



**PSB
Alliance**

Transforming Together

**Request for Proposal (RFP) for the
empanelment of vendor to provide and
manage our Collection Management System**

**(RFP Ref. No. PSBA/RFP/Collection Management System
/2026-27/0137 Dated 15.06.2026)**

The information provided by the bidders in response to this RFP Document will become the property of PSB ALLIANCE PRIVATE LIMITED. And will not be returned. The company reserves the right to amend, rescind, reissue this RFP Document and all amendments will be advised to the bidders, and such amendments will be binding on them. The company also reserves it's right to accept or reject any or all the responses to this RFP Document without assigning any reason whatsoever.

This document is prepared by PSB ALLIANCE PRIVATE LIMITED for the empanelment of vendor to provide and manage our Collection Management System to be utilized by member banks.

It should not be reused or copied or used either partially or fully in any form.

Disclaimer

The information contained in this RFP document, or any information provided subsequently to Bidder(s) whether verbally or in documentary form by or on behalf of the Company, is provided to the Bidder(s) on the terms and conditions set out in this RFP document and all other terms and conditions subject to which such information is provided.

This RFP is neither an agreement nor an offer and is only an invitation by Company to Bidders for submission of bids. The purpose of this RFP is to provide the Bidder(s) with information to assist the formulation of their proposals. This RFP does not claim to contain all the information each bidder may require. Each Bidder should conduct its own investigations and analysis and should check the accuracy, reliability and completeness of the information in this RFP and obtain independent advice, wherever necessary. Company makes no representation or warranty and shall incur no liability under any law, statute, rules or regulations as to the accuracy, reliability or completeness of this RFP. Company may in its absolute discretion, but without being under any obligation to do so, update, amend or supplement the information in this RFP. The Company in no way is responsible for any assumptions made by the bidder. The bidder will need to factor in all services and costs to meet the requirements of the RFP and the Company at no time will accept any plea of the bidders for any assumptions, deviations or omissions made by them.

PSB Alliance reserves the right to modify, cancel, withdraw or terminate the bidding process at any stage without assigning any reason whatsoever. No Bidder shall have any claim against the PSB Alliance in such an event.

PSB Alliance Private Limited (hereinafter referred to as "Company" / "PSB Alliance") invites proposals from interested and eligible bidder vide RFP No. PSBA/RFP/Collection Management System/2026-27/0137 Dated 15.06.2026 TBD to provide and manage our collection management system to be utilized by member banks. For this RFP, the vendor will be the single point of contact for the Company and will be entirely responsible for the project including performance, availability and efficiency of the solutions.

Schedule of Events

RFP Reference	:	PSBA/RFP/Collection Management System/2026-27/0137 Dated 15.06.2026
Date of publication of RFP	:	15 th June 2026
Last date for submission of queries	:	26 th June 2026
Date of Pre-Bid Meeting	:	06 th July 2026 An online/virtual pre-bid meeting will be preferred. The bidders will be sent the meeting link separately on the respective email IDs provided in their application forms.
Address for Submission of Bids	:	PSB Alliance Private Limited, 3rd Floor, Unit No. 301, VIOS Tower, Off Eastern Freeway, Near Wadala Truck Terminal, Wadala East, Mumbai – 400037
Last date & time for submission of Bid	:	13 th July 2026 5.00 P.M
Date and time for opening of Eligibility Bid & Technical Bid	:	15 th July 2026 11.00 A.M
Date of Product Demonstration	:	To be communicated separately to the eligible bidders
Date and time for opening of Commercial Bid	:	To be communicated separately to the technically qualified bidders
Issued By	:	PSB Alliance Private Limited
Contact Person	:	Tanmay Deodhar – Chief Manager / Shailendra Pandey – Senior Manager
Telephone	:	9860223740 / 7388915588
Email	:	tanmay.deodhar@psballiance.com/ Shailendra.pandey@psballiance.com
Non-refundable Tender Application Fee	:	Tender Application fee of Rs. 10,000/- (Rupees Ten Thousand only) is to be submitted on or before the bid response submission by way of a Demand Draft favoring PSB Alliance Pvt. Ltd. payable at Mumbai / NEFT as per the detailed below: <ul style="list-style-type: none"> • Payee Name: PSB Alliance Private Limited, • A/c No.: 41204656705 • IFSC Code: SBIN0001821 • Account Type: Current A/C

		MSME Bidders will be exempted from payment of cost of RFP if bidder can furnish requisite proof subject to satisfaction of the Company.
Earnest Money Deposit (EMD) EMD can be deposited by means of a Bank Guarantee issued by a Scheduled Commercial Bank as per Annexure K.	:	INR 10,00,000/- (Indian Rupees Ten Lakhs only) Validity period- Valid for a period of 1 year with a claim period of 12 months. MSME Bidders will be exempted from payment of cost of RFP if Bidders can furnish requisite proof subject to satisfaction of the Company.

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1. Introduction

1.1 About PSB Alliance

"PSB Alliance Private Limited" (herein after referred to as the "Company") is an umbrella organization for all Public Sector Banks primarily focusing on delivering innovative & customer friendly technology solutions. This Company drives different projects on behalf of all the Public Sector Banks, providing them with a common platform with safe, secure, and efficient environment in a cost-effective manner.

As the Company has been created by the Public Sector Banks (PSB), it can act as an intermediary for all the PSBs and create a common application/platform by drawing on the experience and inputs from these Banks and take advantage of the combined Scale of operations. This will help the PSBs to lower their cost of acquiring new business platforms/technologies and at the same time will benefit their customers to have access to the latest technology coupled with standard robust processes.

1.2 Project Objective

PSB Alliance Private Limited invites tender offers / **Request for Proposal for the empanelment of vendor to provide and manage a collection management system to be utilized by Collection Agencies, PSB Alliance & its member banks.** In this RFP, the term bidder/ prospective bidder refers to the primary bidder participating in delivering services mentioned in the scope of works. In this RFP, the term Bidder/Vendor shall refer to the empaneled Bidder selected via RFP.

Collection Management System will be responsible for managing the end-to-end collection process for the member banks. This includes but is not limited to acting as a digital identification for the Feet on Street (FOS), allocation of accounts to collection vendors and subsequently to their FOS, geo-tagging of field visits and providing online payment options.

The anticipated contract duration shall be 5 (Five) years, subject to satisfactory performance and adherence to the agreed terms and conditions. Any further extension of the contract will be based on mutually agreed conditions between the Company and the Selected Vendor, as may be finalized at the relevant time.

The objective of this RFP is to select one vendor with the requisite expertise and experience in managing collection management system which will be utilized by Employees of collection vendor, PSB Alliance & its member banks.

1.3 Please Note

- This RFP document is circulated only for bidders who have proven past capability & experience.
- The prospective bidder will be invited to attend the pre-bid meeting at Office or through online mode.
- All costs and expenses (whether in terms of time or material or money) incurred by the Recipient/ Bidder in any way associated with the development, preparation and submission of responses, including but not limited to attendance at meetings, discussions, demonstrations, etc. and providing any additional information required by the Company, will be borne entirely and exclusively by the Bidder.
- Tender offers will be opened in the presence of the bidder's representatives who choose to attend the opening of tender on the specified date, time and place.
- Technical Specifications, Bill of Material document, Terms and Conditions and various formats and proforma for submitting the tender offer are described in the tender document and Annexures.

1.4 Tender Document

The tender document may be downloaded from the Company's official website <https://www.psballiance.com/tenders-and-notices.html>.

2. Structure of RFP

1. An overview of services to be provided by the Bidder.
2. The technical and commercial evaluation methodology which shall be followed to select the successful Bidder.
3. The terms and conditions governing this RFP and the responses submitted by the bidders shall be set out in detail in a definitive agreement to be executed between PSB Alliance Private Limited and the selected bidder. The execution of such agreement shall be subject to mutual acceptance of terms and fulfillment of all applicable requirements.

A detailed set of annexures is provided to the bidder for formulation of responses for evaluation covering sections such as functional requirements, technical requirements, solution architecture requirements, proposed team fitment/ strength, training the requisite personnel, etc. The list of such annexures is provided on the table below.

Bid Formats are attached in this document as mentioned below:

Annexure Reference	Content
Annexure – A	RFP Application Form
Annexure – B	Certificate for Confirmation of Eligibility
Annexure – C	Technical Cum Functional Evaluation
Annexure – D	Masked Commercial Bid
Annexure – E	Commercial Bid
Annexure – F	Bill of Material (BOM)
Annexure – G	Commercial Compliance Certificate
Annexure – H	Regulatory Compliance Certificate
Annexure – I	Certificate for Acceptance of Terms & Conditions
Annexure – J	Pre-Bid Query Format
Annexure – K	Format of Bank Guarantee for Earnest Money Deposit (EMD)
Annexure – L	Format of Performance Bank Guarantee
Annexure – M	Pre-Contract Integrity Pact
Annexure – N	Document Submission Checklist

3. Eligibility Criteria

Bidders shall meet all eligibility criteria specified in Annexure B (Eligibility) and Annexure C (Technical-cum-Functional Evaluation) as on the date of bid submission. All criteria shall apply at the individual company level, unless explicitly stated otherwise.

Bidders shall submit Annexure B with supporting documents and Annexure C along with a product demonstration as part of the bid submission.

PSB Alliance reserves the right to independently verify the references provided by the Bidder, and its decision in this regard shall be final and binding. The Company also reserves the right to accept or reject any bid without assigning any reason.

Note:

1. Bidders need to ensure compliance with all eligibility criteria points.
2. In-case of corporate restructuring, the earlier entity's incorporation certificate, financial statements, Credentials, etc. may be considered.
3. In case of business transfer where Bidder has acquired a Business from an entity ("Seller"), work experience credentials of the Seller in relation to the acquired business may be considered.
4. Purchase orders without relevant organizational confirmation through a credential letter will not be considered as credentials (as applicable).
5. Any additional features, functionalities, modules, products, or services proposed by the bidder beyond the mandatory scope of work shall be clearly identified and separately priced. The cost of such additional offerings shall not be considered for commercial evaluation and determination of L1 unless specifically requested by PSB Alliance. Commercial evaluation shall be based solely on as per the commercial bid format.
6. The Bidder shall comply with all applicable guidelines, instructions, circulars, and procurement manuals issued by the Central Vigilance Commission (CVC), Department of Expenditure (DoE), Government of India, and other statutory/regulatory authorities, as amended from time to time.

4. Scope of Works

4.1 Scope Summary

The PSB Alliance envisages selecting a Bidder to deliver and manage a collection management system for use by Collection Agencies, PSB Alliance & its member Banks. Accordingly, PSB Alliance Pvt. Ltd. invites proposals from interested vendors to provide a robust Collection Management System (CMS) on a Software as a Service (SaaS) basis.

The selected bidder will be responsible for providing the CMS, along with its ongoing maintenance, updates, and modifications as required from time to time by PSB Alliance Private Limited in coordination with its member banks. All such updates and modifications shall be implemented in a timely manner, in accordance with agreed service levels, changing management processes and regulatory requirements without disrupting existing operations.

Business Objective

The Collection Management System must support all features for managing member banks' end-to-end collection processes. This includes—but is not limited to—digital identification for Feet on Street (FOS), allocation of accounts to collection agencies and subsequently to their FOS, geo-tagging of field visits with integrated online payment options, submission of visit feedback and thereby ultimately facilitating regularization of allocated SMA Accounts.

It is clearly agreed and understood that this RFP is only for specific activities to be performed by the Bidder as and when the Bidder is required to perform the same by PSBA. The scope of work and requirements under this RFP may be modified, expanded, reduced, or amended by PSBA from time to time during the tenure of the engagement, based on business, operational, regulatory, or project requirements, and the Bidder shall be required to accommodate such changes on mutually agreed terms.

4.2 Detailed Scope of Work:

The selected bidder should design, develop, implement, support and maintain a Collection Management System for facilitating end-to-end monitoring and management of collection activities of member banks. The system shall support onboarding of collection agencies and their field agents/FOS, allocation of delinquent accounts, monitoring of collection activities, recording of customer interactions, payment facilitation and generation of management reports.

The system should be both web-based & application-based with appropriate role-based access controls, audit trails, and reporting capabilities. The system must ensure including but not limited to proper user authentication and authorization at all levels, Maker-checker controls for allocation and distribution, Audit trails for all actions performed and adherence to data security and confidentiality requirements.

The scope of work shall broadly include the following modules and functionalities:

4.2.1. Agency and FOS Empanelment Module:

The system should provide comprehensive functionality for onboarding and managing collection agencies, along with linking their Feet-on-Street (FOS) personnel. Key features include:

- Onboarding of Collection agencies in Collection Management System.
- Dashboard for PSB Alliance to enroll different Collection agencies along with state-territory combinations.
- Providing dashboards to agencies for onboarding FOS personnel, managing FOS activities, etc.
- The system should include provisions to disable, enable and edit the profile of any Agency & FOS.
- After the creation of FOS User IDs, their Digital IDs should be displayed with bank-specific branding along with validity details

4.2.2. Allocation Engine Module:

The system shall provide controlled access for allocating delinquent accounts of individual banks to different Field Collection agencies, selected on a state-wise basis. This module will enable PSB Alliance and member banks to manage account distribution efficiently.

Example: At the initial stage, accounts of each bank are allocated in a 40%:30%:30% ratio across three agencies (e.g., first 4 accounts to Agency 1, next 3 to Agency 2, last 3 to Agency 3, and so on).

The system should include provisions to:

- Change the allocation percentage among the agencies.
- Adjust the ranking or order of agencies.
- Allocation of accounts pin code wise to FOS.
- Any other allocation method deemed fit.

4.2.3. Mobile Application:

The mobile app shall facilitate seamless connectivity for FOS agents, enabling debt collection through online modes with real-time integration for bank teams and PSB Alliance.

Key features include:

- Secure login for FOS agents to view assigned accounts, log visits, integrate with Google Maps for navigation, capture geo-tagged photos/videos and submit visit feedback.
- The system shall enable processing of customer payments through online modes. Integration with payment aggregators, payment gateways, or other digital payment channels shall be facilitated by the solution, based on the arrangements, infrastructure, and approvals provided by the respective Member Banks.
- Cash collection is not permitted under any circumstances.
- The mobile application shall support integration with GPS and map-based services (such as Google Maps or equivalent) to enable real-time location tracking and navigation for field agents
- The system should have the facility to capture visit feedback for each FOS visit.
- The Mobile application shall be available for both android & iOS Platforms.
- It shall operate in offline mode with the ability to display full feedback & payment history of the customer.
- Provide the shortest route to FOS while visiting a defaulting borrower for efficient field visits.
- A dashboard for FOS comprising performance reports, unresolved accounts reports and rankings of FOS relative to other FOS within the same agency.
- Geo Fencing for better monitoring and control.

4.2.4. Runtime Application Self-Protection (RASP) Requirements for Mobile Application:

The mobile application shall incorporate robust Runtime Application Self-Protection (RASP) mechanisms to safeguard against runtime threats, unauthorized access, and data leakage. The application must support the following security features:

1. **Root/Jailbreak Detection**

The application shall detect if the device is rooted (Android) or jailbroken (iOS) and restrict access or functionality in such cases.

2. **Location Spoofing Detection**

The application shall identify and prevent usage when GPS/location spoofing or mock location tools are detected.

3. **Application Tampering Protection**

The application shall include mechanisms to detect code tampering, reverse engineering, repackaging, or unauthorized modifications, and prevent execution in such scenarios.

4. **Screen Capture and Recording Protection**

- The application shall block **screen recording** on iOS devices.
- The application shall prevent **screen capture (screenshots)** on Android devices.

