

CORRIGENDUM -2 OF RFP for Engagement of Implementation partner for Design, Development, and Operationalisation of Generative AI Use Cases: Date 15/05/2026

S.No.	Page No. in RFP/ RFP Clause	RFP clause	Revised clause
1	4. CASA Onboarding Assistant: Agentic AI-Driven Document Scrutiny and Validation	Technical Requirements <ul style="list-style-type: none"> Customer data and scanned documents will remain on PNB’s on-premises infrastructure. AI processing and validation workflows will be executed securely on the cloud platform via site-to-site VPN or IP whitelisting, ensuring zero public data exposure. All data transmissions encrypted using bank-owned KMS keys (AES-256). No customer data will be retained on the cloud; outputs and logs will be securely written back to the on-prem environment. Compliance with RBI, MeitY, and DPDP regulations for data protection. Use of proprietary and open-source AI/LLM models for document extraction, OCR, semantic validation, and multi-agent orchestration. 	Technical Requirements <ul style="list-style-type: none"> Customer data and scanned documents will remain on PNB’s on-premises infrastructure. AI processing and validation workflows will be executed securely on the cloud platform via site-to-site VPN or IP whitelisting, ensuring zero public data exposure. All data transmissions encrypted using bank-owned KMS keys (AES-256). No customer data will be retained on the cloud; All inputs, outputs and logs will be securely written back to the on-prem DB Server which shall be provided by the bank. Compliance with RBI, MeitY, and DPDP regulations for data protection. Use of proprietary and open-source AI/LLM models for document extraction, OCR, semantic validation, and multi-agent orchestration.

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		<ul style="list-style-type: none"> • Integration with an Agentic AI orchestration framework (e.g., CrewAI/LangChain/AutoGen etc.) to enable contextual reasoning and autonomous task execution. Framework choice for Agentic AI orchestration framework (CrewAI/LangChain/AutoGen etc.) is at bidder discretion. It must support multi-step reasoning, tool integration, human-in-loop, audit logging. • Custom CASA Model (L3B) for domain-specific validation and reasoning. • Support for minimum 10 concurrent CASA processing sessions with sub-30-second response time per request. • Secure API layer for integration with existing Document Management Systems (DMS), Core Banking, and workflow engines. • Future-ready architecture to onboard other non-individual entities (LLP, Trust, HUF, Proprietorship) post successful POC validation. 	<ul style="list-style-type: none"> • Integration with an Agentic AI orchestration framework (e.g., CrewAI/LangChain/AutoGen etc.) to enable contextual reasoning and autonomous task execution. Framework choice for Agentic AI orchestration framework (CrewAI/LangChain/AutoGen etc.) is at bidder discretion. It must support multi-step reasoning, tool integration, human-in-loop, audit logging. • Custom CASA Model (L3B) for domain-specific validation and reasoning. • Support for minimum 10 concurrent CASA processing sessions with sub-30-second response time per request. • Secure API layer for integration with existing Document Management Systems (DMS), Core Banking, and workflow engines. • Future-ready architecture to onboard other non-individual entities (LLP, Trust, HUF, Proprietorship) post successful POC validation. • Working CASA Agent prototype demonstrating document ingestion, tagging, cross-validation, and JSON readiness output.

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		<ul style="list-style-type: none"> • Working CASA Agent prototype demonstrating document ingestion, tagging, cross-validation, and JSON readiness output. • Deployment and testing within PNB's approved hybrid architecture. <p>Technical documentation covering architecture, data flow, security policies, and process logs.</p>	<ul style="list-style-type: none"> • Deployment and testing within PNB's approved hybrid architecture. <p>Technical documentation covering architecture, data flow, security policies, and process logs.</p>
2	63	<p>Payment Terms:</p> <ul style="list-style-type: none"> • Quarterly payments to be made based on actual consumption of services/resources. • Invoices must include detailed month wise usage reports and CSP-backed billing. • Payments released post verification of consumption, SLAs, and supporting documents. • Penalties for SLA breaches to be deducted from quarterly payable amount. 	<p>Payment Terms:</p> <ul style="list-style-type: none"> • Quarterly payments (Financial quarter) to be made (only after signing of SLA) based on actual consumption of services/resources during the development, testing and UAT signoff phase. • Invoices must include detailed month-wise usage reports and CSP-backed billing. • Payments released post verification of consumption, SLAs, and supporting documents.

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		<ul style="list-style-type: none"> TDS to be applied as per applicable Government norms. 				<ul style="list-style-type: none"> Penalties for SLA breaches to be deducted from quarterly payable amount. TDS to be applied as per applicable Government norms. 			
		S N O	Deliverables	Payment Milestones	Payable Amount	S N O	Deliverables	Payment Milestones	Payable Amount
		1	Go Live of complete GenAI setup for production in DC and DR with initial 6 Use Cases	Linked to actual consumption/usage of services post go-live of the respective use cases.	Sum of charges for actual services consumed, computed as per the agreed unit rates and quantities as per BOM on quarterly invoices	1	Go Live of complete GenAI setup for production in DC and DR with initial 4 use cases in phase 1 followed by remaining 4 use cases in phase 2.	Linked to actual consumption/usage of services post go-live of the respective use cases.	Sum of charges for actual services consumed, computed as per the agreed unit rates and quantities as per BOM on quarterly invoices
		2	Implementation on cost of each use case	100% payment on Go-Live on each use case	To be paid on actual basis				

S.No.	Page No. in RFP/ RFP Clause	RFP clause				Revised clause			
		3	OTS (Onsite Technical Support)	To be paid post go live of at least one use case	At the agreed unit rates on actual deployment on quarterly invoices on arrear basis.	2	Implementati on cost of each use case	100% payment on Go-Live on each use case	To be paid on actual basis
						3	OTS (Onsite Technical Support)	To be paid post go live of at least one use case	At the agreed unit rates on actual deployment on quarterly invoices on arrear basis.
		<p>Note:</p> <ol style="list-style-type: none"> 1. TDS on payments will be deducted as applicable. 2. The solution subscription/warranty date shall be start from the date of solution sign-off by the bank. 3. *The above payments shall be made in arrears after completion of respective milestone and on submission of requisite documents from 				<p>Note:</p> <ol style="list-style-type: none"> 4. TDS on payments will be deducted as applicable. 5. The solution subscription/warranty date shall be start from the date of solution sign-off by the bank. 			

