

Expression of Interest (Eol)
for
Selection of System Integrator (SI)
for
Post Office Savings Bank (POSB)
under
IT Modernization Project - DoP IT 2.0



Issued by
Department of Posts
Dak Bhawan,
Sansad Marg,
New Delhi – 110001

July 2025

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Glossary

Acronym	Full
API	Application Programming Interface
ATM	Automated Teller Machine
ATS	Application Tracking System
BFSI	Banking, Financial Services, and Insurance
BO	Branch Office
CBS	Core Banking Solution
CEPT	Center for Excellence in Postal Technology
CERT	Computer Emergency Response Team
DoP	Department of Post
DPI	Dots Per Inch
EMS	Enterprise Management System
EoI	Expression of Interest
FRS	Functional Requirement Specification
GST	Good and Services Tax
IPPB	India Post Payments Bank
MAF	Manufacturer Authorization Form
MGNREGS	Mahatma Gandhi National Rural Employment Guarantee Scheme
MSE	Micro and Small Enterprises
NDA	Non-Disclosure Agreement
NPCI	National Payments Corporation of India
OEM	Original Equipment Manufacturer
PAN	Permanent Account Number
PLI	Postal Life Insurance
PO	Post Office

PoC	Proof of Concept
PPD	Public Procurement Division
QCBS	Quality & Cost Based Selection
RBI	Reserve Bank of India
RFP	Request for Proposal
RPLI	Rural Postal Life Insurance
SI	System Integrator
SLA	Service Level Agreement
SO	Sub Office
SOL	Service Outlet
SPOC	Single Point of Contact
TEC	Tender Evaluation committee

1. Factsheet

Tender Authority	Inviting	FS Division, Dak Bhawan, Sansad Marg, New Delhi-110001
Name of Project Work		Selection of System Integrator (SI) for Post Office Savings Bank (POSB) under IT Modernization Project - DoP IT 2.0
EoI Reference No.		FS/9/2025-FS-PMU01-DOP
Place of availability of EoI Document		<p>CPP Portal https://eprocure.gov.in/eprocure/app</p> <p>GeM Portal https://gem.gov.in/</p> <p>India Post Website https://www.indiapost.gov.in/VAS/Pages/IndiaPosthome.aspx</p>
Place of submission of Responses		<p>CPP Portal https://eprocure.gov.in/eprocure/app</p>
Tender Type		Expression of Interest
Tender Category		Services
Type/Form of Contract		Services
Re-bid submission allowed by the Bidder		Yes (on or before the last date and time of bid submission)
Is Offline submission allowed		No
Withdrawal Allowed (Yes/No)		Yes (on or before the last date and time of bid submission)
Is multi-currency Allowed		No (Only Indian Rupees)
Date of release of EoI		15/07/2025
EoI Validity days		180 days
Location		Department of Posts,

	Dak Bhawan, Sansad Marg, New Delhi-110001
Cost of Tender Document	Nil
E-mail Address to send Pre-bid Queries & other correspondence	pmu-fsdivision@indiapost.gov.in
Last Date and Time for submission of Pre-Bid queries	24/07/2025 at 17:00 hrs
Date of Pre-bid Meeting	25/07/2025 at 11:00 hrs https://bharatvc.nic.in/join/3674534227
Place of Pre-bid meeting	Department of Posts Dak Bhawan, Sansad Marg, New Delhi-110001
Start date and time for Submission of Responses	04/08/2025 at 17:00 hrs
Last date and time for Submission of Responses	14/08/2025 at 17:00 hrs
Opening of EoI proposals	18/08/2025
Consortium/ Subcontracting	No Consortium allowed. Sub-Contracting allowed in the following: 1. Manpower deployed for Application Development, Operations and Maintenance 2. DCF (Data Centre Facility) service

2. Invitation for Eol / First stage of Two stage bidding

The Department of Posts (hereinafter referred as “DoP”, Department, the Purchaser, Buyer, The Principal) invites Expression of Interest (Eol) from prospective bidders (‘Bidders’) for Selection of System Integrator (SI) for Post Office Savings Bank (POSB) under IT Modernization Project - DoP IT 2.0.

A brief and broad scope of work and schedule of requirements is given in Section 5 of this document. Interested Bidders should provide sufficient and relevant information demonstrating that they meet the specified eligibility criteria and have the required qualifications to be shortlisted for providing the Services. This Eol document, details the process of such shortlisting. As part of this procurement process, a Request for Proposals (RFP) for selecting the SI shall be subsequently issued only to such shortlisted Bidders. The selected bidder from the subsequent RFP process will then be required to execute the detailed scope of work as specified in the forthcoming RFP document, which will be published by DoP.

The Term of the Contract shall include the Takeover & Transition, Enhancement, Operations & Maintenance of the current and future state of the entire POSB IT Systems, for a period of 5 years, extendable by 2 years at DoP’s discretion, on year-to-year basis on the same terms and conditions (unless terminated before expiry of Term).

The Eol process shall be subject to the laws of the Union of India and the exclusive jurisdiction of courts relevant to the address of the Tender Inviting Authority.

3. Content of the Eol Document

This Eol document provides the relevant information and instructions to the prospective bidder in preparing and submitting Eols. It also includes the mode and procedure for receipt, opening, evaluation of Eols and selecting the bidders qualifying the criteria prescribed in Eol. The Eol document consists of the following:

1. Fact Sheet
2. Indicative Scope of Work
3. Instructions to the Bidders
4. Pre-Qualification Criteria
5. Bid Submission Forms

4. Profile of India Posts

For more than 160 years, Department of Posts (DoP) has been the backbone of the nation's communication and has played a crucial role in the nation's social and economic development. DoP delivers mail and parcels, accepts deposits under Small Savings Schemes through Post Office Savings Bank (POSB), provides life insurance cover under Postal Life Insurance (PLI) and provides retail services like bill collection, sale of forms, etc. Post Office Savings Bank (POSB) has provided banking services across India, even in the remotest corners, since 1882. Operated by the Department of Posts on behalf of the Ministry of Finance, Government of India, POSB operations have been fully online for the past decade, offering citizens convenient "Anytime, Anywhere" banking through e-banking and ATM channel.

With a vast network of approximately 1.65 lakh Post Offices — of which nearly 1.49 lakh are located in rural areas — DoP operates the most widely distributed postal network in the world. Over the years, DoP has been instrumental in serving the nation's communication needs while contributing significantly to the social and economic development of its citizens, while promoting financial inclusion simultaneously.

Over the years, DoP has played a vital role in meeting the country's communication needs and in enhancing the economic and social well-being of its citizens.

As part of its ongoing digital transformation journey, DoP has significantly strengthened its IT infrastructure. To support its growth plans and address evolving business and service delivery needs, DoP now seeks to onboard a System Integrator (SI). The SI will be responsible for delivering end-to-end System Integration, Application Management, and IT Infrastructure Management services for POSB related activities. The detailed scope of work is outlined in the relevant section of this document.

The table below provides a snapshot of DoP's Organizational Network:

POSTAL NETWORK AT A GLANCE		
1	Postal Circles	23
2	Postal Regions	54
3	Postal Divisions	469
4	Postal Accounts Offices	23
5	Circle Stamp Depots	1

6	Postal Store Depots	26
7	Railway Mail Service Divisions	69
8	Postal Training Centres	6
9	Post Offices	1,64,987
A	<ul style="list-style-type: none"> • Rural Post Offices • Urban Post Offices 	<ul style="list-style-type: none"> • 1,49,164 • 15,823
B	<ul style="list-style-type: none"> • Head Post Office • Sub Post Offices • Branch Post Offices 	<ul style="list-style-type: none"> • 810 • 24,286 • 1,39,891
10	Delivery Post Office	1,57,436
11	Night Post Office	130
12	Sorting Hub	94
13	Average Persons Served Per Post Office *	8,490
14	Average Rural Persons Served Per Rural Post Office *	6,068
15	Average Urban Persons Served Per Urban Post Office *	31,327
16	Average Area Served by a Post Office (in Sq. Km)	19.92
17	No. of POSB Accounts	7,50,63,197
18	No. of saving certificates (est.)	9,45,51,000

Table 1: Postal Network at a Glance (Annual Report 24/25)

5. Introduction of the Project

5.1. Background

The Department of Posts' Information Technology Modernization Project 2.0 (IT 2.0) combines applications, intelligent platforms, and interconnected ecosystems so as to provide an inclusive, integrated single window view of postal and financial services to its stakeholders through multiple delivery channels. IT 2.0 is designed to drive operational efficiency by reducing costs, improving governance and compliance, and enhancing customer experience. It also aims to boost employee productivity and align technology solutions with prevailing industry standards.

The Post Office Savings Bank (POSB) plays a crucial role in the IT 2.0 project as it is a large customer-facing financial services arm of DoP. With over 1.65 lakh post offices—the majority in rural and remote areas—POSB serves as a vital channel for delivering banking, savings, and financial inclusion services to millions of citizens, especially those underserved by traditional banks.

POSB plays a pivotal role in connecting rural populations to the formal financial ecosystem, offering access to savings, remittances, and other essential services. Given the vast scale of POSB operations and the high volume of real-time financial transactions, a robust, secure, and scalable digital infrastructure is critical. POSB also ensures strict compliance with security, audit, and performance standards as it operates under the regulatory oversight of the Reserve Bank of India and the Ministry of Finance.

DoP operates on the Finacle Core Banking Solution (CBS), customized to support its wide range of postal savings schemes and banking services. Integrated with various delivery channels like Internet Banking, Mobile Banking, ATMs, and POS interfaces, the CBS enables real-time transaction processing across DoP's vast branch network. It also interfaces with external systems such as NPCI, UIDAI, and IPPB to provide seamless and secure financial services to millions of customers nationwide.

To manage this complex, mission-critical environment, the engagement of a qualified System Integrator (SI) is essential. The SI, to be selected through a two-stage procurement process, will form the digital backbone of POSB, supporting the Department's IT 2.0 vision of operational efficiency and improved customer experience by delivering a modern, inclusive, and resilient financial services platform.

5.2. Current Banking Implementation Landscape

DoP presently operates on Finacle Core Banking Solution (CBS) v10.2.13, along with its allied channel products—Finacle E-Banking, Finacle Mobile Banking, and POS interfaces—to deliver retail-banking and clearing-and-payments services across all Post Office branches.

Finacle CBS is customized to support DoP's portfolio of schemes, including but not limited to Postal Savings Accounts, Recurring Deposits (RD), Term Deposits (TD), Monthly Income Scheme (MIS), Public Provident Fund (PPF), Loans-against-RD/PPF, National Savings Certificates (NSC), Kisan Vikas Patra (KVP), Senior Citizen Savings Scheme (SCSS) and Sukanya Samriddhi Accounts (SSA). Cheque clearing is enabled via integration with the Cheque Truncation System (CTS).

Key integrations currently live in the system

- NACH, NPCI, IPPB interfaces for payments and clearing.
- Risk-Based Authentication (RBA), Fraud-Watch (anti-phishing), SAS AML, and UIDAI Aadhaar Data Vault for security and compliance.
- ATM switch, RICT/DARPA rural banking, and IPPB mobile services.

Digital Channels

- Internet Banking: More than 11.38 lakh customers (including Branch Post Office account holders) actively use the DoP Internet Banking platform for balance enquiry, fund transfers, service requests, and other CBS-linked transactions.
- Mobile Banking: Over 8.06 lakh customers are enrolled on the Mobile Banking channel, which offers comparable functionality on Android/iOS devices.
- e-Passbook: Provides real-time balance enquiry and mini-statement download for all savings products.

Additional Functionalities

- PAN Validation via NSDL: Real-time PAN verification is embedded in Finacle for new account opening and KYC compliance.

- Inter-operability via NEFT/RTGS: Deployed to facilitate outward and inward remittances for POSB customers.

DoP currently operates through a comprehensive on-premises IT infrastructure setup. The Primary Data Centre (DC) is hosted at a Tier-III co-located facility in Navi Mumbai, while the Disaster Recovery (DR) site is situated at a Tier-III facility within the DoP's Postal Training Centre in Mysuru. The infrastructure includes enterprise-grade compute, storage, backup, and security systems, with high availability and redundancy mechanisms in place.

