violation of terms & conditions stipulated in the Purchase Order to the extent not inconsistent with the terms and conditions laid out in present Agreement.	Please be guided by the RFP and it's subsequent Corrigenda
77				f. Change in Bank Policy.	~~f. Change in Bank Policy.~~	Please be guided by the RFP and it's subsequent Corrigenda
78				g. Unsatisfactory services/poor quality of product/services.	~~g. Unsatisfactory services/poor quality of product/services.~~	Please be guided by the RFP and it's subsequent Corrigenda
79				h. The Bank may terminate the Agreement in case of breach of any of the representation and warranties as mentioned in this Agreement or in case of breach of any of the terms and condition as set forth in the Agreement.	h. The Bank may terminate the Agreement in case of breach of any of the representation and warranties as mentioned in this Agreement or in case of breach of any of the terms and condition as set forth in the Agreement.	Please be guided by the RFP and it's subsequent Corrigenda
80				3. Notwithstanding anything contained in this Agreement, Bank shall be at the liberty to terminate this Agreement at any time by sending 30 days - notice period to the Vendor without bearing any consequences.	3. Notwithstanding anything contained in this Agreement, Bank shall be at the liberty to terminate this Agreement at any time by sending 30 days - notice period to the Vendor without bearing any consequences.	Please be guided by the RFP and it's subsequent Corrigenda
81				4. Immediately upon the date of expiry or Termination of this Agreement, Bank shall have no further obligation to pay any amount for any periods commencing on or after such date.	4. ~~Immediately upon the date of expiry or Termination of this Agreement, Bank shall have no further obligation to pay any amount for any periods commencing on or after such date.~~	Please be guided by the RFP and it's subsequent Corrigenda
82				5. In the event of Termination on account of failure of the Vendor to perform the obligations under this Agreement, the Bank shall have the right to invoke the	5. In the event of Termination on account of failure of the Vendor to perform the obligations under this Agreement, the Bank shall have the right to invoke the Performance Bank Guarantee(s)/Security(s) given by the Vendor.	Please be guided by the RFP and it's subsequent Corrigenda

				Performance Bank Guarantee(s)/Security(s) given by the Vendor.		
83				6. In case of termination due to reasons attributable to the vendor as decided by the Bank, Bank reserves the right to allot the remaining work to another Vendor of its choice on such terms and conditions as it may deem fit. Any financial liability including costs, charges, expenses which the bank incurs on this account, shall be payable by the Vendor.	6. In case of termination due to reasons attributable to the vendor ~~as decided by the Bank~~, Bank reserves the right to allot the remaining work to another Vendor of its choice on such terms and conditions as it may deem fit. ~~Any financial liability including costs, charges, expenses which the bank incurs on this account, shall be payable by the Vendor.~~	Please be guided by the RFP and it's subsequent Corrigenda
84				7. The Bank reserves the right to recover any dues payable to the selected vendor from any amount outstanding to the credit of the vendor, including pending bills and/or by invoking Bank Guarantee, if any, under this contract or any other contract/order.	7. The Bank reserves the right to recover any dues payable to the selected vendor from any amount outstanding to the credit of the vendor, including pending bills and/or by invoking Bank Guarantee, if any, under this contract or any other contract/order.	Please be guided by the RFP and it's subsequent Corrigenda
85				8. Upon expiry / Termination of the Agreement, vendor shall be responsible to provide a smooth transition plan including all efforts for transfer/assignment of service contracts for uninterrupted continuation of services contemplated under this Agreement.	8. Upon expiry / Termination of the Agreement, vendor shall be responsible to provide a smooth transition plan including all efforts for transfer/assignment of service contracts for uninterrupted continuation of services contemplated under this Agreement.	Please be guided by the RFP and it's subsequent Corrigenda
86				9. In the event of commencement of liquidation or winding-up (whether voluntary or compulsory) of the vendor or appointment of a receiver or manager of any of the vendor's assets and/or insolvency of the vendor.	9. In the event of commencement of liquidation or winding-up (whether voluntary or compulsory) of the vendor or appointment of a receiver or manager of any of the vendor's assets and/or insolvency of the vendor.	Please be guided by the RFP and it's subsequent Corrigenda
87				10. Distress, execution, or other legal process being levied on or upon any of the vendor's goods and / or assets.	10. Distress, execution, or other legal process being levied on or upon any of the vendor's goods and / or assets.	Please be guided by the RFP and it's subsequent Corrigenda
88				11. If the vendor shall assign or attempt to assign his interest or any part thereof in the contract. Bank will not pay any additional amount after surrendering.	11. If the vendor shall assign or attempt to assign his interest or any part thereof in the contract. Bank will not pay any additional amount after surrendering.	Please be guided by the RFP and it's subsequent Corrigenda