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		<p>OEM/OSD/OSD. The above payments may be made in advance on completion of previous milestone and on receiving written request from the Bidder and on submission of requisite documents from OEM/OSD/OSD, subject to production of Bank Guarantee of equivalent amount (Invoice value) and with validity period of atleast 1 year. In case of any non-compliance to any of the RFP terms and conditions, Bank may forfeit any of the Bank Guarantees and recover the amount from the Bidder.</p>	<p>6. *The above payments shall be made in arrears after completion of respective milestone and on submission of requisite documents from OEM/OSD/OSD. The above payments may be made in advance on completion of previous milestone and on receiving written request from the Bidder and on submission of requisite documents from OEM/OSD/OSD, subject to production of Bank Guarantee of equivalent amount (Invoice value) and with validity period of atleast 1 year. In case of any non-compliance to any of the RFP terms and conditions, Bank may forfeit any of the Bank Guarantees and recover the amount from the Bidder.</p>

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3		<ul style="list-style-type: none"> • <u>PENALTY CLAUSE:-</u> • Penalty of 1% of monthly payable for each SLA breach related to availability or response time. • Penalty of 1% of monthly payable for delay in incident resolution beyond defined timelines. • Penalty of 1% of monthly payable for failure to provide mandatory reports or documentation. • Penalty of 2% of monthly payable for repeated issues or chronic non-performance within the month. • Total penalties capped at 10% of monthly billing for the billing cycle. <p>Uptime to be calculated on monthly basis.</p> <p>For Application:</p> <table border="1" data-bbox="676 1158 1326 1372"> <thead> <tr> <th>Uptime Percentage</th> <th>Penalty (Service Credit Details)</th> </tr> </thead> <tbody> <tr> <td><99.5%</td> <td>2% of monthly bill</td> </tr> <tr> <td>95% to <99.5%</td> <td>5% of monthly bill</td> </tr> </tbody> </table>	Uptime Percentage	Penalty (Service Credit Details)	<99.5%	2% of monthly bill	95% to <99.5%	5% of monthly bill	<ul style="list-style-type: none"> • <u>PENALTY CLAUSE APPLICABLE ON THE BIDDER:-</u> • Penalty of 1% of monthly payable for each SLA breach related to availability or response time. • Penalty of 1% of monthly payable for delay in incident resolution beyond defined timelines. • Penalty of 1% of monthly payable for failure to provide mandatory reports or documentation. • Penalty of 2% of monthly payable for repeated issues or chronic non-performance within the month. • Total penalties capped at 10% of monthly billing for the billing cycle. <p>Uptime to be calculated on monthly basis.</p> <p>For Application:</p> <table border="1" data-bbox="1355 1198 2031 1356"> <thead> <tr> <th>Uptime Percentage</th> <th>Penalty (Service Credit Details)</th> </tr> </thead> <tbody> <tr> <td><99.5%</td> <td>2% of monthly bill</td> </tr> </tbody> </table>	Uptime Percentage	Penalty (Service Credit Details)	<99.5%	2% of monthly bill
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		<95%	10% of monthly bill	95% to <99.5%	5% of monthly bill
				<95%	10% of monthly bill
		For CSP :		For Cloud Services :	
		Uptime Percentage	Penalty (Service Credit Details)	Uptime Percentage	Penalty (Service Credit Details)
		<99.9%	2% of monthly bill	<99.9%	2% of monthly bill
		95% to <99.9%	5% of monthly bill	95% to <99.9%	5% of monthly bill
		<95%	10% of monthly bill	<95%	10% of monthly bill
		<ul style="list-style-type: none"> Additional Guidelines:- 		<ul style="list-style-type: none"> Additional Guidelines:- 	
		<ul style="list-style-type: none"> Downtime shall be measured based on application non-responsiveness or functional failure due to issues in the code, scripts, database queries, or services maintained by the vendor. 		<ul style="list-style-type: none"> Downtime shall be measured based on application non-responsiveness or functional failure due to issues in the code, scripts, database queries, or services maintained by the vendor. 	
		<ul style="list-style-type: none"> Downtime due to server failure (e.g., OS crash, storage issues), power/network failure, planned maintenance with prior intimation, security patching or upgrades approved by the Bank , force majeure events (natural disasters, power failure, etc.) 		<ul style="list-style-type: none"> Downtime due to server failure (e.g., OS crash, storage issues), power/network failure, planned maintenance with prior intimation, security patching or upgrades approved by the Bank , force majeure events (natural 	

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		<p>or any infrastructure-related issue owned by the Bank shall be excluded but must be logged and reported by the selected bidder immediately.</p> <ul style="list-style-type: none"> • Although, Downtime shall be measured through Bank’s website monitoring tools and/or Logs and alerts from application-level monitoring shared by the selected bidder. • For each incident, the vendor must provide a root cause analysis (RCA) and fix timeline within the stipulated time. 	<p>disasters, power failure, etc.) or any infrastructure-related issue owned by the Bank shall be excluded but must be logged and reported by the selected bidder immediately.</p> <ul style="list-style-type: none"> • Although, Downtime shall be measured through Bank’s monitoring tools and/or Logs and alerts from application-level monitoring shared by the selected bidder. • For each incident, the vendor must provide a root cause analysis (RCA) and fix timeline within the stipulated time.
4	Scope of work:	<p>a. AI Observability (Token & Cost): bidder shall implement AI observability for all GenAI/Agentic workflows, including token consumption tracking (per user, per application, per use case, per model, per environment), request volume, latency, errors, guardrail events, and unit economics; with dashboards, alerts, and periodic consumption reports for PNB. The observability layer should not be CSP specific and should be implementable in the on-prem infrastructure layer as</p>	<p>a.AI Observability (Token & Cost): bidder shall implement AI observability for all GenAI/Agentic workflows, including token consumption tracking (per user, per application, per use case, per model, per environment), request volume, latency, errors, guardrail events, and unit economics; with dashboards, alerts, and periodic consumption reports for PNB. The observability layer should be CSP specific. But if required in future it should be</p>

