

ALLAHABAD UP GRAMIN BANK

(HEAD OFFICE: BANDA)

ADDENDUM TO RFP FOR “Supply, Printing, Personalization and Dispatch of 10 Lac EMV Chip cum Magstripe RuPay contact Debit card.”

	Tender Reference Number	HO/IT/RUPAY CARDS/RFP-3 Dated: 18.10.2016
1.	Date of commencement of sale of Bidding Document	19.10.2016
2.	Availability of Bid Documents	On our website : www.allahabadgraminbank.in
3.	Cost of RFP documents	Rs. 10,000/- in the form of Demand Draft/ Banker's Cheque in favor of Allahabad UP Gramin Bank, payable at Banda (Non refundable). The DD/ should be submitted along with the Technical Bid.
4.	Last date for sale of Bidding Documents	10.11.2016
3.	Last date for Submission of Queries by the Prospective Bidders	27.10.2016
4.	Date of Pre Bid Meeting on the Queries raised by the Prospective Bidders	Convened on 08.11.2016
5.	Last date, time & Venue for submission of Bid Documents	On 17.11.2016 at : 03.00 PM 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)
6.	Date, Time and Place of Opening of Technical Bid	On 17.11.2016 at : 03.30 PM 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)
7.	Start and End Time of Online Submission of Commercial Bids	On 17.11.2016 at : 03.00 PM along with Technical bid (Previous requirement of online submission of commercial bid has been withdrawn)
8.	Date of Online Reverse Auction (if Required)	To be notified later to the eligible bidders

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Annexure IV – Technical Evaluation Criteria

Scoring for technical evaluation has been modified as under:-

1	<p>The bidder should have at least 3 years of experience of undertaking personalizations including all the activities per the scope of the work given above for either Visa or Rupay Cards.</p> <p>> 7 Years' experience > 3 Years and <= 7 Years' experience > 1 Year and <= 3 Years' experience >= 1 Year</p>	20	20 17 14 10	Certificate from VISA / NPCI (Rupay) with date
2	<p>The bidder must have undertaken similar activities with Nationalized / Private / Foreign Banks and should supplement its claim by attaching relevant documents</p> <p>At least 1 Nationalised + 1 Private and/or Foreign bank At least 1 Nationalised bank At least 1 Private and/or Foreign bank None of the above</p>	20	20 15 10 0	Certificates / Purchase Orders from client banks
3	<p>Bidder should have processed and supplied more than 25 lakh Annually Visa / RuPay Magstripe card plastics for banks cards during the last 2 financial years in India</p> <p>>= 80 lakh >= 60 lakh and < 80 lakh >= 40 lakh and < 60lakh >= 25 lakh and < 40 lakh < 25 lakh</p>	20	20 15 10 05 00	Purchase orders from clients

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4	<p>Bidder should have processed and supplied at least 4 lakh EMV Chip cards (cumulative) for Banks/Financial Institutions/Govt. Agencies during the last 2 financial years in India</p> <p>> 30 lakh</p> <p>> 20 lakh and <= 30 lakh</p> <p>> 10 lakh and <=20 Lakh</p> <p>> 4 lakh and <= 10lakh</p> <p>< 4 lakh</p>	20	20 15 10 05 00	Purchase orders from clients
5	<p>The bidder should be in the business of end-to-end card management in India</p> <p>Own plastic supply unit and perso bureau in India</p> <p>Own plastic supply unit in India</p> <p>Own personalization bureau in India</p> <p>Neither of the above</p>	20	20 16 12 08	Self-declaration
Total		100		

If sufficient number of bidders do not qualify for commercial evaluation, the bank reserves the right to reduce the qualifying marks up to 50%.

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Sr. No	Page No.	Point / Section #	RFP Clause	Proposed Response
1	10	3.3	The bidder must have been in the business of manufacturing plastics or personalization of payment EMV Chip Cum Magstripe Rupay Contact Cards for at least three years in India	The bidder must have been in the business of manufacturing plastics or personalization or Collateral or Graphics or Debit Card Management System of Payment VISA/Master/RUPAY cards for at least three years in India.
2	10	3.4	The bidder must have EMV Chip Cum Magstripe Rupay Contact Cards, plastic supply and personalization services for at least 2 banks / financial institutions in India.	The bidder or its consortium must have supplied EMV Chip Cum Magstripe Rupay Contact Cards to at least 2 banks / financial institutions in India.
3	10	3.5	The bidder should be certified for EMV Chip Cum Magstripe Rupay Contact Cards, plastic supply and personalization by NPCI. It is the bidder’s responsibility to obtain EMV certification for RuPay card issued by NPCI	The bidder should be certified for plastic supply or personalization or collaterals or Graphics or Debit Card Management System of EMV Chip Cum Magstripe Rupay Contact Cards by NPCI.
4	10	3.7	The bidder should have sufficient capacity for supply of Welcome Kits to cater to the Bank’s requirements of minimum 25,000 Welcome Kits per day. However, the Bank would use and exhaust existing stock of Welcome Kits before placing of fresh orders.	The bidder or bidder's consortium member should have sufficient capacity for supply of Welcome Kits to cater to the Bank’s requirements of minimum 25,000 Welcome Kits per day. However, the Bank would use and exhaust existing stock of Welcome Kits before placing of fresh orders.