89			Notwithstanding above, in case of change of statutory laws which affect the main objective of this Agreement, Bank reserve the right to terminate this Agreement or any subsequent amendment and / or any particular order, in whole or in part by giving Bidder/ vendor at least thirty (30) days' prior notice in writing.	Notwithstanding above, in case of change of statutory laws which affect the main objective of this Agreement, Bank reserve the right to terminate this Agreement or any subsequent amendment and / or any particular order, in whole or in part by giving Bidder/ vendor at least thirty (30) days' prior notice in writing.	Please be guided by the RFP and it's subsequent Corrigenda
90			The Bidder/ vendor understands the largeness of this Project and that it would require tremendous commitment of financial and technical resources for the same from the Bidder/ vendor for the tenure of this contract and subsequent Agreement. The Parties therefore agree and undertake that an exit at any point in time resulting due to expiry or termination of this Agreement and subsequent agreement for any reason whatsoever would be a process over a period of six (6) months, after the completion of the notice period of three (3) months. During this period, the Bidder/ vendor shall continue to provide the Deliverables and the services in accordance with this Agreement and subsequent amendment and shall maintain the agreed Service levels. Immediately upon the date of expiration or termination of this Agreement, if any, Bank shall have no further obligation to pay any fees for any periods commencing on or after such date.	The Bidder/ vendor understands the largeness of this Project and that it would require tremendous commitment of financial and technical resources for the same from the Bidder/ vendor for the tenure of this contract and subsequent Agreement. The Parties therefore agree and undertake that an exit at any point in time resulting due to expiry or termination of this Agreement and subsequent agreement for any reason whatsoever would be a process over a period of six (6) months, after the completion of the notice period of three (3) months. During this period, the Bidder/ vendor shall continue to provide the Deliverables and the services in accordance with this Agreement and subsequent amendment and shall maintain the agreed Service levels. Immediately upon the date of expiration or termination of this Agreement, if any, Bank shall have no further obligation to pay any fees for any periods commencing on or after such date.	Please be guided by the RFP and it's subsequent Corrigenda
91			Without prejudice to the rights of the Parties, upon termination or expiry of this Agreement or subsequent amendment, if any, Bank shall pay to Bidder/ vendor, within thirty (30) days of such termination or expiry, of the following:	Without prejudice to the rights of the Parties, upon termination or expiry of this Agreement or subsequent amendment, if any, Bank shall pay to Bidder/ vendor, within thirty (30) days of such termination or expiry, of the following:	Please be guided by the RFP and it's subsequent Corrigenda
92			a. All the undisputed fees outstanding till the	a. All the undisputed fees outstanding till the date of	Please be guided

