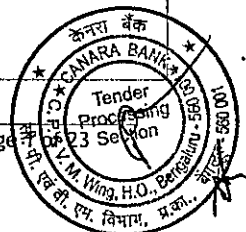


Corrigendum-2 to GeM Bid ref. no GEM/2024/B/5182298 dated 19/07/2024 for Selection of Vendor for Procurement, Personalization, Dispatch, Tracking and Management Services of EMV Cards (Contact Cards & Dual Interface Cards including NCMC) and Wearables for Canara Bank.

It is decided to amend the following in respect of the above RFP:

a.

Sl. No	Section/Annexure/Appendix of GeM Bid	Clause No.	Existing Clause	Amended Clause
1.	GeM bid document ref. no GEM/2024/B/5182298 dated 19/07/2024	EMD Detail	EMD Amount- Rs.15,00,00,000/-	<u>EMD Amount- Rs.10,00,00,000/-</u>
2.	Section C - Deliverable and Service Level Agreements	1. Project Timelines	1.3. The bidder has to print and store the DI Base Card with Hologram within 3 weeks from placing the indent by the Bank.	1.3. The bidder has to print and store the DI Base Card with Hologram within <u>4 weeks from placing the indent by the Bank or 3 weeks after approval of the artwork by the Network (VISA, MasterCard and RuPay [NPCII]).</u>
3.	Section E - Selection of Bidder	3. Evaluation of Bids Commercial Bid:	Existing 3. Evaluation of Bids 3.3. Commercial Bid:	Amended 3. Evaluation of Bids 3.3. Commercial Bid:
4.	Annexure-9 Scope of Work	Entire Annexure	Existing Annexure-9 Scope of Work	Amended Annexure-9 Scope of Work
5.	Annexure-10 Technical Eligibility Criteria	Entire Annexure	Existing Annexure-10 Technical Eligibility Criteria	Amended Annexure-10 Technical Eligibility Criteria
6.	Annexure-11 Technical Specifications	Entire Annexure	Existing Annexure-11 Technical Specifications	Amended Annexure-11 Technical Specifications
7.	Annexure-18 Bill of Material	Full Annexure	Existing Annexure-18 Bill of Material	Amended Annexure-18 Bill of Material
8.	Section C - Deliverable and Service Level Agreements	2. Payment Terms	2.6 The Bank shall finalize the installation and acceptance format mutually agreed by the selected bidder. The selected bidder shall strictly follow the mutually agreed format and submit the same while claiming	This clause stands deleted.

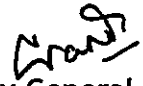



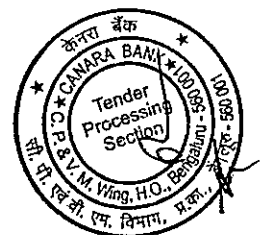
			installation and acceptance payment.	
9.	Section C - Deliverable and Service Level Agreements	5. Security	5.2. The selected bidder will ensure the software delivered is in conformity with security standards and is without any security vulnerability. 5.3. The Bank may conduct security audit in the proposed service after complete implementation.	This clause stands deleted.
10	Annexure-3 Bidder's Profile	Sl. No: 13	Details of Service Net Work	This clause stands deleted.
11.	Annexure-12 Undertaking of Authenticity	Entire Annexure	Entire Annexure-12 Undertaking of Authenticity	This Annexure stands deleted.

All the other instructions and terms & conditions of the above RFP shall remain unchanged.

Please take note of the above amendments while submitting your response to the subject RFP

Date: 14/08/2024
Place: Bengaluru


Deputy General Manager


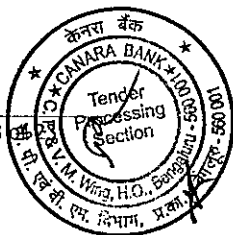


SECTION E - SELECTION OF BIDDER

3. Evaluation of Bids

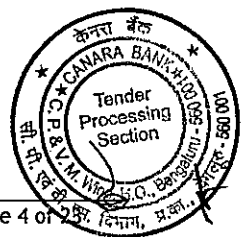
3.3. Amended Commercial Bid:

- 3.3.1. The Commercial Bid of only that Bidders who qualified in Technical Proposal will be opened online and will be evaluated.
- 3.3.2. The L1 bidder will be determined on the basis of the lowest quoted bid.
- 3.3.3. However, the Bank does not bind itself to accept the lowest or any Bid and reserves the right to reject any or all bids at any point of time prior to the order without assigning any reasons whatsoever.
- 3.3.4. The Bank reserves the right to re-tender without assigning any reasons whatsoever. The Bank shall not incur any liability to the affected bidder(s) on account of such rejection. Bank shall not be obliged to inform the affected bidder(s) of the grounds for the Bank's rejection
- 3.3.5. The Bank reserves the right to modify any terms, conditions and specifications of the RFP and Bank reserves the right to obtain revised price bids from the bidders with regard to change in RFP clauses. The Bank reserves the right to accept any bid in whole or in part.
- 3.3.6. The bidder who has quoted the lowest quote will be declared as L1 Bidder. Further the Bidder who has quoted the second lowest quote will be declared as L2 Bidder and in the same way L3, L4, so on.
- 3.3.7. For Award of contract, Purchase Preference Clause mentioned in the bid shall be applicable in addition to other provisions in the Bidding Document in this regard.
- 3.3.8. Bank intends to onboard three Bidders as per the scope of work mentioned elsewhere in this RFP. After finalization of L1 Bidder, Bank will give the opportunity to L2 & L3 bidders to match the final L1 price. If L2 & L3 Bidders match the final L1 price, then Bank will enter into contract with all 3 bidders separately by issuing purchase order to them.
- 3.3.9. If L2/L3 Bidder does not match the price of L1 then the opportunity for matching the L1 price will be given to L4, L5 and... so on and same procedure will follow. The second and third Bidders who has accepted the price of L1 will be called selected bidder along with the L1 Bidder.
- 3.3.10. The award of contract will be in the ratio of 50:30:20 among L1, 2nd selected Bidder and 3rd selected Bidder respectively.
- 3.3.11. If only one Bidder matches the price of L1, then Bank will issue purchase order to L1 and second bidder and enter in to contract with them enter into contract with two Bidders (with L1 and the only Bidder matching the L1 Price) separately by placing order and signing the agreement with them.
- 3.3.12. The award of contract will be in the ratio of 60:40 among L1, 2nd selected Bidder respectively.