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5	10	3.9	In case of any part of the service being sub-contracted, the leadbidder should have legal and valid agreements for atleast next three years with its proposed service partner for plastic manufacture, EMV Chip Cum Magstripe Contact cards (Rupay) personalization, stationery supply etc.	The bank can accept MAF (Manufacturer Authorisation Form) from the sub-contractors/consortium member in absence of any agreement as part of the submission. . However, the bidder have to comply this requirement before conctract finalisation.
6	8	2. Scope of Work - 3. Under RuPay, many card variants like Debit, PMJDY, MUDRA, KCC, Prepaid etc or other variants requirement of which may arise under RuPay category in future, is required in contact cards. The Bank may also require adhar enable cards in all or some of the said categories.	Under RuPay, many card variants like Debit, PMJDY, MUDRA, KCC, Prepaid etc or other variants requirement of which may arise under RuPay category in future, is required in contact cards. The Bank may also require adhar enable cards in all or some of the said categories.	The quantity in each variant may very according to requirement. Mazor variants have already been illustrated under para 5.2 (p-11). As the specifications remain unchanged except graphics, the cost of each variant will remain almost same. Therefore no change is required..

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7	8	<p>2. Scope of Work - c) Envelopes, Welcome Letter, User Guide, Terms and Condition as per Bank’s specification for welcome kit .Design and text for the above documents/ items shall be provided by Bank. Vendor has to format/finalize these documents and arrange to print in standard quality paper. Changes if required in the existing collateral shall be advised to the vendor from time to time. Vendor will immediately arrange for the required changes without any additional cost to the bank. Bank may also require to add additional documents in welcome kit.</p>	<p>2. Scope of Work - c) Envelopes, Welcome Letter, User Guide, Terms and Condition as per Bank’s specification for welcome kit .Design and text for the above documents/ items shall be provided by Bank. Vendor has to format/finalize these documents and arrange to print in standard quality paper. Changes if required in the existing collateral shall be advised to the vendor from time to time. Vendor will immediately arrange for the required changes without any additional cost to the bank. Bank may also require to add additional documents in welcome kit.</p>	<p>No modifications required , As here change in collateral means change in printing only i.e addition or deletion of guidelines or any changes in images. As we understand this will not incur huge cost to vendor.</p>
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8	8	<p>2. Scope of Work -</p> <p>6. Printing of Welcome Kit : This will include printing of Window Envelopes, Welcome Letters, User Guides, Card Pouches, PIN Mailers etc. per specifications mentioned below and contents / design approved by the Bank. It will also include printing of envelopes for dispatch of PIN mailers.</p>	<p>2. Scope of Work - 6. Printing of Welcome Kit : This will include printing of Window Envelopes, Welcome Letters, User Guides, Card Pouches, PIN Mailers etc. per specifications mentioned below and contents / design approved by the Bank. It will also include printing of envelopes for dispatch of PIN mailers</p>	<p>2. Scope of work - 6 includes : Collaterals as defined in Annexure VI on page No 35 which includes printing of envelopes for dispatch of PIN mailers.</p>
9	9	<p>2. Scope of Work -</p> <p>c) Returned consignment should be returned to Vendor Address. The vendor shall maintain a proper record of such returns with specific reasons and re-dispatch these cards / consignments after remedial measures are complied with, duly recorded,</p>	<p>2. Scope of Work - c) Returned consignment should be returned to Vendor Address. The vendor shall maintain a proper record of such returns with specific reasons and re-dispatch these cards / consignments after remedial measures are complied with, duly recorded, without any extra charge to the Bank. In all cases where reasons of return are attributed to the vendor, postage / courier charges shall also be borne by the vendor.</p>	<p>Returned consignment should be returned to Vendor Address. The vendor shall maintain a proper record of such returns with specific reasons and re-dispatch these cards / consignments <u>to Bank mentioned address (CPU /HO/ Regional office)</u>, after remedial measures are complied with, duly recorded, without any extra charge to the Bank. In all cases where reasons of return are attributed to the vendor, postage / courier</p>