5. **Non-Persistent Data Storage**

The application shall ensure that no sensitive data is stored locally on the device after user logout. Any cached or temporary data must be securely cleared upon session termination.

6. **Device Binding**

The application shall support device binding to uniquely associate a user account with a specific device, thereby preventing unauthorized access from unregistered devices.

7. **MDM (Mobile Device Management) Compatibility**

The application shall support deployment and management through standard Mobile Device Management (MDM) solutions, enabling enterprise control over installation, configuration, and usage.

8. **Data masking and protection of customer PII information.**

4.2.5. Web Application Security Controls:

1. Authentication Controls:

- Multi-Factor Authentication (MFA)-2nd Authentication should be Dynamic.
- Account lockout after failed attempts (3 Attempts)
- Implementation CAPTCHA to prevent bots
- Strong password policies (length, complexity, expiry)

2. Authorization Control:

- Role-Based Access Control (RBAC)
- Provide Least Privilege

3. Session Management Controls

- Session timeout and auto logout
- Avoid session IDs in URLs

4. Data Protection Controls

- Encryption in transit (TLS) & Encryption at rest
- Data masking and protection of customer PII information.
- Implement Data Analysis Management (DAM) Tool

5. Data Analysis Management

- Maintain audit logs (login, transactions)
- Real-time monitoring (SIEM tools)

6. Audit Management

- VAPT Audit (Annually)
- Source Code Audit (Annually)
- API Security Testing
- Access Review Audit (Quarterly)- is conducted to validate and monitor user access rights across critical systems, applications, and infrastructure.

7. DR-DC Site

- RBI Guideline: DC-DR Sites in Different Seismic Zones- Under the Reserve Bank of India (RBI) guidelines, banks and regulated entities must ensure high resilience and business continuity by placing DC and DR sites in different seismic zones.
- DR Drilling Activity (Bi-Annual)- DR Drilling (Disaster Recovery drill) is a planned test of your DR site to verify that systems, data, and processes can be recovered within defined targets. Regulators like the Reserve Bank of India expect at least two drills per year (bi-annually) -(RTO/RPO)

8. Implementation of PIM (Privileged Identity Management) tool

9. Implementing a Web Application Firewall (WAF)- A Web Application Firewall (WAF) protects your web apps from attacks like SQL injection, XSS, bots, and DDoS at the application layer

10. Backup and secure data retention policies:

- Data Backup Policy: A backup policy defines 1. Backup Type (Full/Incremental/Differential) 2. Backup Frequency (Daily/Weekly/Monthly)
- Data Testing and Restoration: Perform periodic restore testing (quarterly)

11. Patch Management: Patch management ensures that all systems (servers, mobile apps, network devices) are up-to-date and protected from known threats.

4.2.6. Dashboard for FOS Agencies:

- Create a daily schedule for FOS agents in the dashboard, prioritizing accounts with the highest total outstanding amounts as well as the accounts in which the customer has given a commitment for payment on a specific date. It should also be capable of predicting the best time & mode to connect with the customers to maximise collections.
- A dashboard for FOS agencies comprising performance reports, unresolved accounts reports, and rankings of FOS relative to other FOS within the same agency.
- Capturing detailed interaction history and audit trail on system for all actions taken by FOS agents. All data on actions taken is to be made available to the banks and to PSBA.

- Generate reports for each FOS agent monthly or as per the requested time, including the following fields. This is for reference only.

Field	Description
Agency Name	
State-Territory Combination	
FOS Agent Name	
Branch Name with SOL ID	
Account Number	
Name of Account	
SMA status	SMA 1 or SMA 2
Overdue Amount	
Amount Recovered	
Last date of payment	
Resolution status	Unresolved/Partially recovered/Regularized

4.2.7. Bank Staff Empanelment and dashboard Module:

The system shall enable onboarding of bank officials tasked with supervising collection activities, while providing tools for MIS reports and reconciliation. Key features include:

- User-friendly onboarding and role assignments.
- The system shall enable the generation of duplicate online payment receipts and provide duplicate links for viewing or downloading uploaded documents or photographs.
- The system should provide customizable MIS dashboards offering real-time insights into collection performance and operational efficiency.

The dashboards and reports should include, but not be limited to:

A. Agency-wise performance reports, collection reports, unresolved accounts reports, and related reports.

B. Process & Compliance Reports such as Agency Allocation Gap Report, Trail Gap Report, Trail Intensity Report, Payment Report & Attendance Report, Trail history report etc.

- The system should further ensure:
 - A. Drill-down and filter capabilities across multiple parameters such as search agent, search agency, search account etc.
 - B. Real-time or near real-time data refresh.
 - C. Export options (Excel, PDF, etc.).
 - D. Role-based access control for report visibility.
 - E. Ability to customize and configure reports/dashboards as per requirements of PSB Alliance Private Limited and its member banks.
 - F. All the reports and dashboards shall be made available to the respective staff of the Bank, Field Collection Agencies, and PSB Alliance on a role-based access basis.

- State-Union Territory Combinations for Dashboard Reports and Access Allocation - The following state-union territory combinations require dashboard reports to be generated. For each combination, access must be allocated to member banks based on their requirements (e.g., if ABC Bank needs 10 dashboard for staff access for Andhra Pradesh, then it should be provided etc.)

1. Andhra Pradesh
2. Arunachal Pradesh
3. Assam
4. Bihar
5. Chhattisgarh
6. Goa
7. Gujarat, Dadra and Nagar Haveli, Daman and Diu
8. Haryana, Chandigarh
9. Himachal Pradesh
10. Jharkhand
11. Karnataka

12. Kerala, Lakshadweep
13. Madhya Pradesh
14. Maharashtra
15. Manipur
16. Meghalaya
17. Mizoram
18. Nagaland
19. Odisha
20. Punjab
21. Rajasthan
22. Sikkim
23. Tamil Nadu, Puducherry, Andaman and Nicobar Islands
24. Telangana
25. Tripura
26. Uttar Pradesh
27. Uttarakhand
28. West Bengal
29. Jammu and Kashmir, Ladakh
30. Delhi

4.2.8. Cloud Telephony:

The system shall enable & manage Click to Call functionality for agents of empaneled collection agencies, as well as authorized staff of PSB Alliance and its member banks, based on defined roles and business requirements.

The system shall mandatorily support call recording, with all recordings securely stored on cloud. Recordings shall be easily retrievable and indexed for timely review, monitoring, and quality assurance.

The system shall automatically mark loans as Do Not Disturb (DND) or remove the DND status based on predefined conditions.

The telephony setup shall ensure compliance with guidelines prescribed by regulatory authorities, including the Department of Telecommunications, Telecom Regulatory Authority of India (TRAI), and Reserve Bank of India (RBI).

4.2.9. SMS Communication, API Integration, and Data Masking in Collection Operations:

The solution shall support SMS communication through a whitelisted Bank channel to notify customers regarding the field collection agency to which their accounts have been assigned for recovery and collection activities. The solution shall also support seamless API integration with the Bank's Core Banking System (CBS) and other relevant systems, as required.

The system shall ensure appropriate masking of personally identifiable information (PII) and other sensitive customer data in compliance with applicable regulatory and data privacy requirements.

Further, the solution shall support the sharing of secure digital payment links/options through SMS directly through the Company, wherever applicable, to enable customers to conveniently make online payments towards their overdue amounts. The solution should support both options for sending and completing payment transactions, either through the Company or through the Bank's gateway.

4.2.10. Flexibility, Configurability, and Scalability of the Collection Management System:

The proposed Collection Management System should provide adequate flexibility, configurability, and scalability to support evolving business and regulatory requirements. After implementation, the system shall enable seamless incorporation of changes mandated by member banks.

The bidder shall ensure these enhancements are implemented with minimal turnaround time, without adversely affecting system performance, data integrity, or ongoing operations. The solution should maximize configuration-driven changes to reduce dependency on extensive redevelopment and enable faster deployment.

4.2.11. Collection Agency Service Fees Calculation & Reconciliation:

The system shall automatically compute service fees payable to collection agencies based on PSB Alliance's approved

payout grid. Computations shall be performance-driven, executed monthly, and based on parameters such as recovery efficiency, resolution rates, allocation performance, compliance adherence, and other prescribed criteria.

Key features shall include:

- Configurable payout structures, with parameterization of the payout grid to support periodic revisions without extensive redevelopment.
- A robust maker-checker mechanism for validating and authorizing all fee computations and payouts prior to finalization that can be implemented in online or offline mode.
- A comprehensive audit trail capturing all calculations, modifications, approvals, overrides, user-level traceability, and timestamps for full transparency and accountability.
- Discrepancy resolution is supported through the system's configurable workflow and task management capabilities, allowing agencies and authorized users to log issues, assign ownership, and track resolution progress through standard case-handling processes.
- comprehensive MIS reporting, dashboards, and data export capabilities to enable effective operational tracking, performance monitoring, and verification of collection agency service fees. Invoice generation and reconciliation statements shall be managed by the Bank's accounting and payment systems. The CMS shall support these processes through API-based integrations by providing the required activity, payout, and transaction data to downstream finance platforms for accurate fee calculation and reconciliation which shall allow role based access to collection agencies, PSB Alliance & member banks.

All computations and processes shall ensure high accuracy, data integrity, and compliance with regulatory and internal audit requirements.

4.2.12. Training to all Users:

1. The selected bidder shall be responsible for providing training for different groups of users. Indicative (but not limited to):
 1. Bank users
 2. Employees of Field Agencies -Team Leader, Supervisor, Manager, Feet on street etc.
 3. PSB Alliance users
 4. Audit users (*as required*)
 5. Other authorized stakeholders
2. Training shall be provided to all the users during the onboarding phase
3. Regular training shall be provided to all users for new updates on the Platform, frequency of the same shall be decided in accordance with banks and PSB Alliance
4. Refresher training to be conducted at least once a year
5. The training for the users shall be conducted in online mode
6. The Bidder shall provide comprehensive user manuals, Standard Operating Procedures (SOPs), Frequently Asked Questions (FAQs), and training videos covering all functionalities, modules, processes, and operational aspects of the Collection Management System.

4.2.13. Support:

The selected bidder shall provide end-to-end application support to all user - Bank Staff, Field Agencies staff, PSB Alliance Staff through an online helpdesk (phone number & email) covering:

1. Query resolution for all users
2. User role and business division updates as required
3. Technical and product issue resolution
4. Periodic performance reviews and continuous improvement support
5. Assessment of new bank requirements and delivery of relevant enhancements
6. The Bidder shall provide a support team consisting of but not limited to two Project managers.

4.2.14. Cloud Hosting and SaaS Delivery Model:

The Solution shall be delivered as a Software-as-a-Service (SaaS) offering, hosted on a secure, scalable, and resilient cloud infrastructure. The Bidder must provide complete cloud hosting services as an integral part of the solution with the following requirements:

Eligibility and Compliance:

- The Cloud Service Provider must be empanelled with MeitY (Ministry of Electronics and Information Technology) under the 'Empanelment of Cloud Service Providers' scheme
- Valid MeitY empanelment certificate shall be submitted along with the technical bid
- Cloud infrastructure shall be hosted on Tier III or Tier IV data centers located within India, ensuring compliance with RBI data localization norms

Infrastructure Requirements:

- The platform must support multi-tenant architecture with complete data segregation for each participating bank
- Infrastructure shall provide 99.95% uptime SLA with redundancy across multiple availability zones
- Auto-scaling capabilities to handle peak transaction loads without performance degradation

Security and Compliance:

- Cloud infrastructure must be ISO 27001, SOC 2 Type II, and PCI-DSS certified
- Compliance with RBI guidelines on IT Governance, Cyber Security Framework, and Business Continuity Planning
- Implementation of encryption at rest and in transit (minimum TLS 1.2/1.3)
- Regular security audits, vulnerability assessments, and penetration testing (minimum quarterly)

Service Delivery:

- Complete responsibility for infrastructure management, security patches, and platform updates without disruption to services
- Provision for horizontal and vertical scaling based on user growth and transaction volumes
- Data backup and disaster recovery with RPO ≤ 2 hours and RTO ≤ 1 hours
- Dedicated support with defined SLAs for incident response and resolution
- The Bidder shall bear complete responsibility for cloud hosting costs, infrastructure management, and all associated operational expenses throughout the contract period.

4.2.15. Operating Regulations:

1.1 Solution Deployment: The proposed solution shall be implemented as SaaS (Software-as-a-Service) with a per-user license model, irrespective of user role/hierarchy, for domestic operations in India.

1.2 Implementation & Support: The vendor shall provide the solution, including training, installation, testing, migration, and interfaces, for 5 years. Training shall include train-the-trainer and onsite sessions across India. The vendor shall set up a helpdesk for support via chat, video calls, and phone.

1.3 Architecture & Security: The vendor shall provide diagrammatic details of hardware, software, network architecture, project go-live plan, data privacy, cloud security, and risk mitigation measures.

1.4 Ongoing Operations: The selected vendor shall provide 24x7x365 support for integration, maintenance, compliance, and operations, with detailed sizing.

1.5 Uptime & Hosting: The SaaS solution shall ensure minimum 99.95% uptime.

1.6 Monitoring & Upgrades: The vendor shall proactively monitor, plan capacity, and advise on software/version upgrades (including iOS/Android/web) at no extra cost during the contract. If service levels are unmet, upgrades/replacements shall be at vendor's cost; the PSB Alliance may deduct/recover expenses.

1.7 Environments: A separate Test/Development/UAT environment shall be provided.

1.8 Reporting: The solution shall generate MIS reports as per the need of PSB Alliance or its member banks or any requirement sought by any regulatory or statutory body.

1.9 Documentation: Comprehensive documentation shall be provided post-implementation, including user manuals, installation/operation guides, design documents, SRS, configuration details, admin guides, debugging/test reports, RCA, and traceability. Updated docs shall be provided for changes; bug fixes/patches/enhancements deployed

seamlessly at no cost. All upgrades/releases provided free, without disruption. Vendor shall submit required MIS reports.

1.10 Post-Implementation Support, Benchmarking: As per the requirement of PSB Alliance and its member Banks.

1.11 Dashboard: The system shall support real-time, comprehensive, customizable management dashboards.

1.12 Integrations: The vendor shall integrate with existing systems using standard protocols (e.g., web services, APIs).

1.13 CBS Integration: The solution shall integrate with Core Banking System (CBS) via API/web services in a standard structure for easy adoption by PSB Alliance/member banks' IT teams. It shall include all required bank front-end methods and built-in security to prevent unauthorized access.

1.14 Logging & Encryption: Logs shall capture transaction details (type, amount, front-end, IP, device ID, username, MAC ID). The system shall support encryption/decryption (sharing keys with PSB Alliance). Vendor shall coordinate API integration with PSB Alliance/member banks' IT teams.

1.15 Business Ownership: PSB Alliance Private Limited shall be the bank-side business owner across departments.

1.16 Testing: Vendor shall submit UAT plan, including functional, resilience, benchmark, operational, and load tests. PSB Alliance/member banks handle functional testing (with vendor onsite training); vendor conducts others and submits logs.

1.17 Strategy Management: The system shall support real-time strategy management, dummy runs for new rules, and full decision rule management.

1.18 Certification: The vendor shall, prior to deployment, obtain at its own cost a third-party CERT-In empanelled Gray Box Vulnerability Assessment and Penetration Testing (VAPT) report covering the web application, mobile application, and APIs within the scope of the solution. The VAPT report shall be submitted to the PSBA IT Team for review. The application shall not be deployed unless no Critical or High severity vulnerabilities remain unresolved.

Further, the vendor must hold a valid certification for ISO/IEC 27001 (latest version: ISO/IEC 27001:2022) and possess a valid SOC 2 Type II report at the time of onboarding.