3.3.13. If none of the bidder matches the L1 price, Bank reserves the right to place 100% order on L1 bidder only.

3.3.14. Bank at its discretion may float bids in future to select more vendors.





Annexure-9
Scope of Work

SUB: Selection of Vendor for Procurement, Personalization, Dispatch, Tracking and Management Services of EMV Cards (Contact Cards & Dual Interface Cards including NCMC) and Wearables for Canara Bank.

Ref: GEM/2024/B/5182298 dated 19/07/2024.

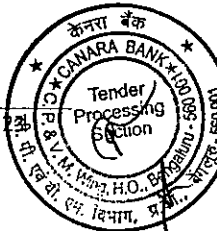
The following activities are to be carried out by the bidder strictly in conformity with the guidelines laid down by Bank as well as VISA, MasterCard and RuPay (NPCI).

1. Procurement of Cards & Card Stock Maintenance:

- 1.1 Bidder should manufacture/procure blank Debit cards /Prepaid Cards as per specifications mentioned elsewhere in this RFP.
- 1.2 Card Business Management Section, DBS Wing of the Bank will place indent for various card types such as Debit Card, Prepaid Card, Admin Card, Credit Card etc. based on its requirement. The bidder shall co-ordinate with the Bank as well as the Card network for attaining the required artwork approvals/certifications. Upon approval, Card Plastic for each card variant shall be procured and stocked by the successful bidder at bidder's premises with required security/insurance within 4 weeks of placing the indent by the Bank or 3 weeks after approval of the artwork by the Network (VISA, MasterCard and RuPay [NPCI]). In case of emergency indents, the Bidder should have spare capacities available or should be able to create such capacities in a reasonable time to fulfil the requirement.
- 1.1 The bidder should inform the bank regarding the stock position on a weekly basis. If any card stock is running low, the bidder should alert the Bank well in advance to avoid a stock-out situation. The stock shall be kept in a safe & secure environment with all the security measures in place. The stock shall be insured for full value at bidders cost and copy of insurance policy to be provided to Bank.
- 1.2 All hardware / software / miscellaneous items / consumables / equipment's, required licenses, AMC, card network certifications etc. as well as manpower required for executing the work specified need to be managed by the bidder at its own cost.

2. Card Personalization:

- 2.1 Bidder has to supply both personalized and non-personalized debit cards to the Bank. Non-Personalised (NP) card is a normal debit card without name of the customer printed/embossed on the card. A personalised debit card will contain the name of the customer.
- 2.2 Bidder must have the capability to personalise minimum 30,000 cards per day exclusively for our Bank as per specifications approved by the Bank and card network. The said count is inclusive of both EMV contact and DI cards. This is an indicative value and is in no way a commitment from the Bank. Shift in volumes between EMV Contact & DI card is possible due to changes in various guidelines. The embossing data will be provided by the Bank in encrypted format. The same needs to be processed and dispatched within 48 hours of receipt of data. This timeline is inclusive of holidays. For



priority requirements, the bidder should have arrangements to process and dispatch cards on 24*7*365 basis.

- 2.3 Bank expects bidder to have the capability to provide Metal Cards and other technological advanced products that are associated with cards as per consumer demand. As Bank may desire to procure Metal Cards, the successful bidder should have the capability to provide the same.
- 2.4 Bank expects the L1 vendor to personalize cards on Bank premises if the requirement arises. The quantity shall not exceed 10% of the quantity allotted to the vendor.
- 2.5 Should be able to integrate their solution with the Bank's System.
- 2.6 There may also be occasions of heavy variations during the contract period, both upward and downward for short or prolonged period. Bidders should be ready to accept such challenges. The Bidder should have spare capacities available or should be able to create such capacities in a reasonable time to the satisfaction of the bank for meeting upward surge in volumes.
- 2.7 All hardware / software / miscellaneous items / consumables / equipment, required licenses, AMC etc. as well as manpower required for executing the work specified need to be managed by the bidder at its own cost.

3. Wearables:

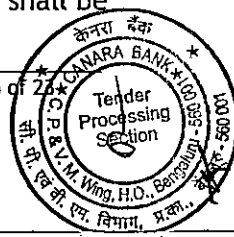
- 3.1 Bidder has to provide Wearables such as Wearable Box, Payment Ring, Keychain, Payment Sticker and Silicon Band. The Technical Specifications of the wearables are as per the Annexure-11.
- 3.2 Wearable should perform in confirmatory with the standard laid down by RBI, Canara Bank & NPCI during the contract period.
- 3.3 Wearables should be able to integrate with all the Networks, i.e., RuPay, VISA and MasterCard with all regulatory guidelines.

4. Network Certifications:

- 4.1 Carry out white plastic certification with card networks to get on-boarded with the Bank. First time certification cost will be borne by the Bank and subsequent iteration of certifications to be borne by the bidder.
- 4.2 Bidder should obtain NCMC certifications from VISA & Master if and when the functionality is introduced by said networks within a month. Bank at its discretion may extend the said timeframe and failure to do so within the defined timeframe may result in termination of SLA.