				date of termination or upon the termination or expiry of subsequent Agreement.	termination or upon the termination or expiry of subsequent Agreement **including migration/change request cost.**	by the RFP and it's subsequent Corrigenda
93				b. The rights granted to Bidder/ vendor shall immediately terminate.	b. The rights granted to Bidder/ vendor shall immediately terminate.	Please be guided by the RFP and it's subsequent Corrigenda
94				The Bank will provide the Bidder/ vendor a remedy period of thirty (30) days to rectify a material default. The Bank will provide in writing the nature of the default to the Bidder/ vendor through a letter or mail correspondence. The thirty (30) daytime period will commence from the day the Bank have sent such correspondence to the Bidder/ vendor.	The Bank will provide the Bidder/ vendor a remedy period of thirty (30) days to rectify a material default **from the date of receipt of the notice of such material default**. The Bank will provide in writing the nature of the default to the Bidder/ vendor through a letter or mail correspondence. ~~The thirty (30) daytime period will commence from the day the Bank have sent such correspondence to the Bidder/ vendor.~~	Please be guided by the RFP and it's subsequent Corrigenda
95				12. In case of termination of contract, the bank shall immediately take possession and control of all documents, record of transactions, information and assets and also reserves its right to destroy the data, hardware and all records (digital and physical) relevant to the service being provided by the Bidder. The Bank reserves the right to purge Banks information from Bidder's access.	~~12. In case of termination of contract, the bank shall immediately take possession and control of all documents, record of transactions, information and assets and also reserves its right to destroy the data, hardware and all records (digital and physical) relevant to the service being provided by the Bidder. The Bank reserves the right to purge Banks information from Bidder's access.~~	Please be guided by the RFP and it's subsequent Corrigenda
96				13. The bidder shall, in case of termination of contract, ensure all data, information, processes, logs, etc. complete in all respects are ported in a secure transition to the Bank.	13. The bidder shall, in case of termination of contract, ensure all data, information, processes, logs, etc. complete in all respects are ported in a secure transition to the Bank.	Please be guided by the RFP and it's subsequent Corrigenda
97				14. The quality of Services given by the Bidder/ vendor & progress of the project will be reviewed monthly and if the services are not found satisfactory, the Bank reserves the right to terminate the contract by giving thirty (30) days' notice to the Bidder/ vendor, including fifteen (15) days curing period. The decision of the Bank regarding quality of	14. The quality of Services given by the Bidder/ vendor & progress of the project will be reviewed monthly and if the services are not found satisfactory, the Bank reserves the right to terminate the contract by giving thirty (30) days' notice to the Bidder/ vendor, including fifteen (15) days curing period. ~~The decision of the Bank regarding quality of services shall be final and binding on the Bidder/ vendor.~~	Please be guided by the RFP and it's subsequent Corrigenda

				services shall be final and binding on the Bidder/ vendor.		
98		28	37	**1.13.33 Force Majeure @ Pg. 37**	**1.13.33 Force Majeure @ Pg. 37**	Please be guided by the RFP and it's subsequent Corrigenda
99				Notwithstanding anything contained in this Agreement, the vendor shall not be liable for penalty or termination for default if and to the extent that it's delay in performance or other failure to perform its obligations under the Agreement is the result of an event of force majeure. For purposes of this clause, "force majeure" means an event beyond the control of the vendor and not involving the vendor's fault or negligence and not foreseeable. Such events may include, but are not restricted to, war or revolution and epidemics. If a force majeure event arises, the vendor shall notify within 30 days the Bank in writing, the vendor shall continue to perform its obligation under the Agreement to the extent possible mitigate the consequences of the force majeure event and make all necessary alternative arrangements to perform their obligations and accordingly shall seek all alternative means of performance not prevented by the force majeure event.	Notwithstanding anything contained in this Agreement, the vendor shall not be liable for penalty or termination for default if and to the extent that it's delay in performance or other failure to perform its obligations under the Agreement is the result of an event of force majeure. For purposes of this clause, "force majeure" means an event beyond the control of the vendor and not involving the vendor's fault or negligence and not foreseeable. Such events may include, but are not restricted to, war or revolution and epidemics. If a force majeure event arises, the vendor shall notify within 30 days the Bank in writing, the vendor shall continue to perform its obligation under the Agreement to the extent possible mitigate the consequences of the force majeure event and make all necessary alternative arrangements to perform their obligations and accordingly shall seek all alternative means of performance not prevented by the force majeure event.	Please be guided by the RFP and it's subsequent Corrigenda
100				Provided further that in case of delay of Services, which shall be solely decided by the Bank, the Bank shall not be held liable for non-performance of its obligations under the Agreement and the Bank shall have the right to terminate this Agreement without giving any further notice to the Vendor. Bank reserves the right to assign the work to other Vendor without any consequences and	~~Provided further that in case of delay of Services, which shall be solely decided by the Bank, the Bank shall not be held liable for non-performance of its obligations under the Agreement and the Bank shall have the right to terminate this Agreement without giving any further notice to the Vendor~~. Bank reserves the right to assign the work to other Vendor without any consequences and claims.	Please be guided by the RFP and it's subsequent Corrigenda