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		well. Bidder should deploy this both on cloud as well as on-prem solutions.	implementable in the on-prem infrastructure layer as well.
5	Scope of work:	<p>a. CSP Premium Support: The solution must include CSP Premium/Enterprise Support (24x7), with defined SLAs for Severity 1–4 incidents, proactive support, escalation management, and (where offered) a named Technical Account Manager/Service Delivery Manager. bidder shall ensure the subscription/entitlement is active for the full contract term and coordinate all escalations with CSP on behalf of the Bank.</p>	<p>▪ CSP Premium Support: The solution must include CSP Premium/Enterprise Support (24x7), with defined SLAs for Severity 1–4 incidents, proactive support, escalation management. Where offered, a named Technical Account Manager(TAM)/Service Delivery Manager may be provided either directly by the CSP or through the bidder/implementation partner support model. The bidder shall ensure the required support subscription/entitlement remains active for the full contract term and shall coordinate all escalations with CSP on behalf of the Bank.</p>

6. Annexure 23 – Undertaking form for CSP(Revised)

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

To

The Assistant General Manager

Centralised Procurement & Partnership Division

Punjab National Bank

HO:CPPD, Head Office, New Delhi

Dear Sir,

Reg: RFP FOR ENGAGEMENT OF IMPLEMENTATION PARTNER FOR DESIGN, DEVELOPMENT, AND OPERATIONALISATION OF GENERATIVE AI USE CASES

We hereby submit the following: -

We, M/s _____ are the established and reputable service provider for cloud (as per table A below) having Datacentres in India. _____ do hereby support and confirm M/s _____ as our authorized partner for the purpose of submitting bid, offering quotations, negotiating and concluding contract with the Bank in relation to the subject RFP.

This wording retains OEM/CSP accountability, preserves authorization intent, accommodates vendor concern regarding terminology and protects the Bank's contractual position.

We confirm that M/s _____, having their office at _____ is our Partner. We do hereby confirm our support to M/s _____ to offer their quotation for our Cloud Services in relation to the subject RFP. Further

M/s _____ can independently quote their commercial terms and independently negotiate and contract with you against the above-mentioned RFP.

We hereby confirm that we shall comply with all applicable and binding provisions of the Information Technology Act, 2000 and the Digital Personal Data Protection Act, 2023. We further confirm that our cloud services and related offerings implement required privacy, security and data protection measures in accordance with applicable laws and regulatory requirements.

We also confirm that our cloud services offered for this engagement from Indian regions are empaneled with the **Ministry of Electronics and Information Technology (MeitY)**, wherever such empanelment is applicable, and relevant details shall be provided as part of the bid or upon request.

We hereby commit to our contractual terms agreed/signed with M/s _____. We will not withdraw our support without giving prior notice either during the RFP process or during the contract period.

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

Date: _____

Place: _____

Yours faithfully

Signature of Authorized Signatory

Name of Signatory:

Designation:

Email ID:

Mobile No:

Telephone No.:

Seal of Company:

7. ANNEXURE 7-Performa for Commercial Offer (Revised)

(to be submitted online on GeM only)

To,

Assistant General Manager

Punjab National Bank, Head Office,

Centralized Procurement & Partnerships Division (CPPD),

4th Floor, 5, Sansad Marg, New Delhi-110001

Sir,

Req.: RFP FOR ENGAGEMENT OF IMPLEMENTATION PARTNER FOR DESIGN, DEVELOPMENT, AND OPERATIONALISATION OF GENERATIVE AI USE CASES.

Table A: TCO(Total Cost Of Ownership) for 3 Years

S No	Category	Description	QUANTITY (a)	UNIT PRICE (b)	TOTAL COST(excluding GST) (c)=a*b	GS T %	GST Amt.(d)	TOTAL COST(Inclusive o GST) (e=c+d)	Details
1	Gen AI Cost(Table B1)	As per Table B1	As per Table B1	-					As per Table B1

2	Gen AI Cost(Table B2)	As per Table B2	As per Table B1	-					As per Table B2
3	Resource Cost	Resource Deployment at DC/DR	7						Resource Cost Annexure
4	API Cost	API Cost	35000 (Proposal) X 24 API = 840000						atleast 3 call per source defined in List of APIs sheet (API Cost Annexure)
5	Implementation	Use case Implementation cost	8 Use Cases						Implementation Cost Annexure
6	Additional Cost	Cost for any additional requirements/ customization/ enhancement	100 Man days						Development of additional use cases - man days (CR Cost Annexure)
		Total Cost							

For every services bidder needs to provide all the services as provided in the annexures basis the requirement and configuration mentioned in the respective annexure as well as in the scope

Table: B1 (Gen AI Cost)

S. No	Category	Description	Quantity(for 3 Years) (a)	UNIT PRICE (b)	Total Cost(Exclusive of GST) (c) =a*b	GST %	GST Amt. (d)	Total Cost(Inclusive of GST) (e)=c+d	Details
1	Compute & OS	Compute resources required to run the application workload including virtual machines/instances OS licensing where applicable and host management capabilities needed for production operations.	18						32 cores 128 GB RAM (Refer Technical Specifications)
2	Storage	Persistent and durable storage services used for application data logs artifacts and backups covering block object file storage snapshots archival tiers and	2						4 core 32 GB RAM (Refer Technical Specifications)

		storage request meters where applicable.							Specific ations)
3	Networki ng	Connectivity and traffic management services enabling secure communication between users application components on-prem environments and the internet including load balancing NAT VPN/private connectivity DNS and all data transfer charges including internet egress and inter-zone/region.	4 links						1 Gbps per circuit. Upgrade to higher bandwidth will be supported without redesign and without any additional cost.
4	Observa bility & Audit	Monitoring logging tracing metrics and audit/event capture services required for reliability security investigation and	Fixed Service Cost.						Refer to Tech Specs

		compliance including ingestion storage retention and query/analytics meters.							
5	AI / GenAI	Managed AI services used for model inference and AI features including LLM invocation token.(input tokens)	600326 Million						Unit price should be average of the Proposed models described in Scope(refer Appendix attached below)
6	AI / GenAI	Managed AI services used for model inference and AI features including LLM invocation token.(output tokens)	77668 Million						
7	AI / GenAI	Managed AI services used for model inference and AI features including LLM invocation token.(embedding tokens)	3250 Million						
8	API Gateway	Managed API front door services for exposing and governing application endpoints including request	Fixed Service Cost.	-					Refer to Tech Specs

		processing routing authentication/authorization integration caching and metering based on API calls and data transfer.							
9	Data Security & Compliance	Security and compliance controls protecting data and workloads including encryption keys secrets management HSM WAF DDoS protection CSPM configuration management vulnerability assessment threat detection DLP and policy enforcement with relevant metering.	Fixed Service Cost.	-					Refer to Tech Specs
10	DevOps / Platform Services	Services supporting build deploy configuration and environment management including CI/CD pipelines build minutes artifact storage infrastructure automation and	Fixed Service Cost.						Refer to Tech Specs

		operational tooling used to manage the platform lifecycle.							
11	Miscellaneous	Supporting services not covered in other categories such as ad-hoc integrations shared utilities and ancillary platform components that may incur variable consumption-based charges.	Fixed Service Cost.						Refer to Tech Specs
		Total Cost							

