



# Punjab & Sind Bank

(A Government of India undertaking)

Addendum No. 1 Dated: 28.03.2024

**Outsourcing of Settlement, End to End Reconciliation & Dispute Management of Digital Transactions of various Networks, Cash in ATMs/CRMs & Other Payment Systems in the Bank for 5 years**

**GeM BID No: GEM/2024/B/4716434**

**Dated: 11.03.2024**

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**Punjab & Sind Bank**  
(A Govt. of India Undertaking)  
*Where service is a way of life*

## Addendum - 1

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## Introduction

Bank has published the Tender No: GeM BID No: GEM/2024/B/4716434 Dated: 11.03.2024 regarding "Outsourcing of Settlement, End to End Reconciliation & Dispute Management of Digital Transactions of various Networks, Cash in ATMs/CRMs & Other Payment Systems in the Bank for 5 years."

Following amendments have been made to RFP clauses. All other terms and conditions of the RFP shall remain unchanged.

Key Information	Date as per RFP		Date as per Addendum	
Last Date and time for submission of Bids	05.04.2024	12:00 hrs	10.04.2024	12:00 hrs
Date and Time of Opening of Technical Bids	05.04.2024	12:30 hrs	10.04.2024	12:30 hrs





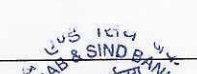
## Modification in RFP Clauses

S.No	Page No	Clause No	RFP Clause	Revised/Modified Clause
1	10,70	<b>Minimum Eligibility Criteria (EC-1), ANNEXURE -IV (EC-1)</b>	Copy of registration and certificate of incorporation of business, and certificate of commencement of business in case of a public limited company.	Copy of registration and certificate of incorporation of business, and certificate of commencement of business (wherever applicable) in case of a public limited company.  If Certificate of Commencement of business in case of public limited company is not applicable, self-undertaking needs to be submitted.
2	14	Clause 1.5(a)	The Bid Proposal being submitted would be binding on the Bidder. As such it is necessary that authorized personnel of the firm or organization must sign the Bid. The designated personnel should be authorized by a senior official of the Organization having such authority to do so. The same person or a different person should be authorized who should have Digital Certificate issued in his name and should have authority to quote offer price during On-line Reverse Auction. The details of Digital Certificate like Name, Digital Key details, Issuing Authority and validity etc. are to be provided. The Xerox copy of necessary Original Resolutions/ Authority/ Power of Attorney having authority to authorize the person to submit Bid Documents/ participate in Online Reverse Auction, on behalf of the Company shall be enclosed. The proposal must be accompanied with an undertaking letter duly signed by the designated personnel providing a Bid	The Bid Proposal being submitted would be binding on the Bidder. As such it is necessary that authorized personnel of the firm or organization must sign the Bid. The designated personnel should be authorized by a senior official of the Organization having such authority to do so. The Xerox copy of necessary Original Resolutions/ Authority/ Power of Attorney having authority to authorize the person to submit Bid Documents on behalf of the Company shall be enclosed. The proposal must be accompanied with an undertaking letter duly signed by the designated personnel providing a Bid commitment. The letter should also indicate the complete name and designation of the designated personnel

			commitment. The letter should also indicate the complete name and designation of the designated personnel.	
3	41	3.9 Intellectual Property Indemnity & Indemnity against Misuse of License	<p>The selected Bidder has to undertake to indemnify Punjab &amp; Sind Bank and its officers, employees and agents against liability, including costs, for actual or alleged direct or contributory infringement of, or inducement to infringe, any Indian or foreign Patent, Trademark or Copyright or other intellectual property, arising out of the performance of this contract. Any Patented Design used in equipment shall be under manufacturer's license agreements and a copy of such agreement authorizing the bidder to manufacture the patented designs shall be given to the Bank. The bidder shall furnish Indemnity bond for providing adequate maintenance/service support for their CRM during both warranty and post warranty periods (of minimum 5 years) failing which bank shall have the right to proceed against the bidder for damage legally or otherwise. Orders will be placed on the approved bidder based on the cost of machines as approved by the Bank. Bidder shall have to indemnify the Bank against any loss/expenditure incurred or any disputes/claims from anybody for having used/using patented</p>	<p>The selected Bidder has to undertake to indemnify Punjab &amp; Sind Bank and its officers, employees and agents against liability, including costs, for actual or alleged direct or contributory infringement of, or inducement to infringe, any Indian or foreign Patent, Trademark or Copyright or other intellectual property, arising out of the performance of this contract. Any Patented Design used in equipment shall be under manufacturer's license agreements and a copy of such agreement authorizing the bidder to manufacture the patented designs shall be given to the Bank. Bidder shall have to indemnify the Bank against any loss/expenditure incurred or any disputes/claims from anybody for having used/using patented designs in their hardware/software.</p>