5. Packing & Dispatch of Debit Cards:

- 5.1 Bidder must arrange facility and personnel for packing of Card kits at their premises and should put in place necessary measures for the timely dispatch of the cards along with the required collaterals.
- 5.2 Envelopes, Welcome Letter, Card Pouch, User Guide, Terms and Conditions as per Bank's specification. Design and text for the above documents/ items shall be provided by Bank. Bidder has to format/finalize these documents and arrange to print in standard quality paper as per Annexure-11. Changes if required in the existing collateral shall be



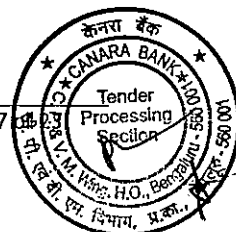
advised to the bidder from time to time. Bidder will immediately arrange for the required changes without any additional cost to the bank. Bank may also require to add additional documents without any additional cost. The debit cards shall be packed along with stationary materials stipulated by the Bank from time to time.

- 5.3 The debit cards shall be packed along with stationary materials stipulated by the Bank and shall be dispatched to destinations intimated by the Bank within India as well as foreign countries. The destinations can be Branches or Customer address. Stationary materials may vary for different variant of cards. Bidder should make sure that the correct stationary gets dispatched for a particular card variant.
- 5.4 Bidder should have an automated process for pasting the cards on the face of their corresponding Welcome Letter which ensures that the CVV number is not visible.
- 5.5 Bidder must print dispatch address on the address label and paste the same on the envelope for dispatch. The cards need to be end-delivered to locations provided by Bank and Return management to be taken care by the bidder. The details will be provided to the successful bidders and the same will be subject to change in case of revision of Bank policies.
- 5.6 The Debit card consignments should be handed over to Speed Post / designated courier who would be having OTP based delivery acceptable to the Bank (Details mentioned in the below table). This timeline is inclusive of holidays.

<u>Domestic Service Standards for Delivery</u>		
<u>Service Area</u>	<u>Maximum Permissible Time</u>	<u>Service required</u>
<u>Metro</u>	<u>7 days</u>	<u>OTP Based delivery mandatory</u>
<u>Urban</u>		<u>OTP Based delivery mandatory</u>
<u>Semi-urban</u>		<u>OTP Based delivery preferable</u>
<u>Rural</u>	<u>10 days</u>	<u>OTP Based delivery preferable</u>
<u>Other areas</u>		<u>OTP Based delivery preferable</u>

<u>International Service Standards for Delivery</u>		
<u>Service Area</u>	<u>Maximum Permissible Time</u>	<u>Service required</u>
<u>All the Countries other than India</u>	<u>10 days</u>	<u>OTP Based delivery mandatory</u>

- 5.7 Non- personalized debit cards will be dispatched to Branches in bulk. In such cases, along with regular stationary, the Bidder should include the list of cards present in each card packet. Data security standards should be maintained while furnishing the card numbers.
- 5.8 Bidder should have Dispatch Management Software to maintain the dispatch & fulfilment details of both cards and pins mailers.
- 5.9 Bidder should maintain the records of the cards personalized and dispatched to various destinations / branches, including details of card serial number, postal receipt no, Proof of Delivery(POD), card returned if any, etc. The bidder should be able to provide the Bank with the required details in any format required / specified by the Bank. The bidder should have capability to provide Proof of Delivery (POD) upto 180 days on case-to-case basis.



- 5.10 Bidder must necessarily provide the Dispatch Reports in the format specified by the Bank within 24 hours of dispatch.
- 5.11 Disputes regarding dispatch / delivery of cards shall be handled and resolved by the bidder.

6. Pin Mailer Printing:

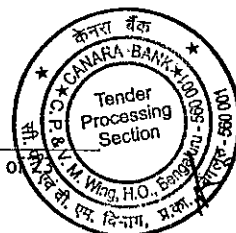
- 6.1 PIN printing wherever required for all debit card variants shall be done at successful Bidder's premises only. Bank will provide the following infrastructure - HSM, computers and office space. Bidder has to provide pin mailer printer, blank pin mailers, dispatch management software and arrange the manpower for pin printing. The bidder must ensure timely supply of blank pin mailers and maintain the stock position of the stationery items.
- 6.2 Currently, Bank has switched to green pin facility, hence pin mailers are discontinued for all the card variants barring some special requirements as and when arises. Wherever PIN mailer generation is waived as per Bank's policy, all costs connected with PIN mailer, pin printing & dispatch will not be applicable.

7. Packing & Dispatch of PIN Mailer:

- 7.1 Bidder must ensure printing and dispatch of the PIN mailers within 24 hours of receipt of data file provided by the Bank. Bidder has to arrange the necessary manpower and Dispatch Management Software on premises of the Bank for completing the said task.
- 7.2 The Bidder must have the capability to dispatch a minimum of 30,000 pins per day to the branches of the Bank by Speed post/reputed courier acceptable to and approved by Canara Bank, CBM Section. The said count is just an indicative number and is in no way a commitment from the Bank. The Speed post/courier cost will be borne by the Bank. Any discounts extended by speed post/courier must be passed on to the Bank.
- 7.3 Bidder must necessarily provide the Dispatch Reports in the format specified by the Bank within 24 hours of dispatch.
- 7.4 Dispute regarding dispatch/delivery of pin mailers would be handled and resolved by the bidder.

8. Consignment Return Management:

- 8.1 The Bidder will dispatch the cards from their facility directly to our customers. The Bidder need to follow the TAT (Turnaround Time) for article delivery as pointed down below:
- i) Completion of Delivery should be within 7 to 10 days (including holidays).
- ii) At each mailing address, minimum 2 (two) delivery attempts are required. Also, tele check for consignee availability & address clarity (for OTP based delivery kindly refer 5.6 of Annexure-9).
- 8.2 In case delivery location is not serviceable through agreed courier agencies / Speed Post, the said article needs to be dispatched by other courier agency who are having service at that location and the same need to be informed to Bank duly providing MIS.