1.19 Scalability: The proposed solution shall be capable of supporting PSBA's current and future business requirements over the contract period. The Vendor should conduct a comprehensive system sizing and capacity planning exercise and propose the required infrastructure, architecture, and resources accordingly. The solution shall ensure consistent, reliable, scalable, and high-performance operations under normal as well as peak workload conditions, including high transaction volumes, concurrent user access, and business growth requirements.

1.20 Audit Trails: The solution shall maintain audit trails/logs for all functions, payments, and processes; generate reports/MIS for auditors as required.

1.21 CBS Upgrades: For member banks' CBS/other system changes, vendor shall ensure seamless integration continuity at no cost, with minimal downtime and SLA adherence.

1.22 Development Standards: The solution shall follow industry SDLC's (Software Development Life Cycle) best practices, secure coding, testing, and QA for functional/security/performance/regulatory compliance.

1.23 Security & Compliance: Vendor shall comply with member Bank's Information Security Policy, regulations, data privacy, access controls, encryption, and incident response. Detailed requirements shared post-selection. Solution shall support comprehensive, exportable (Excel/PDF) MIS reports.

1.24 Change Management: The Bidder shall maintain a formal Change Management process. All changes to the solution shall be documented, tested, and implemented only after obtaining the necessary approvals from PSB Alliance and/or the respective Member Public Sector Banks. Any change beyond the agreed scope of work shall be governed through a mutually agreed Change Request (CR) process.

4.2.16. Additional terms and conditions, representations and warranties:

- a) The Bidder shall maintain the confidentiality of all Customer data provided to it. The Bidder shall use Customer information only for the purposes defined in this RFP. The Bidder shall not release Customer information to any third party unless such release is provided for in this RFP.
- b) The Bidder shall acknowledge the member Bank's Privacy Policy and recognize the importance the member Bank attaches to the confidentiality of Customer information, and shall at all times protect, preserve, and maintain such confidentiality.
- c) The Bidder shall ensure that the Collection Management System (CMS) is designed, developed, implemented, and maintained in compliance with the Fair Practices Code issued by the Reserve Bank of India (RBI), relevant guidelines of the Indian Banks' Association (IBA), BCSBI, and all applicable regulatory and statutory requirements, as amended from time to time. The CMS shall incorporate appropriate controls, validations, and configurable workflows to enforce compliance with the Bank's policies and regulatory requirements governing collection and recovery processes.
- d) Notwithstanding anything to the contrary contained in this RFP/Agreement, if the Bidder fails to perform or comply with any terms and conditions, or if any circumstance exists which, in the sole opinion of PSB Alliance, jeopardizes its interests, PSB Alliance shall have the absolute right to withhold all payments, including charges, commissions, fees, brokerage, etc., payable to the Bidder, until resolution of all issues to the satisfaction of PSB Alliance. Further, from the date of issuance of termination notice by either party or actual termination, whichever is earlier, PSB Alliance shall have the absolute right to withhold all payments until final settlement, reconciliation of accounts, and resolution of all issues, including return of all Bank-related documents, customer information, and materials.
- e) The Bidder agrees that its processes and IT infrastructure shall be subject to review/audit at defined frequencies or as required by PSBA, including but not limited to the following:
 - Sourcing Review
 - Information security Review
 - Bank/Third party Audits
 - RBI Audit
 - Internal / Concurrent Audits / Reviews

5. Terms & Conditions

The following terms and conditions are proposed for inclusion in the Contract.

- The Company reserves the right to amend, modify, or withdraw any of these terms prior to execution of the final agreement.
- The selected Bidder shall execute a contract with the Company, incorporating terms related to payment, delivery, installation, commissioning, training, acceptance, warranty, maintenance, and penalties for delay. All agreed specifications, documents, and related materials submitted by the Bidder shall form an integral part of the Contract.
- Bids not complying with the terms and conditions of this RFP shall be liable for rejection.
- The successful Bidder shall commence work within 15 days from the date of contract execution. The agreement shall be executed on stamp paper of appropriate value.
- Invoices shall be submitted as per the terms of this RFP. Payments shall be made based on actual procurement; however, commercial evaluation shall be based on the Total Cost of Ownership (TCO).

General Terms & Conditions

5.1 Terms of Assignment

The selected Bidder shall perform all activities as specified in the “Scope of Work.” In the event the work is not completed in accordance with the requirements of the RFP within the stipulated timelines, the Company shall impose liquidated damages and applicable penalties.

5.2 Amendment of Bidding Documents

At any time prior to the deadline for submission of bids, the Company may, for any reason, whether on its own initiative or in response to a clarification sought by a prospective Bidder, modify the Bidding Documents by way of amendment. Such amendments shall be published on the Company’s website and shall be binding on all prospective Bidders.

The Company may, at its discretion, extend the deadline for submission of bids.

The Company reserves the right to cancel the tender at any stage without assigning any reason.

5.3 Confidentiality of Bid Document

The Bidder, irrespective of its participation in the bidding process, shall treat the contents of this Bid Document as strictly confidential.

5.4 Adherence to Terms & Conditions

The Bidder who wishes to submit responses to this RFP should note that they should abide (in true intent and spirit) by all the terms and conditions contained in the RFP. If the responses contain any extraneous conditions put in by the Respondents, such responses may be disqualified and may not be considered for the selection process.

5.5 Execution of Service Level & Non-disclosure Agreement:

The selected Bidder shall be required to execute a comprehensive Service Level and Non-Disclosure Agreement (SLA & NDA) with the PSB Alliance prior to commencement of services.

The agreement shall encompass both service performance obligations and confidentiality requirements, and shall broadly include, but not be limited to, the following:

a) Service Level Requirements:

- System uptime and availability (minimum 99.95% or as prescribed by the Bank)
- Defined Turnaround Time (TAT) for incident resolution and service requests
- Performance standards relating to system response time, processing efficiency, and scalability
- Data accuracy, integrity, and reconciliation mechanisms
- Incident management framework including escalation matrix
- Periodic reporting requirements such as MIS, dashboards, and audit trails
- Business continuity and disaster recovery (BCP/DR) provisions
- Penalty clauses for non-compliance with agreed service levels

b) Confidentiality and Data Protection:

- Obligation to maintain strict confidentiality of all Bank data, customer information, and transaction records
- Compliance with applicable laws, regulatory guidelines, and data protection standards
- Prohibition on disclosure or sharing of information with any third party without prior written consent of PSBA.
- Implementation of appropriate security controls for data storage, processing, and transmission
- Continuity of confidentiality obligations even after termination or expiry of the agreement

c) General Conditions:

- Execution of the agreement shall be a mandatory pre-condition for issuance of Work Order / Purchase Order
- Any breach of the terms of the agreement may result in penalties, termination of contract, blacklisting, and/or legal action as deemed appropriate by PSBA.
- The agreement shall remain valid for the entire contract period, including any extensions thereof

5.6 Substitution of Project Team Members

During the assignment, substitution of key staff identified for the assignment shall not be allowed unless such substitution becomes unavoidable to overcome undue delay or where such changes are critical to meet the obligations. In such circumstances, the Selected Bidder may do so only with the prior written concurrence of the Company and by providing replacement staff with the same level of qualifications and competence.

If the Company is not satisfied with the substitution, the Company reserves the right to insist that the Bidder replace the resource. Further, the Company reserves the unconditional right to require the Selected Bidder to replace any team member with another resource (having qualifications and competence as required by the Company) during the assignment pursuant to this RFP. The Company may allow such substitutions of key staff only with its prior written consent and subject to the replacement having similar experience and expertise

5.7 Professionalism

The Selected Bidder should provide professional, objective and impartial advice always and hold the Company's interest paramount and should observe the highest standard of ethics, values, and code of conduct, honesty and integrity while executing the assignment.

5.8 Expenses

It may be noted that Company will not pay any additional amount/expenses / charges / fees / traveling expenses / boarding expenses / lodging expenses / conveyance expenses / out of pocket expenses etc. other than the amount mentioned in the award of the contract.

5.9 Performance Bank Guarantee

1. As mentioned above, the Successful Bidder will furnish an unconditional and irrevocable Performance Bank Guarantee (PBG) for 10% of the TCO / total project cost for entire duration of the contract including claim period of 6 (six) months, validity starting from its date of issuance. The PBG shall be submitted within 21 days of issuance of the PO.
2. The PBG shall be denominated in Indian Rupees. All charges whatsoever such as premium; commission etc. with respect to the PBG shall be borne by the Successful Bidder.
3. The PBG applicable must be duly accompanied by a forwarding letter issued by the issuing Bank on the printed letterhead of the issuing Bank. Such forwarding letter shall state that the PBG has been signed by the lawfully constituted authority legally competent to sign and execute such legal instruments. The BG issuing Bank is required to mention the Power of Attorney number and date of execution in his/her favor with authorization to sign the documents.
4. Each page of the PBG must bear the signature and seal of the BG issuing Bank and PBG number.
5. In the event of delays by Successful Bidder in implementation of project beyond the schedules given in the RFP or committing a material breach of the terms and conditions of the contract, the Company shall provide a cure period of 30 days and thereafter invoke the PBG, if required.
6. Notwithstanding and without prejudice to any rights whatsoever of the Company under the contract in the matter, the proceeds of the PBG shall be payable to the Company as compensation by the Successful Bidder for its failure to complete its obligations under the contract. The company shall notify the Successful Bidder in writing of the exercise of its right to receive such compensation within 14 days, indicating the contractual obligation(s) for which the Successful Bidder is in default.
7. The Company shall also be entitled to make recoveries from the Successful Bidder's bills, Performance Bank Guarantee, or any other amount due to him due to collusion, misconstruction or misstatement.
8. The PBG shall be discharged/returned by the Company upon satisfactory fulfillment of the contractual obligations by the Successful Bidder. No interest shall be payable on the PBG.

5.10 Single Point of Contact & Escalation Matrix:

The Selected Bidder shall designate a dedicated Single Point of Contact (SPOC) for all communications and coordination with the Company. The Bidder shall provide complete contact details of the SPOC, including name, designation, address, email ID, and telephone/mobile number.

The Bidder should also provide a detailed escalation matrix covering at least three levels (L1, L2, and L3) for handling issues, incidents, and service requests. The escalation matrix shall include names, designations, contact details, and defined response timelines for each level.

The escalation matrix shall be kept always updated during the tenure of the contract, and any changes shall be promptly communicated to the Company.

5.11 Applicable Law and Jurisdiction of Court

The Contract with the selected Bidder shall be governed by and construed in accordance with the laws of India, as in force from time to time, and shall be subject to the exclusive jurisdiction of the courts at Mumbai.

5.12 Project Timeline

Further, all data captured and processed in the skeletal/interim system shall be securely migrated and made available in the final production environment without any data loss or operational disruption.

Sr. No.	Milestone	Timeline from Date of Execution of SLA	Deliverables
1	Stage 1 – Deployment of Skeletal System	Within 1 month	The bidder shall provide a skeletal/interim Collection Management System with all basic and necessary functionalities required for operationalization of collection activities. The skeletal solution shall support field collection agencies through web and mobile applications. The solution shall include, minimum functionalities such as account allocation, disposition code, visit feedback capture, basic dashboards, secure login, and secure communication/messaging capabilities. The skeletal solution shall be operational across all applicable geographies, products, and delinquency buckets.
2	Stage 2 – Successful Completion of System Development, Configuration and User Acceptance Testing (UAT)	Within 3 months	The bidder shall complete development, configuration, integration, customization, security implementation, testing, and User Acceptance Testing (UAT) of the proposed Collection Management System as per the scope of work and requirements defined in this RFP.
3	Stage 3 – Successful Deployment and Go-Live of the Complete Collection Management System	Within 6 months	The bidder shall complete full deployment and Go-Live of the Collection Management System, including all modules, integrations, dashboards, mobile applications, telephony integrations, reports, workflows, security controls, and other functionalities as specified in the scope of work of this RFP.

5.13 Liquidated Damages

The Company will consider the inability of Bidder to deliver the services within the specified time limit, as a breach of contract and would entail the payment of Liquidation Damages on the part of Bidder. The liquidation damages represent an estimate of the loss or damage that the Company may have suffered due to delay in performance of the obligations (relating to delivery, installation, Operationalization, implementation, training, acceptance, warranty, maintenance etc. of the Omni-Channel Solution) by Bidder and is applicable only if the delay is solely attributable to Bidder.

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

- Non-delivery of any component or other services mentioned in the order
- Non-delivery of supporting documentation
- Availability, but no delivery of services
- Service operational, but unsatisfactory to the Company

If the Bidder fails to deliver or perform the Services within the time period(s) specified in this RFP, the Company shall, without prejudice to its other remedies under the RFP, levy liquidated damages by deducting from the Total Project Value a sum equivalent to 0.50% of the affected Service Value per week or part thereof, until actual delivery or performance.

For the purpose of calculation, any delay exceeding three (3) days shall be treated as a full week.

The total liquidated damages shall be subject to a maximum of 10% of the affected Service Value. Upon reaching this limit, the Company reserves the right to consider termination of the contract.

Further, the Company also reserves the right to cancel the order and invoke the Bank Guarantee/Performance Guarantees in case of inordinate penalty in the delivery/ installation of the

equipment. Company may provide a cure period of 30 days and thereafter foreclose the Bank guarantee without any notice. In the event of Company agreeing to extend the date of services at the request of Bidder, it is a precedent that the validity of Bank guarantee shall be extended by further period as required by Company before the expiry of the original Bank guarantee. Failure to do so will be treated as breach of this RFP. In such an event Company, however, reserves its right to foreclose the Performance Bank Guarantee.

5.14 Force Majeure

Neither Party will be liable for any delay or failure to perform its obligations if such delay or failure has resulted from circumstances beyond its reasonable control, including but not limited to acts of God or governmental acts, political instability, epidemic or pandemic, flood, fire, explosion, accident, civil commotion, war, computer viruses, industrial disputes, labour unrest, and any other occurrence of the kind listed above which is not reasonably within the control of the affected Party.

Each Party agrees to give written notice to the other Party as soon as reasonably possible upon becoming aware of an event of force majeure, and such notice shall contain details of the circumstances giving rise to the event of force majeure.

If the event of force majeure continues for a period of more than 30 consecutive days, either Party may have the option to terminate the Agreement by giving written notice of such termination to the other Party.

5.15 Authorized Signatory

The Selected Bidder shall indicate the authorized signatories who can discuss and correspond with the Company regarding obligations under the Contract. The Selected Bidder shall, at the time of signing the Contract, submit a certified copy of the Board Resolution, authenticated by the Company Secretary/Director, authorizing an official or officials of the company to discuss and sign agreements/contracts with the Company, or provide a copy of the Power of Attorney.

The Bidder shall furnish proof of signature identification for the above purposes, as required by the Company.

5.16 Indemnity

The Bidder shall, at its own cost and expense, defend and indemnify the Company against all third-party claims (subject to written notice within 30 days of receipt of such claim) arising out of infringement of Intellectual Property Rights, including patents, trademarks, and copyrights, directly attributable to the Bidder, in accordance with the Vendor's limitation of liability agreed under the Contract.

The Bidder, subject to being notified within 30 days of such claims, shall have full rights to defend itself against the same. Subject to the above, if the Company is required to pay compensation to a third party resulting from such infringement, the Bidder shall bear all court-awarded damages/expenses, including legal fees, as awarded by the Court.

5.17 Assignment

Neither the Contract nor any rights granted under it may be sold, leased, assigned, or otherwise transferred, in whole or in part, by the Selected Bidder without the prior written consent of the Company, and any such sale, lease, assignment, or transfer made otherwise shall be void and of no effect.