Key banking applications, including the Finacle Core Banking Solution (v10.2.13), Internet Banking, Mobile Banking, Anti-Money Laundering (AML), Aadhaar Data Vault, and Digital Channels, etc. are hosted and managed across this environment. Connectivity between DC and DR is maintained via secured MPLS links. The infrastructure also supports numerous internal and external integrations such as NEFT/RTGS, NACH, IPPB, NSDL, UIDAI, and RICT/DARPAN. Enterprise monitoring tools, service management systems, and periodic DR drills are implemented to ensure business continuity, compliance, and service-level performance.

Distribution of accounts spread across various deposit accounts maintained in Finacle are listed below:

S. No.	Name of the Scheme	Number
1.	Post Offices Migrated to CBS Platform	1.65 lakh
2.	No. of Post Office ATMs	1000
3.	No. of Sukanya Samriddhi Accounts (since inception)	343.6 lakh
4.	No. of PMSBY (New /Auto Renewal) Enrolments	21.02 lakh
5.	No. of PMJJBY (New/Auto Renewal) Enrolments	1.26 lakh
6.	APY Enrollments	4.06 lakh
7.	Mahila Samman Savings Certificate (MSSC)	32.84 lakh

Table 2: Distribution of POSB Accounts

SAVINGS BANK SCHEME: PROFILE (AS ON 31.03.2024)		
Name of the Schemes	Number of Accounts	Outstanding Balance (in crores)
Savings Accounts (including MGNREGA with balance)	7,50,63,197	1,91,692.42
Recurring Deposit Accounts	12,02,64,896	1,97,136.76
Time Deposit Accounts	2,32,26,635	3,05,776.14
Monthly Income Scheme Accounts	90,48,116	2,69,011.04
Public Provident Fund Accounts	46,16,494	1,48,216.54
Sr. Citizens Savings Scheme (SCSS)	38,99,879	1,75,467.31
Sukanya Samriddhi Account	3,23,13,330	1,57,611.21
Total	26,84,32,547	14,44,911.42
Savings Certificate	Number of Certificates (rounded off)	Outstanding Balance (in crores)
National Savings Certificate VIII Issue	4,50,80,000	1,83,905.38
Kisan Vikas Patra	46,796,000	2,20,560.32
MSSC	2,674,000	18,276.68
Total	9,45,50,000	4,22,742.38
GRAND TOTAL	36,29,82,547	18,67,653.80

Table 3: Savings Bank Scheme: Profile (Annual Report 24/25)

5.3. Indicative Scope of Work

The scope of work for the System Integrator (SI) would include but not limited to transition, takeover, migration, upgrade, maintenance and support of the currently deployed Applications, IT Infrastructure, delivery channels and other in-scope applications under the POSB IT Systems for the tenure of the contract.

The SI shall assume complete responsibility for the management and upkeep of all existing applications, IT infrastructure, interfaces, delivery channels, and allied software solutions associated with the Core Banking Solution, ensuring compliance with the defined Service Level Agreements (SLAs). Furthermore, the SI shall provide end-to-end colocation services for the DoP/POSB Data Centre and Disaster Recovery (DC/DR) sites, including IT infrastructure provisioning, system administration, and database administration support.

Track 1

- Takeover and Transition from existing vendors
- Existing Applications Operations & Maintenance
- IT Infrastructure Operations & Maintenance at existing DC and DR

Track 2

- Provisioning of Data Centre Facility (Co-Location) for new DC and DR
- Procurement and setup of required IT Infrastructure at new DC and DR
- Shifting of IT Infrastructure components from existing to new DC and DR
- Application Development & Integration of new functionalities
- Operations & Maintenance of existing and new applications
- IT Infrastructure Operations & Maintenance at new DC and DR

The broad Scope of work (not limited to) for the SI is as below:

5.3.1. Track 1

1. Takeover and Transition from existing vendors

- The SI shall take over all POSB applications, IT infrastructure, and services from the current vendor and DoP teams, ensuring no disruption to ongoing operations.
- The SI shall submit a detailed Transition Plan after contract signing, outlining the key steps, timelines, and risk measures for a smooth handover.
- The SI shall coordinate with all involved parties, conduct system assessments, complete knowledge transfer, and ensure secure access handover.
- The SI shall assume complete responsibility of the SLAs gradually during the transition period and the transition will be considered complete upon DoP's formal sign-off.

Current vendor/contract details:

Scope Area	Brief Description of Services Provided by the Vendor(s)
AMC/ATS for IT Infra components	AMC/ATS coverage for all procured hardware and associated software at the DC/DR sites, including—but not limited to—servers, SAN storage, tape libraries, and other critical infrastructure components, in alignment with OEM standards and support protocols.
DC Facility	Facility management of the physical Data Centre and Disaster Recovery Centre premises, including oversight of non-IT infrastructure components such as power, cooling, access control, and facility hygiene.
CBS O&M	Full-scope management of the Core Banking Solution (CBS) and its allied suite of applications through a structured deployment of L1, L2, L3, and Finacle SME resources for end-to-end support and issue resolution. Ongoing operations and maintenance of IT infrastructure hosted at the DC/DR locations, ensuring high availability, resilience, and adherence to defined SLAs.
Cybersecurity	Deployment of specialized technical resources to manage and support critical functions, including cybersecurity, risk-based authentication, and e-Passbook, ensuring smooth day-to-day operations and compliance with security protocols.
AMC/ATS for IT Infra components	Maintenance (AMC/ATS) of Infra Components, related software & additional components deployed at DC/DR

License and O&M	End-to-end configuration, integration, customization, and lifecycle maintenance of Aadhaar Data Vault and e-KYC solutions, in compliance with UIDAI guidelines and security standards.
Solution and Support	Provision of end-to-end Cheque Truncation Solution which includes infrastructure & hosting for CTS Application with Data Exchange Server Application and Archival System, along with 24x7 application support by qualified professionals.
License	Provides AMC/ATS (Support, Maintenance and Upgradation) for Risk, AML, and Fraud Monitoring Solution by an OEM.

2. Existing Applications Support & Maintenance

- The SI shall handle complete day-to-day operations and maintenance of Core Banking, Delivery Channels, and related applications across all environments, with 24x7x365 support and a dedicated team as per DoP's needs.
- The SI shall maintain valid support agreements (ATS) for all third-party and OEM software, and ensure regular updates, upgrades, and bug fixes for both existing and newly developed features. The SI shall manage software releases, version control, and ensure smooth deployment of changes.
- The SI shall manage and maintain integration between CBS and third-party systems, ensuring seamless transactions, compliance with regulatory guidelines, and automated reconciliation. Integrations with Postal solutions, Insurance and all other solutions of DoP shall be the responsibility of the SI.
- The SI shall conduct DR drills, backup operations, and all forms of testing to ensure system reliability and continuity.

3. Infrastructure Operations & Maintenance at existing DC and DR

- The SI shall manage and maintain all IT infrastructure and monitoring tools across all environments to ensure smooth and reliable operations as per agreed SLAs.
- The SI must provide full support (L1 to L4) for handling issues, changes, and updates. It will take charge of problem resolution, work with OEMs if needed, and follow security and audit rules.
- The SI will manage the network and security setup, ensuring security policy enforcement and high availability.
- The SI must keep a complete and up-to-date inventory of all IT equipment, monitor warranties and support contracts, and ensure all software licenses are valid and renewed on time.

- The SI must meet all legal and regulatory requirements, including regular patching, fixing any security gaps, managing logs securely, and helping during audits.

5.3.2. Track 2

1. Provisioning of Data Centre Facility (Co-Location) for new DC and DR

- The SI shall be responsible for provisioning Tier-III or higher compliant co-location Data Centre (DC) and Disaster Recovery (DR) facilities for hosting DoP/POSB's IT infrastructure. These facilities must meet the technical, operational, and physical security requirements as per DoP's standards, with provisions for power, cooling, fire safety, access control, and round-the-clock support.
- The SI shall be responsible for implementing robust physical and logical security controls at the DC and DR sites to ensure end-to-end protection of the infrastructure and hosted systems. This includes multi-level access controls such as biometric and ID verification, security guards, and clearly defined SOPs for physical entry.

2. Procurement and setup of IT Infrastructure at new DC and DR

- The SI shall establish the target DC and DR environments at the new co-location sites. This includes physical setup of racks, servers, storage, network and security components, along with initial system configuration, ensuring readiness for hosting migrated and newly procured infrastructure.
- SI shall be responsible for the procurement and installation of non-transferable but required IT Infrastructure. Any required software licenses not transferable from existing infrastructure shall also be procured.
- The SI shall carry out a comprehensive assessment of the existing DC and DR infrastructure to identify components suitable for reuse, validate licensing, and evaluate system readiness for migration. The assessment shall include a review of hardware, software, connectivity, and operational parameters to ensure smooth transition to the new data centre and disaster recovery environments.
- The SI shall provision for appropriate network security components and secure access mechanisms to ensure protection against external and internal threats. Secure encryption mechanisms and endpoint protection should be implemented to maintain confidentiality and prevent unauthorized data access or transfer.

3. Shifting of IT Infrastructure components from existing to new DC and DR

- Based on the assessment, the SI shall prepare a detailed migration and implementation plan, including risk mitigation measures. The plan shall cover procurement requirements, infrastructure movement strategy, and timelines, and will be submitted to DoP for review and approval.
- The SI shall plan and execute the lift-and-shift of eligible infrastructure from the existing DC (Mumbai) and DR (Mysuru) sites to the newly provisioned DC and DR facilities.

4. Application Development & Integration of new functionalities

- The SI shall provision the required hardware infrastructure and develop new functional modules in accordance with secure coding practices and industry best standards, ensuring performance, scalability, maintainability, and alignment with DoP's technical and operational requirements.
- DoP has identified a set of new functionalities to be implemented in the near future, as outlined below:
 - **AML CFT:** Assess and reconfigure the existing AML and fraud monitoring systems to meet evolving regulatory requirements and threats. Upgrading the systems to include new functionalities and improved analytics to efficiently manage risks across all DoP's products and services. The solution must provide comprehensive technical support, troubleshooting, and regular maintenance for reliability and compliance. Advanced monitoring systems need to be implemented for detailed reporting and analysis, facilitating regulatory filings and internal audits in adherence to AML and Counter-Terrorism Financing norms.
 - **Finnet 2.0:** The SI shall be responsible for the implementation of FINNET 2.0 and its integration with existing banking systems, including the Finacle Core Banking Solution and allied applications. The objective is to strengthen real-time fraud detection and prevention mechanisms, reduce financial losses, empower customers through self-service security tools.
 - **I4C Integration:** The SI shall be responsible for integrating the banking systems with the Indian Cybercrime Coordination Centre (I4C) to strengthen the cybersecurity posture of DoP by establishing secure communication channels with national cybercrime entities. This integration should include threat management through real-time alerts ensuring compliance with national cybersecurity standards.
 - **cKYC:** The solution must fulfil several requirements related to downloading, processing, and managing KYC data. Key capabilities include ensuring the software can download KYC data in a specified format from CBS after daily

processes for newly opened accounts. The software should have the ability to create bulk files for CERSAI uploads by collating cKYC.

- **Data Archival and Retrieval Solution:** Design, development, integration, and implementation of a Data Archival and Retrieval Solution for POSB. The proposed solution shall ensure secure and efficient archival and retrieval of historical data in compliance with applicable regulatory and operational requirements.
- **AePS:** The project focuses on integrating the Aadhaar Enabled Payment System (AePS) into the DoP infrastructure to enhance financial service delivery. It requires seamless integration with the existing CBS and customer interfaces, ensuring compatibility with UIDAI and NPCI for secure Aadhaar-based transactions. Deployment of biometric devices and maintaining reliable network connectivity are crucial for real-time transaction processing.
- **API Gateway and Management:** The APIM solution must be deployable on-premises and compatible with various environments, including setups for data centers and disaster recovery sites to ensure reliability. The system should be scalable, capable of handling third-party API consumption, supporting microservices, and managing traffic efficiently.
- **Middleware:** The integration of a middleware solution into the banking infrastructure aims to enhance communication and interoperability across various applications, supporting both current and future technological needs. The solution must support real-time and batch data processing, alongside tools for managing business workflows. Overall, the middleware solution must enhance operational efficiency, reliability, and scalability, ensuring it meets the department's growth and compliance.
- **2FA:** Implement a robust Two-Factor Authentication (2FA) mechanism, focusing on biometric authentication combined with existing methods, to secure access to the CBS.
- **IMPS:** The SI shall develop an Immediate Payment Service (IMPS) system to enhance financial transactions for developing secure application for real time fund transfers. Deployment involves careful integration with minimal disruption and support through maintenance documentation.
- **Internet banking:** The SI must revamp the existing internet banking platform to enhance user experience focusing on redesigning the website with UI-UX that aligns with current digital trends. The main aim should be to improve customer interaction and satisfaction, emphasizing on seamless navigation and accessibility.
- **EFRM:** The SI shall implement and manage an Enterprise-Wide Fraud Risk Management (EFRM) Solution for POSB, equipped with Real-Time

Transaction Monitoring (RTTM) to detect and prevent fraudulent activities across all customer interactions and delivery channels. The solution must support advanced behavioural analytics, ensure rapid response, minimize false positives/negatives, and comply with data security, privacy, and regulatory guidelines throughout the contract period.