Table: B2(Gen AI Cost)

S · N o (a)	Category (b)	Description (c)	Quantity (d)	UNIT PRICE (e)	No of mont hs (f)	TOTAL COST (Exclusive of GST) (g)= d*e*f	GS T% (h)	GS T A mt. (i)	TOTAL COST (Inclus ive of GST)(j) =f+i	Details (k)
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1	Backup	<p>Backup Service (Orchestration + Operations + Restore) - Covers backup policy/orchestration, backup operations, and restore operations. Sized as 18 VMs + 2 databases = 20 protected resources. Vendor to include job execution, API operations, and standard restores.</p>	<p>20 Protected resources. Cost per month</p>		36					<p>Refer to Tech Specs</p>
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2	Backup	<p>Backup Storage (Primary + DR + Retention) - Total backup storage footprint inclusive of snapshots/backups, cross-region DR copy, and long-term retention tier where applicable. Estimated as 18 TB (VM disks) + 2 TB (DBs/artifacts/logs). Vendor to specify storage class/tier and retention assumptions.</p>	20 TB storage. Cost per month		36					Refer to Tech Specs
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		Total Cost								
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Table C: a. API Cost

S No.	API Name	No. of Hits (One time) per API (a)	Quantity (No of Proposals) (b)	Cost per hit instance (c)	TOTAL COST (Exclusive of GST) d=(a*b*c)	GST %	GS T Am t. (e)	TOTAL COST (Inclusiv e of GST)(f)= d+e
1	MCA	3	35000					
2	Credit bureau / agency	3	35000					
3	GST	3	35000					
4	ITR	3	35000					
5	LEI	3	35000					
6	SEBI	3	35000					
7	CERSAI	3	35000					
8	Director API	3	35000					

Total Cost

(Each item/product to be added in separate rows)

Table D: Implementation Cost

S.No.	UseCase	Implementation Cost (Exclusive of GST)(a)	GST% (b)	GST Amt. (c)	TOTAL COST (Inclusive of GST) (d)=a+c
1	Credit Assist: Note Preparation Tool				
2	Personalized Digital Marketing				
3	Sales Growth Tool / RM Copilot				
4	CASA Onboarding Assistant: Agentic AI- Driven Document Scrutiny and Validation				
5	AI driven enterprise risk management dashboard				
6	AI driven RCSA Standardization Assistant				
7	Employee productivity assistant				
8	Coding assistant				

Table E: Resource Cost

Deployment location	Description	Level	No. of resource (a)	Charges for 1 month (b)	No of months (c)	Total Cost (Exclusive of GST) (d)=a*b*c	GST %	GST Amt.(e)	Total Charges for Man-days [Incl.GST] (f)=d+e
On premise	Application Support	L1.5	3		36				
	Cloud / DevOps Support	L3	1		36				
	AI/ML / LLMOps Support	L3	1		36				
	Infra & Operations Support	L2	1		36				
	PMO	L2	1		36				
Total Cost									

Table F: Additional Cost

Cost for any additional requirements/ customization/ enhancement [Amount in Indian Rupees]

Sl. No.	Requirement Details	Charges Per Man-days [Excl. GST] (a)	No. of Man-days(b)	Total Charges for Man-days [Excl. GST] (c)	%GST	GST Amt.(d)	Total Charges for Man-days [Incl.GST] (e)=c+d
1	Cost for any additional requirements additional customization/ enhancement during the entire contract period		100*				
	Total Cost						

*Number of Man-days mentioned above is indicative only. However, the no. of man-days will be utilized from time to time as per the requirement/Bank's discretion.

The payment for the integration service will be made on actual integrated application / services based on the unit cost quoted by bidder.

NOTES:

1. The rates quoted in commercial bid should be inclusive of all taxes except GST. However, GST shall be paid to the bidder on actual basis at the rate applicable. The rate of applicable GST should be informed and charged separately in the invoice generated for supply of the product.
2. Any column left blank by the bidder will result in disqualification of the bid.
3. Bank is not bound to place any minimum order for any item.
4. If there is any calculation error/total error, the same shall be recalculated. Unit price will prevail.
5. Bank may place Orders for above mentioned items of Table A, Table B & Table C as and when required during the entire contract period at the unit rates finalized after evaluation of commercial bids. Bank is not bound to place any minimum order. The quantity will also be as per requirement.

6. The tentative quantity as mentioned in above tables is only indicative and for the purpose of deriving the Total Cost for evaluation of commercial bids. The actual quantity of any item ordered may vary according to the requirement of the Bank. In addition to the initial Order placed, Bank may place subsequent orders for any item, if required, at any time during the contract period, at the unit rate finalized through this RFP by Bank.
7. The final L1 bidder shall be selected on the basis of least quoted price for Total cost of ownership as mentioned in Annexure 7. However, Bank may negotiate with L1 bidder on total cost of ownership,
 - if in case of any situation where Bank is left with only one eligible bidder, or
 - rates quoted by L1 bidder seems not in line with the estimations done by the bank, or
 - not as per prevailing market rates of offered solution / products.
8. In the event of negotiation with L1 bidder on Total cost of operation, Line items to be decrease by same proportionate as decrease in negotiation on total cost of ownership as per Annexure-7.
9. Selection of other bidders will be done as per clause no 3.12.3. mentioned in RFP.
10. In case there is a difference in numerals and words of TCO then amount in word will prevail. The difference amount shall be increased or decreased in each line item in the same proportion it was quoted.