5.18 No Employees- Employee Relationship

The Selected Bidder or any of its holding/subsidiary/joint venture/affiliate/group/client companies, or any of their employees, officers, staff, personnel, representatives, or agents, shall not, under any circumstances, be deemed to have any employer-employee relationship with the Company or any of its employees, officers, staff, representatives, personnel, or agents.

5.19 Vendor's Liability

Notwithstanding anything contained in this RFP, the Vendor's aggregate liability in connection with the obligations undertaken as part of the project, regardless of the form or nature of the action giving rise to such liability (whether in contract, tort, or otherwise), shall be limited to the actuals and shall not exceed the overall Contract value.

The Vendor's liability in case of claims against the Company resulting from willful misconduct of the Vendor, its employees, or subcontractors, or from infringement of patents, trademarks, copyrights, or other intellectual property rights, or breach of confidentiality (excluding personal sensitive data), shall be limited to two times the Contract value.

In no event shall either Party be liable to the other for any indirect, incidental, or consequential damages or liabilities, including loss of profits, goodwill, revenue, or anticipated savings.

5.20 Intellectual Property Right

Each Party shall retain exclusive ownership of its Pre-existing Material. The Vendor shall retain ownership of its underlying platform, tools, and frameworks used for the solution.

All Deliverables, including customizations, configurations, reports, workflows, and documentation developed under this RFP, shall be the sole property of the Company. To the extent any Deliverables do not qualify as "work made for hire," the Vendor hereby irrevocably assigns to the Company all rights, title, and interest therein, including all Intellectual Property Rights.

The Vendor grants the Company a perpetual, irrevocable, non-exclusive, royalty-free, enterprise-wide license to use, modify, and operate the solution (including any embedded third-party components) for its internal business purposes, without restriction.

All data, including customer data, transaction data, collection records, logs, and reports, shall be the exclusive property of the Company. The Vendor shall have no rights over such data except for the limited purpose of providing services under this Contract.

The Vendor shall ensure that the Company has continued access to the system and Deliverables, including provision for source code access/escrow, in the event of termination, vendor exit, or failure to support the solution.

Except as expressly provided herein, nothing contained in this RFP shall be construed to grant or imply any transfer of ownership of proprietary rights of either Party.

5.21 Subcontracting

The Bidder shall not subcontract, assign, or delegate, in whole or in part, any of its obligations for supply of the Software i.e. Collection Management System to any third party. However, subcontracting related to fulfilling any other obligations mentioned in this RFP, the vendor has to take prior written consent from the Company. The Company reserves the right to withhold such consent at its sole discretion. Notwithstanding any approval, the Bidder shall remain fully responsible and liable for the

performance of all obligations and compliance with applicable SLAs under the Contract.

5.22 Dispute Resolution

Any dispute arising out of or in connection with this Contract, which cannot be resolved amicably, shall be referred to arbitration in accordance with the Arbitration and Conciliation Act, 1996, as amended from time to time. The Parties shall mutually appoint a sole arbitrator, failing which the arbitration shall be conducted by a panel of three arbitrators. The seat and venue of arbitration shall be Mumbai, and the proceedings shall be conducted in English. The arbitral award shall be final and binding on the Parties. Notwithstanding the above, either Party may seek injunctive relief from a court of competent jurisdiction.

5.23 Ownership of Deliverables

All deliverables as per the scope of this RFP shall become the property of the Company; however, there shall be no transfer of ownership of Bidder's intellectual property rights contained in such deliverables. Any customization developed specifically for the Company by the Bidder during the tenure of the Contract shall be the intellectual property of the Company.

5.24 Exit Management

The Vendor shall, upon commencement of the Exit Management Period, extend full cooperation and necessary support to ensure a smooth, seamless, and orderly transition of the services to the Company or to any vendor nominated by the Company. The entire transition process shall be completed within a maximum period of four (4) months. All costs, expenses, and resources required for such transition and exit management activities shall be borne solely by Bidder as part of the Contract, and no additional charges towards exit management or transition support shall be payable by PSB Alliance.

The Vendor shall promptly provide all relevant information, including details of the current IT setup, documentation (including Intellectual Property-related documents), reports, and all data and materials related to the solution, including confidential information, required for transition.

Prior to the expiry of the exit management period, the Vendor shall hand over all updated materials and shall not retain any copies thereof, except one copy for archival purposes.

The Vendor shall, upon request, facilitate transfer/assignment/novation of relevant agreements, licenses, and service arrangements to the Company or its nominated vendor, as required for continuity of services.

The Company and/or its nominated vendor shall have the right to access the Vendor's premises and facilities for the purpose of transition and knowledge transfer.

5.25 Contract Period

The contract period will commence from the date of acceptance of the PO and will be valid for 5 years. Any further extension of the contract will be based on mutually agreed conditions between the Company and the Selected Vendor, as may be finalized at the relevant time.

5.26 Integrity Pact

To ensure transparency, equity, and competitiveness, and in compliance with CVC guidelines, this tender shall be governed by the Integrity Pact (IP) policy of the Company. The Pact envisages an agreement between prospective bidders/vendors and the Company, committing both parties not to exercise any corrupt influence on any aspect of the Contract.

Execution of the Integrity Pact with the Company shall be a mandatory pre-qualification requirement for participation in the tender. The Pact shall be effective from the stage of invitation of bids until completion of the Contract. Any bidder/vendor not signing the Pact or refusing to do so shall be disqualified from the bidding process.

The Integrity Pact shall be executed on stamp paper of appropriate value as per applicable state laws and shall be duly signed and sealed on all pages in the presence of two witnesses.

5.27 Payment Terms

The term of the contract will be five (5) years. The Bidder must accept the payment terms proposed by the Company as proposed in this section.

The scope of work is divided into different areas, and the payment would be linked to delivery and acceptance. All/any payments will be made subject to LD / penalty / compliance of Service Levels defined in the RFP document.

The Service Fees shall comprise:

- (i) a one-time Setup Fee for the design, development, configuration, and implementation of the Collection Management System, payable in two instalments; and
 - (ii) recurring Maintenance Fees for ongoing support, repairs, maintenance, and upkeep of the implemented system during the contract period, payable monthly.
- Maintenance Fees shall include—but not be limited to—system monitoring, troubleshooting, bug fixes, updates, and ensuring continuous availability and optimal performance.

All the invoices are to be raised in the name of PSB Alliance Private Limited as per the prescribed format given by PSB Alliance as per the pricing structure. All invoice-related disputes shall be settled/resolved with PSB Alliance Pvt. Ltd., with support from the concerned member bank if required.

The Bidder shall submit invoices to PSB Alliance Pvt. Ltd. in the calendar month immediately following the month in which the services were rendered. The timelines along with terms and conditions will be specified in the Service Level Agreement to be executed with the successful bidder

The payment to the selected bidder shall be made under the following two components:

1. One-Time Implementation & Integration Cost
2. Monthly Subscription & Maintenance Cost (based on the number of users onboarded, number of accounts handled, and miscellaneous charges such as SMS charges & charges for any other agreed services)

The One-Time Implementation & Integration Cost shall be released in the following stages:

Milestone	Description	Payment Percentage
Stage 1	Successful completion of system development, configuration and User Acceptance Testing (UAT)	40%
Stage 2	Successful deployment and Go-Live of the Collection Management System	60%

The tentative timeline for completion of the above stages shall be six (6) months from the effective date of execution of the Service Level Agreement (SLA).

Further, a cooling/observation period of three (3) months shall be applicable after Go-Live for monitoring system stability, performance, and operational effectiveness of the Collection Management System.

The Monthly Subscription & Maintenance Cost shall become payable from the 9th month onwards and shall be paid monthly. The payment shall be calculated based on no. of users onboarded, no. of accounts handled, SMS charges & charges for any other agreed services.

Procedure for claiming payments:

The Bidder shall submit payment requests to the Company in writing, along with duly signed and stamped invoices and supporting documents for the services rendered. The submitted invoices and documents shall be subject to verification and authentication by the Company.

Upon satisfactory verification, the Company shall release payment after deduction of applicable Tax Deducted at Source (TDS), in accordance with prevailing statutory provisions. All payments shall be made only through electronic fund transfer modes such as NEFT or RTGS.

The Bidder shall furnish accurate bank account details, including account number, bank name, branch, and IFSC code, for the purpose of facilitating such payments.

Upon receipt of each payment, the Bidder shall issue a duly stamped and signed receipt acknowledging the amount received, including details of applicable TDS.

The Company shall pay all undisputed invoices raised in accordance with this RFP and the subsequent Agreement within thirty (30) days from the date of receipt of such invoices, unless otherwise mutually agreed in writing, provided that the invoice has been duly raised after the amounts have become due and payable under the terms of this RFP and the Agreement.

Any objection or dispute in respect of the amounts invoiced or any component thereof shall be raised by the Company within twenty-one (21) days from the date of receipt of the invoice. However, in exceptional circumstances, the Company reserves the right to raise a dispute beyond the said period.

The Bidder shall provide necessary clarifications and supporting documents in respect of the disputed items within fourteen (14) days from the date of such dispute being communicated by the Company.

If any disagreement or dispute persists between the Company and the Bidder even after submission of clarifications, the same shall be resolved in accordance with the provisions of the Contract.

Upon resolution of disputes with respect to any disputed invoice(s), the Company shall release payment of the agreed amount within thirty (30) days from the date of such resolution.

All out of pocket expenses, traveling, boarding and lodging expenses for the entire Term of this RFP and subsequent agreement is included in the amounts and the Bidder shall not be entitled to charge any additional costs on account of any items or services or by way of any out-of-pocket expenses, including travel, boarding and lodging etc.

The price quoted by the Bidder shall be inclusive of all applicable taxes, duties, levies, charges, including customs duty, freight, forwarding, insurance, delivery, and all incidental expenses under applicable Indian laws, but exclusive of Goods and Services Tax (GST). GST shall be paid/reimbursed by the Company on actuality, subject to submission of valid tax invoices containing GSTIN and compliance with applicable statutory provisions. Any increase or decrease in GST rates shall be borne by the Company on actual basis.

The quoted price shall remain firm and shall not be subject to any variation on account of exchange rate fluctuations, inflation, market conditions, or increase in duties/taxes (other than GST). The Company shall not be liable to pay any out-of-pocket or additional expenses beyond the agreed price.

Any benefit arising out of reduction in taxes, duties, or costs shall be passed on to the Company, and any corresponding increase (other than GST) shall be borne by the Bidder.

5.28 Erasures of Alteration

The Bid should contain no alterations, erasures or overwriting except as necessary to correct errors made by the Bidder, in which case corrections should be duly stamped and authenticated by the person/(s) signing the Bid. The Bidder is expected to examine all instructions, forms, terms and specifications in the bidding documents. Failure to furnish all information required by the bidding documents or submission of bid not substantially/conclusively responsive to the bidding documents in every respect will be at the Bidders risk and may result in rejection of the bid.

5.29 Right to Accept any bid and to Reject any or all bids/ Cancellation of Tender Process

The Company reserves the right to accept or reject any or all Bids, in whole or in part, at any stage of the bidding process, including after issuance of the Letter of Intent, without assigning any reason and without incurring any liability. The Company may also amend, rescind, reissue, or cancel this RFP at its discretion, and such actions shall be binding on the Bidders.

If, at any stage, a Bidder is found not to meet the eligibility criteria or to have submitted false or incorrect information, the Bid shall be summarily rejected without any further correspondence.

No contractual obligation shall arise from this RFP process unless and until a formal Agreement is executed by duly authorized representatives of the Company and the selected Bidder. .

5.30 Softcopy of Tender Document

The soft copy of the tender document will be made available on the Company's website <https://www.psballiance.com/tenders-and-notice.html> However, the Company shall not be held responsible in any way, for any errors / omissions /mistakes in the downloaded copy.

5.31 Awarding of Purchase Order

Following techno-commercial evaluation, Purchase Order may be awarded to the bidder whose bid meets the requirements of this RFP and provides the best value to the Company from both a techno-functional and commercial point of view.

The Company reserves the right to award the Purchase order in whole or in part. The acceptance of the bid will be communicated by way of placing a purchase order in writing at the address supplied by the bidder in the bid document. Any change of address of the bidder should therefore be notified promptly to the Managing Director & CEO of PSB Alliance at the address given in this RFP. The terms and conditions of purchase order and RFP shall constitute a binding contract.

5.32 Compliance with Statutory and Regulatory Provisions

The Bidder, being an entity registered in India, shall be solely responsible for compliance with all applicable statutory, regulatory, and legal requirements (“Laws of the Land”) while delivering the services under this RFP. Any changes required on account of amendments to Government rules, regulations, or directions issued by regulatory authorities up to the stage of SRS sign-off shall be implemented by the Bidder without any additional cost to the Company. Any changes arising thereafter shall be undertaken only through a mutually agreed Change Request (CR) process, on terms and conditions agreed between the parties.

5.33 Legal Compliance

The Successful Bidder shall comply with all applicable central, state, and local laws and regulations, including obtaining necessary licenses, permits, and certificates, and payment of applicable taxes while performing its obligations under the Agreement. In the event the Bidder is found to be in violation of any applicable law or regulation, the Company reserves the right to terminate the Agreement with immediate effect.

The Successful Bidder shall maintain all requisite records, including accounting and statutory records, in compliance with applicable laws, including labor legislations.

The Successful Bidder shall ensure payment of minimum wages to all personnel engaged by it in accordance with the provisions of the Minimum Wages Act, 1948, as amended from time to time. Any liability arising out of non-compliance shall be solely borne by the Bidder.

5.34 Conflict of Interest

The Bidder shall promptly disclose to the Company, in writing, any actual or potential conflict of interest that exists or may arise, whether in relation to the Bidder or its personnel, in connection with the performance of the Services, as soon as it becomes aware of such conflict.

5.35 Publicity

Any publicity by the vendor in which the name of the Company is to be used will be done only with the explicit written permission of the Company and vice versa.

5.36 Earnest Money Deposit

The Bidder(s) shall submit a non-interest-bearing Earnest Money Deposit (EMD) in the form of a Bank Guarantee issued by a Scheduled Commercial Bank in India, in favor of “PSB Alliance Private Limited”, as per the format provided in Annexure K. The Bank Guarantee shall be valid for a period of one (1) year, with an additional claim period of twelve (12) months, for the amount specified hereunder.