5. Operations & Maintenance of existing and new applications

- The SI shall handle complete day-to-day operations and maintenance of Core Banking, Delivery Channels, and related applications across all environments, with 24x7x365 support and a dedicated team as per DoP's needs.
- The SI must maintain valid support agreements (ATS) for all third-party and OEM software, and ensure regular updates, upgrades, and bug fixes for both existing and newly developed features. The SI shall manage software releases, version control, and ensure smooth deployment of changes.
- The SI shall manage and maintain integration between CBS and third-party systems, ensuring seamless transactions, compliance with regulatory guidelines, and automated reconciliation.
- DR drills, backup operations, and all forms of testing shall be conducted by the SI to ensure system reliability and continuity.

6. IT Infrastructure Operations & Maintenance at new DC and DR

- Upon successful migration, the SI shall take over end-to-end operations and maintenance of the infrastructure hosted at the new DC and DR sites. This includes health monitoring, preventive maintenance, patch management, incident handling, OEM coordination, backup management, and ensuring SLA compliance.
- The SI shall maintain updated records of all migrated and newly procured components, including asset tagging, configuration baselines, access logs, and network layouts. All documentation must align with DoP's compliance and audit requirements.
- The SI shall set up necessary tools to ensure real-time monitoring and incident response. The SI shall ensure all infrastructure and applications comply with applicable standards such as ISO/IEC 27001, and employees involved in the project must undergo mandatory security awareness and privacy training to maintain operational security hygiene.

5.4. Indicative Project Plan and Timeline

DESCRIPTION	MONTH												...		60
	1	2	3	4	5	6	7	8	9	10	11	12	
Track I															
Takeover and Transition from existing vendors															
Existing Applications Support & Maintenance															
Infrastructure Operations & Maintenance at existing DC and DR															
Track II															
Provisioning of Data Centre Facility (Co-Location) for new DC and DR															
Procurement and setup of IT Infrastructure															
Shifting of IT Infrastructure components from existing to new DC /DR															
Application Development & Integration of new functionalities															
Operations & Maintenance of existing and new applications															
IT Infrastructure Operations & Maintenance at new DC and DR															

Sr. No	Description	Indicative Timeline (Months)	
		Start Date	End Date
	Contract Signing	T	
Track1			
1	Takeover and transition from existing vendor	T	T+6
2	Existing application support and maintenance	T+4	T+11
3	Infrastructure operation & maintenance DC & DR	T+4	T+11
Track 2			
1	Provisioning of Data Centre(co-location) for new DC & DR	T	T+2
2	Procurement and setup of IT infrastructure	T	T+9
3	Shifting of IT infrastructure components from existing to new DC/DR	T+10	T+12
4	Application Development & Integration of new functionalities	T+3	T+12
5	Operations & Maintenance of existing and new applications	T+10	T+60
6	IT infrastructure operations & maintenance at new DC/DR	T+10	T+60

*1 Month = 30 days

Table 4: Indicative Project Timelines

6. Instructions to Bidders

6.1. General

1. While every effort has been made to provide comprehensive and accurate background information, requirements and specifications, Bidders must form their own conclusions about the solution needed to meet the requirements.
2. All information supplied by Bidders may be treated as contractually binding on the Bidders, on successful award of the assignment by the DoP on the basis of this Eol and the subsequent RFP document.
3. No commitment of any kind, contractual or otherwise shall exist unless and until a formal written contract has been executed by or on behalf of the DoP. Any notification of preferred Bidder status by the DoP shall not give rise to any enforceable rights by the Bidder. The DoP may cancel this public procurement at any time prior to a formal written contract being executed by or on behalf of the DoP.
4. The contract shall be awarded and the order shall be placed with the selected bidder based on QCBS (Quality-Cum Cost Based Selection), which will be defined in the proposed RFP.

6.2. Completeness of Response

1. Bidders are advised to study all instructions, forms, terms, requirements and other information in the Eol documents carefully. Submission of the bid shall be deemed to have been done after careful study and examination of the Eol document with full understanding of its implications.
2. The response to this Eol should be full and complete in all respects Failure to comply with the requirements of this paragraph may render the Proposal non-compliant and the Proposal may be rejected. Bidders must:
 - a. Include all documentation specified in this document.
 - b. Comply with all requirements as set out within this document.
 - c. Follow the format of this Eol document and respond to each element in the order as set out in this document.

6.3. Eol Proposal Preparation Costs and Related issues

1. The Bidder is responsible for all the costs incurred in connection with participation in this process, including but not limited to, costs incurred in conduct of informative

and other diligence activities, participation in meetings / discussions / presentations, preparation of proposal, providing any additional information required by the DoP to facilitate the evaluation process, unless explicitly specified to the contrary.

2. DoP will, in no case be responsible or liable for those costs, regardless of the conduct or outcome of the bidding process.
3. This Eol does not commit DoP to award a contract or to engage in negotiations. Further, no reimbursable cost may be incurred in anticipation of award or for preparing this Eol, unless explicitly specified to the contrary.
4. All materials submitted by the Bidders will become the property of DoP and may be returned completely at its sole discretion.

6.4. Pre-Bid Meeting & Clarifications

1. A prospective Bidder requiring any clarification on the Eol may submit its queries to DoP through email at **pmu-fsdivision@indiapost.gov**. Queries must be submitted in the format provided below with the subject line of the email as “Pre-bid queries against Eol for <Name of the Bidder>”

Format for Sharing the Pre-Bid Queries					
Pre-Bid Queries:					
Eol No:					
Eol Name: Eol for Selection of System Integrator (SI) for Post Office Savings Bank (POSB) under IT Modernization Project - DoP IT 2.0					
Bidder Name (Organization) and Address				Mobile No.	
Representative Name				e-mail ID	
S. No.	Page No.	Section No.	Clause No.	Actual Clause in the Eol	Clarification Sought / Amendment Requested
1.					
2.					

2. The queries should be submitted in an Excel file with one row containing exactly one query / suggestion complete in all respects, to the e-mail address provided. Bidders are requested to ensure that no sensitive information is transmitted to DoP through the pre-bid queries and that DoP may publish any or all of the queries received, in whichever format they may be.

3. DoP shall not respond to any queries not adhering to the format mentioned in Eol for the Selection of System Integrator (SI) for Post Office Savings Bank (POSB) under IT Modernization Project-DoP IT 2.0.
4. All queries on the Eol should be received on or before the Last Date and Time for submission of Pre-Bid queries as prescribed by the Department in Fact Sheet.
5. The DoP shall prepare a response to queries of the Pre-Bid Meeting and circulate to the Bidders and upload the same on the websites listed under Fact Sheet.
6. Responses to pre-bid queries and issue of corrigendum
 - a. The Nodal Officer notified by the DoP will endeavor to provide timely response to all queries in a consolidated manner. However, DoP makes no representation or warranty as to the completeness or accuracy of any response made in good faith.
 - b. At any time prior to the last date for receipt of Responses, DoP may, for any reason, whether at its own initiative or in response to a clarification requested by a prospective Bidder, modify the Eol document by issuing a corrigendum.
 - c. The corrigendum (if any) & clarifications to the queries from all Bidders will be posted on the GeM/CPP Portal.
 - d. Any such corrigendum shall be deemed to be incorporated into this Eol.
 - e. In order to afford prospective Bidders reasonable time in which to take the corrigendum into account in preparation of their responses, DoP may, at its discretion, extend the last date for the receipt of Eol Responses.

6.5. Right to terminate the Eol Process

1. DoP reserves the right to terminate the Eol process at any time and without assigning any reason. DoP makes no commitments, express or implied, that this process will result in a business transaction with anyone.
2. This Eol does not constitute an offer by the DoP. The Bidder's participation in this process may result in DoP selecting the Bidder to submit a complete technical and financial response at a later date.

6.6. Submission of the Response

1. Bidders should submit their responses as per the procedure specified on the Procurement portal used for this purpose.
2. The documents to be uploaded on the portal would include all the related documents mentioned in this Eol.

3. Each of the above documents must be uploaded in the format specified for this purpose.
4. The documents should be prepared well in advance and submitted online well before the closing date and time.
5. In the case of downloaded documents, Bidders must not make any changes to the contents of the documents while uploading, except for filling in the required information. Otherwise, the EoI shall be rejected as nonresponsive. Uploaded PDF documents should not be password protected. Bidders should ensure the clarity/legibility of the scanned documents uploaded by them.
6. The bidder must ensure that the bid is digitally signed by the Authorized Signatory of the bidding firm and has been duly submitted (frozen) within the submission timelines. DoP will in no case be responsible if the bid is not submitted online within the specified timelines.
7. All the pages of the Bid document must be sequentially numbered and must contain the list of contents with page numbers. Any deficiency in the documentation may result in the rejection of the bid.

6.7. Bid Submission Format

The entire proposal shall be strictly as per the formats specified in this EoI and any deviation may result in the rejection of the Bidder's EoI proposal.

6.8. Deadline for Submission

The response to EoI must be submitted on the Procurement portal used for this purpose by the date and time specified for the EoI. Any proposal submitted on the portal after the above deadline will not be accepted and hence shall be automatically rejected. DoP shall not be responsible for any delay in the submission of the documents.

6.9. Bidder's Authorized Signatory and Authentication of Responses

1. A Proposal should be accompanied by an appropriate board resolution and power of attorney in the name of an authorized signatory of the Bidder stating that he is authorized to execute documents and to undertake any activity associated with the Bidder's Proposal. A copy of the same should be uploaded under the relevant section/folder on the GeM/CPP portal. Furthermore, the bid must also be submitted online after being digitally signed by an authorized representative of the bidding entity.

2. It is further clarified that the individual signing the EoI or other documents in connection with the EoI must certify whether he/she signs as the Constituted attorney of the firm, or a company
3. The authorization shall be indicated by specific written Power-of-Attorney accompanying the bid.
4. Any change in Authorized Signatory or their duly Authorized Representative shall be intimated to DoP in advance.

6.10. Assistance to Bidder

1. Any queries relating to the process of online response submission or queries relating to GeM/CPP Portal in general may be directed to the 24x7 Portal Helpdesk.
2. DoP is neither a party nor a principal in the relationship between the bidder and the organization holding the GeM/CPP portal. The bidder must comply with the rules, conditions, regulations, procedure and implied conditions/agreements of the GeM/CPP portal including registration, compatible digital signature certificate etc. The bidder shall settle clarifications and disputes, if any, regarding the portal directly with the concerned organization.
3. If the office happens to be closed on the deadline to submit the EoIs, the deadline shall not be extended. Bidder must not make any changes in the contents/formats of the document prescribed in the EoI while uploading except for filling in the required information otherwise the EoI shall be rejected as non-responsive. Uploaded documents should not be password-protected.
4. Only one copy of the EoI will be uploaded and the bidder shall digitally sign all documents and certificates before uploading, owning sole and complete responsibility for their correctness/authenticity as per the I.T Act 2000, IT (Amendments) Act, 2008 or as amended from time to time.
5. The bidder must advise the DoP immediately in writing of any material change to the information provided in their EoI submission, including any substantial change in their ownership, eligibility or financial/performance capacity. For selected bidders, this requirement applies until a contract is awarded in the following RFP process. For the successful bidder in the RFP process, this requirement shall apply for the entire term of the contract.