Appendix:. LLM COST Per Million Token

S. No.	INPUT			OUTPUT			Embedding			Total Cost Exclusive of GST	GST T %	GST Amount	Total Cost Inclusive of GST
	Model Family	Model Version	Input Token Cost (Per 1 Million)	Model Family	Model Version	Output Token Cost (Per 1 Million)	Model Family	Model Version	Embedding Token Cost (Per 1 Million Tokens)				

			Tok ens)			Tok ens)							
Total Cost													

Date: _____

Place: _____

Signature of Authorized Signatory

Name of Signatory:

Designation:

Email ID:

Mobile No:

Telephone No.:

8. Annexure 18 – Technical Evaluation & Marking Criteria (Revised)

(To be submitted on Bidder's letter head)

To,

Assistant General Manager

Punjab National Bank, Head Office,

Centralized Procurement & Partnerships Division (CPPD),

4th Floor, 5, Sansad Marg, New Delhi-110001

Sir,

Req: RFP FOR ENGAGEMENT OF IMPLEMENTATION PARTNER FOR DESIGN, DEVELOPMENT, AND OPERATIONALISATION OF GENERATIVE AI USE CASES

Instructions for Bidders

Bidders must provide compliance to each criterion along with supporting documents as specified in the reference column.

Bidders must self-assign marks based on their compliance. Bank reserves the right to verify and adjust scores.

Minimum qualifying marks: Bidder must score 70% in each category separately with aggregate 70 out of 100. Any bidder scoring less than 70% marks in each category as well as in aggregate will be disqualified.

Non-submission of requisite documents or insufficient evidence will result in reduction or zero marks for that criterion.

All supporting documents must be on client letterhead with authorized signatures.

Scoring Summary

Category	Marks	Weightage
A. Bidder GenAI Delivery Capability	55	55%

Category	Marks	Weightage
1. GenAI Use Cases Delivered	40	
2. GenAI Team Expertise & Profile	15	
B. CSP Capabilities & Experience	20	20%
4. CSP GenAI Platform Capabilities	10	
5. Bidder's GenAI Implementations on CSP	10	
C. Presentation & Demonstration	25	25%
6. Technical Presentation & Live Demo	25	
TOTAL	100	100%

Note: Weightage percentages reflect distribution of the 75 marks allocated to Categories A and B. Category C (Presentation) comprises the remaining 25 marks.

Category A: Bidder GenAI Delivery Capability (55 Marks)

The evaluation of GenAI experience shall be carried out to assess the bidder's capability to design, deploy, and scale GenAI solutions from Proof of Concept (POC) to Production (Live) environments. Higher weightage shall be accorded to production-ready and actively deployed solutions.

The assessment shall be based on:

Overall experience in terms of total number of GenAI use cases (POC and Live combined)

Maturity of implementations, measured by the proportion of use cases that are in Production (Live)

Bidders demonstrating higher number of production deployments along with adequate scale shall score higher.

Mandatory Conditions

Minimum one (1) Production (Live) GenAI use case is mandatory for qualification under this criterion.

Bidders with no production deployments shall be awarded zero (0) marks under this criterion.

Maximum marks under this criterion shall be 20 marks.

Evaluation Framework : Refer table A(Assessment of Scale) and table B(Assessment of Maturity) in order to calculate the final scoring. The final scoring is obtained by multiplying base marks with the conversion factor as in Formula 1 and Formula 2

Sub-Criterion 1.a: GenAI Experience in Organisation (Max 20 Marks)

FORMULA1: $CONVERSION\ RATE = \frac{NUMBER\ OF\ LIVE\ PROJECTS}{(NUMBER\ OF\ POCs + NUMBER\ OF\ LIVE\ PROJECTS)}$

Table A: Assessment of Scale (Total Use Cases)

Total Number of GenAI Use Cases (POC + Live)	Base Marks	Documents to be submitted
1 to 2	5	For EACH use case: PO/POC/Contract and Go-live certificate OR Client Performance certificate
3 to 4	10	
5 to 7	15	
>=8	20	

Formula 1: $Conversion\ Rate = \frac{Number\ of\ Live\ Projects}{(Number\ of\ POCs + Number\ of\ Live\ Projects)}$

Table B: Assessment of Maturity (Proportion of Live Use Cases)

Proportion of Live Use Cases	Conversion Factor
70% and above	1
50% to < 70%	0.8
30% to < 50%	0.6
Below 30%	0.4

Formula 2: Final Score = Base Marks * conversion factor

Mandatory Requirement: Minimum 1 production GenAI use cases required. POCs, pilots, and prototypes do not qualify. Only production-deployed use cases with active users will be considered.

Sub-Criterion 1.b: BFSI GenAI Experience (Max 10 Marks)

Parameter	Marks	Documents to be submitted
3 or more GenAI use cases in BFSI	10	For EACH banking use case: Bank client credential Use case description Production metrics
2 GenAI use cases in BFSI	6	For EACH banking use case: Bank client credential Use case description Production metrics
1 GenAI use cases in BFSI	3	For EACH banking use case: Bank client credential Use case description

Parameter	Marks	Documents to be submitted
		Production metrics

Sub-Criterion 1.c: Complexity & Scale of Implementations (Max 10 Marks)

Parameter	Marks	Documents to be submitted
Enterprise-scale deployment (1000+ users)	10	Performance certificate from client side to be provided as per Annexure 4.
Mid-scale deployment (100-999 users)	6	OR
Small-scale deployment (< 100 users)	3	<p>Purchase/Work Order/ Agreement along with email from the client containing all the required information as per Annexure-4.</p> <p>Kindly note that that Client's Email should be from their official Email IDs only, containing their name, designation & Mobile no.</p> <p>OR</p> <p>Copy of Purchase/ Work Order/Agreement along with Installation / Execution Certificate containing the required information as per Annexure-4 duly signed & stamped by the Client</p>

Parameter	Marks	Documents to be submitted
		OR Purchase order/agreement along with any other proof of execution/installation/implementation to the satisfaction of Bank.

Criterion 2: Team Expertise & Profile (15 Marks)

Objective: Assess bidder's banking domain expertise and onsite commitment for PNB implementation.