				claims.		
101		29	38	**1.13.35 Liquidated Damages @ Pg. 38**	**1.13.35 Liquidated Damages @ Pg. 38**	Please be guided by the RFP and it's subsequent Corrigenda
102				The Bidder should adhere to laws of the land and rules, regulations and guidelines issued by the various regulatory, statutory and Government authorities as required from time to time during the course of the contract.	The Bidder should adhere to laws of the land and rules, regulations and guidelines issued by the various regulatory, statutory and Government authorities as required from time to time during the course of the contract.	Please be guided by the RFP and it's subsequent Corrigenda
103				Notwithstanding Bank's right to terminate the order, penalty at 1% (one percent) of the undelivered portion of the order value per week will be charged for every week's delay in the specified delivery schedule subject to a maximum of 10% of the order value. The bank reserves its right to recover these amounts by any mode such as adjusting from any payments to be made by Bank to the Bidder. Such penalties will be based on the timelines stated by the Bidder during the presentation to the Bank.	Notwithstanding Bank's right to terminate the order, **Liquidated Damages** ~~penalty~~ at 1% (one percent) of the undelivered portion of the order value per week will be charged for every week's delay in the specified delivery schedule subject to a maximum of 10% of the order value. The bank reserves its right to recover these amounts by any mode such as adjusting from any payments to be made by Bank to the Bidder. Such **Liquidated Damages** ~~penalties~~ will be based on the timelines stated by the Bidder during the presentation to the Bank.	Please be guided by the RFP and it's subsequent Corrigenda
104				If the Bidder fails to complete the due performance of the contract in accordance with the terms and conditions, the Bank reserves the right either to terminate the contract or to accept performance already made by the Bidder after imposing Penalty on Bidder. Penalty will be calculated on per week basis and on the same Rate as applicable to Liquidated Damages.	If the Bidder fails to complete the due performance of the contract in accordance with the terms and conditions, the Bank reserves the right either to terminate the contract or to accept performance already made by the Bidder after imposing Penalty on Bidder. Penalty will be calculated on per week basis and on the same Rate as applicable to Liquidated Damages.	Please be guided by the RFP and it's subsequent Corrigenda
105				In case of termination of contract, the Bank reserves the right to recover an amount equal to 10% of the Contract value as Liquidated Damages for non-performance.	In case of termination of contract, the Bank reserves the right to recover an amount equal to 10% of the Contract value as Liquidated Damages for non-performance.	Please be guided by the RFP and it's subsequent Corrigenda
106				Both Penalty and Liquidated Damages are independent of each other and are	Both Penalty and Liquidated Damages are independent of each other and are applicable separately and concurrently.	Please be guided by the RFP and it's