6.11. Preparation and Submission of Response

1. Bidder should take into account any corrigendum published on the Eol document before submitting their responses.
2. Bidder will go through the Eol advertisement and the Eol document carefully to understand the documents required to be submitted as part of the bid and ensure that all response documents are submitted, the number of documents - including the names and content of each of the document that need to be submitted. Any deviations from these may lead to rejection of the response.
3. The Bidder should proactively prepare the required response documents as specified in the Eol document/schedule. The documents must be submitted in the prescribed formats as indicated in the Eol.
4. Bidder must number all the pages and ensure the quality of the scan and shall include inter-alia duly signed or digitally signed scanned copies of the original documents in pdf format. Bidder should not only provide only the required documents but ensure completeness and brevity.

6.12. Last Date for Receipt of Responses

1. Responses shall be submitted by the bidder not later than the time and date specified in the Fact Sheet.
2. DoP may, at its discretion, extend the last date for submission of responses by amending the Eol, in which case all rights and obligations of the DoP and Bidders previously subject to the last date shall thereafter be subject to the last date as extended.

6.13. Late Responses

1. Bidders shall not be able to submit the response on the GeM/CPP Portal after the last date and time for submission as listed in Fact Sheet unless extended by DoP.
2. Responses shall be summarily rejected; in case it is received by DoP after the last date and time for submission of Responses as listed in Fact Sheet.
3. Eol response in any form received other than the GeM/CPP Portal will be summarily rejected.

6.14. Modification, Resubmission and Withdrawal of Responses

1. No response may be altered/modified after the closing time and date for receipt of responses. Unsolicited correspondences from Bidders shall not be considered.

2. However, resubmission of the Eol response by bidders for any number of times superseding earlier Eol response is allowed up to the submission deadline by following procedures prescribed by the GeM/CPP Portal. Resubmission of an Eol response shall require uploading all documents afresh. The system/ DoP shall consider only the last Eol submitted.
3. No response may be withdrawn in the interval between the last date for receipt of responses and the expiry of the response validity period specified by the Bidder in the response document. Withdrawal of a response during this interval may result in the bidder being declared a “defaulting bidder”. In such situation, the tendering process shall be continued with the remaining bidders as per their ranking.

6.15. Period of Validity of Response

1. Responses shall remain valid for period mentioned in Fact Sheet after the date of opening of Eligibility Criteria. If a bidder submits a bid with shorter bid validity than specified in Eol, the bid shall be rejected by the DoP as non-responsive.
2. In the event that the bid validity date falls on a holiday or is subsequently declared a closed day for DoP, the validity of the Eol shall automatically be extended to the next working day without any further notice.
3. In exceptional circumstances, the DoP may request the Bidder for an extension of the period of validity over and above as mentioned in the fact sheet for a further period up to a maximum of 180 days. The request and the responses thereto shall be made in writing (or through e-mail).

6.16. Department’s Right to Accept or Reject Any or all the Responses

DoP reserves the right to accept any or all responses, and to cancel the Eol process or reject all responses at any time during the RFP process or prior to award of Contract, without thereby incurring any liability to the affected Bidder or Bidders or any obligation to inform the affected Bidder or Bidders of the grounds for DoP’s action.

DoP reserves the right to accept or reject Eol proposals with minor deviations. Any bid submitted with material deviations, exclusions and assumptions shall be rejected. The bidder shall submit a No Deviation Certificate as per Form A.12.

6.17. Language

The response prepared by the Bidder and all correspondence and documents exchanged by the Bidder and the DoP, shall be written in English language, provided

that any printed literature furnished by the Bidder may be written in another language so long the same is accompanied by an English translation in which case, for purposes of the interpretation of the bid, the English translation shall govern.

6.18. Documents Comprising the Bid

Bid Documents shall comprise of the following documents:

- a. Form A.1: Bid Submission Checklist
- b. Form A.2: Eligibility Criteria Covering Letter
- c. Form A.3: Non-Disclosure Agreement
- d. Form A.4: Pre-Contract Integrity Pact
- e. Form A.5: Turnover and Net Worth Certificate
- f. Form A.6: Project Citation / Case Studies
- g. Form A.7: Undertaking by the bidder certifying that bidder is not blacklisted
- h. Form A.8: Format for Power of Attorney executed in favor of the Authorized Signatory
- i. Form A.9: Conflict of Interest
- j. Form A.10: Self-declaration by Bidder w.r.t Insertion of Rule 144(xi) in GFRs 2017
- k. Form A.11: Letter of Authorization from OEM
- l. Form A.12: No Deviation Certificate
- m. Form A.13: Declaration for Local Content

6.19. Contacting the Department

1. No Bidder shall contact the DoP / Project Management Consultants / Advisors/other stakeholders involved in the project on any matter relating to its response, from the time of the response opening to the time the Contract is awarded.
2. Any effort by a Bidder to influence the DoP's evaluation process, response comparison or selection process may result in the rejection of the Bidder.

6.20. Revelation of Prices

Prices in any form or by any reason before opening the Commercial Bid (during the next stage of RFP) should not be revealed, failing which the offer shall be liable to be rejected.

6.21. Terms & Conditions of Bidders

Any terms and conditions, assumptions, deviations, or qualifications proposed by the Bidders as part of their Response shall be treated as non-binding and shall not be considered as forming part of the official Response. DoP shall not be obligated to accept or acknowledge any such conditions and reserves the right to reject the bid or seek clarification without being bound by the bidder's proposed terms. Only the terms and conditions specified in this Eol document and those explicitly agreed upon by DoP in writing shall be deemed applicable.

6.22. Evaluation Process

1. DoP will constitute a Tender Evaluation Committee (TEC) to evaluate the responses of the Bidders in response to this Eol document.
2. The TEC shall evaluate the responses to the Eol and all supporting documents & documentary evidence. The inability to submit requisite supporting documents or documentary evidence, may lead to rejection of the Bidder's Eol proposal.
3. Each of the responses shall be evaluated to validate compliance of the Bidders according to the pre-qualification criteria, forms and the supporting documents specified in this Eol document.
4. The decision of the DoP in the evaluation of responses to the Eol shall be final. No correspondence, from the bidders unless sought by the TEC, will be entertained outside the evaluation process conducted by the TEC.
5. The TEC may ask for meetings with the Bidder(s) to evaluate their suitability for the assignment and TEC may also seek information/clarification from the bidders.
6. The TEC reserves the right to reject any or all proposals.
7. Only those bidders who are selected by the TEC will be entitled to participate in the RFP stage and be considered for the next round of technical evaluation. The Request for Proposal will be made available to only selected bidders.
8. During Bid evaluation at any stage, if required, DoP may seek additional document(s)/ clarification(s) from the bidder. The bidder shall be required to provide written clarification on the queries within the stipulated timeframe failing which, DoP shall have the right to disregard the clarification and proceed with the evaluation as per the Eol terms and conditions.

6.23. Rejection Criteria

Besides terms & conditions highlighted in the Eol, responses may be rejected under any or all of the following circumstances and any other circumstances DoP finds in contravention of terms and conditions of Eol:

1. Eligibility Criteria containing commercial details
2. Responses received through Telex/Telegraphic/Fax/E-Mail/post etc. except, wherever required, shall not be considered for evaluation
3. Responses which do not confirm unconditional validity of the bid as prescribed in the EoI
4. If the information provided by the Bidder is found to be incorrect/misleading at any stage/time during the Tendering Process
5. Information not furnished in the formats as per Forms in EoI and documents as per Form A.1: Bid Submission Checklist
6. Any effort on the part of a Bidder to influence the DoP's bid evaluation, bid comparison or Contract award decisions
7. Responses without Power of Attorney executed in favor of the Authorized Signatory as per Form A.8: Format for Power of Attorney
8. Responses in consortium
9. Any attempt by a bidder to influence the bid evaluation process may result in the rejection of its EoI Proposal.

6.24. Applicability of Public Procurement (Preference to Make in India), Order 2017-Revision

As per public procurement guidelines issued by the Department for Promotion of Industry & Internal Trade (OM No. P-45021/2/2017-PP (BE-II)-Part (4) Vol. II dated 19th July, 2024), the SI shall be a "Class I" Local Supplier only. The minimum local content shall be 50%. The bidder shall submit a declaration on company letter head as per Form A.13: Declaration for Local Content.

The Bidder shall submit a certificate, duly issued by the statutory auditor or cost auditor of the Bidder or by a practicing cost accountant or chartered accountant, certifying the percentage of local content in the offered solution. The certificate shall be furnished in the format prescribed by DoP and as specified in the subsequent RFP document.

6.25. Bidder from a country bordering India

1. All procurement will comply with Order No.6/18/2019-PPD dated 23rd July 2020 and DoE (MoF) order No.F.7/10/2021-PPD (1) dated 23.02.2023 issued by Public Procurement Division, Department of Expenditure, Ministry of Finance along with any amendments thereof.

2. Any Bidder from a country that shares a land border with India will be eligible to bid in this EoI only if the Bidder is registered with the Competent Authority as per DoE (MoF) order No.F.7/10/2021-PPD (1) dated 23.02.2023.
3. Any Bidder (including an Indian bidder) who has a Specified Transfer of Technology (TOT) arrangement with an entity from a country that shares a land border with India will be eligible to bid in any procurement whether of goods, services (including consultancy services and non-consultancy services) or works (including turnkey projects) only if the Bidder is registered with the Competent Authority as per DoE (MoF) order No.F.7/10/2021-PPD (1) dated 23.02.2023.
4. The successful bidder shall not be allowed to sub-contract works to any contractor from a country which shares a land border with India unless such contractor is registered with the Competent Authority as per DoE (MoF) order No.F.7/10/2021-PPD (1) dated 23.02.2023.
5. The Bidder shall submit an undertaking in accordance with Form A.10: Self-Declaration by Bidder w.r.t. insertion of Rule 144(xi) in GFR 2017.

6.26. Conflict of Interest

1. Bidders are required to submit an undertaking w.r.t Conflict of Interest as per Form A.9: Conflict of Interest. Any party involved in preparation of this EoI is not allowed to bid. The Bidder shall hold DoP's interest paramount, without any consideration for future work and strictly avoid conflict with other assignment or their own corporate interest.
2. The bidder should not be engaged in any such business (excluding any work assigned to them by DoP) which has conflict of interest with the project for which the bids are being submitted. DoP considers a conflict of interest to be a situation in which a party has interests that could improperly influence that party's performance of official duties or responsibilities, contractual obligations, or compliance with applicable laws and regulations, and that such conflict of interest may contribute to or constitute a prohibited corrupt practice. A Bidder may be considered to be in a conflict of interest with one or more parties in this bidding process if, including but not limited to:
 - a. Receive or have received any direct or indirect subsidy from any of them; or
 - b. Have common controlling shareholders; or
 - c. Have the same legal representative for purposes of this Bid; or

- d. Have a relationship with each other, directly or through common third parties, that puts them in a position to have access to information about or influence on the Bid of another Bidder, or
 - e. Influence the decisions of DoP regarding this bidding process; or
 - f. The Bidder participates in more than one bid in this bidding process, participation in more than one Bid will result in the disqualification of all Bids in which it is involved. However, this does not limit the inclusion of the same product (commercially available hardware, software or network product manufactured or produced by the firm or connectivity services provided by the entity), as well as purely incidental services such as installation, configuration, routine training and ongoing maintenance/support, in more than one bid. However, sub-contracted agencies are permitted to participate in more than one bid in this bidding process.
- 3. The Bidder participated as a consultant in the preparation of the design or technical specifications of the goods and services that are the subject of the bid.
 - 4. The Bidder gets associated as Consultant/ Advisor/ Third party independent evaluating agency with any of the agencies taking part in the bid process.

6.27. Code of Integrity

Bidders shall submit the Pre Contract Integrity Form as per Form A.4: Pre-Contract Integrity Pact. The Bidder and their respective officers, employees, agents and advisers shall observe the highest standard of ethics during the bidding Process.

Notwithstanding anything to the contrary contained herein, the DoP shall reject the Bid without being liable in any manner whatsoever to the Bidder if it determines that the Bidder has, directly or indirectly or through an agent, engaged in corrupt/fraudulent/coercive/undesirable or restrictive practices in the bidding Process.