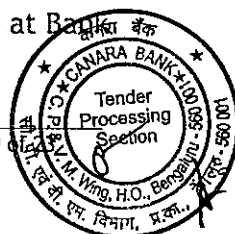
- 8.3 In case of personalized cards dispatched to Customers, the return address shall be of respective Branch. The return address details will be provided to the successful bidder.
- 8.4 In case of non-personalized cards dispatched to Branches, the return address shall be of Bank's CBM section. As for pin mailer dispatch, the Bidder shall dispatch the same from Bank's CBM Section to our Branches and the return address shall be of CBM section. In both these cases, the undelivered consignments will return to CBM section.
- 8.5 The bidder has to process, pack and dispatch the consignment. Required manpower & Dispatch Management Software shall be provided by the Bidder. Bank may require to integrate the same with Bank's Card Management Software. The bidder shall provide adequate training to the Bank's staff for proper monitoring of consignment. The bidder shall maintain a proper record of returns with specific reasons. In all cases where reasons for return are attributed to the bidder, further packing and dispatch charges including postage/courier shall be borne by the bidder.

9. Data Security:

- 9.1 Bidder must have a setup to receive the encrypted data through a secured FTP channel or any other secure mode stipulated by the Bank.
- 9.2 Keys for encryption/Digital Signature should be securely kept and all security measures should be followed.
- 9.3 After personalization of cards, the bidder must have a mechanism in place to ensure that the embossing files are deleted as per the extant policy of the Bank communicated from time to time. Bidder must destroy rejected cards under camera surveillance and must retain the backup of the CCTV recording for a period of minimum 90 days.
- 9.4 The bidder must build adequate safeguards to ensure that the information / documents / records / assets of the Bank are maintained in a way that the same are safe and there is no co-mingling of similar information with other organizations to which it may be providing services.
- 9.5 The bidder must ensure and confirm due diligence/KYC/Physical verification of its own as well as the employees of its service providers/sub-contractors and must be able to provide documentary evidence for the same if requested by the Bank.
- 9.6 The vendors should maintain at least 90 days recording of the CCTV footage of their actions for verification by Bank or its authorized representatives.
- 9.7 The bidder shall ensure preservation of all documents/ data/ video surveillance in accordance with all legal/ regulatory obligations.

10. Stationary Management:

- 10.1 Bidder must supply the stationery items required as per the specifications in Annexure-11. The specifications are subject to change in the future as per the requirements of the Bank and any additional charges shall be mutually agreeable.
- 10.2 The bidder must ensure proper supply of stationery items and maintain the stock position of the stationery items at their end. Since, pin mailer printing is done at Bank



premises, Bidder should arrange for timely delivery of pin mailer stationary as and when the requirement arises.

10.3 The Bidder must assess the stock needed beforehand and maintain adequate inventory of raw materials to ensure that supply of cards and stationery is uninterrupted.

10.4 As per the Bank/regulatory requirement bidder has to do the necessary modification in the stationary / Cards on their own cost.

11. Quality Control:

11.1 Bidders must ensure that the technical and physical characteristics of the cards supplied to the Bank must conform to the international standards as laid down vide the guidelines issued under ISO/IEC 7816 (Contact Cards), ISO/IEC 7810 (Contactless Cards) and ISO/IEC 14443 (Contactless Cards). Specification of cards are available in Annexure-11.

11.2 The Bank would have the discretion of carrying out a random-sample test checking (Peel Test, Bend Test, Torsion Test, Corner bend Test and any other type of test related to card quality) of the cards being supplied to ascertain their quality. Test checking of Cards by the Bank may be carried out at a premise of its choice, including the premises of the bidder, at any interval it deems fit, where the quality of the cards may be checked according to the international Test Methods specified under ISO / IEC 10373 - 1. Bank reserves the right to conduct testing quality of cards through outside agencies at periodic intervals as per the discretion of the Bank. In case the cards are not meeting the required standards during the testing process, entire lot of such cards shall be replaced by the vendor at their cost and Bank has absolute discretion to cancel the contract of such erring vendors besides adjusting the security deposit.

12. Other Terms & conditions:

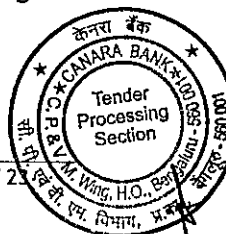
12.1 MIS on the dispatch of cards and other collaterals dispatched are to be submitted to Card Business Management Section, HO within 24 hours in the format specified by the Bank

12.2 In cases of habitual / frequent delay in supply of cards, Bank may consider invocation of the bank guarantee or may even consider termination of contract of the bidder.

12.3 Any financial loss / fraud taking place due to the bidder's and/or their employees' negligence etc. shall be recoverable from the bidder along with damages if any with regard to Bank's reputation and goodwill.

12.4 If at any point of time, during a check audit or in case of a complaint regarding the quality of cards being supplied is substantiated, the Bank reserves the right to cancel the contract with immediate effect, withhold any payments due and invoke the Performance Guarantee in force.

12.5 Bank has the right to conduct the test checking of quality of cards procured by the vendor/s through an outside agency and in case the quality of cards is found to be not meeting the required quality, the concerned vendor/s are under obligation to replace such cards with cards of required quality to the satisfaction of the Bank. Bank has absolute discretion to cancel the contract of such erring vendors besides adjusting the security deposit/performance guarantee held for this purpose.





12.6 If any changes required in the Artwork which is uploaded in the network side will be borne by the bidder.

13. Manpower supply & Invoicing:

13.1 Vendor must allocate sufficient manpower to meet the requirements of the Bank. The cost of manpower for all the activities specified may be taken into account while quoting for the same. No separate payment shall be made towards cost of manpower.

