

**RFP FOR OUTSOURCING OF DEBIT CARD MANAGEMENT SERVICES ON PAY PER CARD BASIS FOR 5 YEARS
RFP REF: CO/DBD/ATM/2900/R1/2021-22 DATED 09.02.2022**

Annexure II – Amendment corrigendum

Sl. No.	Title /RFP Point No	Page No in RFP	Details Provided in RFP	Query / Changes Requested	Amended Clause
1	3.2- patent rights	28	Supplier's/ service provider obligations set forth in this Section are subject to Bank's:a) providing Supplier/ service provider prompt notice that the IP Claim has been threatened or brought, whichever is sooner (the "Claim Notice");b) providing relevant documentation and information to the supplier with respect to the IP Claim or Resolution; andc) Complying with all court orders.	Bidder requests to add the following provisions: 1. In the event of any IP claim, the Bidder shall at its option (i) procure the right for the Bank to continue using the Software Products (ii) modify or replace the Software Products without adversely affecting Bank's operations. 2. Bidder will have no obligation to Bank, if the claim of infringement on intellectual Property is based on (i) modifications of the software products not made by the Bidder; or (ii) the combination of the Software Products with an item not supplied by Bidder. These are the Bank's sole and exclusive remedy for any alleged infringement.	New clause no. 3.4 at page no. 28 In the event of any IP claim, the Bidder shall at its option (i) procure the right for the Bank to continue using the Software Products (ii) modify or replace the Software Products without adversely affecting Bank's operations.
2	Additional Clause	41		Bidder request the bank to add the mutual non-solicitation clause as follows: Bidder request to include a mutual non-solicitation clause - (b) Either Party agrees that during the term of this Agreement and a period of 2 (two) years thereafter, it will not, directly or indirectly or on behalf of or in conjunction with any person or legal entity, recruit, solicit, or	New Clause no. 27 at page no. 41 mutual non-solicitation: Either Party agrees that during the term of this Agreement and a period of 2 (two) years thereafter, it will not, directly or indirectly or on behalf of or in conjunction with any person or legal entity, recruit, solicit, or induce to recruit any employee or former employee, who are involved in the

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				induce to recruit any employee or former employee, who are involved in the Purpose for a period of 24(twenty four) months after he / she leaving the services/employment, of the other Party, without the prior written consent of such other Party.	Purpose for a period of 24(twenty four) months after he / she leaving the services/employment, of the other Party, without the prior written consent of such other Party. This section will not restrict the employment of any person as a result of that person making an unsolicited response to a bona fide published general recruitment advertisement not specifically directed at such person.
3	SECTION VI - ELIGIBILITY CRITERIA - Point #1	42	Bidder shall be a company registered in India under Companies Act, with minimum 3 years of experience in the area of end-to-end debit card management services (DCMS), PIN printing, packing of cards & PINs and providing web portal for bank branches to view card status and submit support function requests. Bidder shall be the owner, not a licensed user or buyer, of the debit card management software proposed for Indian Bank in response to this RFP.		Bidder shall be a company registered in India under Companies Act, with minimum 3 years of experience in the area of end-to-end payment card (Debit Card and/or Credit Card and/or Prepaid Card) management services, PIN printing, packing of cards & PINs and providing web portal for bank branches to view card status and submit support function requests. Bidder shall be the owner, not a licensed user or buyer, of the debit card management software proposed for Indian Bank in response to this RFP.
4	SECTION VI - ELIGIBILITY CRITERIA - Point #2	42	Bidder should be currently providing end to end debit card management services to at least 2 scheduled commercial banks (of at least 1000 branches) in India, out of which minimum 1 should be a Public Sector Bank. The debit card	We Request the bank to relax: 2 scheduled commercial banks in India, out of which minimum 1 should be a public sector bank (of at least 1000 branches) in India The debit card management software proposed to Indian Bank shall be currently in use in	Bidder should be currently providing end to end debit card management services to at least 2 scheduled commercial banks (out of which minimum 1 should have at least 1000 branches) in India, out of which

