



## **ALLAHABAD UP GRAMIN BANK**

Data Center

Titanium Block-C, Shalimar Corporate Park

Plot No-TC/G-1/1, Vibhuti Khand, Gomti Nagar

Lucknow- 226 010 (UP)

# **Addendum – Clarification and Amendment to RFP**

For

**Supply, Printing and Personalization of 10 Lac RUPAY Debit & RUPAY  
Kisan Cards through Online Reverse Auction Process**

**RFP REF No. : DC-1/2013-2014 Date : 25/03/2013**

**Addendum Date: 11.04.2013**

## **Introduction**

Bank had floated RFP reference DC-1/2013-2014 dated 25.03.13 for Supply, Printing and Personalization of RUPAY Debit and RUPAY Kisan card.

**Addendum dated 11.04.2013** containing clarification and amendment to RFP document is issued herewith.

All terms and condition of the RFP document remain unchanged. Please treat this addendum as an integral part of the RFP document issued.

No further queries pertaining to RFP and/or Addendum will be entertained.

<b>Sr. No.</b>	<b>Pg.No./Pt. No.</b>	<b>Clause</b>	<b>Query/Clarification</b>	<b>Bank's Reply</b>
1	Pg. 7 of 353. Broad Scope of Work	Supply of Stationery for ATM card kit to customers	Request the bank to provide the details of the complete kit as it would be required for generic kit stationery costing.	As per given below.
2	Pg. 7 of 353. Broad Scope of Work	Dispatch of Cards kept in card kit to the branches/ offices of the Bank through Bank's approved couriers/ Indian Postal Services within 48 hours after getting necessary data of card holders from the Bank/ Application Service Providers for preparation of cards irrespective of the number of cards. Generally the cards shall be dispatched in lots of 250/500/1000 cards per branch/office.	This would be considering the daily quantity limit not exceeding 5000 Cards as mentioned on page 5 of 35 of the RFP. Kindly suggest.	We have just said that the bidder must have the capability and infrastructure to generate at least 5000 cards or more per day for the bank.
3	Pg. 7 of 353. Broad Scope of Work	Necessary data of card holders will be deleted immediately by the Service Provider from their system after the card personalization work is complete. Necessary Indemnity Bond to the extent of TCO to be executed by the Service Provider covering this and other related points.	Request the bank to provide complete details for all other related points and details of the indemnity bond.	Deed of indemnity on mutually agreed terms
4	Pg. 7 of 353. Broad Scope of Work	Keeping proper records of dispatch of cards including those received back undelivered with all precautions, safety, security and confidentiality.	Return of origin cards ideally go to the bank branches. Request the bank to confirm.	The undelivered cards will be returned back to the Bank however proper record keeping will be done by the bidder
5	Pg. 8 of 353. Broad Scope of Work	However bank reserves the right to increase/ decrease the card quantity as per business requirements.	Request the bank to provide the percentage of increment or decrement of the card quantity based on the business forecast of next 2 yrs.	Increment or decrement will not be more than 10%
6	Pg. 8 of 35 3. Broad Scope of Work	Please note that depending upon the business requirements, bank may reduce total requirement of said 10 Lacs cards and therefore bank will not be under obligation to procure complete quantity of cards from the selected vendor(s).	Request the bank to provide the percentage of increment or decrement of the card quantity based on the business forecast of next 2 yrs.	Increment or decrement will not be more than 10%
7	Pg. 8 of 353. Broad Scope of Work & Pg. 13 of 356. Contract Period	The cards to be printed will be RUPAY Debit and RUPAY Kisan Cards over a period of 2 years, for which a contract would have to be executed by the selected Bidder. & The selected bidder need to execute a	Request the bank to consider the terms and Conditions (T&C) of the Contract/ SLA to be mutually agreed between both the parties.	Terms & conditions of the Contract /SLA will be on mutually agreed terms

		definitive Service Level Agreement (SLA) with ALLAHABAD UP GRAMIN Bank covering all terms and conditions of this RFP.		
8	Pg. 16 of 35 14. Consequences of Termination14.3	Nothing herein shall restrict the right of ALLAHABAD UP GRAMIN BANK to invoke the Performance Bank Guarantee and other guarantees, securities furnished, enforce the Deed of Indemnity and pursue such other rights and/ or remedies that may be available to ALLAHABAD UP GRAMIN BANK under law or otherwise.	Request the bank to consider a Deed of Indemnity on mutually agreed terms.	Deed of indemnity on mutually agreed terms
9	Pg. 20 of 35 23. Confidentiality	Confidentiality	Request the bank to have a mutually agreed confidentiality clause so as to equally protect the bidder/ vendor's confidential information.	Confidentiality clause on mutually agreed terms
10	Pg. 30 of 35 Annexure – V Format of Bank Guarantee	Whereas the „Bidder. has submitted the proposal in response to RFP, we, the _____ Bank having our Head Office_____ hereby irrevocably guarantee an amount of Rs 10 Lacs (Rupees Ten Lacs Only) as bid security as required to be submitted by the „Bidder. as a condition for participation in the said process of RFP.	The BG amount is Rs. 5 Lacs as mentioned on Pg. 9 of 35 whereas as per the BG format in Annexure V the amount Rs. 10 Lacs. Kindly confirm	The bid security is Rs. 5 Lacs only.
11	Pg. 30 of 35 Annexure – V Format of Bank Guarantee	Format of Bank Guarantee	Request the Bank to consider adding the following clause in the BG text provided to us:  Presentation of documents(s) that are not in compliance with the applicable anti-boycott, anti-money laundering, anti-terrorism anti-drug trafficking, export denial or economic sanctions laws, regulations or orders is not acceptable. Applicable laws vary depending on the transaction and may include United States and/or local laws.  NOTWITHSTANDING anything mentioned herein above:	OK