13.2 Invoices shall be raised on a monthly basis for all items supplied and services rendered.

13.3 Invoice/Bill for all items (cards, stationary etc.) and services shall be inclusive of all applicable taxes. Applicable tax rates for different items/services should be mentioned separately and should not be clubbed together. If any discrepancy found in invoices, then fresh submission date will be considered for making the payment.

Bidder has to mandatorily comply with each individual point of the above Scope of Work without any deviation.

Declaration:

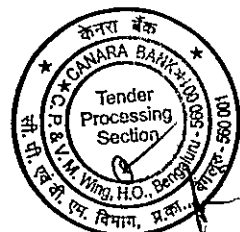
We confirm that the information furnished above is true and correct. We also note that, if there are any inconsistencies in the information furnished above, the bid is liable for rejection. All documentary evidence / certificates confirming compliance to Scope of Work should be part of Technical cum Eligibility.

Date

Signature with seal

Name :

Designation :





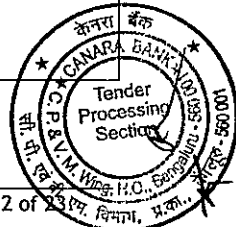
Annexure-10

Technical Eligibility Criteria

SUB: Selection of Vendor for Procurement, Personalization, Dispatch, Tracking and Management Services of EMV Cards (Contact Cards & Dual Interface Cards including NCMC) and Wearables for Canara Bank.

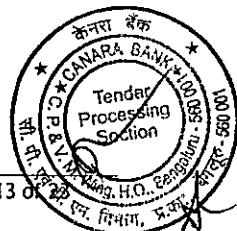
Ref: GEM/2024/B/5182298 dated 19/07/2024.

Sl. No	Technical Qualification	Documents to be submitted In compliance with Technical Qualification	Bidders Response
1.	<p>Bidder should have their own VISA, MasterCard and NPCI (Rupay) certified Card <u>Manufacturing and Personalization</u> units located in India for contact and dual interface cards as on the date of submission of Bid and certification should be continuous from 01.04.2021 without any disqualification.</p> <p>The continuous certification clause is only exempted for NCMC Rupay Certification. However, the Bidder should have Rupay NCMC certification as on the date of submission of Bid.</p>	<p>a. Copy of active certificates & certificates for previous 3 years from respective networks.</p> <p>and</p> <p>b. Undertaking from Bidder stating that they will obtain NCMC certifications from VISA & Master once the functionality is introduced by said networks and failure to do so within the defined timeframe will result in termination of SLA.</p>	
2.	<p>The bidder should preferably have own base card production facility located in India or should have proper arrangements with suppliers to ensure card production/procurement within 4 weeks maximum.</p>	<p>Copy of network certification from respective networks in case of own facility.</p> <p>Proof of production activities carried out and /or documents regarding arrangement with suppliers with documents showing dates of placing orders and actual delivery.</p>	
3.	<p>The bidder should have its own or tie-up with the third party for Disaster Recovery (DR) set up in India and a comprehensive Disaster Recovery Plan/ Business Continuity Plan (BCP).</p>	<p>Specific documentary evidence should be provided indicating the time frame in which systems are available for DR/BCP.</p> <p>In case, tie-up is with a third party for Disaster Recovery Setup, copy of MOU/Agreement with the collaborator should be produced specifically indicating the period of collaboration and other terms and conditions. The period of collaboration should be more than the time limit of the contract period and should not have any type of exit</p>	





Sl. No	Technical Qualification	Documents to be submitted In compliance with Technical Qualification	Bidders Response
		clause in the subject MOU/Agreement.	
4.	The Bidder should have the following: ISO 9001 & ISO 27001. <u>Bidders should be PCI-DSS, PCI-SSC & PCI-CP certified.</u>	<u>The bidder should produce the valid certificates mentioned above.</u>	
5.	Should be able to integrate their solution with the Card Management System of the Bank.	The bidder should submit undertaking on the Company's letter head to this effect.	
6.	Bidder should have Dispatch Management Software to maintain the dispatch & fulfilment details of both cards and pins mailers.	The bidder should submit undertaking on the Company's letter head to this effect.	
7.	Bidder must have the capability to maintain the records of the cards personalized and dispatched to various destinations / branches, including details of card serial number, postal receipt no., MIS reports/ Proof of Delivery(POD), card returned if any, etc. The bidder should be able to provide the Bank with the required details in any format required / specified by the Bank.	The bidder should submit undertaking on the Company's letter head to this effect.	
8.	Bidder should have its own personalization capability and dispatch a minimum of 5 lakhs EMV cards (contact & Dual Interface) collectively per month.	Self-certification along with details of machinery related to card personalization installed currently with their total and spare capacity. These may be verified by Bank during site visit.	
9.	<u>The bidder should have experience of having successfully handled end to end logistics/dispatch management during the last 2 financial years (i.e., 2022-23 and 2023-24) for a quantity of 10,00,000 units per financial year.</u>	<u>Bidder has to submit confirmation letter from the client in their letter head to substantiate the claim.</u>	
<u>Bidder has to provide a demonstration/presentation of clauses mentioned above in this table which should be as per the technical & functional requirement of the RFP. Failing to demonstrate will result in rejection/disqualification of the bidder.</u>			



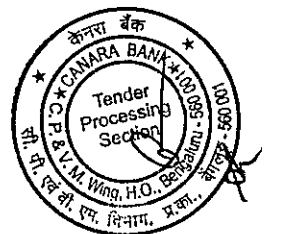
We confirm that the information furnished above is true and correct. We also note that, if there are any inconsistencies in the information furnished above, the bid is liable for rejection. All documentary evidence / certificates confirming compliance to Technical Eligibility Criteria should be part of Technical cum Eligibility.

Date:

Signature with seal

Name:

Designation:



Annexure-11

Amended Technical Specifications

SUB: Selection of Vendor for Procurement, Personalization, Dispatch, Tracking and Management Services of EMV Cards (Contact Cards & Dual Interface Cards including NCMC) and Wearables for Canara Bank.