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			management software proposed to Indian Bank shall be currently in use in at least one of these 2 Banks for last three years as on date of RFP.	at least one of these 2 Banks for last three years as on date of RFP Bidder should be currently providing end to end card management services to at least 2 scheduled commercial banks in India, out of which minimum 1 should be a Public Sector Bank and one bank should be live for issuance of Debit cards. The card management software proposed to Indian Bank shall be currently in use in at least one of these 2 Banks for last three years as on date of RFP.	minimum 1 should be a Public Sector Bank. The debit card management software proposed to Indian Bank shall be currently in use in at least one of these 2 Banks for last three years as on date of RFP.
5	SECTION VI - Document / proof to be submitted for ELIGIBILITY CRITERIA - Point #3 & 4 And BID Form Point # 17	42 And 49	An undertaking letter explaining the capabilities and experiences of the Bidder in debit card management services. This document should clearly explain how the Bidder has sized its systems, human resources and printers to achieve the requirement of issuing 50,000 cards per day in their debit card management software and printing and packing minimum 25,000 PIN mailers per day at the Bank's premises. The document should mention the number of debit cards being managed by the DCMS software.		An undertaking letter explaining the capabilities and experiences of the Bidder in payment (Debit card and/or Credit card and/or Prepaid card) card management services. This document should clearly explain how the Bidder has sized its systems, human resources and printers to achieve the requirement of issuing 50,000 cards per day in their Debit card management software and printing and packing minimum 25,000 PIN mailers per day at the Bank's premises. The document should mention the number of Debit cards being managed by the DCMS software.
6	SECTION VI - ELIGIBILITY	42	Bidder should have the experience of handling minimum 1.5 crore Debit card Data in any single Bank.	Bidder should have the experience of handling minimum 1.5 crore card Data	Bidder should have the experience of handling minimum 1.5 crore payment card (Debit Card and/or Credit Card

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	CRITERIA - Point #4			under single application instance hosted out of India.	and/or Prepaid Card) Data in any single Bank.
7	SECTION VI - ELIGIBILITY CRITERIA - Point #6	43	The average turnover of the bidder should be at least Rs.50 Crores or above from DCMS business in India for the last 3 consecutive financial years (FY 2018-19, 2019-20 & 2020-21).	Can we provide CA Certificate mentioning 50 Cr as company's average turnover as overall and including DCMS.	The average turnover of the bidder should be at least Rs.50 Crores or above from payment card (Debit Card and/or Credit Card and/or Prepaid Card) management services business in India for the last 3 consecutive financial years (FY 2018-19, 2019-20 & 2020-21).
				The average turnover of the bidder should be at least Rs.20 Crores or above from card issuance business in India for the last 3 consecutive financial years (FY 2018-19, 2019-20 & 2020-21).	
8	SECTION VI - Document / proof to be submitted for ELIGIBILITY CRITERIA - Point #6	43	Copies of audited balance sheets of the Bidder for last three consecutive audited financial years of the Bidder. Latest shall be of FY 2018-19, 2019-20, 2020-21. Certificate from chartered accountant/ company secretary clearly mentioning "The turnover of the bidder from DCMS business in India for the last 3 consecutive financial years."		Copies of audited balance sheets of the Bidder for last three consecutive audited financial years of the Bidder. Latest shall be of FY 2018-19, 2019-20, 2020-21. Certificate from chartered accountant/ company secretary clearly mentioning "The turnover of the bidder from Payment Card (Debit card and/or Credit card and/or prepaid card) Management Services business in India for the last 3 consecutive financial years."

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9	SECTION VI - ELIGIBILITY CRITERIA - Point #7	43	The bidder should have a positive tangible net worth from business in India during the last three consecutive financial years (FY 2018-19, 2019-20 & 2020-21).	The bidder should have a positive tangible net worth from business in India during at least 3 three financial years out of last five years (2016-17, 2017-18, 2018-19, 2019-20 & 2020-21) OR “Bidder can participate in the tender, provided their parent company is meeting the Net worth Criteria as stated in clause ____.”	The bidder or their parent company should have a positive tangible net worth from business in India during the last three consecutive financial years (FY 2018-19, 2019-20 & 2020-21).
10	SECTION VI - Document / proof to be submitted for ELIGIBILITY CRITERIA - Point #7	43	Copies of audited balance sheets of the Bidder for last three consecutive audited financial years of the Bidder. Latest shall be of FY 2018-19, 2019-20, 2020-21. Certificate from Chartered accountant/ company secretary clearly mentioning “The net worth of the bidder from business in India for the last 3 consecutive financial years.”		Copies of audited balance sheets of the Bidder for last three consecutive audited financial years of the Bidder. Latest shall be of FY 2018-19, 2019-20, 2020-21. Certificate from chartered accountant/ company secretary clearly mentioning “The net worth of the bidder from business in India for the last 3 consecutive financial years.” Document proof required for validation of parent company in case net worth of parent company is submitted.
11	BID Form Point # 20	49	Certificate from chartered accountant/ company secretary clearly mentioning “The turnover of the bidder from DCMS business in India for the last 3 consecutive financial years.”(For Eligibility Criteria 6).		Certificate from chartered accountant/ company secretary clearly mentioning “The turnover of the bidder from Payment card (Debit card and/or Credit Card and/or Prepaid card) management services business in India for the last 3 consecutive financial years.”(For Eligibility Criteria 6).

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12	Cost of line items involved for issuing of Virtual card Table 6	99	Cost of software (in hosted model at vendor's premises) including customer portal, hardware & manpower to be deployed at Bank's HO for processing card requests and support function requests.	Bank to clarify what bank expects to be hosted in vendor premises, as earlier elsewhere in the RFP bank has asked to deploy the hardware/applications in the bank premises	Cost of software including customer portal, hardware & manpower to be deployed at Bank's HO for processing card requests and support function requests.
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