

Corrigendum-4 to GEM/2024/B/4993225 dated 29/05/2024 for Selection of consultant for end to end assisting the Bank and Subsidiary M/s CCSL on the proposed transfer of Digital Products business including Credit Cards to M/s CCSL.

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

a. GeM bid document (Bid End date/ Bid Opening Date, Page no. 1 of 7):

Description	Existing details	Amended details
Bid End Date/Time	19/07/2024, 15:00:00	<u>26/07/2024, 15:00:00</u>
Bid opening Date/Time	19/07/2024, 15:30:00	<u>26/07/2024, 15:30:00</u>

b.

Sl No	Section/Annexure/Appendix of GeM Bid	Clause No.	Existing Clause	Amended Clause
1.	Annexure-2 Pre-Qualification Criteria	Annexure-2 Pre-Qualification Criteria	Existing Annexure-2 Pre-Qualification Criteria	<u>Amended Annexure-2 Pre-Qualification Criteria attached to this Corrigendum</u>
2.	Annexure-10 Technical Evaluation Criteria	Annexure-10 Technical Evaluation Criteria	Existing Annexure-10 Technical Evaluation Criteria	<u>Amended Annexure-10 Technical Evaluation Criteria attached to this Corrigendum</u>
3.	Annexure-9 Scope of Work	4.2. Valuation	4.2. Existing Valuation	<u>4.2 Amended Valuation attached to this Corrigendum</u>
4.	Annexure-9 Scope of Work	10.1. Migration	10.1.8. The consultant should specify the modalities for the hive off exercise. The cut-off date and the activities to be carried out on the cut-off date for smooth transition between the present system at Bank and the proposed system at the subsidiary. This should also include framing and implementing test cases, if any	10.1.8. The consultant should specify the modalities for the hive off exercise. The cut-off date and the activities to be carried out on the cut-off date for smooth transition between the present system at Bank and the proposed system at the subsidiary. This should also include framing and implementing test cases, if any. <u>The successful bidder is expected to design the test case only. Executing of the test cases will be done by the Bank. Consultant should iteratively work with the Bank/Company to complete testing.</u>

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: 16/07/2024

Place: Bengaluru

Deputy General Manager



Amended Annexure-2  
Pre-Qualification Criteria

[On Firm's / Company's letter head]

SUB: Selection of consultant for end to end assisting the Bank and Subsidiary M/s CCSL on the proposed transfer of Digital Products business including Credit Cards to M/s CCSL

Ref: GEM/2024/B/4993225 dated 29/05/2024.

We have carefully gone through the contents of the above referred RFP along with replies to pre-bid queries & amendment, if any and furnish the following information relating to Pre-Qualification Criteria.

Sl. No.	Pre-Qualification Criteria	Documents to be submitted In compliance with Pre-Qualification Criteria	Bidders Response
A.	General		
1.	Signing of Pre-Contract Integrity Pact	The bidder should submit signed Pre-Contract integrity pact on Non Judicial Stamp Paper of Rs.500/- or more (as per respective state Stamp Act) as per Appendix-F.	
2.	The bidder (including OEM and OSD/OSO, if any) should either be Class-I or Class-II local supplier as defined in Public Procurement (Preference to Make in India) Revised Order (English) dated 16/09/2020.	Certificate of local content to be submitted as per Annexure-5.	
3.	The Bidder should be a partnership firm registered under LLP Act, 2008/Indian Partnership Act, 1932 or Company in India as per Indian Companies Act, 1956 or Indian Companies Act, 2013 and should have been in operation in India for last five years as on RFP date.	Copy of Certificate of LLP registration. (OR) Copy of Certificate of Incorporation and Certificate of Commencement of business in case of Public Limited Company (OR) Certificate of Incorporation in case of Private Limited Company, issued by the Registrar of Companies.	
4.	The Bidder to provide confirmation that none of its subsidiary or associate or holding company or companies having common director/s or companies in the same group of promoters/management or partnership firms/LLPs having common partners has not participated in the bid process.	The bidder should submit letter of confirmation on the Company's letter head to this effect.	
5.	Bidders should not be under debarment/ blacklist period for	The Bidder should submit self-declaration on the Company's	