Sub-Criterion 2.a: Banking Domain Expertise on GenAI use cases (Max 10 Marks)

Parameter	Marks	Documents to be submitted
10+ team members with 3+ years banking domain experience	10	Resumes demonstrating: Banking projects CBS/CRM knowledge Domain certifications Undertaking from HR Head
5-9 team members with banking domain experience	5	Same as above
< 5 team members with banking experience	0	—

Note: Banking domain experience includes CBS, credit underwriting, KYC/AML, payments, or risk management implementations.

Sub-Criterion 2.b: Cloud & Infrastructure Capabilities (5 Marks)

Parameter	Marks	Documents to be submitted
Out of the proposed team to be deployed as per Annexure-20, 50% deployed team capable of Cloud and IT Infrastructure implementation and should have experience on same areas for more than 8 years	5	Authorized commitment letter on company letterhead and Any one leading cloud enterprise grade certification
Out of the proposed team to be deployed as per Annexure-20, 50% deployed team capable of Cloud and IT Infrastructure implementation and should have experience on same areas for more than 5 years	3	Authorized commitment letter on company letterhead and Any one leading cloud enterprise grade certification
Out of the proposed team to be deployed as per Annexure-20, 50% deployed team capable of Cloud and IT Infrastructure implementation and should have experience on same areas for more than or equal to 3 years	1	Authorized commitment letter on company letterhead and Any one leading cloud enterprise grade certification

Category B: CSP Capabilities & Experience (20 Marks)

Criterion 3: CSP GenAI Platform Capabilities (10 Marks)

Objective: Assess the chosen Cloud Service Provider's GenAI platform maturity, managed services, and technical capabilities. Further, No marks shall be allotted if bidder fail to submit the supporting document as per below Evaluation Parameters.

Mandatory Prerequisite: CSP must be MeitY empanelled with India datacentre availability. This is a qualifying requirement (not scored).

Evaluation Parameters	Marks (10)	Documents to be submitted
Access to minimum of 3 state-of-the-art LLMs. At least 2 of these must belong to leading proprietary model families, such as GPT, Claude, Gemini and the model	4	Undertaking to be submitted along with supporting documents depicting Evaluation Parameters

Evaluation Parameters	Marks (10)	Documents to be submitted
should be latest as on today. And it should be residing in India.		Or Any other document to the satisfaction of the bank.
Vector Database & Embeddings Managed vector database service (native or integrated) Embedding generation services Semantic search and similarity matching capabilities	2	Undertaking to be submitted along with supporting documents depicting Evaluation Parameters Or Any other document to the satisfaction of the bank.
GPU Compute & Infrastructure GPU instances for model training/fine-tuning (A100/H100 equivalent) Serverless and provisioned inference options Auto-scaling based on demand	2	Undertaking to be submitted along with supporting documents depicting Evaluation Parameters Or Any other document to the satisfaction of the bank.
Responsible AI & Guardrails Content filtering and moderation tools Hallucination detection mechanisms Bias detection and fairness evaluation Explainability and audit logging capabilities	2	Undertaking to be submitted along with supporting documents depicting Evaluation Parameters Or Any other document to the satisfaction of the bank.

Criterion 4: GenAI Implementations on CSP (10 Marks)

Objective: Evaluate experience in implementing GenAI solutions on the proposed Cloud Service Provider's platform, demonstrating familiarity with CSP-specific services and tools.

Bidder's CSP-Based Implementations	Marks	Documents to be submitted
Deployment of 5 or above GenAI use cases on proposed CSP	10	Bidder to submit following documents: For EACH implementation: For EACH use case: PO/Contract and Go-live certificate OR Client reference letter OR Email Architecture diagram showing CSP services used Use case description
Deployment of 3<5 GenAI use cases on proposed CSP	8	Bidder to submit following documents: For EACH implementation: For EACH use case: PO/Contract and Go-live certificate OR Client reference letter OR Email Architecture diagram showing CSP services used Use case description

Bidder's CSP-Based Implementations	Marks	Documents to be submitted
Deployment of 2 GenAI use cases on proposed CSP	6	Bidder to submit following documents: For EACH implementation: For EACH use case: PO/Contract and Go-live certificate OR Client reference letter OR Email Architecture diagram showing CSP services used Use case description

Note: This criterion assesses the experience with the proposed CSP platform, NOT the CSP's general market presence.

5. Technical Presentation (25 Marks)

Objective: Evaluate bidder's understanding of PNB requirements, solution approach, and demonstrate working GenAI implementations.

Presentation Duration: 60 minutes (50 minutes presentation + 10 minutes Q&A)

S. NO.	Presentation	Marks
1	<ul style="list-style-type: none"> Understanding of PNB Requirements Clear articulation of PNB's GenAI objectives and business challenges Understanding of each use case's functional requirements Awareness of RBI FREE-AI framework and banking compliance requirements Recognition of integration complexity (CBS, CRM, EDW) 	6

S. NO.	Presentation	Marks
2	<ul style="list-style-type: none"> • Solution Architecture Walkthrough Comprehensive architecture diagram (cloud deployment, data flow, security layers) • Explanation of LLM orchestration, RAG pipeline, and agent framework • Integration approach with banking systems (API design, data mapping) • Security measures (encryption, audit logging) • Governance and explainability mechanisms 	6
3	<ul style="list-style-type: none"> • Implementation Approach & Timeline • Phased implementation strategy with clear milestones • Team structure and resource allocation plan • Risk mitigation and contingency planning • Realistic timelines for each use case 	6
4	<p>Value Proposition & Differentiation Clear articulation of business benefits (efficiency, accuracy, cost savings)</p> <p>Unique differentiators vs competitors</p> <p>Relevant case study from banking sector showcasing similar success</p> <p>Innovation approach (custom models, novel techniques)</p>	5
5	<p>Q&A Handling</p> <p>Quality and depth of answers to technical questions</p> <p>Clarity in addressing concerns raised by evaluation committee</p> <p>Confidence and expertise demonstrated by presenters</p>	2

S. NO.	Presentation	Marks
	Total	25

Evaluation: Scored by technical evaluation committee based on clarity, depth, feasibility, and alignment with PNB's vision.

Demo Duration: 40 minutes (30 minutes demo + 10 minutes interaction)

Mandatory Requirement: Bidder must demonstrate TWO (2) preferably live, working GenAI use cases similar to PNB requirements.