EMD amount
INR. 10,00,000.00 (Rupees Ten Lakhs only)

- i Non-submission of Earnest Money Deposit in the format prescribed in RFP will lead to outright rejection of the Offer. The EMD of Unsuccessful Bidders will be returned to them within 3 weeks of completion of the onboarding of the Bidders. The EMD of successful Bidder will be discharged upon the Bidder signing the Contract and furnishing the Performance Bank Guarantee (as per the format provided)
- ii The EMD shall be in the form of Bank Guarantee (as per Annexure - K). It should be issued by a Scheduled Commercial Bank in India, drawn in favor of "PSB Alliance Private Limited".
- iii The EMD may be invoked under the following circumstances:
 - a. If the Bidder withdraws its bid during the period of bid validity (180 days from the date of).
 - b. If the Bidder makes any statement or encloses any form which turns out to be false, incorrect and / or misleading at any time prior to signing of contract and/or conceals or suppresses material information; and / or
 - c. The Bidder violates any of the provisions of the terms and conditions of this tender specification.
 - d. In case of the successful Bidder, if the Bidder fails:
 - To sign the contract in the form and manner to the satisfaction of Banks/Company.
 - To furnish Security Deposit in the form and manner to the satisfaction of the Banks/Company within the stipulated time period.
 - If EMD is forfeited for any reasons mentioned above, the concerned Bidder may be debarred from participating in the RFPs floated by the Company, in future, as per sole discretion of the Company.
 - It should be issued by a Scheduled Commercial Bank in India, drawn in favor of "PSB Alliance Private Limited".
 - The EMD may be invoked under the following circumstances:
 - e. If the Bidder withdraws its bid during the period of bid validity (180 days from the date of opening of Commercial Bid).
 - f. If the Bidder makes any statement or encloses any form which turns out to be false, incorrect and / or misleading at any time prior to signing of contract and/or conceals or suppresses material information; and / or
 - g. The Bidder violates any of the provisions of the terms and conditions of this tender specification.
- iv If EMD is forfeited for any reasons mentioned above, the concerned Bidder may be debarred from participating in the RFPs floated by the Company, in future, as per sole discretion of the Company.
- v As per the directives of GOI, Company has decided to waive off Tender Fee & EMD for MSME entrepreneurs. Exemption from submission of Tender Fees & Earnest Money Deposit (EMD) shall be given to Bidders who are Micro, Small & Medium Enterprises (MSMEs) and registered under provisions of the Policy i.e. registration with District Industries Centre (DIC) or Khadi and Village Industries Commission (KVIC) or Khadi and Industries Board (KVIB) or Coir Board or National Small Industries Commission (NSIC) or directorate of Handicrafts and Handlooms or Udyog Aadhaar Memorandum/ Udyam Registration (as applicable) or any other body specified by Ministry of MSME. Bids received without EMD from Bidders not having valid registration documents for exemption will not be considered. To qualify for Tender Fees & EMD exemption, firms should necessarily enclose a valid copy of registration certificate which is valid on last date of submission of the tender documents. MSME firms who are in the process of obtaining registration will not be considered for EMD exemption. MSME Bidder has to submit a self-

declaration accepting that if they are awarded the contract and they fail to sign the contract or to submit a Performance Bank Guarantee before the deadline defined by the Company, they will be suspended for a period of three (03) years from being eligible to submit bids for contracts with the Company.

5.37 Confidentiality

This RFP document contains confidential and proprietary information of the Company and shall not be disclosed, reproduced, transmitted, or made available by the Recipient to any third party without prior written consent of the Company. The document is provided subject to a confidentiality undertaking, which shall also apply to any amendments or revisions issued by the Company from time to time.

The Recipient may disclose the contents of this RFP only to its employees or authorized representatives strictly on a need-to-know basis for the purpose of preparing its response and shall ensure that such people are bound by similar confidentiality obligations. Any unauthorized disclosure shall be treated as a breach, which may result in disqualification, termination of contract, and/or legal action.

All responses submitted shall become the property of the Company and shall not be returned. The Company shall maintain confidentiality of the information provided by the Bidder and use the same solely for the purpose of evaluating and establishing a potential business relationship and shall not disclose such information to third parties without consent, except as required by law.

“Confidential Information” means all information that is disclosed by the Party disclosing such information (“Disclosing Party”) to the Party receiving such information (“Receiving Party”), whether in written, oral, electronic, or any other form.

The Receiving Party hereby undertakes the Disclosing Party as follows:

1. The Party receiving Confidential Information (“Receiving Party”) hereby undertakes to Party disclosing Confidential Information (“Disclosing Party”) as under:
 - a. Maintain strict confidentiality of the Confidential Information.
 - b. Use Confidential Information solely for the purpose of fulfilling its obligations under this RFP.
 - c. Not disclose, publish, or otherwise make available the Confidential Information to any third party, nor use it for any purpose other than as permitted under this RFP.
 - d. Implement adequate safeguards to protect the Confidential Information and ensure its secure custody.
 - e. Not copy or reproduce the Confidential Information in any form, except as expressly permitted under this RFP.
 - f. Upon request, promptly return or destroy all Confidential Information, including copies thereof, and cease any further use, without deriving any benefit, right, or advantage from such information.
2. Receiving Party may disclose the Confidential Information to any of its officer, employee, agent, assignee, sub-contractor who has a specific need for access to the Confidential Information, but only to the extent that such disclosure is necessary in order to provide Services under this RFP and that such person is bound by obligations of confidentiality.
3. In the event the Receiving Party discloses Confidential Information as permitted under this RFP, the Receiving Party shall:
 - a. Maintain a complete record of all copies/shared disclosures and make such records available to the Disclosing Party upon request.
 - b. Ensure adequate safeguards are in place to protect such information from unauthorized access, loss, or damage.
 - c. Ensure that all copies of Confidential Information are, upon request of the Disclosing Party or upon completion of the purpose for which such information was provided, promptly returned or

securely destroyed, including deletion/expunging of any electronic copies.

4. The obligations of confidentiality under this RFP shall not apply to information that:
 - a. is in the public domain, other than because of a breach of this RFP.
 - b. was already lawfully known to the Receiving Party at the time of disclosure.
 - c. is lawfully obtained by the Receiving Party from a third party without any obligation of confidentiality.
 - d. is required to be disclosed pursuant to any applicable law, regulation, or order of a court or governmental authority, provided that the Receiving Party promptly notifies the Disclosing Party (to the extent legally permissible) to enable it to seek a protective order or other remedy. The Receiving Party shall reasonably cooperate with such efforts and shall disclose only the minimum information required to comply with such obligation.
 - e. is independently developed by the Receiving Party without use of or reference to Confidential Information.
5. Return or Destruction of Confidential Information: Upon termination or expiry of the Agreement, or upon request of the Disclosing Party at any time during the term, the Receiving Party shall promptly return or securely destroy all Confidential Information and materials provided by the Disclosing Party, including all copies thereof. The Receiving Party shall furnish a written certification confirming such return or destruction.
6. The confidentiality obligations under this RFP shall remain in force for a period of Five (5) years from the date of disclosure of the Confidential Information.

5.38 Termination:

1. Termination by the Company: The Company may terminate the Agreement, in whole or in part, by giving thirty (30) days' prior written notice, upon occurrence of any of the following:

- a. Material breach by the Bidder, not cured within thirty (30) days of notice.
- b. Failure to meet SLA, timelines, or scope under the RFP/Agreement.
- c. Liquidated damages exceeding ten percent (10%) of the total contract value.
- d. The Bidder:
 - i. is subject to winding-up, liquidation, or dissolution.
 - ii. has a receiver/administrator appointed over its assets.
 - iii. becomes insolvent or unable to pay its debts.
 - iv. enters any arrangement with creditors.
- e. Failure to sign or execute the Agreement within stipulated timelines.
- f. Any attachment or legal encumbrance continuing for more than seven (7) days on the Bidder's assets.

2. Termination for Convenience: The Company may terminate the Agreement, in whole or in part, at its discretion by providing ninety (90) days' prior written notice, without assigning any reason.

3. Termination by the Bidder: The Bidder may terminate the Agreement only in the event of winding up or dissolution of the Company.

4. Consequences of Termination:

- a. The Company may recover dues from pending payments and/or invoke the Performance Bank Guarantee (PBG).
- b. The Company may engage another vendor to complete the remaining scope of work.
- c. The Bidder shall be paid for services rendered up to the termination date, after adjustment of penalties and liquidated damages.

- d. Payments, if applicable, shall include services rendered and unpaid AMC/ATS up to termination.
- e. The Bidder may be disqualified from future engagements, at the Company's discretion.

5. Effect of Termination / Exit Management:

- 5.1. Upon termination, expiry, or six (6) months prior to expiry of the Agreement, the Bidder shall support a reverse transition to the Company or its nominated vendor. Transition period shall be up to six (6) months post the 90-day notice period to ensure orderly transfer of services.
- 5.2. The Bidder shall:
 - a. Provide training to the Company/designated team/vendor.
 - b. Provide complete documentation (processes, systems, configurations).
 - c. Jointly manage operations for a defined transition period.
 - d. Assist in DR site relocation, if required.
 - e. Provide knowledge transfer (in electronic form, where available).
 - f. Extend all support required for seamless continuity of services.
- 5.3. Any additional services beyond the defined scope shall be mutually agreed and commercially negotiated. The Bidder shall ensure that transition support is not compromised under any circumstances.
- 5.4. All applicable warranties shall be assigned/transferred to the Company on an "as-is" basis. The Bidder shall execute necessary documentation for such transfer.
- 5.5. Both parties shall return/destroy Confidential Information and confirm compliance in writing.
- 5.6. A Reverse Transition Plan shall be jointly prepared; however, the Company's decision on compliance shall be final and binding. Any unresolved disputes shall be handled as per the arbitration clause.
- 5.7. **Survival Clause - The following provisions shall survive termination or expiry:
Confidentiality, Intellectual Property Rights, Warranties, Indemnity, and Limitation of Liability.**

5.39 Jurisdiction

All disputes arising out of or in connection with this RFP and the subsequent Agreement shall be subject to the exclusive jurisdiction of the courts at Mumbai.

5.40 Notices

All notices or communications under this Contract shall be in writing and shall be delivered by hand with acknowledgement, or sent by pre-paid registered post/courier, or by email (to be followed by physical delivery where required).

Any such notice or communication shall be deemed to have been duly received: (i) on the date of delivery, if delivered by hand; (ii) on expiry of seven (7) days from the date of dispatch, if sent by registered post/courier; and (iii) on the date of transmission, if sent by email.

5.41 Security

The Bidder shall ensure that all solutions and/or services provided under this RFP are supported by adequate controls and governance mechanisms. The Bidder shall maintain comprehensive audit trails and logs for all in-scope systems and services, and ensure that such logs are properly recorded, monitored, and reported. All application and API audit trails and logs shall be made available to the Company for review and analysis through the solution's User Interface. The Bidder shall facilitate a log export mechanism to the Banks on the application User Interface, which can be further ingested by the Bank into their Security Operations Center.

5.42 Audits

The Company reserves the right to conduct audits or inspections, either directly or through third parties, at any stage of the contract. The cost of such third-party audits shall be borne by the Company. The Bidder shall provide full cooperation and shall implement and close all audit observations within mutually agreed timelines.

The Successful Bidder shall grant the Company, its authorized personnel, auditors (internal/external), and regulatory/statutory authorities (including RBI) unrestricted access to relevant premises, systems, processes, records, and information related to the services, excluding cost and accounting records. Where any services are outsourced, Bidder should ensure similar access is provided to such third-party locations and records.

The Successful Bidder shall maintain complete and accurate records of all service-related operations in accordance with industry best practices and preserve such records for inspection by the Company or its designees, as required.

The Company shall provide at least one (1) week's prior notice for audits, except in the case of regulatory or statutory inspections. The Company shall not conduct more than two (2) audits in a financial year, except where required by regulatory or statutory authorities.

5.43 Risk & Title

Risk, title, and ownership of the deliverables and services provided under this Contract shall pass to the Company upon successful delivery and acceptance of such deliverables/services.

6. General Instructions

6.1 Registration of RFP Process

The Company shall register all RFP responses upon receipt by making an entry in a designated register. The Bidder shall ensure that the submission is complete in all respects, in the prescribed format, and submitted only through hand delivery, as specified in this RFP. Any incomplete submission or submission made through unauthorized modes (including fax/email) is liable to be summarily rejected.

All submissions, including supporting documents, shall become the property of the Company. By submitting a response, the Bidder grants the Company a non-exclusive, royalty-free right to reproduce, use, and disclose the contents of the submission, as whole or in part, solely for the purposes of evaluation, comparison, and the RFP process, notwithstanding any intellectual property rights subsisting therein.

6.2 Request for Additional Information

Bidders shall direct all communications and requests for clarification relating to this RFP to the designated officials of the Company, in writing, at least seven (7) days prior to the scheduled pre-bid meeting. All queries, whether technical or otherwise, must be submitted in writing only. The Company shall endeavor to respond to all reasonable queries; however, it shall not be under any obligation to do so and shall not entertain queries received beyond the timelines specified in the Key Information.

The Company may, at its sole discretion and without any obligation, seek additional information or clarifications from any Bidder after closure of the RFP, and such information shall form an integral part of the Bid. The Company may also engage in discussions with one or more Bidders for the purpose of clarification of responses.

Bidders shall provide valid email addresses for communication, and all responses to queries/clarifications may be shared with all Bidders through email.

6.3 Pre-Bid Meeting

The Company proposes conducting a pre-bid meeting on the date and time specified in the Key Information section, either at the designated venue or through virtual mode, to provide clarity on the scope of work and terms of this RFP.

Only shortlisted Bidders shall be permitted to participate in the pre-bid meeting. A maximum of two (2) representatives per Bidder shall be allowed to attend. Bidders are requested to submit their queries via email in advance, within the stipulated timelines, for discussion during the meeting.

Non-attendance at the pre-bid meeting shall not result in disqualification of any Bidder.

The Company reserves the right to invite its technical consultants or external experts to participate in the meeting addressing technical queries.

6.4 Disqualification

Any form of canvassing, lobbying, or attempt to influence the evaluation process, including inquiries regarding shortlisting or status of the Bid, shall result in disqualification of the Bidder.

6.5 Language of Bid

The Bid response and all communications with the Company shall be in English only. Supporting documents submitted in any other language shall be accompanied by a duly attested English translation, which shall prevail for the purpose of evaluation.

6.6 Period of Validity of Bids

The Bid shall remain valid for a minimum period of six (6) months from the last date prescribed for submission of bids. Any Bid valid for a shorter period shall be treated as non-responsive and may be rejected by the Company.

In the event of extension of the bid submission date, the validity period of the Bid shall be deemed to be reckoned from the revised submission date.

6.7 Errors and Omissions

Each Recipient should notify the Company of any error, fault, omission, or discrepancy found in this RFP document but not later than five business days prior to the due date for lodgment of Response to RFP.

6.8 Amendment of Bidding Documents

The Company reserves the right to modify, amend, or supplement the RFP at any time prior to the last date for submission of bids, either on its own initiative or in response to clarifications sought by prospective Bidders.

Any such amendments or clarifications shall be published on the Company's website and shall be binding on all Bidders. No separate or individual communication shall be made in this regard.

6.9 Authorization to Bid

The Bid submitted shall be binding on the Bidder and must be duly signed by authorized personnel of the organization. Such authorization shall be supported by a valid authorization letter or board resolution issued by a competent authority of the Bidder.

1. All pages of the Bid shall be initiated by the authorized signatory.
2. The Bid form shall be duly signed and stamped with the official seal of the Bidder.
3. Any interlineation, erasure, or overwriting shall be valid only if authenticated by the authorized signatory.
4. All such signatures/initials shall bear the official stamp of the Bidder.

The Bid shall be accompanied by an undertaking letter, duly signed by the authorized signatory, confirming the Bidder's commitment and clearly indicating the name and designation of the signatory.

In case the Bid is submitted through an authorized partner/distributor, a separate authorization letter from the principal Bidder, along with a commitment to fulfill the terms of the RFP and supporting documentary evidence (such as board resolution/power of attorney), shall be submitted.

6.10 Recipient Obligation to Inform Itself

The Recipient shall exercise due diligence and independently verify, investigate, and analyze all information contained in this RFP, including its accuracy, completeness, relevance, and implications.

6.11 Cost Borne by the Respondent

All costs and expenses (whether in terms of time or money) incurred by the Recipient/Bidder in connection with the preparation, submission, and participation in the RFP process, including attendance at meetings, discussions, demonstrations, and provision of additional information, shall be borne solely and exclusively by the Bidder. The Company shall not be liable for any such costs.

Any stamp duty or similar charges payable in connection with execution of the Agreement shall be

borne entirely by the successful Bidder.