	breach of contract/ fraud/ corrupt practices by any Scheduled Commercial Bank/ Public Sector Undertaking/ State or Central Government or their agencies/departments on the date of submission of this RFP.	letter head to this effect.	
6.	<p>Any Bidder (including OEM and OSD/OSO, if any) from a country which shares a land border with India will be eligible to bid, only if the Bidder (including OEM and OSD/OSO) are registered with the Competent Authority. Bidder (entity) from a country which shares a land border with India means:</p> <p>a. An entity incorporated, established or registered in such a country; or</p> <p>b. A subsidiary of an entity incorporated, established or registered in such a country; or</p> <p>c. An entity substantially controlled through entities incorporated, established or registered in such a country; or</p> <p>d. An entity whose beneficial owner is situated in such a country; or</p> <p>e. An Indian (or other) agent of such an entity; or</p> <p>f. A natural person who is a citizen of such a country; or</p> <p>g. A consortium or joint venture where any member of the consortium or joint venture falls under any of the above.</p>	<p>A declaration stating "We have read the clause regarding restrictions on procurement from a Bidder of a country which shares a land border with India. We further certify that we and our OEM are not from such a country or if from such a country, has been registered with Competent Authority. We hereby certify that we and our OEM fulfills all requirements in this regard and are eligible to be considered" to be submitted in Company's letter head.</p> <p>[Where applicable, evidence of valid registration by the Competent Authority shall be attached.]</p>	
<b>B.</b>	<b>Financial</b>		
7.	The Bidder should have an average turnover of Rs.100 Cr or above in the last 3 (three) financial years (i.e., 2020-21, 2021-22 and 2022-23). This must be the individual company turnover and not of any group of companies.	Bidder has to submit audited Balance Sheet copies for last 3 Years i.e. 2020-21, 2021-22 and 2022-23 along with certificate from the Company's Chartered Accountant to this effect with Unique Document Identification Number.	
8.	The bidder should have positive Net Worth as on 31/03/2023 and also	The bidder must produce a certificate from the Company's	



	should have not eroded by more than 30% in the last three financial years, ending on 31/03/2023.	Chartered Accountant to this effect.  The documents certified by Chartered Accountants should mandatorily contain Unique Document Identification Number.	
<b>C. Experience &amp; Support Infrastructure</b>			
9.	The bidder should have experience in providing Consultancy Services of setting up new Credit Card business/ migration of Credit Card business projects/review and transformation of Credit Card business project and <u>Credit Card payment business projects</u> carried out in at least 1 (One) Public Sector Bank/Private Sector Bank/Foreign Bank having branches in India / BFSI in the last 10 years as on 31/03/2024.	The bidder should submit purchase Order and reference letter duly mentioning the details of the services. or Email confirmation specifying, date of completion of project along with client's signature clearly mentioning the Name, Designation and Contact details of the signatory from client. Person sending the email confirmation should be from executive level (DGM or equivalent & above) / Satisfactory letter duly mentioning the details of the services.	
10.	The Bidder should have in depth knowledge of Statutory and Regulatory guidelines of Reserve Bank of India/Any other regulatory body pertaining to the Credit card business, Debit card business, Acquire business, POS portfolio, QR and such other related businesses and the latest Master Circular on Credit Card Operations of Banks.	The Bidder should submit a suitable undertaking/ certificate or declaration on company letter head.	
11.	The bidder/firm should have a pool of minimum 10 number of resources (i.e. Project Head and Team Manager, Senior Resource, Junior Resource etc. proposed to be deployed in the project) with minimum experience of 5 years in new Credit Card business/ migration of Credit Card business projects/ <u>review and transformation of Credit Card business projects and Credit Card payment business projects</u> as on 31/03/2024 and should be in permanent roster.	Bidder to submit details in Annexure-6 with copies of the certificates mentioned along with the profile of the professionals and letter from Company Secretary/HR stating that they are on payroll of the bidder.	
12.	The Consultancy firms/arms belonging to or promoted by Card Networks like VISA, MASTERCARD and NPCI etc., cannot participate	An undertaking letter from the bidder confirming to no ownership relationship with Card Networks like VISA,	



	in this RFP.		MASTERCARD and NPCI etc., should be submitted.	
13.	Authorization Certificate Whether the Bid is authenticated by authorized person.		Bidder to submit a copy of the Power of Attorney or the Board Resolution and KYC documents evidencing the authority delegated to the authorized signatory.	