				applicable separately and concurrently. The penalty is for delay of performance and not for termination, whereas the liquidated damages are applicable only on event of termination on default.	The penalty is for delay of performance and not for termination, whereas the liquidated damages are applicable only on event of termination on default.	subsequent Corrigenda
107				Penalty and Liquidated Damages are not applicable for reasons attributable to the Bank and Force Majeure. However, it is the responsibility of the Bidder to prove that the delay is attributable to the Bank and Force Majeure. The Bidder shall submit the proof authenticated by the Bidder and Bank's official that the delay is attributed to the Bank and/or Force Majeure along with the bills requesting payment.	Penalty and Liquidated Damages are not applicable for reasons attributable to the Bank and Force Majeure. However, it is the responsibility of the Bidder to prove that the delay is attributable to the Bank and Force Majeure. ~~The Bidder shall submit the proof authenticated by the Bidder and Bank's official that the delay is attributed to the Bank and/or Force Majeure along with the bills requesting payment.~~	Please be guided by the RFP and it's subsequent Corrigenda
108				The Bidder shall perform its obligations under the agreement entered into with the Bank, in a professional manner.	The Bidder shall perform its obligations under the agreement entered into with the Bank, in a professional manner.	Please be guided by the RFP and it's subsequent Corrigenda
109				If any act or failure by the Bidder under the agreement results in failure or inoperability of systems and if the Bank has to take corrective actions, to ensure functionality of its property, the Bank reserves the right to impose penalty, which may be equal to the cost it incurs or the loss it suffers for such failures.	If any act or failure by the Bidder under the agreement results in failure or inoperability of systems and if the Bank has to take corrective actions, to ensure functionality of its property, the Bank reserves the right to impose penalty, which may be equal to the cost it incurs or the loss it suffers for such failures.	Please be guided by the RFP and it's subsequent Corrigenda
110				If the Bidder fails to complete the due performance of the contract in document, the Bank reserves the right either to terminate the order or to recover a suitable amount as deemed reasonable as Penalty / Liquidated damages for non-performance. SLA/RFP violation will attract penalties.	~~If the Bidder fails to complete the due performance of the contract in document, the Bank reserves the right either to terminate the order or to recover a suitable amount as deemed reasonable as Penalty / Liquidated damages for non-performance.~~ SLA/RFP violation will attract penalties.	Please be guided by the RFP and it's subsequent Corrigenda
111		30	40	**1.13.36 Limitation of Liability @ Pg. 40**	Seeks deletion of this clause	Please be guided by the RFP and it's subsequent Corrigenda

112			Vendor's aggregate liability under the Agreement shall be limited to a maximum of the Agreement value. For the purposes of this clause, Agreement value at any given point of time, means the aggregate value of the purchase orders, paid by Bank to the Vendor that gives rise to claim, under this Agreement. In the following circumstances limitation of liability shall not apply and the Vendor shall be liable for amount of cost, damages, compensation, penalty etc. suffered by the Bank: -		Please be guided by the RFP and it's subsequent Corrigenda
113			1. Liability of Vendor for third party claims for IP Infringement.		Please be guided by the RFP and it's subsequent Corrigenda
114			2. Liability of Vendor (including third party claims) in case of bodily injury (including Death).		Please be guided by the RFP and it's subsequent Corrigenda
115			3. Liability of Vendor (including third party claims) in case of damage to real property and tangible property caused by the Vendors' gross negligence.		Please be guided by the RFP and it's subsequent Corrigenda
116			4. Liability of the Vendor in case of gross negligence or wilful misconduct attributable to the Vendor while providing services under this Agreement.		Please be guided by the RFP and it's subsequent Corrigenda
117			5. Liability of the Vendor in case of fraudulent acts or wilful misrepresentation attributable to the Vendor regarding the services provided under this Agreement.		Please be guided by the RFP and it's subsequent Corrigenda
118			6. Breach of the confidentiality.		Please be guided by the RFP and it's subsequent Corrigenda
119			7. Employment liabilities for vendor's staff relating to the period of their employment		Please be guided by the RFP and it's