6.12 No Legal Relationship

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

6.13 Three Bid System

1. The Bid shall be binding on the Bidder and must be duly signed and stamped on all pages by an authorized signatory. The authorization shall be supported by a valid Board Resolution/Power of Attorney. The Bid shall also include an undertaking letter, duly signed by the authorized signatory, indicating name, designation, and commitment to the Bid.
2. The Bidder shall submit the response in three parts:
 - a. Eligibility Bid
 - b. Technical Bid
 - c. Commercial Bid
3. The Company reserves the right to accept or reject any Bid, in whole or in part, at its sole discretion without assigning any reason.
4. Bids shall be submitted in sealed envelopes, with the Commercial Bid placed in a separate sealed envelope, duly superscribed with the RFP reference, date, State & UT and Bidder details. All documents shall be properly organized, serially numbered, and duly signed and stamped on each page, along with all required supporting documents.

6.14 Acceptance of Terms

By submitting a response to this RFP, the Bidder shall be deemed to have read, understood, and unconditionally accepted all the terms and conditions set out in this RFP.

6.15 Submission of Bid

The RFP response documents shall be submitted in physical form (paper copy), duly hard-bound, and shall consist of three separate sealed envelopes as detailed below:

Envelope 1: Eligibility Bid, Envelope 2: Technical Bid, Envelope 3: Commercial Bid

Envelope 1 – Eligibility Bid:

The envelope shall be superscribed as “**Eligibility Bid**”.

The Eligibility Bid shall include, but not be limited to, the following:

- RFP Application Form (Annexure A)
- Certificate for Confirmation of Eligibility (Annexure B)
- Documents for confirming the details & eligibility criteria as mentioned in Annexure A & B.
- Regulatory Compliance Certificate (Annexure H)
- Earnest Money Deposit (EMD) – Bank Guarantee (Annexure K)
- Certificate for Acceptance of Terms & Conditions (Annexure I)
- Pre-Contract Integrity Pact (Annexure M)

The Bidder shall ensure that **no price information is disclosed** in the Eligibility Bid. Inclusion of any price-related information may lead to disqualification.

Envelope 2 - Technical Bid:

The envelope shall be superscribed as **“Technical Bid”**.

The Technical Bid shall include, but not be limited to, the following:

- Certificate for Confirmation of Technical Cum Functional Evaluation (Annexure C)
- Documents for confirming the eligibility criteria mentioned in Annexure C.
- Masked Commercial Bid **without prices** as per Annexure E (*‘X’ to be mentioned wherever prices are applicable*).

The Bidder shall ensure that **no price information is disclosed** in the Technical Bid. Inclusion of any price-related information may lead to disqualification.

Envelope 3 - Commercial Bid:

The envelope shall be superscribed as **“Commercial Bid”**.

The Commercial Bid shall contain **only pricing-related information** and shall not include any technical details that contradict or supplement the Technical Bid.

The Commercial Bid shall include:

- **Commercial Bid with detailed pricing** as per Annexure E.
- **Bill of Material** as per Annexure F.
- **Commercial Compliance Certificate** as per Annexure G.

Note: The Eligibility Bid, Technical Bid and Commercial Bid shall be submitted in three separate sealed envelopes, duly superscribed as specified and all three envelopes shall be enclosed within a single outer envelope to constitute one complete set.

The Company may reject any proposal not containing all the requirements called for in various Annexures.

Company may seek clarifications from the any or each bidder as a part of technical evaluation. All clarifications received within stipulated time shall be considered for evaluation. In case a clarification is not received within the stipulated time, the respective technical parameter would be treated as non-compliant and decision to qualify the bidder shall be accordingly taken by the Company.

Prices quoted by the Bidder shall be fixed during the Bidder’s performance of the Contract and shall not be subject to variation on any account, including exchange rate fluctuations, changes in taxes, duties, levies, charges etc. A Bid submitted with an adjustable price quotation will be treated as nonresponsive and will be rejected.

The sealed bid envelopes as mentioned above should be delivered to the address given below mentioning the RFP Name & Ref. No.

PSB Alliance Private Limited, 3rd Floor, Unit No.301, VIOS Commercial Tower, Near Wadala Truck Terminal, Wadala East, Mumbai-400 037.

No other online modes of submission will be accepted.

The **Performance Bank Guarantee (PBG)** shall be submitted only upon award of contract and is **not part of the bid submission**.

6.16 Late Bids

Any bid received after the prescribed due date and time, as specified in the Key Information of the RFP, shall be rejected and returned unopened to the bidder.

6.17 Modification and Withdrawal of Bid

1. The Bidder may modify or withdraw its bid after the bid's submission, provided that written notice of the modification including substitution or withdrawal of the bids is received by the Company prior to the deadline prescribed for submission of bids.
2. The Bidder's modification or withdrawal notice shall be prepared, sealed, marked, and dispatched in accordance with the provisions of this RFP. A withdrawal notice may also be submitted via fax or email, provided it is followed by a duly signed confirmation copy, postmarked no later than the deadline for submission of bids.
3. No bid can be modified after the deadline for submission of Bids.
4. No bid shall be withdrawn during the period between the deadline for submission of bids and the expiry of the bid validity period specified by the Bidder in the Bid Form. Any withdrawal during this period shall result in forfeiture of Bid Security.
5. Any modification to the bid, clearly indicating the clause(s) being modified, shall be considered an integral part of the original bid, and such modifications shall be duly considered during the bid evaluation process.

6.18 Bid Opening:

1. The Bidder shall submit the bid comprising of 3 envelopes as mentioned hereunder:
Envelope 1: Eligibility Bid
Envelope 2: Technical Bid
Envelope 3: Commercial Bid
2. The Company shall first open Envelope 1 containing the Eligibility Bid and evaluate the same. Only those bidders found eligible after this bid's evaluation shall qualify for opening of Envelope 2 containing the Technical Bid.
3. Technical evaluation shall be carried out only for bidders who qualify in the Eligibility Bid evaluation stage. Envelope 3 containing the Commercial Bid shall be opened only for those bidders who are found technically responsive and qualified pursuant to the technical evaluation process. The date and time for opening of Technical Bids and Commercial Bids shall be intimated separately to the eligible/qualified bidders.
4. Attendance of authorized representatives of bidders present at the respective bid openings shall be recorded capturing the representative's name and bidder's name.
5. Each bid document (excluding printed literature, brochures, and reports) shall be serially numbered, signed, and dated by the Company's officials at the time of opening.
6. The following details shall be announced at the time of opening of the respective envelopes:
 - a. Bidder's name
 - b. Bid modifications or withdrawals, if any
 - c. Submission or non-submission of required documents including Bid Security/Earnest Money Deposit (where applicable)
 - d. technical details (in case of Technical Bid opening)
 - e. Any other details as deemed appropriate by the Company
7. Any alterations in the bids shall be duly signed by the authorized signatory of the bidder to

confirm their validity at the time of submission.

8. An “on-the-spot statement” containing details of bids opened and particulars announced shall be prepared and signed by the Company officials present during the respective bid opening process.
9. Bids (including modifications under Clause 6.17 of Section 6) not opened and read out during the bid opening process shall not be considered for evaluation and shall be returned unopened.
10. Technical Bids and Commercial Bids of bidders not meeting the eligibility criteria specified in Annexure B shall not be opened and may be returned unopened.
11. Commercial Bids of bidders who do not qualify in the technical evaluation stage shall not be opened and may be returned unopened.
12. Any request for clarification and the corresponding response shall be in writing.
13. No change in the price or substance of the bid shall be permitted after submission of the bid.

7. Evaluation Process

7.1 Objective of the Evaluation Process

The objective of the evaluation process is to assess the bids to select the most effective and best-fit solution at a competitive price. The evaluation shall be carried out by an Internal Committee constituted by the Company. The Company may also consider recommendations from external experts or consultants during the evaluation process. The decision of the Committee shall be final and binding.

The Company shall scrutinize the bids to determine whether they are complete in all respects, free from computational or clerical errors, supported by the required technical documentation, duly signed, and compliant with the prescribed format and schedule. The Company reserves the right, at its sole discretion, to waive any minor non-conformity or deficiency in a bid. Such waivers shall be binding on all Bidders, and the Company's decision in this regard shall be final.

Each Recipient acknowledges and agrees that the Company may, at its sole and absolute discretion, apply evaluation criteria as deemed appropriate, including criteria not expressly specified in this RFP. The issuance of this RFP is merely an invitation to offer and shall not be construed as creating any contractual obligation, agreement, or arrangement. By submitting a response, the Recipient confirms that it has not relied upon any statement, representation, or warranty not expressly contained in this RFP.

The Company may seek clarifications or additional information from the Bidders with respect to their technical or commercial bids. Such clarifications or additional particulars must be submitted in writing within the stipulated timeline, failing which the bid may be liable for disqualification.

The Company also reserves the right to invite Bidders for presentations, product demonstrations, or solution walkthroughs based on their technical submissions. Further, the Company may conduct reference site visits to Bidder's client locations to validate the proposed solution and its implementation.

Bidders qualifying in the **Eligibility Bid** will be shortlisted for the **final Techno-Commercial Bid evaluation**.

Through this Request for Proposal, Company aims to select a Bidder/ application provider who would undertake the designing and implementation of the required collection management system. The Bidder shall be entrusted with end-to-end responsibility for the execution of the project under the scope of this RFP. Bidder is expected to commit to the delivery of services with performance levels set out in this RFP with a Service Level Agreement.

7.2 Preliminary Examination Offers:

1. The Company shall examine the bids to determine whether they are complete, whether the required formats and documents have been submitted, whether the documents have been properly signed, and whether the bids are generally in order.
2. The Company may, at its discretion, waive any minor infirmity, non-conformity, or irregularity in a bid that does not constitute a material deviation.
3. The determination of a bid's responsiveness shall be based solely on the contents of the bid itself, without recourse to any extrinsic evidence.
4. If a bid is found to be non-responsive, it shall be rejected and may not subsequently be made responsive by the bidder through correction of the non-conformity.

7.3 Clarification of Bids

To facilitate scrutiny, evaluation, and comparison of bids, the Company may, at its sole discretion, seek written clarifications from any or all bidders. No change in the price or substance of the bid shall be permitted. The decision of the Company in this regard shall be final and binding.

The bidder shall notify the Company in writing of any subcontract(s), whether specified in the bid or proposed later. Such notification shall not relieve the bidder of any obligations under the contract. The Company reserves the right to accept or reject such arrangements and may require submission of supporting documents.

7.4 Evaluation Methodology:

The selection of bidders shall be carried out through a two-stage evaluation process designed to ensure that only qualified and capable bidders are considered for further assessment:

Stage 1: Eligibility Evaluation (Eligibility Bid)

Stage 2: Techno-Commercial Evaluation (Technical Bid & Commercial Bid)

Each stage of evaluation shall be conducted sequentially. Only those bidders who successfully qualify in Stage 1 shall be considered in Stage 2 of the evaluation process. The decision of the Company in this regard shall be final and binding.

Bidders are required to submit complete and relevant documentary evidence, solution demonstrations or detailed explanations to substantiate their claims in support of each eligibility criterion. The submitted documents shall be reviewed to verify compliance with the stipulated requirements. Any bid found to be incomplete, lacking in required documentation, or not meeting the prescribed eligibility criteria, may be rejected at this stage at the sole discretion of the Company.

Clarifications, if required, may be sought from the bidders during the evaluation process. However, submission of incomplete or inadequate information may lead to disqualification. The decision of the Company regarding the eligibility of bidders shall be final and binding, and no correspondence in this regard shall be entertained.

7.5 Eligibility Evaluation:

In the first stage, all bids received under the "Eligibility Bid" envelope shall be evaluated against the Eligibility Criteria and mandatory submission requirements as specified in this RFP, including Annexure B and other relevant annexures/forms prescribed under the Eligibility Bid.

The evaluation shall include verification of documents such as the RFP Application Form, eligibility criteria supporting documents, Regulatory Compliance Certificate, Earnest Money Deposit (EMD), Certificate for Acceptance of Terms & Conditions, Pre-Contract Integrity Pact, and other required declarations/documents.

Only those bidders who are found to be fully compliant with the Eligibility Criteria and submission requirements of the Eligibility Bid shall be declared as "Eligible Bidders" and shall be taken forward for the Technical Evaluation stage.

The Bidder shall ensure that no price-related information is disclosed in the Eligibility Bid. Inclusion of any commercial or price information in this envelope may lead to disqualification of the bid.

7.6 Techno-Commercial Evaluation:

The Techno-Commercial Evaluation of bids shall be carried out using the Quality Cum Cost Based Selection (QCBS) method, wherein both technical quality and commercial competitiveness shall be considered for final selection of the bidder.

Under this methodology, the overall score of each bidder shall be derived by combining the Technical Score and the Commercial Score, based on the weightages defined below:

Sr. No.	Components	Weightage
1	Technical Evaluation	70%
2	Commercial Evaluation	30%
Total		100%

Technical Evaluation:

The Technical Evaluation shall be carried out under following categories.

Sr. No.	Evaluation Criteria	Maximum Marks
1.	Technical cum Functional Evaluation	600
2.	Product Demonstration & Presentation	400
Total		1000

1. **Technical cum Functional Evaluation** shall be evaluated as per the details given in Annexure C i.e. Certification for Confirmation of Technical Cum Functional Evaluation.

Note: RA–Requirement Available as Part of Solution (Fully Functional): The requirement is readily available in the existing solution and is fully functional without any modification - Score: 5 Marks.

RC–Requirement Available through Customization: The requirement can be met through minor configuration or customization of the existing solution, without significant development effort - Score: 3 Marks.

RD–Requirement Feasible but Requires Development: The requirement is not currently available but is feasible and can be developed with additional effort - Score: 1 Mark.

2. All eligible bidders will be required to make **Product Demonstration & Presentation** as per the date notified in this RFP.

Technical score will arrive at treating the marks of the bidder scoring the highest marks (A) in technical evaluation as 100. Technical scores for other bidders (B, C, etc.) will be computed using the formula

Marks of B/Marks of highest scorer A * 100

Bidder scoring at least a minimum score of 750 marks will be declared as technically qualified.

The bidders scoring less than 750 marks (cut-off score) out of 1000 marks in the technical evaluation shall not be considered for further selection process and their offers will be dropped at this stage.

In case none of the participating bidders qualify in technical criteria by reaching or exceeding the cut-off score of 75%, then the Company, at its sole discretion, may relax the cut-off score to a lower value,

which, in any case, shall not fall below 60%. In case at least two participants have not scored 60%, then the Company reserves the right to cancel and go for retendering process. However, this would be at the sole discretion of the Company.

Company reserves the right to conduct a reference site visit/ video conference/ voice call with Bidder to substantiate the credentials/ copy of PO/ Contract copy/ sign-off submitted by Bidder and/ or OEM. In case the input/ feedback received from the Customer is negative/ unsatisfactory, Company reserves the right to reject the Bid.

If only one bidder qualifies, Company at its discretion may select bidders with the top two technical scores for final commercial evaluation. Company will only open the indicative commercial bids of only those bidders who are technically qualified. Company at its discretion may reject the proposal of the Bidder without giving any reason whatsoever, if in Company's opinion, the Solution Sizing was not made appropriately to meet the performance criteria as stipulated by the Company.

Commercial Evaluation:

The Commercial Score shall be calculated based on the quoted price submitted by the bidders in the Commercial Bid. The bidder quoting the lowest price (L1) shall be assigned the highest commercial score i.e. 30 and the scores of other bidders shall be calculated proportionately using an appropriate normalization formula as mentioned below.

$$\text{Commercial Score} = (\text{L1 Price} / \text{Bidder's Price}) \times 100$$

Final Composite Score:

The final composite score of each bidder shall be calculated using the following formula:

$$\text{Final Score} = (\text{Technical Score} \times 0.70) + (\text{Commercial Score} \times 0.30)$$

The bidder securing the highest final composite score shall be ranked as H1 (Highest Ranked Bidder) and shall be considered for award of the contract, subject to meeting all other terms and conditions specified in this RFP.