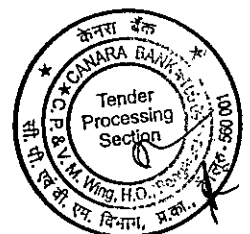
Ref: GEM/2024/B/5182298 dated 19/07/2024.

Specifications for EMV CHIP Contact Cards:

- 16K or higher Java/MULTOS Chip with Gold/ palladium Contact. Compliant to ISO/IEC 7816 standards.
- Microprocessor based IC Card. 16KB EEPROM/FLASH or higher.
- CPU: 8 bit or higher.
- RAM: 6 KB or higher.
- Secure Hardware Crypto Coprocessor.
- Memory secure encryption for RAM, ROM & EEPROM/ FLASH.
- Counter Measures against side channel attacks (SPA & DPA).
- Write Endurance: 300000 cycles or higher.
- Data Retention: more than 10 years.
- Unique ID for each chip.
- OS should be hard masked on ROM or FLASH.
- OS should be Java 2.2.x or higher/MULTOS 4.3 or higher.
- Global Platform 2.1.x or higher version/MULTOS 4.3 or higher.
- EMV Authentications Methods Supported - DDA/CDA.
- Support for EMV financial applications using Chip and PIN.
- Technology - VISA: VSDC2.8.x or higher,
MasterCard - M/Chip4 or M/Chip Advance
Rupay: Discover gSPARC
- Magnetic Stripe: HICO 2750 Oersted. ISO standards for Encoding, location of Track 1, 2 & 3.
- PVC Material with 800-micron thickness. White Plastic Standard - ISO/IEC 7810-ID 1
- Peel strength should be as per CQM standards.

Specifications of Contactless cards:

- ISO 14443 Standard compliant.
- Protocols/Applications supported: Contactless Type A/B
- Chip security standards compliant.
- Global Platform 2.1.x or higher version/MULTOS 4.3 or higher.
- OS should be Java 2.2.x or higher/MULTOS 4.3 or higher.
- Communication Protocol: T=0, T=1, CL Type A / Type B.
- PKI/Digital Signature.



- CPU: 8 bit or higher.
- Secure Hardware Crypto Coprocessor.
- Memory: 16K or higher.
- RAM: 6 KB or higher.
- Write Endurance: Minimum 300000 cycles.
- Data Retention: more than 10 years.
- Operating Distance: 45 mm - 50 mm
- Frequency: 13.56 MHz
- Support for EMV financial applications.
- Multi-application loading capability for Combo Cards.
- Random UID.
- Secure Channel Protocol.
- Bit-wise anti-collision.
- 7 Bytes unique identifier, cascaded.
- Data encryption on RF Channel as per EMV Standards.
- Authentication on application level.
- Self-securing file system.
- Transaction oriented automatic anti-tear mechanism.
- Compliant with VISA PayWave, MasterCard PayPass and RuPay qSPARC schemes
- Peel strength should be as per CQM standards.

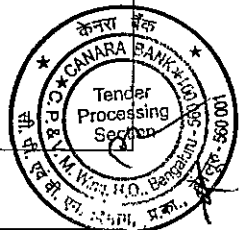
Specifications of Stationery Items:

No	Description	Specification
1	Welcome Letter	Size: 8.27 x 11.69 inches (A4) Paper Type: 90 GSM Maplitho Colors: 4 Colour printing on both sides. The letter shall be printed in bilingual.
2	Pouch	Size: 5.8 cm x 8.9 cm Colors: 4 Material: Tyvek 1056D. The material should be made up of high-density polyethylene fibers and a non-woven fabric with 55 gsm and approximately 170 microns in thickness. The material should be resistant to tear, water, chemical, rot & mildew.
3	User Guide	Paper Type: 80 GSM Maplitho





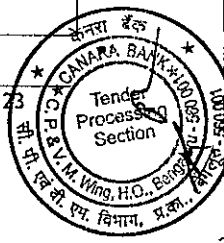
		<p>Open Size (W x H): 760 mm x 215 mm</p> <p>Close Size (W x H): 95 mm x 215 mm</p> <p>Color: Single colour (Black)- Double sided printing</p> <p><u>Note:</u> Artwork and contents will be specified by Bank. Content will be bilingual.</p>
4	<p>Card Kit Envelope</p> <p>(For single card dispatch)</p>	<p>Envelope Type: Outside Laminated, Top opening & with gumming.</p> <p>Size: 23 cm x 11.5 cm</p> <p>Paper: 90 GSM Maplitho SF (Smooth Finish)</p> <p>Colour: 4 colour printing</p> <p>Note: Artwork will be specified by Bank</p>
5	<p>Pin Mailer Envelope</p> <p>(For single pin mailer dispatch)</p>	<p>Envelope Type: Printed & laminated Envelope, Top opening & with gumming.</p> <p>Size: 20.5 cm x 11.5 cm</p> <p>Paper: 90 GSM Maplitho SF (Smooth Finish)</p> <p>Colour: 4 colour printing</p> <p>Note: Artwork will be specified by Bank</p>
6	<p>Address Sticker Labels</p>	<p>Type: Paper Sticker</p> <p>Size: 100 mm x 72 mm</p> <p>Note: Dispatch address, return address & bar code needs to be incorporated in the same label.</p>
7	<p>Other Packing Materials (For Bulk dispatch of Cards & Pin Mailers)</p>	<p>a) Pre-printed cello tape - 36 mm & 48 mm size (transparent with bank logo & name)</p> <p>b) Brown cello tape - 2 inches & 3 inches</p> <p>c) Large paper envelopes with full inside lamination/cloth lining & printing</p> <p>Envelope Color: Green or Brown</p> <p>Print Color: Single color (Black)</p> <p>Sizes: 26 x 21.5 cm</p> <p>35 x 26 cm</p> <p>45 x 35 cm</p> <p>50 x 38 cm</p> <p>d) Corrugated Boxes with Printing - Different sizes</p>



