

Request for Proposal: Test

REQUEST FOR PROPOSAL (RFP)

PROJECT ID: PSB-PROC-2026-1-14-12

PROJECT TITLE: Test

ISSUING DEPARTMENT: Retail Banking

CATEGORY: Hardware

PRIORITY: Medium

RFP ISSUE DATE: [Current Date]

PROPOSAL SUBMISSION DEADLINE: [Date]

1. EXECUTIVE SUMMARY

Punjab Savings Bank (PSB) Retail Banking Department is soliciting proposals from qualified vendors for the procurement and implementation of hardware solutions to support our retail banking operations. This Request for Proposal (RFP) outlines our requirements for hardware infrastructure that will enhance our service delivery capabilities and support our growing customer base.

The project has been classified as medium priority with an estimated budget allocation of 2.0 million. We are seeking vendors who can provide comprehensive hardware solutions that meet our technical specifications, comply with regulatory requirements, and deliver within our specified timeline of end of November.

The selected vendor will be responsible for providing hardware solutions that integrate seamlessly with our existing banking infrastructure while maintaining the highest standards of security and compliance required in the financial services sector.

2. INTRODUCTION AND BACKGROUND

Punjab Savings Bank is a leading financial institution committed to providing innovative retail banking services to our customers. As part of our ongoing digital transformation initiative, we are upgrading our hardware infrastructure to enhance operational efficiency and customer service delivery.

The Retail Banking Department has identified the need for new hardware solutions to support our expanding operations and meet the evolving demands of our customer base. This procurement initiative aligns with our strategic objectives of modernizing our technology infrastructure while maintaining robust security and compliance standards.

Our current assessment indicates that this project fully meets our functional requirements and is technically feasible with minor modifications. The project has undergone comprehensive review by our technical committee and has been approved for procurement with specific conditions to ensure alignment with our organizational standards.

3. SCOPE OF WORK

The scope of work includes but is not limited to:

3.1 Hardware Procurement and Delivery

- Supply of hardware components as per technical specifications
- Delivery to designated PSB locations
- Initial inspection and quality assurance testing

3.2 Installation and Configuration

- Professional installation of all hardware components
- System configuration to meet PSB requirements
- Integration with existing infrastructure

3.3 Testing and Commissioning

- Comprehensive testing of all installed hardware
- Performance validation and optimization
- User acceptance testing support

3.4 Documentation and Training

- Provision of complete technical documentation
- User manuals and operational guides
- Training for PSB technical staff

3.5 Support and Maintenance

- Initial warranty period coverage
- Technical support during implementation
- Maintenance recommendations and procedures

4. TECHNICAL REQUIREMENTS

4.1 General Technical Specifications

All hardware must meet the technical specifications outlined in our requirements document. The solutions must be compatible with our existing infrastructure and support standard API integration.

4.2 Architecture Requirements

The proposed hardware must accommodate minor modifications as identified during our architecture review. Solutions should be scalable and flexible to support future expansion requirements.

4.3 Performance Standards

- Minimum uptime requirement of 99.5 percent
- Response time specifications as per banking industry standards
- Capacity to handle projected transaction volumes

4.4 Integration Requirements

- Support for standard APIs for seamless integration
- Compatibility with existing banking software platforms
- Data migration support where applicable

4.5 Modification Requirements

Vendors must demonstrate capability to implement minor modifications as identified during technical feasibility assessment while maintaining system integrity and performance.

5. FUNCTIONAL REQUIREMENTS

5.1 Core Functionality

The hardware solution must fully meet our functional requirements as assessed by our technical team. All critical banking functions must be supported without compromise.

5.2 User Interface Requirements

- Intuitive and user-friendly interfaces
- Support for multiple user access levels
- Compliance with accessibility standards

5.3 Data Processing Capabilities

- Real-time transaction processing support
- Batch processing capabilities
- Data backup and recovery functions

5.4 Reporting and Analytics

- Standard reporting capabilities
- Data export functionality
- Performance monitoring tools

6. COMPLIANCE AND REGULATORY REQUIREMENTS

6.1 RBI Compliance

All proposed solutions must be compliant with Reserve Bank of India guidelines and regulations. Vendors must provide documentation demonstrating compliance with all applicable RBI directives.

6.2 Security Standards

The hardware must meet all security requirements as validated by our security assessment. This includes but is not limited to:

- Data encryption capabilities

- Access control mechanisms
- Audit trail functionality
- Cybersecurity compliance

6.3 Industry Standards

- Compliance with banking industry best practices
- Adherence to relevant ISO standards
- Certification requirements where applicable

6.4 Documentation Requirements

Vendors must provide comprehensive compliance documentation including certificates, audit reports, and regulatory approvals.

