

PNB GILTS LTD

Addendum No. 3 Dated: 29/10/2020

Tender No.: PNBGILTS/ITMS/2020-21/6 Dated 23rd Sept 2020

REQUEST FOR PROPOSAL (RFP)
FOR
Supply, Integration, Implementation, Maintenance and
Management of Integrated Treasury Management Solution

PNB GILTS LTD.
5, Sansad Marg
New Delhi, 11001

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Introduction

PNB GILTS LTD. has published the RFP vide tender No. PNBGILTS/ITMS/2020-21/6 dated 23rd Sept 2020 for Supply, Integration, Implementation, Maintenance and Management of Integrated Treasury Management Solution.

Following amendments have been made in the above stated RFP. All other terms and conditions of the RFP shall remain unchanged. Please treat this Addendum as an integral part of the RFP documents issued.

Addendum-3 for Supply, Integration, Implementation, Maintenance and Management of Integrated Treasury Management Solution

In reference to the aforesaid RFP, all are advised to note following:

Section 1: Modification in RFP Dates

| S.No. | RFP Pg. | RFP Section | Original Clause | Revised Clause |
|-------|---------|--|---|---|
| 1. | 10 | Section 2 Key Information, Bid submission last date and time | 9 th Nov 2020 17:00 HOURS | 19 th Nov 2020 17:00 HOURS |
| 2. | 10 | Section 2 Key Information, Eligibility cum Technical bid opening date and time | 10 th Nov 2020 11:00 HOURS (Invite for attending the Bid Opening will be shared later) | 20 th Nov 2020 11:00 HOURS (Invite for attending the Bid Opening will be shared later) |

Section 2: Modification in RFP Clause

| S.No. | RFP Pg. | RFP Section | Original Clause | Revised Clause |
|-------|---------|--|--|--|
| 3. | 92-93 | Section 14, Service Level & Penalties, Gap/ Bugs/ Defects resolution | <p>Measurement: Bidder shall ensure that all bugs identified by/reported to Bidder need to resolve within defined timeframes. However, Bidder needs to provide work-around for defects within two hours' time. The reference ID post resolution should be closed in concurrence with the PNB GILTS LTD.</p> | <p>Measurement: Bidder shall ensure that all bugs identified by/reported to Bidder need to resolve within defined timeframes. However, Bidder needs to provide work-around for defects within two hours' time for defects categorized as HIGH, for other bidder</p> |

| S.No. | RFP Pg. | RFP Section | Original Clause | Revised Clause |
|-------|---------|---|---|--|
| | | | <p>Min. Service Level: Per Instance</p> <p>Measurement Tools EMS/Helpdesk</p> <p>Penalty For every 0.5 % or part thereof of drop in service level 1% of the Monthly FM Payment.</p> | <p>to provide work-around for defects within four hours' time.</p> <p>The reference ID post resolution should be closed in concurrence with the PNB GILTS LTD.</p> <p>Min. Service Level: Per Instance</p> <p>Measurement Tools EMS/Helpdesk</p> <p>Penalty For every instance breach, 1% of the Monthly FM Payment.</p> |
| 4. | 96-97 | Section 14- Service Levels, Staff transition period (Handover period) | <p>SLA Measurement: As per below mentioning staff transition period</p> <ul style="list-style-type: none"> • Program Director / Manager, Project Managers and Service delivery manager- 60 Days • All Domain In charge-45 days • Other staff- 30 days <p>SLA 100%</p> <p>PENALTY</p> <ul style="list-style-type: none"> • Program Manager/ - Penalty shall be INR 15,000 for each week of default or part thereof • Domain In- charge- Penalty shall be INR 10,000 for each week of default or part thereof • Other Staff- Penalty shall be INR 5,000 for each week of default or part thereof | <p>SLA Measurement: As per below mentioning staff transition period</p> <ul style="list-style-type: none"> • Program Director / Manager, Project Managers and Service delivery manager- 60 Days <p>SLA 100%</p> <p>PENALTY</p> <ul style="list-style-type: none"> • Program Manager/ - Penalty shall be INR 15,000 for each week of default or part thereof <p>*For other personnel's, bidder to ensure that adequate transition/handover is performed from the exiting personal before the exit of the</p> |