		e)- A4 paper - 75 GSM or above																				
8	Leaflets (Variant-wise)	Size: 3.6 x 8 inches Paper: 90 GSM Art Paper Printing: 4 colours (front and back) Note: Artwork & content will be specified by Bank																				
9	PIN Mailer	Size: 4 x 7 inches in triplicate, Note: Continuous format with pocket holes on both sides. Perforated. Cream Wove paper of A Grade mill is to be used. Artwork will be specified by Bank. Specifications of PIN Mailer: <table border="1"> <thead> <tr> <th>Leaf</th> <th>Front Printing</th> <th>Back Printing</th> <th>Paper</th> <th>Remarks</th> </tr> </thead> <tbody> <tr> <td>First Leaf</td> <td>Single color</td> <td>Black Carbon Ink</td> <td>50 gsm</td> <td>Clipped with 2nd and 3rd leaf</td> </tr> <tr> <td>Second Leaf</td> <td>3 color</td> <td>Black Carbon Ink</td> <td>70gsm</td> <td>Sealed & Glued from all side with 3rd leaf</td> </tr> <tr> <td>Third Leaf</td> <td>Single Color</td> <td>3 color</td> <td>80 gsm</td> <td>Sealed & Glued from all side with 2nd leaf</td> </tr> </tbody> </table>	Leaf	Front Printing	Back Printing	Paper	Remarks	First Leaf	Single color	Black Carbon Ink	50 gsm	Clipped with 2nd and 3rd leaf	Second Leaf	3 color	Black Carbon Ink	70gsm	Sealed & Glued from all side with 3rd leaf	Third Leaf	Single Color	3 color	80 gsm	Sealed & Glued from all side with 2nd leaf
Leaf	Front Printing	Back Printing	Paper	Remarks																		
First Leaf	Single color	Black Carbon Ink	50 gsm	Clipped with 2nd and 3rd leaf																		
Second Leaf	3 color	Black Carbon Ink	70gsm	Sealed & Glued from all side with 3rd leaf																		
Third Leaf	Single Color	3 color	80 gsm	Sealed & Glued from all side with 2nd leaf																		

Specifications for Wearables:

Sl. No.	Item Description	Required Specification
1.	Wearable Box	<p>1. <u>Magnetic Box: 105*82*20 mm 1.2 mm Kappa Board + 130 gsm Art Paper for Tray and Outer Gally + 4 Colour Printing + Matt Lamination + V-Groove on outer Gally, 2 nos Round Magnet (Dia 8mm x 1.5mm).</u></p> <p>2. <u>Wearable Holder: 5mm EVA Foam + 300 GSM FBB (Backing Card) + Ribbon, Inner Fitment: 300 GSM FBB (to be adjusted as per wearable option).</u></p> <p>3. <u>Welcome Letter (1 page): 120 GSM Art Paper + 4 Colors (Front & Back), Size in accordance to the magnetic box</u></p> <p>4. <u>User guide (5 page): 120 GSM Art Paper + 4 Colors (Front & Back), Size in accordance to the magnetic box</u></p>





		5. <u>Threaded Envelope: Maplitho, GSM 120, Address sticker, Size in accordance to the magnetic box, Peel & Seal on closing flap with permanent glue.</u>
2.	Payment Sticker	1. PVC card with Contactless Chip 2. Dimensions: 40x30 mm size with sticker at the back, Thickness -750 Microns
3.	KeyChain	The Product to be with genuine leather with Silver MS ring. Contactless Chip to be embedded and stitched within the keychain. The product to be made available in multiple colours (single tone) 1) Art Leather Keychain with Chip Fitted inside: 2) Single/ Multiple Color, 3) Kappa board 1.5 mm- 2 pcs 4) 9 mm Silver coating Jam Button 5) Silver coating Ring MS 6) White/Blue thread for Stitching 7) Waterproof
4.	Payment Ring	Dimensions: 2 of 20mm * 10mm curved on FPCB (Flexible Printed Circuit Board) NFC Ring Logo etched Operating Frequency: 13.56 Mhz ISO/IEC: 14443A Data retention: 5 years Write endurance: 10,000 Water Resistant
5.	Silicon Band	Contactless Chip is inserted in the silicon wristband. Silicon Bracelet 230x20x5mm, Silicone Rubber, Logo print (Single Color), wristband color white, blue (and others). Product to be made available in multiple color

Note:

1. If the Bidder feels that certain features offered are superior to what has been specified by the Bank, it shall be highlighted separately. Information regarding any modification required in the proposed configuration to meet the intent of the specifications and state-of-the-art technology shall be provided. However, the Bank reserves the right to accept the modifications / superior features suggested/offered.
2. The Bidder shall provide all other required equipments and services, whether or not explicitly mentioned in this RFP, to ensure the intent of specification, completeness, operability, maintainability and upgradability.
3. The selected bidder shall own the responsibility to demonstrate that the products offered are as per the specification/performance stipulated in this RFP and as committed by the bidder either at site or in bidder's work site without any extra cost to the Bank.

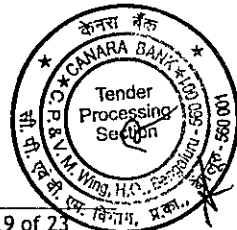
We hereby comply with the above Specifications without any deviations.

Date:

Signature with seal

Name:

Designation:





Amended Annexure-18

Bill of Material

(Should be submitted on Company's letter head with company seal and signature of the authorized person)

SUB: Selection of Vendor for Procurement, Personalization, Dispatch, Tracking and Management Services of EMV Cards (Contact Cards & Dual Interface Cards including NCMC) and Wearables for Canara Bank.

Ref: GEM/2024/B/5182298 dated 19/07/2024.