				within contractual period while working with Bank.		subsequent Corrigenda
120				8. Any liability/penalty/cost/compensation/charges etc. that cannot be capped or is excluded as a matter of applicable laws and imposed by the statutory authority/ government bodies/ court/tribunals etc. in relation to this Agreement, owing to the fault of the Vendor.		Please be guided by the RFP and it's subsequent Corrigenda
121				This clause shall not apply to any law, judicial/ quasi-judicial determination or Government's directions to the contrary, and to the maximum extent permitted by law~~, the Vendor shall be liable to Bank for any consequential/ incidental, or indirect damages arising out of this agreement~~.		Please be guided by the RFP and it's subsequent Corrigenda
122		31	117	**Annexure 10 – NDA (Non-Disclosure Agreement) @ Pg. 117**	Seeks deletion of this clause	Please be guided by the RFP and it's subsequent Corrigenda
123				18) Indemnity		Please be guided by the RFP and it's subsequent Corrigenda
124				Each party shall indemnify the other party from any and all claims including third party claims, causes of action, suits, damages or demands, whatsoever, arising out of breach of this Agreement by the indemnifying party as and when such claims, actions, damages or demands becomes payable under law including any governmental, regulatory, judicial or quasi-judicial determination.		Please be guided by the RFP and it's subsequent Corrigenda
125		32	77	3.6.2 Penalty due to Downtime or due to Performance or unavailability of Solution	Please mention if there any existing Tools available which can be used for Measuring this. Is this services includes underlying infra, please confirm.	Please be guided by the RFP and it's subsequent Corrigenda
126		33	79	3.6.5 Penalty due to delay in Response and	Please mention if there any existing Tools available which	Please be guided

				Resolution of any issue raised	can be used for Measuring this.	by the RFP and it's subsequent Corrigenda
127		34	31	The Bank and its authorized representatives, including Reserve Bank of India (RBI) or any other regulatory shall have the right to visit any of the Bidder's premises without prior notice to ensure that data provided by the Bank is not misused.	Set up is a private cloud set up on Customer premise. Hence this clause is not relevant as not data provided by the bank is to be stored on bidder's premise. Seek deletion of this clause.	Please be guided by the RFP and it's subsequent Corrigenda
128		35	31	Outsourcing agreement shall also include clause to recognize the right of the Reserve Bank to cause an inspection to be made of a service provider of a Bank and its books and account by one or more of its officers or employees or other persons.	External audit of books of account is not agreeable. Seek deletion of this clause.	Please be guided by the RFP and it's subsequent Corrigenda

Corrigendum II : RFP for Onboarding of Vendor for Infra procurement and SI for Generative AI implementation

SL No.	RFP Page No.	RFP Clause Name and No.	Existing Clause	Revised Clause
1.	112, 346	INTEGRITY AGREEMENT, Section 8- Independent External Monitor	1. The Principal appoints competent and credible Independent External Monitor (IEM) Sh. Madhusudan Prasad), (email ID: mprasad23@gmail.com),(Mob no. 9717585556) 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 the agreement. The IEMs are not to be contacted for generic tender related queries, for which queries may be directed to the Bank Officials.	1. The principal appoints competent and credible Independent External Monitor (IEM) Sh. Madhusudan Prasad (IAS-Retd.) (Email ID: mprasad23@gmail.com), (Mob no. 9717585556) **and Sh. Rishi Kumar Shukla (IPS-Retd.) (E-mail ID: rishi.shukla@gov.in/rishi-2000@in.yahoo.com) (Mob no: 9425365076/ 9319846611)** 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 the agreement. The IEMs are not to be contacted for generic tender related queries, for which queries may be directed to the Bank Officials
2.	86	3.8 Terms of Payment	Bidder has to quote the cost for all items as per Bill of Material in Annexur-15. Delivery means delivery of all components i.e., Hardware, Software, licenses and Manpower as specified in the document and part delivery of any item will not be considered. 4. Only GST, wherever applicable, will be borne by the Bank. 5. Bank will deduct TDS (Tax deducted at source) as applicable. 6. Payment will be made as per the following schedule: - A – Infrastructure (Hardware & Software) Cost B – Generative AI Licenses Cost C – ATS & AMC Cost D – OTS (Onsite Technical Support) Cost **Table A - Delivery & Installation of GenAI Setup with Initial 10 Use Cases**	Bidder has to quote the cost for all items as per Bill of Material in Annexur-15. Delivery means delivery of all components i.e., Hardware, Software, licenses and Manpower as specified in the document and part delivery of any item will not be considered. 1. Only GST, wherever applicable, will be borne by the Bank. 2. Bank will deduct TDS (Tax deducted at source) as applicable. 3. Payment will be made as per the following schedule: - **A – Generative AI Setup - Infrastructure Cost (excluding AMC & ATS)** **B – Generative AI Setup Licenses and related component Cost (excluding AMC & ATS)** **C – Installation, Implementation, Configuration, and Integration Cost** **D – ATS & AMC Cost** **E – OTS (Onsite Technical Support) Cost**