| S.No. | RFP Pg. | RFP Section | Original Clause | Revised Clause |
|-------|---------|---|---|--|
| | | | | personal. |
| 5. | 97 | Section 14- Service Levels, Availability Resource | <p>SLA Measurement: Attendance for support personnel, L1 and L2 engineers. (covers all the locations) Minimum attendance level on any day is 100% of agreed deployment.</p> <p>SLA No of days below minimum attendance level</p> <p>PENALTY Penalty shall be INR 8,000 for every 2% default or part thereof below the agreed threshold</p> | The Clause stands deleted |
| 6. | 89 | Section 14 Service Levels- Performance SLA | <p>Peak Hardware Utilization Hardware utilization should not exceed 70% for more than 10 minutes continuously in a month excluding batch operations. During the batch operations the hardware utilization should not exceed 95%.for more than 20 mins continuously in a month.</p> | <p>Peak Hardware Utilization Hardware utilization should not exceed 80% for more than 10 minutes continuously in a month excluding batch operations. During the batch operations the hardware utilization should not exceed 85%.for more than 30 mins continuously in a month.</p> |
| 7. | 89 | Section 14 Service Levels- Performance SLA | <p>Peak Storage Utilization The storage utilization should not exceed 80% at for more than 10 minutes continuously in a month During the batch operations the utilization should not exceed 95%.for more than 20 mins continuously in a month.</p> | <p>Peak Storage Utilization The storage utilization should not exceed 80% at for more than 10 minutes continuously in a month During the batch operations the utilization should not exceed 85%.for more than 30 mins continuously in a month.</p> |
| 8. | 48 | Section 8, Project Timelines | -- | Refer Section 4 of Addendum |

| S.No. | RFP Pg. | RFP Section | Original Clause | Revised Clause |
|-------|---------|----------------------------------|--|--|
| 9. | 21 | Section 6.2. General Scope, Pt 7 | Provide onsite/offsite support post go-live during the tenure of the contract. Bidder has to ensure Onsite Maintenance of Application and Infrastructure including Helpdesk for 6 Months post Go Live. Duties include day to day operation support, configuration changes, version upgrades, performance monitoring, trouble shooting, bug fixes, patch installation and liaising with PNB GILTS LTD. official for various support issues etc. and assisting PNB GILTS LTD. official in switching to the DR site in case of system failure and Conducting DR drills in conjunction with PNB GILTS LTD. | Provide onsite/offsite support post go-live during the tenure of the contract. Bidder to ensure Onsite Maintenance of Application including Helpdesk for 6 Months post Go Live of Phase 1 and for 3 Month post Go Live of Phase 2. Duties include day to day operation support, configuration changes, version upgrades, performance monitoring, trouble shooting, bug fixes, patch installation and liaising with PNB GILTS LTD. official for various support issues etc. and assisting PNB GILTS LTD. official in switching to the DR site in case of system failure and Conducting DR drills in conjunction with PNB GILTS LTD. |
| 10. | 61 | Section 10.21: Subcontracting | Selected bidder may subcontract or permit anyone other than its personnel for the following activities: 1. OEM Resources 2. 3rd Party Agencies 3. L2 Resources should be either on bidder’s payroll or OEM’s payroll Implementation activity is to be carried out by the resources either on bidder’s payroll, OEM resources or OEM’s authorized partner. Bidder to factor the required OEM’s effort for implementation as required in the RFP. Bidder shall be the single point of contact and solely responsible for the supply, installation, implementation, integration, support and maintenance for the entire project that includes the hardware, software and services offered by the other Sub- Contracting members. However, Bidder will be solely responsible for ensuring | Selected Bidder may subcontract or permit anyone other than its personnel for the following activities: 1. Supply and installation of the hardware 2. L1 Resources 3. 3 rd Party Agencies 4. OEM Services. OEM should ensure that OEM resources are on OEM's payroll. Implementation activity is to be carried out by the resources either on bidder’s payroll, OEM resources or OEM’s authorized partner. Bidder to factor the required OEM’s effort for implementation as required in the RFP. Bidder shall be the single point of contact and solely responsible for the supply, installation, implementation, integration, support and maintenance for the entire project that includes the hardware, software and services |

| S.No. | RFP Pg. | RFP Section | Original Clause | Revised Clause |
|-------|---------|---|--|--|
| | | | <p>adherence to the Service Levels, terms & condition and Service Quality for each of the deliverables executed by bidder and its sub-contractor(s). Bidder shall not sub-contract for any part of the RFP scope other than the activities mentioned above. Bidder shall ensure signing of Tripartite Non-Confidential Agreement with such sub-contractor.</p> | <p>offered by the other Sub- Contracting members. However, Bidder will be solely responsible for ensuring adherence to the Service Levels, terms & condition and Service Quality for each of the deliverables executed by bidder and its sub-contractor(s). Bidder shall not sub-contract for any part of the RFP scope other than the activities mentioned above. Bidder shall ensure signing of Tripartite Non-Confidential Agreement with such sub-contractor.</p> |
| 11. | -- | Section 10 - Terms and Conditions, Suspension of Contract by Bidder | Added | <p>During Implementation Phase (Before Go Live of ITMS Applications): In order to ensure right payment are made within the defined timelines, Bidder reserve the right to terminate the work in part or full, if an undisputed invoice/amount remains unpaid beyond the Final Date for payment as per the provisions of the RFP or by the date as communicated in writing by PNB GILTS Ltd.</p> <p>Bidder shall provide a 30 days cure period and a written notice of 60 days from the bidder before termination of work in part of full.</p> <p>During Maintenance Phase (Post Go-Live of ITMS Application) In order to ensure right payment are made within the defined timelines, Bidder has a right to suspend work, if an undisputed invoice/amount remains unpaid beyond the Final Date for payment as per the provisions of the RFP or by the date as communicated in</p> |