Notes

1. These details should be on the letter head of Bidder and each & every page should be signed by an Authorized Signatory with Name and Seal of the Company.
2. Please be guided by RFP terms, subsequent amendments and replies to pre-bid queries (if any) while quoting.
3. Do not change the structure of the format nor add any extra items.
4. No counter condition/assumption in response to commercial bid will be accepted, Bank has a right to reject such bid.

Table-A

Cost of the Cards including Personalization for a period of 3 years

[Amount in Indian Rupees]

Sl. No.	Item Details	Unit Price (Excl. of Tax)	Qty.*	Total Cost (Exclusive of taxes)	Tax for Column c		Total Cost (Incl. of taxes)
					% of tax	Tax Amt	
		a	b	c=a*b	d	e	f=c+e
1.	Cost of DI Base Card With Hologram		5,05,00,000				
2.	Cost of Personalization of Cards without photo		4,95,00,000				
3.	Cost of Personalization of Cards with photo		10,00,000				
Total Cost of Cards including personalization for a period of 3 years (total of Sl. No. 1 to 3)							

* The quantity mentioned is indicative and Bank at its discretion to may increase/decrease the quantity (as per requirement). Bidder has to provide the required quantities at the rate quoted above during the entire contract period. Payment will be released on actual quantity ordered.

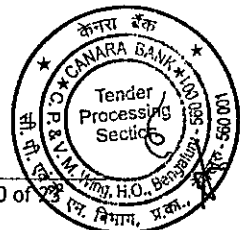




Table-B
Cost of Stationary Items for a period of 3 years

[Amount in Indian Rupees]

Sl. No.	Item Details	Unit Price (Excl. of Tax)	Qty.**	Total Cost (Exclusive of taxes)	Tax for Column c		Total Cost (Incl. of taxes)
					% of tax	Tax Amt.	
		a	b	c=a*b	d	e	f=c+e
1.	Personalized Welcome Letter		5,05,00,000				
2.	Card Pouch		5,05,00,000				
3.	User Guide		5,05,00,000				
4.	Card Kit Envelope		5,05,00,000				
5.	Pin Mailer Envelope		1,05,00,000				
6.	Pin Mailer		1,50,00,000				
7.	Leaflet		5,05,00,000				
8.	Address Label (Sticker)		5,05,00,000				
Total Cost of Stationary Items (total of Sl. No. 1 to 8)							

** The quantity mentioned is indicative and Bank at its discretion to may increase/decrease the quantity (as per requirement). Bidder has to provide the required quantities at the rate quoted above during the entire contract period. Payment will be released on actual quantity ordered.

Table -C
Cost of Logistics for a period of 3 years

[Amount in Indian Rupees]

Sl. No.	Item Details	Unit Price (Excl. of Tax)	Qty.***	Total Cost (Exclusive of taxes)	Tax for Column c		Total Cost Inclusive of taxes)
					% of tax	Tax Amt.	
		a	b	c=a*b	d	e	f=c+e
1.	Domestic Courier Dispatch & MIS Cost		3,95,00,000				
2.	International Courier Dispatch & MIS Cost		5,00,000				
Total Cost for Logistics (total of Sl. No. 1 to 2)							

*** The quantity mentioned is indicative and Bank at its discretion to may increase/decrease the quantity (as per requirement). Bidder has to provide the required quantities at the rate quoted above during the entire contract period. Payment will be released on actual quantity ordered.

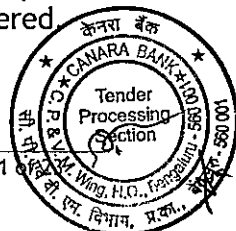




Table -D
Cost for Wearables

[Amount in Indian Rupees]

Sl. No.	Item Details	Unit Price (Excl. of Tax)	Qty. ****	Total Cost (Exclusive of taxes)	Tax for Column c		Total Cost Inclusive of taxes)
					% of tax	Tax Amt.	
					a	b	
1.	Wearable Box		11000				
2.	Sticker		5000				
3.	Keychain		5000				
4.	Ring		500				
5.	Silicon Band		500				
Total Cost for Wearables (Sum of Sl. No. 1 to 5)							

****The quantity mentioned is indicative only and Bank at its discretion to may increase/decrease the quantity (as per requirement).

The wearables are an optional item and Bank may at its discretion place the order as per requirement during the contract period.

Table -E
Total cost of ownership for 3 Years

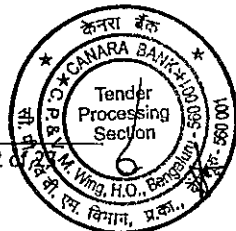
[Amount in Indian Rupees]

Sl. No.	Requirement details	Total cost (Inclusive of taxes)
1.	Cost of the Cards including Personalization for a period of 3 years as per Table-A	
2.	Cost of Stationary Items for a period of 3 years as per Table-B	
3.	Cost of Logistics for a period of 3 years as per Table-C	
4.	Cost for Wearables as per Table- D	
Total Cost of Ownership [Sum of row 1 to 4]		

Note: The bidder has to ensure that the Total Offer Price submitted in the GeM portal is strictly matching with the total cost of ownership mentioned in Table-E, Total cost of Ownership for 3 years under Sl. No: 5.

Undertaking

- Bill of material is submitted on the letter head and is signed by an Authorized Signatory with Name and Seal of the Company.
- We confirm that we have gone through RFP clauses, subsequent amendments and replies to pre-bid queries (if any) and abide by the same.



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Canara Bank

- iii. We have not changed the structure of the format nor added any extra items. We note that any such alternation will lead to rejection of Bid.
- iv. We agree that no counter condition/assumption in response to commercial bid will be accepted by the Bank. Bank has a right to reject such bid.
- v. We are agreeable to the payment schedule as per "Payment Terms" of the RFP.

Date:

Signature with seal

Name :

Designation :