			<p>1. Our Liability under this Bank Guarantee shall not exceed Rs. _____.</p> <p>2. This Bank Guarantee shall be valid upto _____.</p> <p>3. It is a condition to our liability for payment of the guaranteed amount or any part thereof arising under this bank guarantee that we receive a valid written claim or demand for payment under this bank guarantee on or before _____.</p> <p>Failing which, our liability under the guarantee will automatically cease.</p>	
12	General Clarification	The place of arbitration proceedings and jurisdiction is Banda	Request the bank to consider having the place of arbitration proceedings and jurisdiction in Mumbai.	As we do not have any office/ branch in Mumbai the place of arbitration proceedings and jurisdiction will be Banda only
13	General Clarification	General Clarification	As per the RFP document, requirement of card management system is not specified. Hence, it would be considered that the personalization file would be generated by the bank and is not part of 'Scope of Work' for the bidder.	Personalization file would be generated by the ATM switch vendor of the Bank.
14	Pg. 2 of 35Bid Details - Control Sheet Table	Last date, time & venue for submission of Bid Documents25-04-2013 4:00pm	Request the bank to modify the date of submission to 3 May 2013 for us to submit a comprehensive response.	<b>Date of submission has been extended to 3 May 2013</b>
15	-	-	Is it possible to pay the Blank card cost initially because we have to pay the blank card cost at the time of delivery .Your tender tenure is 2 years and it is very difficult to accommodate blank card cost for next 2 years.	No

16	-	-	Generally all banks having a direct tie up with courier companies. If we will arrange courier then we also have to bill the invoice to Bank and we will charge service tax . In this case Bank has to pay service tax 2 times.	Clause remains as per RFP
17			As the volume is not very high. The distribution between L1 and L2 is fine. What will the possibility to distribute the order between L1, L2 and L3?	The distribution may happen between L1 & L2 only and not L3
18			No. of design/artwork per order. Approximate quantity against each design/order	We have two card variants– Rupay debit card & Rupay Kisan card. Approximate quantity against each design/order will be decided later as per the Bank's requirement. Total of both the variants will be 10 Lac.
19			Price finalization in reverse auction- Whether L1 is decided based on Total cost (with tax or without tax)	Please refer page no. 29 of our RFP.
20			Personalization of the cards- whether personalization with respect to photograph of the card holder is required or not, if required what is the approximate quantity.	Photograph of the card holder is not required.
21			Freight Charges are not clear- Who bears the freight cost towards delivery of the cards?	Please refer page no 7 of our RFP.

## Specification for Welcome Kit

SL.NO	ITEM DESCRIPTION
<b>1</b>	<p><b>Window Envelope:</b></p> <p>Size : 9.0" x 4.5" [close size] [ 9" side open ]</p> <p>Paper : Maplitho paper, 120 gsm</p> <p>Presswork : 4-color process on front,</p> <p>Finishing : : Window die cutting[1.8" x 4"], 0.6" pre-gummed strip on flap with release paper &amp; glossy lamination inside</p> <p>Delivery : Ex. Works</p>
<b>2</b>	<p><b>Welcome Letter:</b></p> <p>Size : 210mm x 295 mm</p> <p>Paper : Maplitho paper, 90 gsm</p> <p>Presswork : 4-color process on front, 4-color process on back</p> <p>Finishing : Cut to size</p> <p>Delivery : Ex. Works</p> <p>Contents as per NPCI specifications</p>
<b>3</b>	<p><b>Item Booklet:</b></p> <p>Size : 91mm x 205 mm Upright <b>20 pages</b></p> <p>Paper : Maplitho paper, 60 gsm</p> <p>Presswork : black on front, black on back,</p> <p><b>Cover, 4 pages,</b></p> <p>Paper : Foreign art paper, 130 gsm</p> <p>Presswork : 4-color process on front, 4-color process on back</p> <p>Finishing : Saddle stitched</p> <p>Delivery : Ex. Works</p> <p>Contents as per NPCI specifications</p>
<b>4</b>	<p><b>Card holder (Paper Pouch) :</b></p> <p>Pouch Size: 88MM x 58MM</p> <p>Paper Size: 170 GSM Sinnar Mass Art Paper with Lamination.</p> <p>Printing: Four Color Printing</p>