| S.No. | RFP Pg. | RFP Section | Original Clause | Revised Clause |
|-------|---------|-------------|---|---|
| | | | | <p>writing by PNB GILTS Ltd.</p> <p>A temporary suspension must relate to non-payment and should follow a written notice of 30 days from the bidder before suspension of work in part of full.</p> <p>Bidder to note that as soon as the payment for which the work was suspended is cleared & made to the bidder by PNB GILTS LTD., bidder is required to resume the activities and will be obligated to meet the SLA, Scope and other terms of the RFP from the date of clearance of the payment by PNB GILTS LTD. without any additional cost.</p> |
| 12. | NA | NA | Addendum 2, Section 4: <i>Other Sizing Parameters</i> | Refer Section 3: Other Sizing Parameters |

Section 3: Other Sizing Parameters

| S.No. | Treasury - Sizing Questionnaire | Year-1 | Year-2 | Year-3 | Year-4 | Year-5 |
|-------|---|--|--------|--------|--------|--------|
| 1 | Total No. Of Treasury users | 35 | 40 | 45 | 48 | 50 |
| 2 | Max No. Of logged-in treasury users | 30 | 34 | 38 | 41 | 43 |
| 3 | Avg. No. Of Money Market deals per day | 50-70 deals per day with a growth estimate of 10% per year | | | | |
| 4 | Avg. No. Of Securities traded per day | 400-500 deals per day with growth estimate up to 700-800 deals per day | | | | |
| 5 | Avg. No. Of Derivatives per day | 15-20 deals per day with a growth estimate of 10% per year | | | | |
| 6 | Avg. No. Of Structured Products per day | Hardly, 2-3 deals per day | | | | |
| 7 | Forex Transaction | NIL* | | | | |

* Currently, as a Non-Deposit taking NBFC Company doesn't have forex authorized dealer license issued by RBI. Company have NIL transaction in

foreign exchange apart from currency future traded on exchange.

Section 4: Revised Project Timelines

| PHASE AND STAGE | ACTIVITY | TIMELINE (T) |
|--|---|--------------|
| Hardware setup | Delivery of Hardware & Software | T + 12 Weeks |
| | Installation of Hardware & Software | T+15 Weeks |
| Requirement and Gap Study | Requirement gathering, SRS document and Functional requirements document delivery, gap analysis and gap document submission | T+5 Month |
| Master Setup and Configuration | Master Setup and System Configuration of applications | T+5 Month |
| Data Migration Plan & Strategy | Data Migration Strategy and Migration Plan | T+4.5 Month |
| Development and Customisation | Development, Customization and Report Configuration | T+6 Month |
| Interface requirement Identification | Requirement gathering for interfaces and document preparation | T+5 Month |
| System Integration Testing | Testing as per test plan and test cases, multiple rounds of testing for integration | T+8 Month |
| UAT | User Acceptance Testing | T+10 Month |
| Data Migration Simulation | Data Migration Simulation | T+10 Month |
| Phase1: Go-live of complete ITMS Application excluding the following modules: <ul style="list-style-type: none"> i. Interest Rate Swaption ii. Mortgage and Asset Backed Securities iii. Index Swap iv. Credit default swaps v. Pass through certificates (PTC) vi. Commodity Futures vii. Commodity Forwards viii. Commodity Options | Final Data migration and successful transition and signoff | T+12 Month |

| PHASE AND STAGE | ACTIVITY | TIMELINE (T) |
|---|---|-------------------|
| <p>Phase 2: Go Live of the remaining ITMS Modules:</p> <ul style="list-style-type: none"> i. Interest Rate Swaption ii. Mortgage and Asset Backed Securities iii. Index Swap iv. Credit default swaps v. Pass through certificates (PTC) vi. Commodity Futures vii. Commodity Forwards viii. Commodity Options | <p>Final Data migration and successful transition and signoff</p> | <p>T+18 Month</p> |

*T refers to date of signing of the contract or 30 days from the date of acceptance of PO, whichever is earlier