7. VENDOR QUALIFICATIONS

7.1 Minimum Qualifications

- Minimum 5 years of experience in banking hardware solutions
- Proven track record with financial institutions
- Valid business licenses and certifications
- Financial stability and creditworthiness

7.2 Technical Expertise

- Qualified technical team with relevant certifications
- Experience with banking infrastructure projects

- Capability to provide ongoing technical support
- Local service presence in India

7.3 References

- Minimum 3 references from banking clients
- Successful implementation of similar projects
- Positive client feedback and testimonials

7.4 Certifications

- Relevant vendor certifications
- Quality management system certifications
- Security and compliance certifications

8. EVALUATION CRITERIA

Proposals will be evaluated based on the following criteria and weightings:

8.1 Technical Compliance (30 percent)

- Meeting technical specifications
- Integration capabilities
- Scalability and future-proofing

8.2 Functional Fit (25 percent)

- Alignment with functional requirements

- User experience and interface design
- Performance capabilities

8.3 Vendor Qualifications (20 percent)

- Experience and expertise
- References and track record
- Financial stability

8.4 Cost Effectiveness (15 percent)

- Total cost of ownership
- Value for money proposition
- Pricing structure clarity

8.5 Implementation Timeline (10 percent)

- Ability to meet project timeline
- Implementation methodology
- Resource allocation plan

9. TIMELINE AND MILESTONES

9.1 RFP Timeline

- RFP Issue Date: [Date]
- Pre-proposal Conference: [Date]
- Proposal Submission Deadline: [Date]

- Vendor Evaluation Period: [Date Range]
- Vendor Selection: [Date]

9.2 Project Implementation Timeline

The project must be completed by end of November as specified in our requirements. Key milestones include:

- Contract Award: [Date]
- Project Initiation: [Date]
- Hardware Delivery: [Date]
- Installation and Configuration: [Date Range]
- Testing and Commissioning: [Date Range]
- Go-Live: End of November
- Project Closure: [Date]

9.3 Deliverable Schedule

Vendors must provide detailed project schedules with clear milestones and deliverable dates that align with our end of November completion requirement.

10. BUDGET AND PRICING STRUCTURE

10.1 Budget Allocation

The estimated project budget is 2.0 million. Proposals exceeding this amount may be considered if exceptional value is demonstrated.

10.2 Pricing Requirements

- Fixed price quotation preferred
- Detailed breakdown of all costs
- Transparent pricing with no hidden charges
- Currency denomination in Indian Rupees

10.3 Payment Terms

- Payment schedule tied to milestone completion
- Retention amount as per standard banking practices
- Performance guarantees where applicable

10.4 Cost Components

Vendors must provide pricing for:

- Hardware costs
- Installation and configuration
- Training and documentation
- Warranty and support
- Any additional services

11. TERMS AND CONDITIONS

11.1 Contract Terms

The selected vendor will be required to enter into a formal contract with PSB incorporating standard banking terms and conditions.

11.2 Warranties and Guarantees

- Minimum warranty period requirements
- Performance guarantees
- Service level agreements
- Penalty clauses for non-performance

11.3 Risk Management

Given the medium risk classification of this project, vendors must provide:

- Risk mitigation strategies
- Contingency plans
- Insurance coverage
- Liability limitations

11.4 Intellectual Property

- Clear ownership of intellectual property rights
- License terms and conditions
- Source code escrow arrangements where applicable

12. SUBMISSION REQUIREMENTS

12.1 Proposal Format

- Executive Summary
- Company Profile and Qualifications
- Technical Proposal

- Implementation Methodology
- Project Timeline
- Pricing Proposal
- References and Case Studies
- Compliance Documentation

12.2 Submission Guidelines

- Proposals must be submitted in both hard copy and electronic format
- All documents must be signed by authorized personnel
- Late submissions will not be accepted
- Proposals must remain valid for 90 days

12.3 Required Documentation

- Company registration documents
- Financial statements
- Compliance certificates
- Reference letters
- Technical specifications
- Warranty documentation

13. CONTACT INFORMATION

Primary Contact:

Rohan

Retail Banking Department

Punjab Savings Bank

Project ID: PSB-PROC-2026-1-14-12

For Technical Queries:

Technical Committee

Retail Banking Department

Punjab Savings Bank

For Commercial Queries:

Procurement Department

Punjab Savings Bank

All communications regarding this RFP should reference the Project ID: PSB-PROC-2026-1-14-12 and must be in writing. Vendors are advised to direct all queries through the designated contact points to ensure proper coordination and response.

PSB reserves the right to reject any or all proposals, negotiate with selected vendors, and make award decisions in the best interest of the organization.