Code of Integrity (as detailed in Rule 175 and Rule 151 of General Financial Rules 2017 with amendments, if any,) and penalties for violating Government of India, Ministry of Finance, Department of Expenditure shall apply to this or the EoI process. To ensure the integrity of the EoI process, there will be an independent external monitor(s) for overseeing and implementing the pre-contract integrity pact for procurement of services whose details are specified in Form A.4.

6.28. Blacklisting & Debarment

- 1. The bidder shall be debarred if they have been convicted of an offence-
 - a. Under the Prevention of Corruption Act, 1988; or

- b. The Indian Penal Code or any other law for the time being in force, for causing any loss of life or property or causing a threat to public health as part of execution of a public procurement contract.
 - c. A bidder debarred under 6.28 (a) above or any successor of the bidder shall not be eligible to participate in a procurement process of any tender issued by DoP for a period not exceeding three years commencing from the date of debarment. Department of Commerce (DGS&D) will maintain such list which will also be displayed on the website of DGS&D as well as Central Public Procurement Portal.
 - d. Suspected to be or doubtful loyalty to the Country or a National Security risk as determined by appropriate agencies of the Government of India.
- 2. The bidders are required to submit the undertaking for non-blacklisting as per Form A7: Format of undertaking for non-blacklisting. Additionally, the bidders shall keep DoP informed of any change in the status of blacklisting of company throughout the bid process.
 - 3. The bidder should not have changed its name or created a new “Allied Entity”, consequent to having declared ineligible/suspended/blacklisted/banned/debarred as above.

6.29. Restrictions based on Reciprocity

Entities from countries as not allowing Indian companies to participate in their Government procurement shall not be allowed to participate (directly or as a sub-contractor) on a reciprocal basis in this bid process under “Public Procurement (Preference to Make in India) Order 2017 (No. P-45021/2/2017-PP (BE-II) dated 16th September 2020) of Department of Industry and Internal Trade (DPIIT). Bidders must apprise themselves of the latest version of this order.

6.30. Responsibility of the Bidders to declare all changes

Bidders must advise DoP immediately in writing of any material change to the information provided in EoI submission, including any substantial change in their ownership, eligibility, or financial or performance capacity. For shortlisted bidders, this requirement applies until a contract is awarded in the following RFP process. For the bidder process, this requirement shall apply till the execution of the resultant contract.

7. Pre-Qualification Evaluation Criteria

1. The bid shall be reviewed for determining the compliance of the conditions of the Eol and Eligibility Criteria as mentioned in the Eol.
2. Bidders qualifying the Expression of Interest (Eol) stage will be eligible to participate in the Request for Proposal (RFP). The RFP will only be shared with these qualified bidders.
3. Bidders are expected to meet all the conditions of the Eol and the eligibility criteria as mentioned below. Bidders failing to meet these criteria or not submitting requisite supporting documents / documentary evidence for supporting eligibility criteria are liable to be rejected summarily.
4. The bidder must possess the requisite experience, strength, and capabilities in providing the services necessary to meet the requirements, as described in the Eol. The responses must be complete in all respects as stipulated in the Eol.
5. Sub-Contracting:
 - a. Subcontracting is only allowed for manpower and DCF services which shall not exceed more than 20% of the total value of contract.
 - b. The bidders shall submit the details of the work that shall be sub-contracted in the technical proposal during the RFP stage.
 - c. The bidder or SI post the contract shall take prior written permission for any work that the bidder intends to sub-contract.
6. The Bidders shall submit the signed non-disclosure agreement (NDA), integrity pact and undertaking on blacklisting in the prescribed format provided in the Eol.
7. The Bids of Eol will be evaluated based on the following eligibility criteria:

S. No.	Criteria	Documentary Evidence*
1.	<p>a. The Bidder should be registered under Companies Act, 1956/ 2013 or as amended or a Limited Liability Partnership /Partnership firm under Partnership Act 1932.</p> <p>b. The Bidder should be registered with the GST authority.</p> <p>c. The Bidder should be registered under ESI/ EPF/ having valid Labor License.</p> <p>d. The Bidder should have completed at least 5 years of Operations in India as on bid submission date.</p>	<p>i. Copy of Certification of Incorporation/ Registration Certificate</p> <p>ii. Copy of GST Registration Certificate</p> <p>iii. Copy of PAN Card</p> <p>iv. Copy of Valid Certificates of ESI/ EPF Registration/ Labor License with the concerned organization/ authority</p> <p>v. Certificate from the Statutory Auditor /Authorized signatory indicating the number of years of operations in India as of the bid submission date.</p>
2.	<p>Minimum average annual turnover of at least Rs. 1000 Crores, at least 500 of which should be from Software Development and Maintenance, IT Infrastructure maintenance activities, for the last 3 financial years (i.e. 2021-22, 2022-23 and 2023-24).</p> <p>The Bidder should be profitable for the last three financial years (i.e. 2021-22, 2022-23 and 2023-24).</p> <p>Note: Data Center Facility related details shall be excluded</p>	<p>i. Audited financial statements (copy of consolidated balance sheets and consolidated Profit and Loss Statement) for the last 3 financial years (i.e. 2021-22, 2022-23 and 2023-24) clearly indicating that the Turnover is from Software Development and Maintenance, IT Infrastructure maintenance activities certified by the Statutory Auditor/Chartered Accountant/Company Secretary of the entity on turnover details for the last 3 financial years (i.e. 2021-22, 2022-23 and 2023-24) clearly indicating that the Turnover is from Software Development and Maintenance, IT Infrastructure maintenance activities. (As per Form A.5)</p> <p>ii. Certificate from the Statutory Auditor indicating year wise profit for the last three financial years (i.e. 2021-22, 2022-23 and 2023-24) (As per Form A.5)</p>
3.	The Bidder should have positive net-worth in each of the last three financial	Certificate from Bidder's Statutory Auditor providing net-worth details (As per Form A.5)

	years (i.e. 2021-22, 2022-23 and 2023-24).	
4.	<p>The Bidder should have relevant experience in the following areas during the last five (5) years as on the date of EoI submission:</p> <p style="padding-left: 40px;">Successful execution of software development, implementation, and maintenance projects of Finacle and its allied suite of products in Banks, Financial Institutions, or the BFSI domain in India.</p> <p>The above projects should either:</p> <ul style="list-style-type: none"> • Have been declared “Go-Live” by the respective Client; or • Have completed at least seventy-five percent (75%) of the total project value, as evidenced by a Phase Completion Certificate or an appropriate Work Order/Client Certification. <p>The project/s mentioned above should meet the following criteria -</p> <ul style="list-style-type: none"> i. 1 project of similar nature of Contract value not less than the amount equal to INR 400 Cr <p style="padding-left: 40px;">OR</p> <ul style="list-style-type: none"> ii. Two projects project of similar nature of Contract value not less than the amount equal to INR 300 Cr each <p style="padding-left: 40px;">OR</p> <ul style="list-style-type: none"> iii. Three projects of similar nature of Contract value not less than the amount equal to INR 200 Cr each 	<ul style="list-style-type: none"> i. Project Citation as per the Form A.6: Format for Project Citation ii. Work order/Purchase Order/ Contract Agreement clearly specifying the Scope of Work, Bill of Material and value of the contract. iii. Certificate/Letter from the Competent Authority (who has issued the work order) that the Project has been declared "Go-Live" and is under the Operations & Maintenance phase <p style="text-align: center;">OR</p> <p>Certificate from the Statutory Auditor certifying that the Project has been declared "Go-Live" and is under the Operations & Maintenance phase</p> <p>Note: In situations where citation details cannot be shared due to a signed NDA with the client, bidders are required to submit a self-certification of project completion or phase completion. This document should be on the company letterhead, certified by the Company Secretary or Statutory Authority, and must clearly outline the scope of work, deliverables, and timelines. Additionally, the self- certification must include a statement indicating that the information is being provided in this format because the bidder is bound by a signed NDA with the client.</p>
5.	The Bidder should have relevant experience in the following areas during	<ul style="list-style-type: none"> i. Project Citation as per the Form A.6 ii. Work order/Purchase Order/ Contract Agreement clearly specifying the

	<p>the last five (5) years as on the date of EoI submission:</p> <p>End-to-end IT infrastructure management for an on-premises data center which can be on Co-location basis or client provided location in India (IT-MSP)</p> <p>The above projects should either:</p> <ul style="list-style-type: none"> • Have been declared “Go-Live” by the respective Client; or • Have completed at least seventy-five percent (75%) of the total project value, as evidenced by a Phase Completion Certificate or an appropriate Work Order/Client Certification. <p>The project/s mentioned above should meet the following criteria -</p> <ol style="list-style-type: none"> 1 project of similar nature of Contract value not less than the amount equal to INR 350 Cr <p>OR</p> <ol style="list-style-type: none"> Two projects project of similar nature of Contract value not less than the amount equal to INR 270 Cr each <p>OR</p> <ol style="list-style-type: none"> Three projects of similar nature of Contract value not less than the amount equal to INR 180 Cr each 	<p>Scope of Work, Bill of Material and value of the contract.</p> <ol style="list-style-type: none"> Certificate/Letter from the Competent Authority (who has issued the work order) that the Project has been declared "Go-Live" and is under the Operations & Maintenance phase <p>OR</p> <p>Certificate from the Statutory Auditor certifying that the Project has been declared "Go-Live" and is under the Operations & Maintenance phase</p> <p>Note: In situations where citation details cannot be shared due to a signed NDA with the client, bidders are required to submit a self-certification of project completion or phase completion. This document should be on the company letterhead, certified by the Company Secretary or Statutory Authority, and must clearly outline the scope of work, deliverables, and timelines. Additionally, the self- certification must include a statement indicating that the information is being provided in this format because the bidder is bound by a signed NDA with the client.</p>
6.	<p>The Bidder should be authorized partner of Original Equipment Manufacturer (OEM) for Finacle Suite of Products with an authority to sell, upgrade, supply, service and maintain the proposed hardware/software solutions and support for CBS, Internet Banking, Mobile banking and other related solutions</p>	<p>For OEM:</p> <ol style="list-style-type: none"> Self-Certificate of being OEM <p>For Partner of the OEM:</p> <ol style="list-style-type: none"> Certification from OEM. The Bidder should submit Manufacturer/Authorization Form (MAF), having reference to this EoI, from respective OEMs stating that

	during the entire period of contract with DoP as on the date of Eol submission.	<p>Bidder is authorized partner of OEM and is authorized to participate in this Eol.</p> <p>iii. The Bidder must submit a letter from the OEMs confirming the “Back-to-Back” agreement / arrangement for the entire contract period to DoP, if the contract is awarded to the Bidder. The OEM letter should also specify that the Bidder have arrangements/back to back tie-ups with OEM to undertake all hardware and software upgrades / modifications necessary to conform to any changes or modifications required by DoP and in compliance of regulatory compliance (in time bound manner), from time to time, during the contract period as per the Form A.11: Letter of Authorization from OEM.</p>
7.	<p>The Bidder, should possess below certifications which are valid at the time of Eol submission:</p> <ul style="list-style-type: none"> i. ISO 27001:2013 or above ii. ISO/IEC 20000 iii. ISO 9001:2015 or above iv. CMMi Level 5 for Capability Maturity Model Integration <p>Note: The above certificate should be in the name of the Bidder</p>	Copy of accreditation /certification(s) valid as of the last date of bid submission.
8.	Self-Certification, by the Bidder that the bidder (or any of its successor) is not in the active debarred list for indulging in corrupt practice, fraudulent practice, coercive practice, undesirable practice, breach of contract or restrictive practice by any Central govt. Department/PSUs as on date of Eol submission	The Bidder shall furnish a Self-Certification by Authorized signatory of the company to be provided on Non – judicial stamp paper of INR 100/- or such equivalent amount and document duly attested by notary public as per format in Form A.7: Format of Undertaking for non-blacklisting.
9.	A Board Resolution or Power of Attorney, in the name of the person executing the bid, authorizing the signatory to commit the Bidder. The person issuing the Power	Specific Power of Attorney for the Bidder to sign the Eol / RFP documents as per format in Form A.8: Format for Power of Attorney.

	of Attorney shall possess Board Resolution in his favor for granting such rights.	
10.	Bidder should sign & submit Non-Disclosure Agreement as provided in the Eol	Non-Disclosure Agreement in the format prescribed in Form A.3: Non-Disclosure Agreement.
11.	Manpower Strength: The Bidder must have on its payroll at least 3500 IT professionals as on 31 st March 2025.	Self-certification by the authorized signatory with clear declaration of number of IT professionals
12.	Bidder should submit a Pre-contract integrity pact as provided in the Eol	Pre-Contract Integrity pact in the format prescribed in Form A.4: Pre-Contract Integrity Pact.
13.	Abiding Rule 144 (xi) of GFR 2017- to ensure provisions related to procurement from a bidder of a country that shares a land border with India	Self-Certificate by the bidder as per Form A. 10
14.	Abiding Make in India Order Public Procurement (Preference to Make in India), Order 2017-Revision	Declaration for Local Content as per Form A.13

Table 5: Prequalification Criteria

Note:

- a. To avoid conflict of interest an OEM cannot submit the Eol response as bidder simultaneously in capacity of OEM with any other bidder. An OEM if not bidding directly can work with multiple bidders.
- b. During Eol evaluation, if required Department may seek additional document(s) / clarification(s) from bidder. The bidder shall be required to provide written clarification on the queries within the stipulated timeframe failing which, Department shall have right to disregard the clarification and proceed with the evaluation as per the Eol terms and conditions.