SNO	Deliverables	Payment Milestones	Payable Amount
1	Delivery of Hardware, Software, licenses and other components required for setting up GenAI as per RFP including all components/features.	Within 8 weeks from the date of initial Purchase Order	50% of A+B
2	Complete setup of GenAI Solution including Development and Deployment of initial 10 (ten) Use Case as per the RFP including UAT sign-off User Acceptance Testing	Within 12 Weeks from the date of initial Purchase Order	30% of A+B
3	Go Live of complete GenAI setup for production in DC and DR with initial	Within 16 weeks from the date of initial	20% of A+B

Table A - Delivery & Installation of GenAI Setup with Initial 5 Use Cases

SNO	Deliverables	Payment Milestones	Payable Amount
1	**Delivery of Hardware, Software, licenses and other components required for setting up GenAI as per RFP including all components/ features and complete installation**	Within **12** weeks from the date of initial Purchase Order	50% of (A+B)
2	**Complete setup of GenAI Solution including Development and Deployment of initial 5 (five) Use Case as per the RFP including UAT sign-off which include:** p) **Setup of Infrastructure i.e., OS, DB and other**	Withing **20** Weeks from the	30% of (A+B) +

				10 (ten) Use Cases	Purchase Order				date of initial Purchase Order	25% of C
			4	ATS/AMC of Infrastructure	NA	On Half Year basis in arrears		q) **Installation and Setup of GenAI Platform** r) **Initial 5 Use Cases development** s) **User Acceptance Testing**		
			5	OTS (Onsite Technical Support)	Within 8 Weeks from the Date of Initial Purchase Order/ after go-live	On Quarterly basis in arrears	3	**UAT Sign-Off** **Go Live of complete GenAI setup for production in DC and DR with initial 5 (five) Use Cases:** **a) Pre Go-Live Audit observation closure report submission** **b) Go-Live and Sign-Off of processes** **c) Go-Live of GenAI Within 28 weeks from the date of initial Purchase Order** **Development, Deployment & Go Live of complete**	Within **28** weeks from the date of initial Purchase Order	20% of (A+B) + **25% of C**

				4	**GenAI setup for production in DC and DR with additional 5 (five) Use Cases:** • **Pre Go-Live Audit observation closure report submission** • **Go-Live and Sign-Off of processes**	Within **44** weeks from the date of initial Purchase Order	**40% of C**
				5	**Project Sign off Closing all the issues reported by Bank within 1 month of Final Go live or after 2 months of Final Go Live whichever is later.**	**N/A**	**10% of C**
				6	ATS/AMC of Infrastructure	NA	On Half Year basis in arrears
					OTS (Onsite	Within 8 Weeks from the Date of Initial	On Quarterly

				7	Technical Support)	Purchase Order/after go-live	basis in arrears

Response to Queries III : RFP for Onboarding of Vendor for Infra procurement and SI for Generative AI implementation

Sl No.	(As received from Bidders)					Response of the Bank
	Sr. No.	Page No.	Clause No.	Clause	Query	
1			General		On Delivery Timelines, We would like to request additional 3 months of delivery timeline shift from 44 weeks overall to 56 weeks for overall implementation program. This will help us to minimize any unforseen risk related to delay in hardware delivery from Hardware OEMs.	Please be guided by the RFP and it's subsequent Corrigenda.
2			General		Request to provide an extension to Bid Closure Deadline from 10th March to 24th March.	Please refer to GeM for timelines related to the RFP
3	1			Delivery of Hardware, Software, licenses and other components required for setting up GenAI as per RFP including all components/ features and complete installation **Payment Milestones** T+ 12 weeks	**Payable Amount** 95% or 100% of A+B As the System Integrator would have to make hardware payments to the OEM in advance during the execution of this project, we strongly recommend unlinking the Infrastructure milestones from the Use cases delivery milestones. We believe that the proposed changes will benefit both parties by facilitating timely hardware payments and project execution. We look forward to your positive response.	Please be guided by the RFP and it's subsequent Corrigenda.