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 Pre-Qualification Criteria should be part of the RFP.

Date:

Place:

Signature with seal

Name:

Designation:



Amended Annexure-10  
Technical Evaluation Criteria

SUB: Selection of consultant for end to end assisting the Bank and Subsidiary M/s CCSL on the proposed transfer of Digital Products business including Credit Cards to M/s CCSL

Ref: GEM/2024/B/4993225 dated 29/05/2024.

Technical bids will be subjected to following evaluation process. The eligible bidders will be required to give a presentation to the bank for technical evaluation.

Sl. No.	Criteria Description	Documents to be submitted	Max. Points
1.	<p>Expertise and Experiences:</p> <p>No. of successful completion of Consultancy Services for setting up new Credit Card business/ migration of Credit Card business projects/review and transformation of Credit Card business project <u>and Credit Card payment business projects</u> carried out in Public Sector Banks/Private Sector Banks/Foreign Banks having branches in India / BFSI in the last 10 years as on 31/03/2024.</p> <p>No. of clients:</p> <ul style="list-style-type: none"> <li>• ≥ 5 clients: 30 Marks</li> <li>• ≥ 3 client &amp; &lt; 5 clients: 25 marks</li> <li>• &gt; 1 client &amp; &lt; 3 clients: 15 marks</li> <li>• = 1 client: 10 Marks</li> </ul>	<p>The bidder should submit purchase Order and reference letter duly mentioning the details of the services. or Email confirmation specifying, date of completion of project along with client's signature clearly mentioning the Name, Designation and Contact details of the signatory from client. Person sending the email confirmation should be from executive level (DGM or equivalent &amp; above)</p> <p>/ Satisfactory letter duly mentioning the details of the services.</p>	30
2.	<p>Resources:</p> <p>Experience of resources (i.e. Project Head and Team Manager, Senior Resource, Junior Resource etc. proposed to be deployed in the project)</p> <p>Experience will be considered if the Project Head / Team Manager and 50% of team members have provided consultancy services with minimum experience of 3 years in new Credit Card business/ migration of Credit Card business projects/<u>review and transformation of Credit Card business project and Credit Card payment business projects</u> for Public Sector Banks / Private Sector Banks/BFSI in the last 10 years.</p> <p>1 Senior Resources Experience (Marks for each resource)</p> <ul style="list-style-type: none"> <li>➤ 10 Years - 10 Marks</li> <li>➤ 5 Years but &lt; 10 Years - 5 Marks</li> </ul>	<p>Bidder to submit details in Annexure-6 with copies of the certificates mentioned along with the profile of the professionals and letter from Company Secretary/HR stating that they are on payroll of the bidder.</p>	20





	<ul style="list-style-type: none"> <li>➤ 3 Years but &lt; 5 Years - 3 Marks 1 Junior Resources (Marks for each resource)</li> <li>➤ 5 Years - 10 Marks</li> <li>➤ 4 Years but &lt; 5 Years - 5 Marks</li> <li>➤ 3 Years but &lt; 4 Years - 1 Marks</li> </ul>		
	<p>Bidder should have valid accreditation as below:</p> <ul style="list-style-type: none"> <li>➤ ISO 9001: 2015 certification OR</li> <li>➤ ISO/IEC 27001:2013 certification</li> </ul> <p>No. of years:</p> <ul style="list-style-type: none"> <li>➤ Having a valid certificate of either of the above two certificates for the last 3 completed years - 12 Marks</li> <li>➤ Having a valid certificate of either of the above two certificates for less than 3 completed years - 0 Marks</li> </ul>		<p>Copy of valid certificate shall be enclosed.</p> <p>12</p>
4.	<p>Bidder's Existence in the market: The Bidder should have been in operation in India for last five years as on RFP date.</p> <p>1 mark for every completed additional year over and above 5 years</p> <p>Maximum marks: 8 marks</p>		<p>Copy of Certificate of LLP registration. (OR) Copy of Certificate of Incorporation and Certificate of Commencement of business in case of Public Limited Company (OR) Certificate of Incorporation in case of Private Limited Company, issued by the Registrar of Companies.</p> <p>8</p>
5.	<p>Presentation: Presentation representing proposed implementation plan about the detailed approach/ methodology to be adopted for delivering the project milestones and other program deliverables. It should also cover bidder's past experience &amp; citations. (Maximum duration for presentation - 45 minutes)</p>		<p>Points will be assigned by an internal committee based on the methodology, work plan, team composition and presentations. As per Table P-1</p> <p>30</p>
	Total Marks		100