8. Bid Submission Forms

8.1. Form A.1: Bid Submission Checklist

The following Checklist is intended to help the Bidders in submitting Proposals which are complete. Incomplete Proposals are liable to be rejected. Bidders are advised to go through the list carefully and submit Proposals complete in all respect.

1. Bidders are also required to submit this Checklist, duly completed, along with their Proposal.
2. Any other documents required as per any other clauses of the EoI Documents shall be submitted along with the Proposal even if not indicated in the following checklist.

#	Description	Format	Documentary Evidence	Proposal Reference Section & Page No.
1.	Bid Submission Checklist	Form A.1		
2.	Eligibility Criteria Covering Letter	Form A.2		
3.	Non-Disclosure Agreement	Form A.3		
4.	Pre-Contract Integrity Pact	Form A.4		
5.	Certificate of Incorporation, GST and Copy of PAN Card Registration Certificate for the Bidder AND Copy of Purchase Orders/Lol showing at least 5 years of operations	Not Applicable		
6.	Turnover and Net Worth Certificates for the Bidder	Form A.5 and Supporting documents as listed in the Table in clause 7 for Eligibility Criteria		

7.	Past Experience in the form of Project Citation / Case Studies	Form A.6 And Supporting documents as listed in the Table in clause 7 for Eligibility Criteria		
8.	Copy of accreditation /certification(s) valid as of the last date of bid submission.	Not Applicable		
9.	Undertaking for non-black listing from the Bidder	Form A.7: Format of undertaking for Non-Blacklisting		
10.	Format for Power of Attorney executed in favor of the Authorized Signatory	Form A.8: Format for Power of Attorney		
11.	Conflict of Interest	Form A.9: Conflict of Interest		
12.	Self-declaration by Bidder w.r.t Insertion of Rule 144(xi) in GFRs 2017	Form A.10: Self-declaration by Bidder w.r.t Insertion of Rule 144(xi) in GFRs 2017		
13.	OEM Authorization Form	Form A.11: Letter of Authorization from OEM		
14.	No Deviation Certificate	Form A.12: No Deviation Certificate		
15.	Declaration for Local Content	Form A.13: Declaration for Local Content		
16.	Supporting documents for other clauses in the Eol	As per details mentioned in the Eol		

8.2. Form A.2: Eligibility Criteria Cover Letter (Company Letter Head)

To
The Deputy Director General (Financial Services)
Department of Posts
Dak Bhawan
New Delhi - 110001

Sub: Submission of the eligibility criteria cover letter in response to the EoI No <> dated <> for Selection of System Integrator (SI) for Post Office Savings Bank (POSB) under IT Modernization Project - DoP IT 2.0

Dear Sir,

We, the undersigned, offer to provide Services in response to the Expression of Interest dated <insert EoI date> and EoI No <insert EoI no> for “System Integrator (SI) for Post Office Savings Bank (POSB) under IT Modernization Project - DoP IT 2.0”. We are hereby submitting our EoI Proposal, which includes the Eligibility Criteria. Our Correspondence details with regard to this EoI are:

S. NO	Information	Details
1	Name of the contact person	
2	Address of the Contact Person	
3	Name, designation and contact, address of the person to whom, all references shall be made, regarding this EoI	
4	Telephone Number of the Contact Person	
5	Mobile Number of the Contact Person	
6	E-mail id of the Contact Person	
7	Corporate Website URL	

We hereby declare that all the information and statements made in this eligibility criteria are true and accept that any misinterpretation contained in it may lead to our disqualification.

We agree to abide by all the terms and conditions of the EoI and related corrigendum(s)/ addendum(s).

We confirm that we have read the EoI document and have no reservation in accepting the provisions of the EoI, the General Conditions of the Contract and Scope of Work. We undertake that we have no deviations to the terms and conditions of the EoI and related corrigendum(s)/ addendum(s). At later date, if any deviation is observed, it shall stand withdrawn. We would hold the terms of our bid valid for 180 days as stipulated in the EoI.

We hereby declare that as per EoI requirement, we have not been listed under any active blacklist/debarred list by Central/State Government/PSU/any other statutory body of India as of EOI submission date.

We certify that we are not an entity from a country identified to restrict us from India from participation in Government Procurements as per Eol clause 6.29.

We understand you are not bound to accept any Proposal you receive.

The information contained in the Proposal is true and correct to our best knowledge and belief.

Yours sincerely,

Authorized Signature [In full and initials]: _____

Name and Title of Signatory: _____

Name of Firm: _____

Address: _____

Email ID _____

Phone No _____

Location: _____ Date: _____

8.3. Form A3: Non-Disclosure Agreement

(To be executed on Non – judicial stamp paper of INR 100/-or such equivalent amount and document duly attested by notary public)

[Bidder Name and Address]

Sub: Submission of the Non-Disclosure Agreement in response to the EoI No <> dated <> for Selection of System Integrator (SI) for Post Office Savings Bank (POSB) under IT Modernization Project - DoP IT 2.0

We write to confirm the agreed terms in respect of the confidentiality and non-disclosure of information that we shall each, as a disclosing party, be making available to the other, as a receiving party.

Each party shall be providing the other with access to certain information which has been designated as confidential information, and which relates to the business, clients, customers, products, methodologies and working practices of the disclosing party (“the Information”). This Information may be disclosed either in writing, orally (oral information to be confirmed in writing within 3 days of its disclosure) or by access to computer systems or data. In consideration for the disclosing party granting this access to the Information, the receiving party agrees that:

1. Subject to clause 7 below, the receiving party shall keep the Information strictly confidential and shall not disclose it to any third party (except as set out below) without the prior written consent of the disclosing party.
2. The Information shall only be disclosed to those employees of the receiving party who need to know for the proper performance of their duties in relation to the project, and then only to the extent reasonably necessary. The receiving party shall take appropriate steps to ensure that all employees to whom access to the Information is given are aware of its confidentiality and agree to be bound by restrictions no less onerous than the terms contained in this letter.
3. The Information disclosed to the receiving party shall be used solely for the purpose of sharing technical and commercial information pertaining to the “Selection of System Integrator (SI) for Post Office Savings Bank (POSB) under IT Modernization Project - DoP IT 2.0”.
4. Each party shall comply with the obligations set out herein and the obligation of the party shall terminate upon the earlier of (a) the expiry of thirty six months from the date hereof, or (b) the execution of a definitive agreement between the parties in furtherance of the “Selection of System Integrator (SI) for Post Office Savings Bank (POSB) under IT Modernization Project - DoP IT 2.0”
5. The receiving party shall establish and maintain reasonable security measures to provide for the safe custody of the Information and to prevent unauthorized access to it.
6. On the termination of the receiving party’s involvement in the above project, and upon being requested to do so, the receiving party shall either return the Information disclosed to it or destroy/ delete the same from its servers/ possession, including all copies thereof, within a reasonable period, subject only to the extent necessary for the maintenance of proper professional records. Such destruction has to be certified by the authorized officer of the company supervising the destruction.
7. The obligations set out above shall not apply to any Information which:
 - a. is or becomes publicly available other than through a breach of this agreement;

- b. is already in the possession of the receiving party without any obligation of confidentiality;
 - c. is obtained by the receiving party from a third party without any obligation of confidentiality;
 - d. is independently developed by the receiving party outside the scope of this agreement; or
 - e. the receiving party is required to disclose by any legal or professional obligation or by order of any regulatory authority. However, the receiving party shall immediately inform the disclosing party prior to making such disclosure so that disclosing party is given an opportunity to object to such disclosure. Should there be no response from disclosing party or should any such objection by disclosing party be unsuccessful, or without any result, the receiving party so obligated to disclose confidential information may disclose such confidential information within anytime stipulated for such disclosures only to the extent required by the relevant legal or professional or regulatory authority.
8. The receiving party acknowledges that the disclosing party retains the copyright and all intellectual property rights in the Information and that the receiving party may not copy, adapt, modify or amend any part of the Information or otherwise deal with any part of the Information except with the prior express written authority of the disclosing party.
9. This agreement shall be governed by, and construed in accordance with, the Laws of India and courts relevant to the address of the EoI Inviting Authority shall have exclusive jurisdiction.

We should be grateful if you would also acknowledge your agreement to these terms by signing the copy of this letter where indicated and returning it to us.

Yours faithfully,

For Department of Posts

We agree to the above terms regulating the disclosure of the Information.

Name of the Official

Designation

For and on behalf of Bidder

Authorized Signature [In full and initials]: _____

Name and Title of Signatory: _____

Name of Firm: _____

Address: _____

8.4. Form A.4: Pre-Contract Integrity Pact

(To be executed on Non – judicial stamp paper of INR 100/-or such equivalent amount and document duly attested by notary public)

PRE-CONTRACT INTEGRITY PACT

This pre-contract agreement (hereinafter called the “Integrity Pact” or “Pact”) is made on <<day>> of <<month, year>>, between, on one hand, the President of India acting through DDG(FS), Department of Posts, Government of India (hereinafter called the “PURCHASER”/ “DoP”/ “Principal”, which expression shall mean and include, unless the context otherwise requires, his successors in office and assigns) of the First Part

AND

M/s <<bidder’s legal entity >> represented by <<name and designation>> (hereinafter called the “BIDDER”/ “CONTRACTOR”/ “SI”, which expression shall mean and include, unless the context otherwise requires, his successors and permitted assigns) of the Second Part.

Preamble

The principal intends to award, under laid down organizational procedures, contract/s for..... The principal values full compliance with all relevant laws of the land, rules, regulations, economic use of resources and fairness/transparency in its relations with its SI(s)and/or Contractor(s).

To achieve these goals, the principal will appoint Independent External Monitors (IEMs) who will monitor the bid process and the execution of the contract for compliance with the principles mentioned above.

SECTION 1 –COMMITMENTS OF THE PRINCIPAL

- (1) The principal commits itself to take all measures necessary to prevent corruption and to observe the following principles: -
 - a. No employee of the principal, personally or through family members, will in connection with the bid for, or the execution of a contract, demand, take a promise for or accept, for self or third person, any material or immaterial benefit which the person is not legally entitled to.
 - b. The principal will, during the bid process treat all SI(s) with equity and reason. The principal will in particular, before and during the bid process, provide to all SI(s) the same information and will not provide to any SI(s) confidential/additional information through which the SI(s) could obtain an advantage concerning the bid process or the contract execution.

- c. The principal will exclude from the process all known prejudiced persons.
- (2) If the Principal obtains information on the conduct of any of its employees which is a criminal offence under the IPC/PC Act, or if there be a substantive suspicion in this regard, the principal will inform the Chief Vigilance Officer and in addition can initiate disciplinary actions.