			designs in their hardware.	
4	86	Annexure-X Reverse Auction Process	<p>1) Reverse Auction through E-Procurement</p> <p>2) The response to the present tender will be submitted by way of submitting the Technical offer &amp; Indicative Commercial offers in separate in sealed covers. The technical details with the relevant information/documents /acceptance of all terms and conditions strictly as described in this tender document will have to be submitted by the Bidders. The Indicative commercial bids submitted by the bidders who are short listed in the technical bid evaluation process will be opened and those bidders will be invited to participate in the online Reverse Auction to be conducted by the company selected by the Bank. Bidders who are short listed from Technical evaluation will be trained by the Reverse Auction Company for this purpose, and they will have to abide by the E-business rules framed by the Bank in consultation with Reverse Auction Service provider. The e-business rules are furnished hereunder in this document.</p> <p>Letter of authority authorizing the name/s of official/s to take part in Reverse Auction</p> <p><b>3) COMPLIANCE/CONFIRMATION FROM BIDDERS:</b></p> <p>The bidders participating in Reverse Auction shall submit the following duly</p>	<p><b>1) Reverse Auction through GEM</b></p> <p>2) The response to the present tender will be submitted by way of submitting the Technical offer &amp; Indicative Commercial offers in separate in sealed covers. The technical details with the relevant information/documents/acceptance of all terms and conditions strictly as described in this tender document will have to be submitted by the Bidders. The Indicative commercial bids submitted by the bidders who are short listed in the technical bid evaluation process will be opened and those bidders will be invited to participate in the online Reverse Auction to be conducted.</p> <p><b>3) COMPLIANCE/CONFIRMATION FROM BIDDERS:</b></p> <p>The bidders participating in Reverse Auction shall submit the</p>

			<p>signed by the same Competent Authority who signs the offer documents in response to the RFP:-</p> <p>Acceptance of Business Rules for Reverse Auction</p> <p>Agreement between service provider and bidder. (This format will be given by the service provider prior to announcement of Reverse Auction.)</p> <p>Letter of authority authorizing the name/s of official/s to take part in Reverse Auction</p> <p><b>4) CONDUCT OF REVERSE AUCTION:</b></p> <p>The Reverse Auction shall be conducted on a GeM web portal meant for this purpose.</p> <p>The Reverse Auction may be conducted by the Bank itself or through a service provider specifically identified/appointed /empaneled by the Bank.</p> <p><b>5) TRAINING AND AUCTION</b></p> <p><b>6) EXPENDITURE ON REVERSE AUCTION:</b></p> <p>All expenses of reverse auction shall be borne by the Bank. Bidders, however, shall attend the training or mock auction at their own cost.</p>	<p>following duly signed by the same Competent Authority who signs the offer documents in response to the RFP:-</p> <p>Acceptance of Business Rules for Reverse Auction</p> <p>Agreement between service provider and bidder. (This format will be given by the service provider prior to announcement of Reverse Auction.)</p> <p><b>4) CONDUCT OF REVERSE AUCTION:</b></p> <p>The Reverse Auction shall be conducted on a GeM web portal meant for this purpose.</p> <p><b>5) clause deleted</b></p> <p><b>6) clause deleted</b></p>
5	95	Annexure -XII Proforma for Commercial	<p>Reconciliation services for —Cash in ATM/CRM/BNA (Quantity for 5 years(Estimated)) is 2000</p>	<p>Reconciliation services for —Cash in ATM/CRM/BNA (Quantity for 5 years(Estimated)) is 2000*5*12</p> <p style="text-align: right;">  </p>



		response (indicative only)		
6	97	Annexure-XIII Reverse Auction Process	<p>Point 6:-</p> <p>We confirm having nominated Mr. _____ designated as of our company to participate in the Reverse Auction on behalf of the company. We undertake that the company shall be bound by the bids made by him in Reverse Auction.</p>	clause deleted
7	98	ANNEXURE-XIV Letter of Authorization for Reverse Auction	<p>Letter of Authorization for Reverse Auction</p> <p>We _____ (name of the company) have submitted our bid for participating in Bank's RFP dated _____ for procurement of _____</p> <p>We also confirm having read and understood the terms of RFP as well as the Business Rules relating to the Reverse Auction for this RFP process.</p> <p>As per the terms of RFP and Business rules, we nominate Mr. _____ designated as _____ of our company to participate in the Reverse Auction.</p> <p>We accordingly authorize Bank and / or the Auction Company to issue user ID and password to the above named official of the company.</p> <p>Both Bank and the auction company shall contact the above named official for any</p>	<p>Letter of Authorization for Reverse Auction Process</p> <p>We _____ (name of the company) have submitted our bid for participating in Bank's RFP dated _____ for procurement of _____</p> <p>We also confirm having read and understood the terms of RFP as well as the Business Rules relating to the Reverse Auction for this RFP process.</p> <p>As per the terms of RFP and Business rules, we nominate Mr. _____ designated as _____ of our company for all discussions related to Reverse Auction.</p> <p>Both Bank and the auction company shall contact the above named official for any and all matters relating to the Reverse Auction.</p>



			<p>and all matters relating to the Reverse Auction.</p> <p>We, hereby confirm that we will honor the Bids placed by Mr._____ on behalf of the company in the auction process, failing which we will forfeit the EMD. We agree and understand that the bank may debar us from participating in future tenders for any such failure on our part.</p>	
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