Bidders who score minimum out 70% marks on the technical evaluation criteria as mentioned above will only be considered for commercial bid. The Commercial bids of the applicants with technical marks less than 70% will not be considered for commercial/financial evaluation.

Bidders achieving the minimum passing mark 70% will be considered eligible for Commercial evaluation process.



**Presentation of proposal:**

Canara Bank will schedule the presentations and intimate the time and locations to the bidders. Failure of a bidder to complete a scheduled presentation may result in the rejection of that Bidder's proposal.

**Table P-1**

Sl. No.	Presentation Agenda	Details	Max Marks
1	References and Case Studies	Quality of references provided from past clients on new Credit Card business/ migration of Credit Card business projects. Success of Case studies to be presented along with the team's ability to resolve challenges.	10
2	Project Implementation plan Detailed Plan to implement the project scope - phase wise. Detailed plan for supporting in Implementation of the project along with the system readiness and such other factors. Initial selection of consultants till successful deployment. Work plan and methodology covering complete scope of work		10
3	Deployment of various tools to conduct the in-depth study or any innovative approach to implement.	List of resources tools and techniques available and their deployment in the past and future.	5
4	Post Implementation Support	The quality of the resources to be deployed. Understanding the complexity of the project and way forward agenda along with remediation/resolution tools.	5
<b>Maximum Marks for Presentation</b>			<b>30</b>

**Terms & Conditions**

- a. Bank reserves the right to conduct interviews of the proposed team members.
- b. In case of absence of the allotted resource, the standby should perform the job of the absentee.
- c. Bank may reject such manpower if bank is not satisfied with his/her performance.

**Date:**

**Signature with seal**

**Name:**

**Designation:**





#### 4.2. Valuation

- 4.2.1 Support with valuation of existing Canara Bank portfolio (Credit Cards, ITPC and Prepaid Cards only, products under End to End processing model) that will be hived-off to CCSL - including coordinating with the right entities/ vendors for valuation activities.
- 4.2.2 The entire Credit Card portfolio presently in the Bank is to be transferred to the company. The consultant is expected to value the portfolio, duly taking in to account the standard book, NPA, SMA, un availed credit limits, Credit Card crystallized dues, dues not billed, transactions in transit, accumulated reward points, incentives earned but not credited, related to the portfolio. The above list for valuation is indicative only.
- 4.2.3 The consultant should undertake valuation of the existing books through available models, treatment of various segments and provide clarity on the transfer mechanism of the book at value to the subsidiary from the parent. Preferential treatment, if need be, to be suggested. Treatment of transfer of NPA book, unbilled part of the book is also to be advised. Valuation of the SMA book also needs to be undertaken.
- 4.2.4 The Bank/company requires two valuation reports. For the first valuation report, the consultant should conduct the valuation as defined above by themselves and submit the Valuation report to the Bank and the cost of this valuation should be factored in the overall bid cost.
- 4.2.5 The Bank/Company will be hiring one more valuer independently outside the scope of this RFP and will be obtaining the second valuation report. However, as part of the scope of this RFP, the consultant has to Review/Validate the second valuation report obtained independently by the bank/company. The cost of this Review/Validation should also be factored in the overall bid cost.
- 4.2.6 Consultant has to provide end to end support on smooth transition of Book for value from parent to subsidiary. Consultant should suggest the fair value at which the transaction needs to be completed between the Bank and the company with clarity on models used and justifications for the value suggested. Consultant should also suggest on tax implications on the book being migrated.
- 4.2.7 Considering the fact that the asset being transferred will be undergoing value change on dynamic basis, the deliverable should include the methodology of computation of fair value.