SECTION 2 – COMMITMENTS OF THE SI(S)/ CONTRACTOR(S)

- (1) The SI(s)/ Contractor(s) commits themselves to take all measures necessary to prevent corruption. The SI(s)/ Contractor(s) commits themselves to observe the following principles during participation in the bid process and the contract execution.
- a. The SI(s)/Contractor(s) will not, directly or through any other person or firm, offer, promise or give to any of the principal's employees involved in the bid process or the execution of the contract or to any third person any material or other benefit which he/she is not legally entitled to, to obtain in exchange any advantage of any kind whatsoever during the bid process or the execution of the contract.
 - b. The SI(s)/ Contractor(s) will not enter with other system integrator into any undisclosed agreement or understanding, whether formal or informal. This applies in particular to prices, specifications, certifications, subsidiary contracts, submission or non-submission of bids or any other actions to restrict competitiveness or to introduce cartelization in the bidding process.
 - c. The SI(s)/Contractor(s) will not commit any offence under the IPC/PC Act or such relevant laws, rules, regulations and guidelines; further, the SI(s)/ Contractor(s) will not use improperly, for purposes of competition or personal gain, or pass on to others, any information or document provided by the principal as part of the business relationship, regarding plans, technical proposals and business details, including information contained or transmitted electronically.
 - d. The SI(s)/Contractors(s) of foreign origin shall disclose the name and address of the Agents/representatives in India, if any. Similarly, the SI(s)/Contractors(s) of Indian Nationality shall furnish the name and address of the foreign principals, if any. Further details as mentioned in the "Guidelines on Indian Agents of Foreign Suppliers" shall be disclosed by the SI(s)/Contractor(s). Further, all the payments made to the Indian agent/representative have to be in Indian Rupees only.
 - e. The SI(s)/ Contractor(s) will, when presenting their bid, disclose any payments made, are committed to or intend to make to agents, brokers or

any other intermediaries in connection with the award of the contract.

- f. SI(s) /Contractor(s) who have signed the Integrity Pact shall not approach the Courts before and while representing the matter to IEMs and shall wait for their decision in the matter.
- (2) The SI(s)/Contractor(s) will not instigate third persons to commit offences outlined above or be an accessory to such offences.

SECTION 3 – DISQUALIFICATION FROM THE BID PROCESS AND EXCLUSION FROM FUTURE CONTRACTS

If the SI(s)/Contractor(s), before award or during execution has committed a transgression through a violation of SECTION 2, above or in any other form such as to put their reliability or credibility in question, the principal is entitled to disqualify the SI(s)/Contractor(s) from the bid process or take action.

SECTION 4 – COMPENSATION FOR DAMAGES

- (1) If the Principal has disqualified the SI(s) from the bid process before the award according to SECTION 3, the principal is entitled to demand and recover the damages equivalent to Earnest Money Deposit/ Bid Security.
- (2) If the Principal has terminated the contract according to SECTION 3, or if the principal is entitled to terminate the contract according to SECTION 3, the principal shall be entitled to demand and recover from the Contractor liquidated damages of the Contract value or the amount equivalent to Performance Bank Guarantee.

SECTION 5 – PREVIOUS TRANSGRESSION

- (1) The SI declares that no previous transgressions occurred in the last three years with any other Company in any country conforming to the anti-corruption approach or with any Public Sector Enterprise in India that could justify his exclusion from the bid process.
- (2) If the SI makes an incorrect statement on this subject, he can be disqualified from the bid process or action can be taken as per the procedure mentioned in “Guidelines on Banning of business dealings”.

SECTION 6 – EQUAL TREATMENT OF ALL SI (S) / CONTRACTORS / SUBCONTRACTORS

- (1) In the case of Subcontracting, the Principal Contractor shall take responsibility for the adoption of the Integrity Pact by the Subcontractor.
- (2) The principal will enter into agreements with identical conditions as this one with all SI and Contractors.
- (3) The principal will disqualify from the bid process all SI's who do not sign this Pact or violate its provisions.

SECTION 7 – CRIMINAL CHARGES AGAINST VIOLATING SI (S) / CONTRACTOR(S) / SUBCONTRACTOR(S)

If the Principal obtains knowledge of the conduct of a SI, Contractor or Subcontractor, or of an employee or a representative or an associate of a SI, Contractor or Subcontractor which constitutes corruption, or if the Principal has substantive suspicion in this regard, the principal will inform the same to the Chief Vigilance Officer.

SECTION 8 – INDEPENDENT EXTERNAL MONITOR

The principal has appointed

- Shri Raj Kumar Singh, IRS (Retd.)
Ex-Member, Customs Excise and Service Tax Appellate Tribunal, New Delhi,
26 Cassia Marg, DLF-2,
Gurgaon – 122008
Tel. No. 0124 – 4241100
Email id - mrrajksingh@gmail.com
- Shri Animesh Chauhan,
Former MD & CEO of Oriental Bank of Commerce
Flat no 948, G Block, 6th Avenue, Gaur City 1, Sector 4
Greater Noida (West), Uttar Pradesh – 201009
Email id - animeshchau@gmail.com

as the Independent External Monitor for this Pact after approval by the Central Vigilance Commission. The details of the appointed IEM are available on the principal's official website. The task of the Monitor is to review independently and objectively, whether and to what extent the parties comply with the obligations under this agreement.

- (1) The Monitor is not subject to instructions by the representatives of the parties and performs his/her functions neutrally and independently. The Monitor would have access to all Contract documents, whenever required. It will be obligatory for him/her to treat the information and documents of the SI/Contractors as confidential. He/ she reports to the DoP.
- (2) The SI(s)/Contractor(s) accepts that the Monitor has the right to access without restriction to all Project documentation of the principal including that provided by the Contractor. The Contractor will also grant the Monitor, upon his/her request and demonstration of a valid interest, unrestricted and unconditional access to their project documentation. The same applies to Subcontractors.
- (3) The Monitor is under contractual obligation to treat the information and documents of the SI(s)/ Contractor(s)/Subcontractor (s) with confidentiality. The Monitor has also signed declarations on 'Non-Disclosure of Confidential Information' and of 'Absence of Conflict of Interest'.
- (4) The principal will provide the Monitor with sufficient information about all meetings among the parties related to the Project provided such meetings could have an impact on the contractual relations between the Principal and the Contractor. The parties offer the Monitor the option to participate in such meetings.
- (5) As soon as the Monitor notices, or believes to notice, a violation of this agreement, he/she will inform the Management of the Principal and request the Management to discontinue or take corrective action, or to take other relevant action. The monitor can in this regard submit non-binding recommendations. Beyond this, the Monitor has no right to demand from the parties that they act in a specific manner, refrain from action or tolerate action.
- (6) The Monitor will submit a written report to the DoP within 8 to 10 weeks from the date of reference or intimation to him by the principal and, should the occasion arise, submit proposals for correcting problematic situations.
- (7) If the Monitor has reported to the DoP, a substantiated suspicion of an offence under the IPC/ PC Act and such similar laws, and the DoP has not, within the reasonable time taken visible action to proceed against such offence or reported it to the Chief Vigilance Officer, the Monitor may also transmit this information directly to the Central Vigilance Commissioner.
- (8) The word '**Monitor**' would include both singular and plural.

SECTION 9 – PACT DURATION

This Pact begins when both parties have legally signed it. It expires for the Contractor, 12 months after the last payment is made under the contract, and for all other Bidders 6 months after the contract has been awarded. Any violation of the same would entail disqualification of the Bidders and exclusion from future business dealings.

If any claim or discrepancy is made or lodged by any SI or the principal, during this time, the same shall be binding and continue to be valid despite the lapse of this pact as specified above, unless it is discharged/determined by DoP.

SECTION 10 – OTHER PROVISIONS

- (1) This agreement is subject to Indian Law. The place of performance and jurisdiction is the Registered Office of the Principal, i.e. New Delhi.
- (2) Changes and supplements as well as termination notices need to be made in writing. Side agreements have not been made.
- (3) If the Contractor is a partnership or a consortium, this agreement must be signed by all partners or consortium members.
- (4) Should one or several provisions of this agreement turn out to be invalid, the remainder of this agreement remains valid. In this case, the parties will strive to agree with their original intentions.
- (5) Issues like Warranty/Guarantee etc. shall be outside the purview of IEMs.

(For & On behalf of the principal)

Name: _____

Place:

Date:

Witness1 _____

Address _____

Witness2 _____

(For & On behalf of
Bidder / SI/ Contractor)

Name: _____

Place:

Date:

Witness1: _____

Address _____

Witness2: _____

Address _____

Address _____

8.5. Form A.5: Turnover, Profitability and Net worth Certificate

To
The Deputy Director General (Financial Services)
Department of Posts
Dak Bhawan
New Delhi - 110001

Sub: Submission of the Turnover and Net Worth Certificate in response to the EoI No <> dated <> for Selection of System Integrator (SI) for Post Office Savings Bank (POSB) under IT Modernization Project - DoP IT 2.0

A. ANNUAL TURONVER

Turnover for the last three financial years (2021-22, 2022-23 and 2023-24) from Software Development, Maintenance, and Operations.

S. No.	Financial Year	Annual Turnover (INR Crores)	Average Annual Turnover (INR Crores)	Annual related Turnover (INR Crores)	Average Annual related Turnover (INR Crores)
1.	Financial Year 2021-2022				
2.	Financial Year 2022-2023				
3.	Financial Year 2023-2024				

***Note:** The audited Financial Statements (consolidated Balance Sheets and copy of profit and loss statement certified by Statutory Auditor) for the corresponding years have to be enclosed.*

B. PROFITABILITY OF THE COMPANY

S. No.	Financial Year	Net Profit (INR Crores)
1.	Financial Year 2021-2022	
2.	Financial Year 2022-2023	
3.	Financial Year 2023-2024	

C. NET WORTH OF THE COMPANY

S. No.	Financial Year	Net worth (INR Crores)
1.	Financial Year 2021-2022	
2.	Financial Year 2022-2023	
3.	Financial Year 2023-2024	

Note: The audited Financial Statements (consolidated Balance Sheets and copy of profit and loss statement certified by Statutory Auditor) for the corresponding years have to be enclosed

Name of the auditor's Firm:

Seal of auditor's Firm:

Date:

(Signature, name and designation of the authorized signatory for the Auditor's Firm)

8.6. Form A.6: Format for Project Citation/Case Studies

General Information	
Name of the Project	
Client for which the Project was executed	
Name and contact details of the client	
Project Details	
Description of the Project	
Scope of services	
Relevance to the current Project	
Outcomes of the Project	
Other Details	
Total cost of the Project	
Total cost of the services provided by the Bidder	
Duration of the Project (no. of months, start date, completion date, current status)	
Other Relevant Information	
Copy of Work order/Purchase Order/ Contract Agreement clearly specifying the Scope of Work, value of the contract and no. of Branches where the solution was implemented/supported	
Copy of Certificate/Letter from the Competent Authority (who has issued the work order) that the Project has been declared "Go-Live" and is under the Operations & Maintenance phase OR	

Self-Certificate from the Statutory Auditor certifying that the Project has been declared “Go-Live” and is under the Operations & Maintenance phase	
--	--

Authorized signature: _____

Name and title of Signatory: _____

Name of Firm: _____ Address: _____ -

Location: _____ -

Date: _____ ---

8.7. Form A.7: Format of Undertaking for Non-Blacklisting

(To be executed on Non – judicial stamp paper of INR 100/-or such equivalent amount and document duly attested by notary public)

To
The Deputy Director General (Financial Services)
Department of Posts
Dak Bhawan
New Delhi - 110001

Sub: Submission of the undertaking for non-blacklisting in response to the EoI No <> dated <> for Selection of bidders of System Integrator (SI) for Post Office Savings Bank (POSB) under IT Modernization Project - DoP IT 2.0

<Insert Bidder Name> or any of its successor, is not in the active blacklist/debarred list for indulging in corrupt practice, fraudulent practice, coercive practice, undesirable practice, breach of contract or restrictive practice by any Central/State Government/PSU/any other statutory body of India as on EoI submission date.

We, hereby declare that we:

- a. Are not convicted (within three years preceding the last date of EoI submission) or stand declared ineligible/ suspended/ blacklisted/ banned/ debarred by appropriate agencies of the Government of India from participation in procurement processes of all its entities for offences mentioned in EoI document in this regard.
- b. We have neither changed our name nor created a new "Allied Entity", consequent to the above disqualifications.