Corrigendum III : RFP for Onboarding of Vendor for Infra procurement and SI for Generative AI implementation

SL No.	RFP Page No.	RFP Clause Name and No.	Existing Clause	Revised Clause
1.	-	Annexure 22- Software Bill of Material (SBOM) is added		
2.	154	Revised Checklist is annexed below		

Annexure 24 – Software Bill of Material (SBOM)

(This format is for a single software. Bidder to add rows as per requirement for multiple no. of softwares)

To
The Assistant General Manager
CPPD Head Office
Punjab National Bank
New Delhi

Sir,

REG.: REQUEST FOR PROPOSAL (RFP) for On boarding of Vendor for Infra procurement and SI for Generative AI implementation

We, _____, hereby submit the Software Bill of Materials for all the softwares being proposed for the captioned RFP.

Name of the Software	Data Fields	Description
	Component Name	
	• Component Version	
	• Component Description	
	• Component Supplier	
	• Component License	
	• Component Origin	
	• Component Dependencies	
	• Vulnerabilities	
	• Patch Status	
	• Release Date	
	• End-of-Life (EOL) Date	
	• Criticality	
	• Usage Restrictions	
	• Checksums or Hashes	
	• Comments or Notes	
	• Author of SBOM Data	

	• Timestamp	
	• Executable Property	
	• Archive Property	
	• Structured Property	
	• Unique Identifier	

Date: _____
Place: _____
Signature of Authorized Signatory
Name of Signatory:
Designation:
Email ID:
Contact No:
Seal of Company:

Checklist

(To be submitted on Bidder's Letter Head)

REG.: REQUEST FOR PROPOSAL (RFP) for On boarding of Vendor for Infra procurement and SI for Generative AI implementation

S No.	Document	Document required from	Compliance (Yes/No)	Page No.
19.	Proof of EMD	**Bidder**		
20.	Certified copy of the latest Board Resolution in favor of Authorized Person(s)	**Bidder**		
		OEM(s) if applicable		
21.	Signature of authorized person duly authorized by the Company Secretary/ Director along with validity of the authorization as per Annexure – 16	**OEM(s)**		
22.	Power of Attorney (preferably in Original), if applicable.	**Bidder**		
		OEM(s) if applicable		
23.	**Annexure-1** Undertaking from The Bidder	**Bidder**		
24.	**Annexure-2** Eligibility Criteria	**Bidder**		
25.	**Annexure-3** Bidder's Information	**Bidder**		
26.	**Annexure-4** Performance Certificate	**Respective Organization**		
27.	**Annexure-7** Turnover Certificate	**Bidder**		
28.	**Integrity Agreement**	**Bidder on Stamp Paper of appropriate value**		

	Annexure-8 Performa for Integrity Pact	**Bidder**		
29.	**Annexure-11** Unpriced Bill of Material of Offered Solution (BOM)	**Bidder**		
30.	**Annexure-12** Performa of the indicative Commercial Bid	**Bidder**		
31.	**Annexure-13** Compliance of Technical and Functional Specification.	**OEM(s)**		
32.	**Annexure 16** – Authorization Letter for OEM/OSD Authorized Signatory	**OEM(s)**		
33.	**Annexure 17** – Undertaking for Submission of Information	**Bidder**		
34.	**Annexure 18** – OEM Certificate regarding RFP	**OEM(s)**		
35.	**Annexure 19**- Certificate Regarding Land Border Clause by Bidder for RFP	**Bidder**		
36.	**Annexure 20**- Self Affidavit / Declaration for Local Supplier	**Bidder/ OEM(s)**		
37.	**Annexure 21 – Technical Scoring**	**Bidder**		
38.	**Annexure 24 – Software Bill of Material (SBOM)**	**Bidder**		

*** Modification to any of the contents of the Annexures may result in disqualification of the Bid.**