CRITICAL NOTE: Demonstrations using pre-recorded videos will receive ZERO marks. Only live, interactive demonstrations will be scored.

Demo Setup Requirements:

Bidder must bring their own laptop/hardware for demonstration

Internet connectivity will be provided by PNB

Demo systems should be pre-configured and ready to run

- Bidder should prepare for 15 minutes setup time before demo

Date:

Place:

Yours faithfully

Signature of Authorized Signatory

Name of Signatory:

Designation:

Email ID:

Telephone/Mobile No:

Seal of Company:

9.ANNEXURE 2- ELIGIBILITY CRITERIA OF THE BIDDER(Revised)

(To be submitted on Company's Letter Head)

To,

Assistant General Manager

Punjab National Bank, Head Office,

Centralized Procurement & Partnerships Division (CPPD),

4th Floor, 5, Sansad Marg, New Delhi-110001

Sir

Reg.: RFP FOR ENGAGEMENT OF IMPLEMENTATION PARTNER FOR DESIGN, DEVELOPMENT, AND OPERATIONALISATION OF GENERATIVE AI USE CASES.

S.No.	Minimum Requirements	Compliance (Yes/No)	Document(s) to be submitted
A	ELIGIBILITY CRITERIA FOR BIDDER		
1.	Company Registration and Legal Standing		
a.	<p>Bidder must be a registered company/entity in India for at least 5 years as on RFP date (A company incorporated under the Indian Companies Act, 1956/2013/Indian Partnership Act 1932 or Limited Liability Partnerships Act 2008 (four years for MSEs/Startup) as on date of bid submission.</p> <p>The demerged entities (by virtue of corporate restructuring exercise, etc.) may bid in this RFP in line with Office Memorandum No. F.8/78/2023-PPD dated 12.10.2023 of (Department of Expenditure</p>		<p>Copy of the certificate of incorporation - issued by The Registrar of Companies/ Partnership Deed etc. and certificate for change of name, etc., if any.</p>

	<p>(DoE), Ministry of Finance (MoF), Government of India.</p> <p>Also, the line of business of demerged entity must be in line with the business for which this RFP is intended.</p>		
	<p>a. The bidder should be either the Original Equipment Manufacturer (OEM/OSD)/OSD or their authorized representative in India. IAR/Agent/SI and the Principal/OEM/OSD/Solution Provider cannot bid simultaneously for the same Product in the same tender.</p> <p>b. If any product of Principal / Original Equipment Manufacturer (OEM/OSD)/OSD is being quoted in the tender, the OEM/OSD Company cannot bid for any other OEM/OSD's product.</p> <p>If an Indian Authorized Representative (IAR) submits bid on behalf of the Principal/OEM/OSD/OSD, the same IAR shall not submit a bid on behalf of another Principal/OEM/OSD/OSD in the same tender for the same.</p> <p>c. item/product. In such case all the bids from the said IAR will be rejected. Joint Bids/ Bids by Consortium are not acceptable.</p>		<p>In case of authorized representative/partner of the primary product, MAF from OEM/OSD as per Annexure-15 in their letter Head needs to be provided.</p> <p>(Name, designation, contact no & official mail id of the signing authority must be clearly mentioned in the MAF.)</p> <p>OR</p> <p>In case bidder itself is OEM/OSD of any Item (e.g., App./hardware etc.), undertaking as per Annexure-16 on their company's letter head should be provided.</p> <p>Note: Refer to Annexure 23 for the undertaking to be provided by CSP.</p>
b.	Bidder must have valid GST registration		GST Registration Certificate
c.	Bidder must have valid PAN		PAN Card

2.	Financial Eligibility		
a.	<p>i. The Bidder must have a minimum annual average turnover of Rs. 50.00 crores in 3 Financial Years (2022-23, 2023-24 and 2024-25) from their Indian operations.</p> <p>In case of MSE/ Startup, bidder should have average annual turnover of INR 25.00 crores during last three financial years i.e. 2022-23, 2023-24 and 2024-25, from their Indian operations.</p> <p>This must be the individual company turnover and not that of any group of companies.</p> <p>AND</p> <p>ii. The bidder should also have a positive Net Worth during last three financial years i.e. 2022-23, 2023-24 and 2024-25 and should not have eroded by more than 30% in last 3 years.</p>		<p>Provide CA Certificate as per Annexure-6</p> <p>AND</p> <p>Audited Financial statements (Balance sheet and Profit & Loss statement) for last three financial years i.e. 2022-23, 2023-24 and 2024-25</p>
b.	The bidder should not be involved in any litigation which threatens solvency of company.		Certificate is to be provided by the CA/Statutory Auditor as per Annexure- 5.
c.	The Bidder (including its OEM/OSD, if any) should either be Class I or Class II local supplier as defined in Public Procurement (Preference to Make in India), Order 2017, Revised Order (English) dated 19.07.2024.		Certificate of Local Content to be submitted as per Annexure 19.

3.	GenAI Implementation Experience		
a.	<p>Minimum 3 production GenAI use cases implemented and currently operational (POCs, pilots, prototypes DO NOT qualify) in one or more Organization (s) having minimum latest Annual Turn Over of Rs.500 Crore.</p> <ul style="list-style-type: none"> GenAI use cases must include implementation of: LLM-based applications, RAG (Retrieval Augmented Generation), OR Agentic AI workflows At least 1 out of 3 GenAI use cases must be from Banking, NBFC, Insurance, or Financial Services sector during Last three years as on bid submission Date. <p>In case of MSE/Startup:</p> <p>Minimum 2 production GenAI use cases implemented and currently operational (POCs, pilots, prototypes DO NOT qualify) in one or more Organization (s) having minimum latest Annual Turn Over of Rs.500 Crore.</p> <ul style="list-style-type: none"> GenAI use cases must include implementation of: LLM-based applications, RAG (Retrieval Augmented Generation), OR Agentic AI workflows <p>At least 1 out of 2 GenAI use cases must be from Banking, NBFC, Insurance, or Financial Services sector during Last three years as on bid submission Date.</p>		<p>For EACH use case:</p> <p>Performance certificate from client side to be provided as per Annexure 4.</p> <p>OR</p> <p>Purchase/Work Order/ Agreement along with email from the client containing all the required information as per Annexure-4.</p> <p>Kindly note that that Client’s Email should be from their official Email IDs only, containing their name, designation & Mobile no.</p> <p>OR</p> <p>Copy of Purchase/ Work Order/Agreement along with Installation / Execution Certificate containing the required information as per Annexure-4 duly signed & stamped by the Client</p> <p>OR</p> <p>Purchase order/agreement along with any other proof of execution/installation/ implementation to the satisfaction of Bank.</p> <p>AND</p> <ul style="list-style-type: none"> Technical architecture document showing GenAI components