Authorized Signature: _____

Name and Title of Signatory: _____

Location: _____ Date: _____

8.8. Form A.8: Format for Power of Attorney

<To be executed in favor of the Authorized Signatory>

(To be executed on Non – judicial stamp paper of INR 100/-or such equivalent amount as per applicable state and document duly attested by notary public)

Know all men by these presents, We, [Insert full legal name of the bidding entity], having registered office at [Insert registered office address] (hereinafter referred to as the "Principal") do hereby constitute, nominate, appoint and authorize [Insert full name of authorized signatory] son/daughter of [Insert father's name] presently residing at [Insert address of authorized signatory] who is presently employed with us and holding the position of [Insert position/designation of the authorized signatory] as our true and lawful attorney (hereinafter referred to as the "Authorized Attorney") to do in our name and on our behalf, all such acts, deeds and things as are necessary or required in connection with or incidental to the submission of our proposal in response to the Eol bearing number _____ for '<Eol Name>' dated _____, including but not limited to signing and submission of all applications, proposals and other documents and writings, participating in pre-Bid and other conferences and providing information/ responses to the Department of Posts (hereinafter referred to as the "Department of Posts"), representing us in all matters before the Department of Posts, signing and execution of all documents, forms, contracts and undertakings/declarations consequent to acceptance of our Proposal and generally dealing with the Department of Posts in all matters in connection with or relating to or arising out of our Proposal for the said assignment and/or upon award thereof to us till the execution of appropriate Agreement/s with the Department of Posts.

AND, we do hereby agree to ratify and confirm all acts, deeds and things lawfully done or caused to be done by our said Authorized Attorney pursuant to and in exercise of the powers conferred by this deed of Power of Attorney and that all acts, deeds and things done by our said Authorized Attorney in exercise of the powers hereby conferred shall always be deemed to have been done by us.

IN WITNESS THEREOF WE, _____ THE ABOVE-NAMED
PRINCIPAL HAVE EXECUTED THIS POWER OF ATTORNEY ON THIS DAY OF _____,
2025

For _____
(Signature, name, designation and address)
[Please put company seal if required]
[Notarize the signatures]

Witness 1:
Name:
Designation:
Address:
Signature:

Witness 2:
Name:
Designation:
Address:
Signature:

Notes:

The mode of execution of the Power of Attorney should be following the procedure, if any, laid down by the applicable law and the charter documents of the executant(s) and when it is so required, the same should be under common seal affixed following the required procedure.

Wherever required, the Applicant should submit for verification the extract of the charter documents and documents such as a board or shareholders' resolution/ power of attorney in favor of the person executing this Power of Attorney for the delegation of power hereunder on behalf of the Applicant.

For a Power of Attorney executed and issued overseas, the document will also have to be legalized by the Indian Embassy and notarized in the jurisdiction where the Power of Attorney is being issued.

8.9. Form A.9: Conflict of Interest (Company Letterhead)

To
The Deputy Director General (Financial Services)
Department of Posts
Dak Bhawan
New Delhi - 110001

**Sub: Submission of the conflict of interest in response to the EoI No <> dated <> for
Selection of System Integrator (SI) for Post Office Savings Bank (POSB) under IT
Modernization Project - DoP IT 2.0**

Dear Sir,

I/We do hereby undertake that there is absence of actual or potential conflict of interest on the part of the bidder due to prior, current, or proposed contracts, engagements, or affiliations with Department of Posts.

I/We also confirm that there are no potential elements (timeframe for service delivery, resource, financial or other) that would adversely impact our ability to complete the requirements as given in the EoI. The firm is not owned or controlled by any employee of DoP or their relatives.

We undertake and agree to indemnify and hold Department of Posts harmless against all claims, losses, damages, costs, expenses, proceeding fees of legal advisors (on a reimbursement basis) and fees of other professionals incurred (in the case of legal fees and fees of professionals, reasonably) by Department of Posts and/or its representatives, if any such conflict arises later.

Yours sincerely,

Authorized Signature [In full and initials]: _____

Name and Title of Signatory: _____

Name of Firm: _____

Address: _____

Location: _____ Date: _____

**8.10. Form A.10: Self-Declaration by Bidder w.r.t Insertion of Rule 144 (xi)
in GFR 2017**

(vide OM F No 6/18/2019-PPD dated 23rd July 2020 and No.F.7/10/2021-PPD (1) dated
23.02.2023 and all its amendments/ clarifications)

<To be printed on Company letterhead of the Bidder>

To,
The Deputy Director General (Financial Services)
Department of Posts
Dak Bhawan
New Delhi - 110001

Ref: Your Tender / Enquiry No. Dated
SI Name:
I, the undersigned,(full name), do hereby
declare in my capacity as.....
.....,Authorized signatory of M/s.
.....having registered address at
.....(referred to as the Bidder), that:

We, the SI are desirous of participating in the EoI/Tender/Enquiry process in response to your
captioned Tender and in this connection, we hereby declare, confirm and agree as under:

- A) We, the SI have read and understood the contents of the Office Memorandum bearing
no. F. No. 6/18/2019/PPD dated 23rd July 2020 and order (Public Procurement No.4)
bearing No.F.7/10/2021-PPD (1) dated 23.02.2023 issued by Department of
Expenditure, Ministry of Finance, Government of India on insertion of Rule 144(xi) in the
General Financial Rules (GFRs) 2017 and the amendments & clarifications thereof,
regarding restrictions on availing / procurement of goods and services, of any SI from a
country which shares a land border with India.
- B) In terms of the above and after having gone through the said amendments &
clarifications including in particular the words defined therein (which shall have the same
meaning for this Declaration cum Undertaking), I/we the SI hereby declare and confirm
that:

* We, the SI are not from such a country that shares a land border with India, in terms of the
said amendments to GFR, 2017.

OR

* We, the SI are from such a country that shares a land border with India and has/have been
registered with the competent authority i.e. the Registration Committee constituted by the
Department of Promotion of Industry and Internal Trade, as stated under Annexure I to the
aforesaid Office memorandum / Order and we submit proof of registration herewith.

OR

We, the SI are from a country that shares a land border with India, however, Our Country has
been extended lines of credit by the Government of India or/and the Government of India is
engaged in development projects in our Country.

(* Delete whichever is not applicable)

- C) We, the SI agree and undertake that if the contract/Purchase order is awarded to us, we will not sub-contract or outsource the contract /order, and/or any part thereof unless such subcontract/outsourcing is permitted by DoP in writing, in which case the aforesaid OMs and clarifications shall be equally applicable to such sub-contractor/vendor. We shall comply with the aforesaid OMs and subsequent clarification issued in pursuance to the aforesaid OMs, from the Government of India from time to time. Thus, subject to the aforesaid OMs and clarifications thereof, we shall not sub-contract or outsource the work to a contractor from such countries that shares a land border with India, unless such sub-contractor is registered with the Competent Authority and proof of same is obtained.
1. We, the SI hereby confirm that we fulfil all the eligibility criteria as per the Tender/Enquiry and are not ineligible from participating in the Tender / Enquiry because of the above Office Memorandum, Order and clarification issued in pursuance to the aforesaid OM, from Government of India from time to time. We the bidder, also certify that this bid/product/any component of the product fulfils all requirements in this regard and is eligible to be considered. We also agree and accept that if our declaration and confirmation, herein, is found to be false at any point of time including after awarding the contract, DoP shall be within its right to forthwith terminate the contract/bid without notice to us and initiate such action including legal action against us.
 2. This declaration cum undertaking is executed by us through our Authorized signatories after having read and understood the Office Memorandum and Order (Public Procurement No. 1) both bearing F. No. 6/18/2019/PPD of 23rd July 2020 and order (Public Procurement No. 4) bearing No.F.7/10/2021-PPD (1) dated 23.02.2023 of Ministry of Finance, Department of Expenditure, Public Procurement Division, Government of India and clarification issued in pursuance to the aforesaid OM from Government of India from time to time,

Executed at _____ on this _____ day of _____

Authorized Signatory

M/s _____

Signature

Name _____

(Seal of the SI)

** Note: Where applicable, evidence of valid registration by the competent authority shall be attached.*

8.11. Form A.11: Letter of Authorization from OEM

To
The Deputy Director General (Financial Services)
Department of Posts
Dak Bhawan
New Delhi - 110001

**Sub: Submission of Letter of Authorization from OEM in response to the EoI No <> dated
<> for Selection of System Integrator (SI) for Post Office Savings Bank (POSB) under IT
Modernization Project - DoP IT 2.0**

Sir,
We (Name of the OSD / OEM) who are established and reputable
manufacturers / developers of having offices at,and
..... do hereby authorize M/s (who is the vendor submitting its bid
pursuant to the GeM/CPPP Bid no. issued by the Department of Posts) to submit a Bid and
negotiate and conclude a contract with you for supply and upgrade of
..... which are manufactured / developed by us against the
GeM/CPPP Bid received from your Organization by the Bidder and we have duly authorized the
Bidder for this purpose.

We undertake to perform the obligations as set out in the GeM/CPPP BID in respect of such
services and hereby extend our support and services through M/s..... during the entire
contract period as per terms and conditions of the GeM/CPPP BID.

We assure you that in the event of M/s not being able to fulfill its obligation
as M/s vendor in respect of the terms defined in the GeM/CPPP BID,
..... (OEM / OSD Name) would continue to meet these either directly
or through alternate arrangements without any additional cost to the Bank.

The quoted model of the Solution/Appliance shall not be under End of Service Life/End of support
life for the period of the contract.

Authorized Signatory
Name and Designation
Office Seal
Place:

8.12. Form A.12: No Deviation Certificate

To
The Deputy Director General (Financial Services)
Department of Posts
Dak Bhawan
New Delhi - 110001

Date:

Subject: Submission of No Deviation Certificate in response to the Eol No <> dated <> for Selection of System Integrator (SI) for Post Office Savings Bank (POSB) under IT Modernization Project - DoP IT 2.0

Dear Sir,

Having examined the Eol document, the receipt of which is hereby duly acknowledged, we, the undersigned, offer to provide professional services for the Project **Selection of System Integrator (SI) for Post Office Savings Bank (POSB) under IT Modernization Project - DoP IT 2.0**.

I/We understand that any deviation/exception in any form in our bid/proposal against the Eol dated may result in the rejection of our bid/proposal. I/We, therefore, certify that we do not have any exception/deviation of the Eol clauses anywhere in the bid/proposal and we agree that if any deviation is mentioned or noticed, our bid/proposal may be rejected.

Signature of Authorized Signatory (with official seal)

Name :
Designation :
Name of Bidder :
Address :
Telephone & Fax :
E-mail address :

Note: This “No Deviation Certificate” should be written on the letter head of the Bidder duly signed and stamped with a date by a person competent and having authorized power to bind the Bidder.

8.13. Form A.13: Declaration for Local Content

(On Company Letter Head)

To
The Deputy Director General (Financial Services)
Department of Posts
Dak Bhawan
New Delhi - 110001

Date:

Subject: Submission of Declaration for Local Content in response to the EoI No <> dated <> for Selection of System Integrator (SI) for Post Office Savings Bank (POSB) under IT Modernization Project - DoP IT 2.0

Dear Sir,

I, the undersigned,(full name), do hereby
declare in my capacity as.....
.....,Authorized signatory of M/s.
.....having registered address at
.....(referred to as the Bidder), that:

We, the SI are desirous of participating in the EoI process in response to your captioned EOI
and in this connection, we hereby declare, confirm and agree as under:

- A) We, the SI have read and understood the contents of the Office Memorandum bearing no. F. No. P-45021/2/2017-PP (BE-II)-Part (4) Vol. II dated 19th July, 2024 issued by Department for Promotion of Industry & Internal Trade, Ministry of Commerce and Industry, Government of India on the revised 'Public Procurement (Preference to Make in India), Order 2017.
- B) We confirm that we meet the definition of Class I Local Supplier as per the above stated order (i.e. minimum 50%)
- C) We confirm that the services to be delivered in terms of the above specified EOI and the subsequent RFP will comply with the local content requirements as specified in the revised Public Procurement (preference to Make in India) Order 2017.

Executed at _____ on this _____ day of _____

Authorized Signatory

M/s _____

Signature

Name _____

(Seal of the SI)