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		without any extra charge to the Bank. In all cases where reasons of return are attributed to the vendor, postage / courier charges shall also be borne by the vendor.		charges shall also be borne by the vendor.
10	17	5.28 Returned card management The vendor shall be treated as the addressee in case of a returned consignment. The vendor shall maintain a proper record of such returns with specific reasons and re-dispatch of these cards / consignments after remedial measures are complied with, duly recorded, without any extra charge to the Bank.	5.28 Returned card management The vendor shall be treated as the addressee in case of a returned consignment. The vendor shall maintain a proper record of such returns with specific reasons and re-dispatch of these cards / consignments after remedial measures are complied with, duly recorded, without any extra charge to the Bank.	The vendor shall be treated as the addressee in case of a returned consignment. The vendor shall maintain a proper record of such returns with specific reasons and re-dispatch of these cards / consignments to <u>Bank mentioned address (CPU /HO/ Regional office)</u> after remedial measures are complied with, duly recorded, without any extra charge to the Bank. CPU /HO/ Regional office will arrange the re-dispatch of these consignments.

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11	14	5.14/Penalties		The maximum Cap of penalty will be 10% of total contract value. As mentioned in clause 5.15 of RFP
12	19	5.35/Jurisdiction	5.35 Applicable law and jurisdiction of court: - The Contract with the selected vendors shall be governed in accordance with the Laws of India for the time being in force and will be subject to the exclusive jurisdiction of Courts at Banda (with the exclusion of all other Courts).	Jurisdiction of Courts shall be at Banda (with the exclusion of all other Courts)
13	9	2. Scope of Work/ 8. Dispatch and Returns Management/ Point b)	RFP Clause: "Dispatch of the Cards (all variants) to the concerned Branches/ Centralized Processing centre through courier / Indian Postal / Speed Post Service, Registered Post or any other service as advised by the Bank in branch wise lots on daily basis. Postal services/Courier services will be advised by the Bank. All processes like MIS, POD management, return management and other related documentation with respect to dispatch have to be taken care of for both Cards and PINs by the vendor."	No modification required in RFP Clause. Since no web portal is available with bank and no uploadable file required. All MIS will be shared via E-mail.

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14	9	2. Scope of Work/ Point 14	RFP Clause: "The bidder should integrate their MIS with a web based facility for online tracking the status of dispatch sent through courier / speed post."	The issue can be discussed at the time of Contract finalisation
15	10	3. Bidder Eligibility Criteria/ Serial No. 5	RFP Clause: "The bidder should be certified for EMV Chip Cum Magstripe Rupay Contact Cards, plastic supply and personalization by NPCI. It is the bidder's responsibility to obtain EMV certification for RuPay card issued by NPCI."	The bidder or its consortium must have supplied EMV Chip Cum Magstripe Rupay Contact Cards to at least 2 banks / financial institutions in India.

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16	10	3. Bidder Eligibility Criteria/ Serial No. 8	RFP Clause: "The Bidder should provide proof of supply/sale & personalization of 80 Lakhs Plastic Cards per year in last two years which includes at least 4 Lakhs EMV cards in last financial year to Banks."	The Bidder or its consortium should provide proof of supply/sale & personalization of 25 Lakhs Plastic Cards per year in last two years which includes at least 4 Lakhs EMV cards in last financial year to Banks.
17	10	3. Bidder Eligibility Criteria/ Serial No. 9	RFP Clause: "In case of any part of the service being sub-contracted, the lead bidder should have legal and valid agreements for atleast next three years with its proposed service partner for plastic manufacture, EMV Chip Cum Magstripe Contact cards (Rupay) personalization, stationery supply etc."	The bank can accept MAF (Manufacturer Authorisation Form) from the sub-contractors/consortium member in absence of any agreement as part of the submission. . However, the bidder have to comply this requirement before conract finalisation.
18	15	5.15. Turnaround Time	RFP Clause: "Urgent requirements of Cards / PIN - 24 hours (From the time the data file is received by the Bidder)	Urgent requirements of Cards / PIN - 24 hours (From the time the data file is received by the Bidder and for the PIN 24 hours will be calculated from the time of confirmation from Switch that Printed PIN are available at their end).
19	27	Annexure I – Bill of Material	RFP Clause: "1) Re-Pin Request: Rs per card 2) Renewal Cards (Personalized): Rs per card"	Cost of RE PIN and Duplicate/ Renewal Card will remian same as Original Cards and PIN mailers. Therefor the bidders need not to quote for Re-Pin and Renewal Cards.This price will not have any impact on L1 detemination.