			<ul style="list-style-type: none"> Banking/BFSI client reference letter with use case details
4.	Technical Capability		
a.	Bidder must have minimum 10 full-time employees on Gen AI skillsets as on RFP date		Employee strength certificate on company letterhead to be submitted
B	ELIGIBILITY CRITERIA FOR CLOUD SERVICE PROVIDER (CSP) (Note:Bidder must provide supporting documents from cloud service provider as per following eligibility criteria for CSP)		
1.	Generic Requirement		
a.	CSP must be empaneled with MeitY (Ministry of Electronics and Information Technology) under 'Empanelment of Cloud Service Providers' scheme		MeitY empanelment certificate to be submitted
b.	CSP must have operational datacentre(s) in India meeting the security and compliance requirements as per Meity CSP empanelment guidelines.		Declaration on CSP letter head signed by Statutory Auditor/Director of CSP to be submitted
c.	Bidder to provide ISO 27001 certificate along with following certificates of proposed CSP: ISO/IEC 27001, ISO/IEC 27017, ISO/IEC 27018, SOC 2 Type II, ISO/IEC 27701.		Valid compliance certificates to be submitted
2.	GenAI Platform Capabilities		
a.	CSP must provide managed access to at least 3 leading LLMs (e.g., GPT-4, Claude, Gemini, Llama 3, Mistral, etc.)		Service documentation with LLM catalog and API access details to be submitted Or

			Any other document to the satisfaction of the bank.
b.	CSP must offer managed vector database service OR integration support for vector databases (Pinecone, Weaviate, Chroma, or equivalent)		Service documentation for vector database capabilities to be submitted Or Any other document to the satisfaction of the bank.
c.	CSP must provide GPU compute instances (NVIDIA A100, H100, or equivalent) for model training and inference		GPU instance specifications and availability documentation to be submitted Or Any other document to the satisfaction of the bank..
d.	CSP must offer AI governance tools: content filtering, hallucination detection, OR explainability frameworks		Responsible AI framework documentation to be submitted Or Any other document to the satisfaction of the bank.

NOTE:

1. In case any purchase order has been issued to the bidder by our Bank in respect of any other project/product and the same has not been delivered/executed even after the prescribed time period and if the delay is not accepted & approved by the Bank, the bid of the respective bidder is liable for rejection.
2. Bidder should submit detailed response along with documentary proof for all of the above eligibility criteria. The eligibility will be evaluated based on the bid and the supporting documents submitted. Bids not meeting the above eligibility criteria will be rejected.

3. Technical Evaluation will be done by Bank's technical evaluation committee and the decision of the committee will be final.
4. Bidders to submit relevant documentary evidence for all parameters mentioned.
5. Providing any wrong information by the bidder will result in disqualification of the bidder. The Bank may cross check above parameters by any means / during site visit.
6. All Annexures must be on the letter head of the Bidder, except those which are to be provided by OEM/OSD/CA/third party. All documents, addressed to the Bank, should be submitted in Original. (No Photocopies will be acceptable).
7. All third party documents must be signed by their authorized signatory and his/her designation, Official E-mail ID and Mobile no. should also be evident.
8. Bidder is also required to substantiate whether the person signing the document is authorized to do so on behalf of his company. Inability of the bidder to prove the genuineness/authenticity of any third-party document may make the bid liable for rejection.
9. The participating bidders are required to submit unambiguous documentary evidence, in support of their meeting the above eligibility criteria. The bidder must comply with all above mentioned criteria. Non-compliance of any criteria will entail rejection of the bid summarily.
10. Bank reserves the right to verify/evaluate the claims made by the bidder independently. Any decision of the Bank in this regard shall be final, conclusive and binding upon the bidder. The Bank may accept or reject an offer without assigning any reason what so ever.

Date: _____

Place: _____

Signature of Authorized Signatory

Name of Signatory:

Designation:

Email ID:

Mobile No:

Telephone No.:

Seal of Company:

10. Annexure 14 –Resource Bill of material (BOM)(Revised)(for better understanding to bidders)

(To be submitted on Bidder’s letter head)

To,

Assistant General Manager

Punjab National Bank, Head Office,

Centralized Procurement & Partnerships Division (CPPD),

4th Floor, 5, Sansad Marg, New Delhi-110001

Sir,

Req: RFP FOR ENGAGEMENT OF IMPLEMENTATION PARTNER FOR DESIGN, DEVELOPMENT, AND OPERATIONALISATION OF GENERATIVE AI USE CASES

Bidder needs to provide details of Bill of Materials as per the format below:

S.No.	Role	Level	Key Responsibilities	No. of Resources	Minimum Qualification & Experience
1	Application Support	L1.5	Application support, API & integration troubleshooting, user issue resolution	3	BE/BTech/MCA or equivalent with 3–5 years’ experience in application support, APIs, databases
2	Cloud / DevOps Support	L3	System health monitoring, cloud services, deployments, configuration management	1	BE/BTech with 3–5 years’ experience in cloud platforms, VM/container ops, CI/CD; cloud certification preferred
3	AI/ML / LLMOps Support	L3	Monitoring GenAI/LLM workflows, model performance, RAG pipelines	1	BE/BTech/MCA with 2–4 years’ experience in AI/ML operations, LLM

					platforms, embeddings; AI certification preferred
4	Infra & Operations Support	L2	Incident management, change support, coordination with CSP/OEM/OSD, access & configuration updates	1	BE/BTech/Diploma with 4–6 years' experience in IT operations, networking basics, ITSM processes
5	PMO	L2	Daily/weekly reporting, RCA documentation, SOP & knowledge base maintenance	1	Graduate/MBA with 5+ years' experience in IT PMO, reporting, SLA & governance tracking

Date: _____

Place: _____

Signature of Authorized Signatory

Name of Signatory:

Designation:

Email ID:

Contact No.:

Seal of Company