Commercial Bid Evaluation Considerations:

In case of any discrepancy in the commercial bid, the following shall apply:

1. Amount in **words shall prevail** over figures.
2. In case of mismatch between **percentage and amount**, the amount derived as per the stated percentage shall prevail.
3. In case of discrepancy between **unit rate and line-item total**, the unit rate shall prevail, unless there is an obvious error (e.g., decimal misplacement), in which case the line-item total shall prevail.
4. In case of discrepancy between the **quoted amount and total of line items**, the total of line items (BoM) shall prevail.
5. Corrections as per above shall be **binding**, unless they increase the overall bid price, in which case the original bid price shall prevail.
6. **Arithmetic errors and totals** shall be corrected by the Company.
7. If the bidder **does not accept corrections**, the bid shall be rejected.
8. The Company reserves the right to **seek clarifications/normalization** or apply additional evaluation criteria.
9. **Compliance with applicable laws**, including minimum wages, shall be the bidder's responsibility.
10. The Company shall **not be liable** for rejection arising from such corrections.
11. Bidders are responsible for **accuracy of calculations and formulas** in the BoM.
12. All values shall be **rounded to two decimal places** ($\geq .005$ rounded up, otherwise rounded down).

7.7 Normalization of Bids

1. The Company shall undertake a process of technical evaluation and normalization of the bids, to the extent possible and feasible, to ensure that all Bidders are placed on a comparable technical footing. Following the normalization process, if the Company determines that any bid requires further normalization and that such normalization has a bearing on the commercial bid, the Company may, at its sole discretion, require all technically shortlisted Bidders to resubmit their technical and commercial bids for further scrutiny.
2. The Company reserves the right to repeat the normalization process at any stage of the technical evaluation or until it is satisfied with the outcome of the evaluation process. By submitting a response to this RFP, the Bidders acknowledge and agree that they have no objection or reservation to the normalization process and shall extend full cooperation to the Company throughout the process. Submission of the bid shall be deemed as the Bidder's unconditional acceptance of the process and conditions relating to such normalization.

8. Key Guidelines

3. Bids must strictly comply with the specified requirements.
4. Non-compliant, incomplete, or ambiguous bids may be rejected at the Company's discretion. Bidders must clearly confirm compliance and provide remarks in the designated column.
5. Any deviations must be disclosed only in the specified section of the Technical Bid; deviations elsewhere may not be considered.
6. Supplementary information shall be submitted on separate sheets.
7. All pages must be serially numbered and signed with the Bidder's seal.
8. Technical Bid documents shall be properly bound.
9. PSB Alliance reserves the right to accept or reject any or all bids and to shortlist vendors at its discretion.

9. Information Ownership

All information processed, stored, or transmitted through Bidder's equipment shall remain the exclusive property of the Company. The Bidder shall have no ownership or usage rights, including access or redistribution, except as expressly authorized by the Company.

The Bidder shall ensure adequate protection and confidentiality of such information and acknowledges that any failure may attract civil, criminal, or administrative liabilities under applicable laws.

Any information designated as sensitive by the Company shall be protected against unauthorized access, disclosure, or modification. The Company's determination of sensitivity shall be final and binding.

Sensitive information may include, but is not limited to statutorily protected data, legal and disciplinary matters, complaints, IT security details, pending cases, and civil/criminal investigations.

The Bidder shall not publish or disclose, without prior written consent of the Company, any details relating to security safeguards designed, developed, implemented, or existing at Company locations.

The Bidder shall establish and implement procedures to ensure that any IT asset leaving user control (e.g., reassignment, repair, replacement, upgrade) is securely cleansed of all Company data and sensitive applications.

10. Security, Configuration, Monitoring and Audit

The Bidder shall implement baseline security configurations for the Operating System, Database, Web Server, and all applications in line with industry's best practices.

Compliance may be verified through periodic security audits conducted by or on behalf of the Company. The frequency shall be at the Company's discretion, while regulatory audits shall be conducted as per applicable guidelines.

Audits may include, but are not limited to, review of access controls, physical security, I/O controls, database security, backup & recovery, network security, and change management.

The Bidder shall provide the Company (or its representatives) access to facilities, systems, records, documentation, databases, personnel, and monitoring systems for audit and inspection purposes.

The Company reserves the right to audit monitoring and performance systems (manual or automated) without prior notice to the Bidder.

11. Penalties:

1. If at any time during performance of the contract, the Vendor should encounter unexpected conditions impeding timely completion of the services under the agreement and performance of the services, the Vendor shall promptly notify the PSB Alliance in writing of the fact of the delay, its likely duration and its cause(s). As soon as practicable, after receipt of the Vendor's notice, the PSB Alliance shall evaluate the situation and may at its discretion extend the Vendor's time for performance, in which case the extension shall be ratified by the Parties in writing, including by amendment of the Agreement, exchange letters or email. The Bidder shall have to enter into a "Service Levels Agreement" with PSB Alliance covering all terms and conditions of this tender.

Penalty for Operational/ Functional Issues:

Impact of the Issue	Response Time	Resolution Time
High Business Impact Issues	Within 30 Minutes of issue being reported	1 Hour from the time of complaint
Medium Business Impact Issues	Within 30 Minutes of issue being reported	4 Hours from the time of complaint
Low Business Impact Issues	Within 30 Minutes of issue being reported	24 hours from the time of complaint

High Business Impact Issues: - These are the issues whereby users of the proposed Platform Solutions cannot deliver required services. Such as system is not giving output or giving error message, user not able to login to application, application not running, modules not working.

Medium Business Impact Issues: - The service of the application has deficiency in output of the process and is impacting business service quality and requires urgent solution. Such as the output is not as per expectation, the output has incorrectness, issues due to data recovery, security configuration, user access profile etc.

Low Business Impact Issues: - These are the issues which may not be of immediate urgency, and it is acceptable that the services to business can be delivered by next day.

Following are the penalties if issues are not resolved within prescribed resolution time:

Sr. No.	Issues	Items	Penalty in %
1	High Business Impact Issues	Unable to log in, Allocation of Accounts, Trail/Feedback Update	2% of total monthly payout for each day of default
2	Medium Business Impact Issues	Geo tagging & Geo visit, Digital ID Card, 360-degree view of customer profile	1% of total monthly payout for each day of default
3	Low Business Impact Issues	Agent, Agency & Staff Empanelment Modules, Reports & Dashboards	0.50% of total monthly payout for each day of default

Note:

- A “day of default” shall be considered only if the respective feature, module, or application remains non-functional or unavailable for a continuous period exceeding four (4) hours.
- The cumulative penalty in a month shall be capped at a maximum of ten percent (10%) of the total monthly payout payable to the Vendor for the respective month.
- In the event the cumulative penalty reaches the aforesaid cap, the Company reserves the right to initiate appropriate actions, including termination of the contract, as per the terms and conditions of the Agreement/RFP.
- The issue categories, illustrative items, and penalty structure provided above are indicative in nature. The Company reserves the right to classify issues based on actual business impact, consider additional factors/scenarios while computing penalties, and include any other issue(s) not explicitly mentioned above, if such issue impacts business operations or service delivery.
- The decision of the Company with respect to categorization of issues, computation of penalties, and determination of business impact shall be final and binding on the Vendor.

2. PSBA would expect the bidder to commit to the service level assurances. The Bidder shall commit to maintaining uptime of 99.95 and above per month.

3. Cost of monthly pay-out is the amount calculated per month for all the contracted payment to be due to Vendor for ensuring running of the proposed project under this RFQ such as ATS/ annual subscription amount.

Level of Uptime Percentage	Penalty Details
99.95% and above	No penalty
99.00% and above but below 99.95%	1% cost of monthly pay-out
98.00% and above but below 99.00%	2% cost of monthly pay-out
97.00% and above but below 98.00%	5% cost of monthly pay-out
Below 97.00%	10% cost of monthly pay-out
Below 90%	No Payment

4. Penalties will be applicable due to downtime of software application.

5. The bidder shall guarantee 99.95 percentage of uptime.

6. Further if the number of downtime instances during a month exceeds 3 times, an additional 0.50% downtime will be reduced from uptime, and the penalty will be calculated accordingly.

7. Penalties, if any shall be calculated for every month and recovered from the next payment payable to the successful bidder.

8. Wherever applicable as stated above while effecting any payment, deduction towards penalty payment will be made. Hence the bidder should raise the invoice deducting the penalty amount.

9. Calculation of % Uptime = $(\text{Total uptime of system} - \text{downtime of system} / \text{Uptime of system} * 100)$

The performance level of Vendor services should be reviewed on a quarterly basis. If the services are assessed as not satisfactory by PSBA, the service agreement may be terminated by PSBA at its absolute discretion.

Annexure A**Request for Proposal Application Form****Reference No. PSBA/RFP/Collection Management System/2025-26/TBD****Date: TBD**

Sr. No.	Particulars	Response from the Bidder
1.	Name of the Bidder	
2.	Year of establishment and constitution (Proprietorship, Partnership, LLP, Pvt Ltd, Ltd.)	
3.	Address of Registered office and corporate office	
4.	Address of other office locations of the Bidder	
5.	Name of the Proprietor/Partners/Directors of the Company (Each registered Partners/Directors to be listed here)	
6.	Brief Background & Description of the Bidder	
7.	Names and designations of the persons authorized to make commitments to PSB Alliance Private Limited	
8.	Contact Number of Authorized Person	
9.	E-mail ID of Authorized Person	

10.	Financial of the Bidder for the last 3 Financial Years	In Lakhs.			
		Particulars	2023-24	2024-25	2025-26
		Turn over			
		Net Profit			
		Net Worth			
11.	Details of Statutory Registration of Bidder (whichever is applicable)	Sr. No.	Document	Registration No.	Date of Registration.
		1	PAN		
		2.	GST		
		3.	CIN		
		4.	MSME Udyam (For MSMEs)		
		5.	DPIIT Certificate (For Startups)		
12.	Escalation Matrix with First Level Support, Second Level Support, Regional & Zonal head, Country Head Details along with their Name, Contact Number (LL & Mobile), E- Mail ID.	(Use a Separate Sheet to create the Chart)			
13.	Name of the Scheduled Commercial Banks and NBFCs where such Collection Management System have been provided by the Bidder & start date of their respective agreements.				
14.	Details of inputs, infrastructure & other requirements required by the Bidder to execute this assignment.				

Signature:

Name of the Collection Agency:

Name of the Authorised Signatory:

Designation:

Date:

Annexure B**Certificate for Confirmation of Eligibility**

Sr. No.	Criterion	Requirement	Supporting Document	Complied (Yes/No)
1	Blacklisting / Debarment	The bidder has not been blacklisted, debarred, or declared ineligible by any Bank, NBFC, government authority, or regulatory body. The bidder, its promoters, directors, key managerial personnel, and affiliates have not been involved in any fraud, financial irregularity, or criminal offense.	Self-declaration on company letterhead	
2	Legal Proceedings	No pending or threatened legal proceedings, inquiries, investigations, sanctions, or regulatory actions by any scheduled commercial Bank, NBFC, statutory or regulatory authority, or any government (India or abroad) that would materially affect its ability to perform obligations under this RFP.	Self-declaration on company letterhead	
3	Registration & Vintage	The bidder must be a Registered entity (Public/Private/PSU/PSE/Partnership Firm/LLP) in India and should have been in operation for at least 5 years.	Certificate of Incorporation, Partnership Deed, LLP incorporation certificate, PAN & GST. For MSME – MSME Udyam Certificate. For Startup – DPIIT Certificate.	

Sr. No.	Criterion	Requirement	Supporting Document	Complied (Yes/No)
4	Experience	Bidder must be in the business of providing Automated Collection Management systems in the last 3 years for at least 2 Scheduled Commercial Banks or *NBFCs.	Contract/Work order/Engagement Letter from Client with contact details of the client.	
5	Net Worth & Profitability	The Bidder must have a positive net worth and should be profitable in the last financial year (FY 2025-26). MSMEs & Startups shall be exempted from the same.	Audited financials / CA certificate	
6	Turnover	Minimum annual turnover of Rs. 50 crore and above in each of the last three financial years (FY 2023-24, 2024-25 and FY 2025-26) at individual-company level. In case of MSME/Start-up: Minimum annual turnover of Rs. 35 crore and above in each of the last three financial years (FY 2023-24, 2024-25 and FY 2025-26) at individual-company level.	Audited financials / CA certificate	
7	Duplicate Bidding	The Bidder shall provide declaration that any of its subsidiaries or associate or holding company or companies having common director/s or companies in the same group of promoters/management or partnership firms/LLPs having common partners has not participated in the bid process.	Self-declaration on company letterhead	
8	Ownership	The Bidder should not be owned or controlled by any of the Directors or present employees (or relatives) of PSB Alliance Pvt. Ltd. & its member banks.	Self-declaration on company letterhead	
9	Subcontracting/ Consortium	The bidder shall not subcontract, outsource, or enter any consortium, joint venture, or partnership arrangement with any third party for supply of software - Collection Management System under this RFP.	Undertaking on company letterhead	

Sr. No.	Criterion	Requirement	Supporting Document	Complied (Yes/No)
10	OEM (Original Equipment Manufacturer)	The Bidder shall own, develop and have intellectual property rights over the proposed software/product and shall be responsible for its core functionality, upgrades and technical support.	Self-declaration on company letterhead	
12	Operational Office in Mumbai	The Bidder shall have at least one operational office in Mumbai.	Self-declaration on company letterhead	

*The NBFC must have at least an AUM of 500 Cr.

Signature:

Name of Authorized Signatory:

Designation:

Name of Bidder:

Date:

Annexure C

Technical Cum Functional Evaluation

Annexure C: Technical Cum Functional Evaluation Criteria is attached as a separate file.

Annexure D

Masked Commercial Bid

Annexure D i.e. Masked Commercial Bid is attached as a separate file.

Annexure E

Commercial Bid

Annexure E i.e. Commercial Bid is attached as a separate file.

The Bidder shall abide by the following terms and conditions:

- a. The Bidder must provide costs for all applicable line items included in the Bill of Materials (BOM).
- b. Any recurring costs shall be clearly specified and quantified; failing which, such services shall be deemed to be provided at no additional cost. Quantities shall not be altered.
- c. Items quoted with zero cost shall be treated as provided free of charge.
- d. All deliverables shall comply with the requirements specified in the RFP.
- e. Service charges shall include all services and requirements as per the RFP.
- f. The Vendor shall ensure accuracy of all calculations; PSBA reserves the right to correct any errors for evaluation purposes.
- g. All prices shall be quoted in Indian Rupees (INR) only.
- h. Prices shall be inclusive of all taxes, duties, and levies, excluding GST, which shall be paid at actuals. GST details must be provided in commercial and masked bids. Prices shall remain firm with no escalation during the contract period, and bids with adjustable pricing shall be rejected.
- i. Unit-wise pricing shall be provided and will be used for TCO calculation; PSBA may avail services as per its requirements during the contract period.
- j. All commercial values shall be quoted up to two decimal places only; values beyond this shall be ignored for evaluation.

Annexure F

Bill of Material (BOM)

Sr. No.	Category	Item Description	Quantity	Details / Specifications	Remarks
A	Licenses	Perpetual / Enterprise-wide / Subscription / Others (specify)			
1					
2					
B	Other Components / Services				
1					
2					

Signature:

Name of Authorised Signatory:

Designation:

Name of Bidder:

Date:

Annexure G

Commercial Compliance Certificate

To,

PSB Alliance Pvt. Ltd.