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20	33	Annexure VI – Technical and Functional Specifications/ Card Printing / Indenting/ Point 9	RFP Clause: "9. Hologram (Optional)"	Cost of Printing Photograph and Hologram can be decided with mutual consent at later on stage if required by bank.
21	33	Annexure VI – Technical and Functional Specifications/ Card Printing / Indenting/ Point 2	RFP Clause: "2. Photograph of customer (Optional)"	Cost of Printing Photograph and Hologram can be decided with mutual consent at later on stage if required by bank.
22	34	Annexure VI – Technical and Functional Specifications	RFP Clause: "Purchase order will be issued by the Bank and Rupay EMV card Vendor will give an Undertaking Letter to share the key values with the Bank/ personalisation Vendor authorised by the Bank and support the Bank with the key exchange process."	Since whole process will be managed by the bidder, bank is not going to have its own personalized vendor. Hence this RFP Clause should be read as under: "Purchase order will be issued by the Bank and Rupay EMV card Vendor will give an Undertaking Letter to share the key values with the Bank and support the Bank with the key exchange process."
23	16	Point no. 5.24	The Service Provider shall be required to place order for plastics and collaterals, maintain sufficient stock of blank plastics (pvc) / collaterals for at least 60 days consumption to meet out any disruptions in supply.	The Service Provider shall be required to place order for plastics and collaterals, maintain sufficient stock of blank plastics (pvc) / collaterals for at least 30 days consumption to meet out any disruptions in supply

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24	8	2. Scope of Work	ATM PIN mailer stationery has to be supplied at Switch Centre, Mumbai and / or location specified by Bank. PIN mailers has to be collected from ATM Switch centre and / or location specified by Bank for stuffing / packing and onward dispatch to Branch Addresses. The Bank for security reasons may facilitate PIN printing at its own premises. The Bank may give PIN printing activity to a separate vendor at its own discretion.	The bidder will pay the dispatch/postal/courier charges to the service provider identified by the Bank for dispatch of card and PIN mailer instant and/or personalize. Consequently the bidder will claim the dispatch charges in actual basis by submitting the copy of postal/courier charges/invoices along with the proof of delivery of the same for reimbursement from the Bank.
25	13	5/5.10	The cost shall be compared for Total Cost of Ownership (TCO) on the stated quantities in this RFP. The price quoted should be inclusive of applicable duties, levies and charges, taxes etc.	The costs should be inclusive of all the taxes and duties except CST/VAT/Service Tax. CST/VAT/Service Tax shall be paid on actuals.

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26	8	2. 7 Scope of Work-Fulfillment	This includes variable data printing on the welcome letter, card pasting on the welcome letter, insertion of welcome letter, user guide, card pouch, in envelopes, sorting, packing in cartons with content list/s, dispatch and other activities associated with fulfillment. In case of personalized cards, PIN mailers will be stuffed in separate envelopes and dispatched to Branch addresses while cards will be dispatched to customer addresses.	Envelope specification for Pin Mailer: Window Envelopes for PIN : 28 cm X 12.7 cm Paper 90 GSM Butter paper.
27		2. 7 Scope of Work-Fulfillment	In case of personalized cards PIN mailers will be stuffed in separate envelopes and dispatched to Branch addresses while cards will be dispatched to customer addresses.	Non personalized pin mailer will be stuffed in the kit along with card for dispatch.
28	8	2. 7 Scope of Work-Fulfillment	For Personalized Cards, PINs will be dispatched to Branch Address and cards at customer’s address.	Dispatch of all PIN mailers, be it Personalized or Non-Personalized will be the responsibility of Bidder only.
29	27	General		The costs should be inclusive of all the taxes and duties except CST/VAT/Service Tax. CST/VAT/Service Tax shall be paid on actuals.
30	27	Annexure-1	Bills of Material: Price of one PIN mailer stationery	Price of one PIN mailer stationary include cost of one pin mailer and pin mailer envelope. Bidder should not quote for PIN printing cost
31	35	General	Thickness of Inner page of Booklets	Inner pages of booklet will be 60 GSM

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32	10	3.2	<p>The Bidder should have Net Profit during the last financial year i.e. 2015-16) and should have positive networth as on 31.03.2016. The Bidder should have an overall turnover of at least Rs 25.00 crore in each of the last two financial years. These must be the Company's standalone turnover and not that of any group of Companies. If the Balance sheet for 2015-16 has not been audited, then a certificate from a CA confirming the turnover (from card printing/supply, Card personalization and administration business) and net worth of the company should be provided.</p>	<p>Turn Over : The required Turnover will be Rs 7.50 Crore per year during the last two financial years.</p>
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