Mumbai

Madam/Dear Sir,

Having examined the Bidding Documents, the receipt of which is hereby duly acknowledged, we, the undersigned, offer to supply and provide services as per the scope defined in the RFP and in conformity with the said Bidding Documents.

We undertake that the prices quoted are in conformity with the specifications prescribed in the RFP.

We agree to abide by this bid for a period of 180 days from the date fixed for bid opening, and it shall remain binding upon us and may be accepted by the Company at any time before the expiry of that period.

Until a formal contract is prepared and executed, this bid, together with your written acceptance and notification of award, shall constitute a binding contract between us.

We understand that the Company is not bound to accept the lowest or any bid received. We agree to all terms and conditions mentioned in the Tender document.

Terms & Conditions:

The fee quoted shall be on a fixed-price basis and shall include all components and services, inclusive of all applicable taxes, duties, levies, freight, forwarding, insurance, delivery, etc., under Indian law, excluding GST, which shall be paid/reimbursed at actuals upon submission of valid tax invoices with GSTIN.

Any increase in GST or introduction of new taxes by the Government shall be reimbursed at actuals. Any reduction in taxes, duties, or costs shall be passed on to the Company.

The prices quoted shall remain firm and shall not be subject to change due to exchange rate fluctuations, inflation, market conditions, or changes in duties. No out-of-pocket expenses shall be payable by the Company.

Note: The Vendor shall adhere to the working hours and operational timings of the Company.

Signature:

Name of Authorised Signatory:

Designation:

Name of Bidder:

Date:

Annexure H

Regulatory Compliance Certificate

To,

PSB Alliance Pvt. Ltd.

Mumbai

Madam/Dear Sir,

1. Having examined the RFP, including all annexures, the receipt of which is hereby duly acknowledged, we, the undersigned, offer to provide the services in conformity with the said RFP, in accordance with our proposal and the Schedule of Prices indicated in the Price Bid, forming part of this RFP.
2. We confirm that this offer shall remain valid for a period of 180 days from the date fixed for opening of bids.
3. This Bid, together with your written acceptance thereof and your notification of award, shall constitute a binding contract between us.
4. We undertake that, in competing for and, if the award is made to us, in executing the subject contract, we shall strictly observe the laws against fraud and corruption in force in India, including the Prevention of Corruption Act, 1988.
5. We agree that the Company is not bound to accept the lowest or any bid that it may receive.
6. We confirm that neither we nor the proposed OEM solution provider are blacklisted, as on the date of bid submission, by any regulator, statutory body, government department, PSU/PSE, or bank in India.

Signature:

Name of Authorised Signatory:

Designation:

Name of Bidder:

Date:

Annexure I

Certificate for Acceptance of Terms & Conditions

To,

PSB Alliance Pvt. Ltd.

Mumbai

Madam/Dear Sir,

Further to our proposal dated _____, submitted in response to the captioned RFP issued by PSB Alliance Pvt. Ltd., we hereby covenant, warrant, and confirm as follows:

We agree to comply with all terms and conditions stipulated in the RFP, including all annexures, addenda, corrigenda, and any amendments issued thereafter. We further confirm that our bid is unconditional and free from any deviations.

We acknowledge that PSB Alliance Pvt. Ltd. shall not be bound by any extraneous conditions or deviations, whether stated in our proposal or communicated subsequently, either orally or in writing. The decision of PSB Alliance Pvt. Ltd. in this regard shall be final and binding on us.

Signature:

Name of Authorised Signatory:

Designation:

Name of Bidder:

Date:

Annexure J**Pre-Bid Query Format****Bidder's request for Clarification - to be submitted before the last date mentioned in the RFP for submission of the pre-bid queries i.e. TBD**

Any bidder intending to respond to this RFP and requiring clarification on any part of the document may submit their queries to PSB Alliance using the format provided below.

All questions received before deadline specified in the RFP will be formally responded to and questions/points of clarification and the responses will be circulated to all participating bidder if required. The source (identity) of the bidder seeking points of clarification will not be revealed. Alternatively, PSB Alliance may, at its discretion, answer all such queries in the pre-bid meeting.

Pre-Bid Query Format

Query Reference No.	RFP Section (Clause number)	RFP Page Number	RFP Excerpt	Query Description/ Clarification sought

1. In case of multiple queries, bidders are not required to repeat contact details. Only the information as per the pre-bid query format (table provided above) should be furnished for subsequent queries.
2. The queries must be submitted in a spreadsheet using the same column headings as specified in the table above, preferably in MS Excel format.
3. Bidders are requested to clearly indicate their preferred mode of communication along with complete contact details for receiving responses.

Signature:

Name of Authorised Signatory:

Designation:

Name of Bidder:

Date:

Annexure K

Format of Bank Guarantee for Earnest Money Deposit (EMD)

(To be executed on non-judicial stamp paper / e-stamp paper of appropriate value as per applicable law)

Bank Guarantee No.:

Date:

Amount: Rs.

Validity: Up to

Claim Period:

To,

The Managing Director & CEO

PSB Alliance Pvt. Ltd.

Mumbai

Madam/Dear Sir,

This Bank Guarantee (“Guarantee”) is issued by <Name of Bank>, having its registered office at [•] and branch office at [•] (hereinafter referred to as the “Guarantor”, which expression shall include its successors and assigns), in favour of PSB Alliance Private Limited (“Company”), on behalf of [**Bidder Name**] (“Bidder”).

WHEREAS:

A. The Company has issued RFP Ref. No. PSBA/RFP/Collection Management System/2025-26/02 Dated 16/04/2026.

B. As per the RFP terms, the Bidder is required to furnish an Earnest Money Deposit (EMD) of Rs. 10,00,000/- (Rupees Ten Lakhs Only).

C. At the request of the Bidder, we hereby issue this Guarantee for the said amount.

NOW, THEREFORE, WE HEREBY AGREE AS FOLLOWS:

1. We irrevocably and unconditionally undertake to pay the Company, upon its first written demand and without demur, any sum up to Rs. 10,00,000/- (Rupees Ten Lakhs Only), without requiring proof or justification.

2. Any demand made by the Company shall be conclusive and binding on the Guarantor, notwithstanding any dispute or difference between the Company and the Bidder or any pending proceedings before any court, tribunal, or authority.

3. Our liability under this Guarantee is absolute and independent of the Bidder’s obligations and shall not be affected by:

- any change in terms of the RFP,
- any extension or indulgence granted to the Bidder, or
- any dispute between the Company and the Bidder.

4. This Guarantee shall remain valid up to **[expiry date]** and shall be irrevocable during its validity period.
5. We agree that the Company shall have the fullest liberty, without affecting in any manner the liability of the Guarantor, to vary any of the terms and conditions of the RFP or extend time for submission/acceptance of bids.
6. Our total liability under this Guarantee shall not exceed Rs. 10,00,000/- (Rupees Ten Lakhs Only).
7. This Guarantee shall be irrevocable during its validity period and shall not be cancelled without prior written consent of the Company.
8. Any claim under this Guarantee must be made on or before [expiry date], failing which all rights under this Guarantee shall lapse.
9. This Guarantee shall be governed by the laws of India, and courts at Mumbai shall have exclusive jurisdiction.

Notwithstanding anything contained herein:

- Our liability shall not exceed Rs. 10,00,000/-
- This Guarantee is valid up to [•]
- Claims must be lodged on or before []

Issued on: [Date]

Place: [Location]

For <Name of Bank>

Authorized Signatory
(Seal of the Bank)

Annexure L

Format of Performance Bank Guarantee

(To be executed on non-judicial stamp paper / e-stamp paper of appropriate value as per applicable law)

Bank Guarantee No.:

Date:

Amount: Rs.

Validity: Up to

Claim Period:

To,

The Managing Director & CEO
PSB Alliance Pvt. Ltd.
Mumbai

Madam/Dear Sir,

This Bank Guarantee (“Guarantee”) is issued by <**Name of Bank**>, having its registered office at and branch office at (hereinafter referred to as the “Guarantor”, which expression shall include its successors and assigns), in favour of PSB Alliance Private Limited (“Company”), on behalf of [**Vendor Name**] (“Vendor”).

WHEREAS:

A. PSB Alliance has entered into an Agreement datedwith the (Name of the Vendor) to Supply, Maintain & Support Collection Management System to be utilized by PSB Alliance, Member Banks & the empaneled field collection agencies. All updates and modifications shall be implemented in a timely manner, in accordance with agreed service levels, changing management processes and regulatory requirements without disrupting existing operations.

B. As per the Agreement, the Vendor is required to furnish a Performance Bank Guarantee of Rs./- (Rupees Only) 10% of the contract value.

C. At the request of the Vendor, the Guarantor has agreed to issue this Guarantee.

NOW THIS GUARANTEE WITNESSETH AS FOLLOWS:

1. The Guarantor hereby irrevocably, unconditionally, and absolutely guarantees the due performance of the Agreement by the Vendor.
2. The Guarantor undertakes to pay the Company, upon its first written demand and without demur, protest, or contest, any sum not exceeding Rs./- (Rupees Only) towards any loss, damages, costs, or charges suffered by the Company due to breach or non-performance by the Vendor.
3. Any demand made by the Company shall be final and binding on the Guarantor, notwithstanding any dispute between the Company and the Vendor or any proceedings pending before any court or tribunal.
4. The liability of the Guarantor is absolute and independent of the obligations of the Vendor and shall not be affected by:
 - o any variation or amendment of the Agreement,
 - o any extension of time granted to the Vendor,
 - o any change in constitution of the Vendor or the Guarantor, or
 - o any indulgence granted by the Company.
5. This Guarantee shall remain valid up to [expiry date] and shall be irrevocable during its validity period.
6. The Guarantor agrees to extend the validity of this Guarantee, if required by the Company, upon request of the Vendor.
7. The total liability of the Guarantor under this Guarantee shall not exceed Rs./- (Rupees Only).
8. Any claim under this Guarantee must be made on or before [claim date], failing which all rights under this Guarantee shall lapse.
9. This Guarantee shall be governed by the laws of India and courts at Mumbai shall have exclusive jurisdiction.

Notwithstanding anything contained herein:

1. Our liability shall not exceed Rs./- (Rupeesonly).
2. This Guarantee shall be valid up to
3. Claims must be lodged on or before

Issued on: [Date]

Place: [Location]

For <Name of Bank>

Authorized Signatory

(Seal of the Bank)

Annexure M

PRE-CONTRACT INTEGRITY PACT

(To be executed on Non-Judicial Stamp Paper of appropriate value)

This Pre-Contract Integrity Pact is made on this ____ day of _____ 2026 at _____

BETWEEN

PSB Alliance Pvt. Ltd., having its registered office at _____, acting through _____, (hereinafter referred to as the “BUYER”, which expression shall, unless repugnant to the context, include its successors and assigns)

AND

M/s _____, a _____ (company/firm), having its registered office at _____, represented by its authorized signatory Shri/Smt. _____ (hereinafter referred to as the “BIDDER/SELLER”, which expression shall, unless repugnant to the context, include its successors and permitted assigns)

WHEREAS

- The BUYER intends to procure a Collection Management System along with its regular support & Maintenance.
- The BIDDER is willing to offer the same.
- The BUYER is a company promoted by Public Sector Banks and the BIDDER is duly constituted under applicable laws.

NOW, THEREFORE, to avoid all forms of corruption and to ensure a system that is fair, transparent, and free from any undue influence, the parties agree as follows:

1. Commitments of the BUYER:

- 1.1 The BUYER undertakes that no official of the BUYER shall demand or accept, directly or through intermediaries, any bribe, gift, consideration, or benefit from the BIDDER.
- 1.2 The BUYER shall treat all bidders equally and provide the same information to all bidders without giving undue advantage to any bidder.
- 1.3 Any breach or suspected breach shall be reported to appropriate authorities.

2. Action in Case of Misconduct by BUYER Officials:

If any misconduct is reported by the BIDDER with verifiable facts and found correct, the BUYER shall initiate appropriate disciplinary/legal action. The procurement process shall not be stalled during such investigation.

3. Commitments of the BIDDER:

The BIDDER undertakes:

- 3.1 Not to offer any bribe, inducement, or benefit to any official of the BUYER.
- 3.2 That no such payment has been made or promised in connection with this contract.

- 3.3 To disclose details of agents, intermediaries, and payments made to them.
- 3.4 Not to engage any person to influence the procurement process improperly.
- 3.5 To disclose any payments made or intended to be made to any person connected with the contract.
- 3.6 Not to collude with other bidders.
- 3.7 Not to misuse confidential information.
- 3.8 To submit complaints only with verifiable facts.
- 3.9 Not to induce any third party to commit prohibited acts.

4. Previous Transgressions:

- 4.1 The BIDDER declares that no transgression has occurred in the last three years involving corruption.
- 4.2 If found incorrect, the BIDDER may be disqualified or contract terminated.

5. Earnest Money / Security Deposit:

- 5.1 The BIDDER shall submit a declaration regarding EMD/Security Deposit as per RFP.
- 5.2 The same shall remain valid till completion of contractual obligations.
- 5.3 Performance security provisions shall include sanctions for violation of this Pact.
- 5.4 No interest shall be payable on EMD/Security Deposit.

6. Sanctions for Violations:

In case of violation, the BUYER may:

- Cancel bid/contract without compensation
- Forfeit EMD/Security Deposit
- Recover payments with interest (2% above prevailing benchmark rate)
- Encash guarantees
- Debar bidder up to 5 years
- Recover payments made to intermediaries

The BUYER's decision shall be final, subject to review by Independent External Monitor (IEM).

7. Fall Clause:

The BIDDER shall not supply similar goods/services at lower prices to any other entity within one year. If found, the difference shall be refunded.

8. Facilitation of Investigation:

The BIDDER shall provide all documents and assistance during investigation.

9. Independent External Monitors (IEMs):

The BUYER has appointed Independent External Monitors (IEMs). Their contact details are provided in the RFP. Complaints may be referred to them.

10. Law and Jurisdiction:

This Pact shall be governed by Indian laws. Jurisdiction shall be Mumbai.

11. Validity:

This Pact shall remain valid:

- For successful bidder: till completion of contract or 5 years, whichever is later
- For unsuccessful bidders: up to 6 months after contract award

12. Other Provisions:

12.1 This Pact is without prejudice to any legal action under applicable laws.

12.2 If any provision becomes invalid, the remaining provisions shall continue.

12.3 The BIDDER shall first approach IEM before legal recourse.

Signed for and on behalf of:

BUYER

Signature: _____

Name: _____

Designation: _____

Date: _____

BIDDER

Signature: _____

Name: _____

Designation: _____

Date: _____

Witnesses

Witness 1

Name: _____

Signature: _____

Witness 2

Name: _____

Signature: _____

Annexure N**Documents Submission Checklist & Confirmation**

To,

PSB Alliance Pvt. Ltd.
Mumbai

Madam/Dear Sir,

We hereby confirm for submission of the documents as mentioned below.

Sr. No	Annexure No.	Name of the Document	Submitted (Yes/No)	Remarks
1	A	RFP Application Form		
2	B	Certificate for Confirmation of Eligibility		
3	C	Technical Cum Functional Evaluation		
4	D	Masked Commercial Bid		
5	E	Commercial Bid		
6	F	Bill of Material (BOM)		
7	G	Commercial Compliance Certificate		
8	H	Regulatory Compliance Certificate		
9	I	Certificate for Acceptance of Terms & Conditions		
10	J	Pre-Bid Query Format		
11	K	Format of Bank Guarantee for Earnest Money Deposit (EMD)		
12	L	Format of Performance Bank Guarantee		
13	M	Pre-Contract Integrity Pact		

Signature:

Name of Authorized Signatory:

Designation:

Name of Bidder:

Date: