

ಪ್ರಧಾನ ಕಾರ್ಯಾಲಯ : ಬೆಂಗಲೂರು / Head Office : Bengaluru
ಅಧಿಪ್ರಾಪ್ತಿ एवं विक्रेता भुगतान अनुभाग - डिजिटल बैंकिंग सेवा शाखा
Procurement & Vendor Payments Section - Digital Banking Services Wing

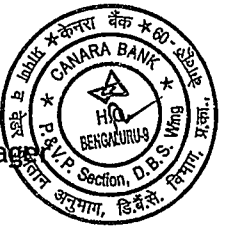
Amendment / Addendum / Corrigendum - 2 to the RFP-07/DBS/EMV-CARD/2022 Dated 11/02/2022 for Procurement, Personalization, Pin Printing, Dispatch, Tracking and Management Services of EMV Chip Debit Cards (Contact & Dual Interface Cards including NCMC).

GEM BID NO : GEM/2022/B/1946627

Sl.	Clause Ref. No.	Amendments
1.	Part-IV Clause 46.5 Page No 66	<p>Existing Clause: Vendor shall provide necessary training to the designated Canara Bank officials on the configuration, operation/ functionalities, maintenance, support & administration for software/ hardware and components, troubleshooting processes of the proposed solution.</p> <p>Replace with: Vendor shall provide necessary training to the designated Canara Bank officials for coordinating the monitoring mechanism regarding the embossing process covering configuration, operation/ functionalities, maintenance, support & administration for software/ hardware and components, troubleshooting processes of the proposed solution.</p>
2.	-	<p>Bank's reply to Pre-Bid Queries is attached as Annexure.</p> <p><i>Description as per RFP mentioned in Column No 5 of the Table is indicative only. Refer respective RFP Clause for exact Description.</i></p>

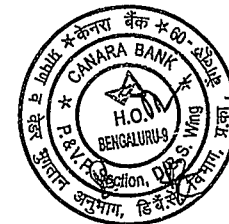
Place: Bengaluru
Date: 05-03-2022

P Thakur Naik
Deputy General Manager

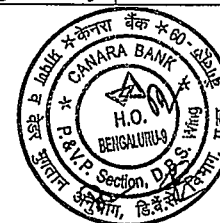


Reply to Pre-Bid Queries

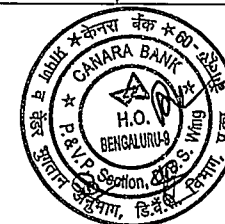
Sl.No. [1]	Part/ Annexure No [2]	Clause No. [3]	Page No. [4]	Description as per RFP (Indicative) [Refer RFP for exact Description] [5]	Query/Suggestions [6]	Bank's Response/Remarks/Clarifications [7]
1	Part-I	6.2 (iii)	18	The Bank may also call for a supply of Bilingual cards as and when need arises to comply with regulatory guidelines, which shall not be additionally chargeable.	Please advise the quantity of bilingual cards. There could be additional HW & SW required to personalize bilingual cards. We therefore request Bank to consider reasonable additional charges for bilingual cards	No Change. Bidder to comply to the RFP Clause. It is further clarified that, the Pre-Printed information shall be bilingual in all the cards.
2	Part-I	8.1.2	20	Card plastic for each card variant shall be procured and stocked at bidder's premises with required security/insurance within 4 weeks of placing the indent. 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	We request Bank to amend the procuring period to 8 to 12 weeks as special plastic and chip modules are in short supply globally.	No Change. Bidder to comply to the RFP Clause.
3	Part-I & IV	8.1.3 & 10.1	20 & 53	8.1.3 The stock shall be insured for full value at bidders cost and copy of insurance policy to be provided to Bank. 10.1-The payment for each consignment of card plastic will be made in Indian Rupees on procurement of Cards on behalf of Bank in good condition meeting the quality specification by us. Proof of procurement & certificate of stock	We request the bank to clarify on these points. (a) Is the Bidder supposed to procure the card on behalf of the bank? (b) What is suppose to be the consignment quantity ?(c) How many months stock he will have to keep for future orders as imports take time? (d)) If the material is kept on behalf of the bank, bank is should	RFP Clause is Self Explanatory. Bidder to Comply with the RFP Clause.



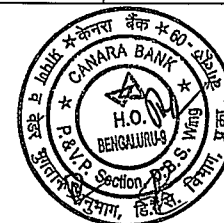
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				cards shall be submitted along with the invoice.	take the insurance as it will be convenient for insurance claim etc. Alternatively, bank may also accept bidders Umbrella Insurance policy where bidder can provide a letter issued by the insurer covering the full value of card stock. Please advise.	
4	Part-I	8.2.3	20	The Bank expects the successful bidder to personalize the cards on Bank premises if the requirement arises. The quantity shall not exceed 10% of the quantity allotted to the vendor. However, Bank may consider an increase in quantity to meet operational demands.	We request the bank not to insist on personalisation of cards on Bank's premises unless adequate economic quantity on a continuous basis is available or else the cost implications will be there due to idle capacity at bank premises.	No Change. Bidder to comply to the RFP Clause.
5	Part-I	9	25	CONFIDENTIALITY AND SECRECY	Suggest to incorporate the below terms: The Bidder shall use the Confidential Information and keep it confidential except to the extent that any Confidential Information :- (i) is now or subsequently becomes publicly available through no act, fault, breach or omission on the part of the Bidder; or (ii) disclosure by Bidder which is required by law or by order of any court or government or regulatory	No Change. Bidder to comply to the RFP Clause.



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					agency in India. However in such an event, the Bidder shall intimate the Bank about the disclosure. Further, the Bidder should also be entitled to retain one copy of such confidential information for its archival and legal purpose. Further, the format of the NDA to be executed between the parties shall be decided mutually.	
6	Part-I	9.3 (vii)	26	Conflict of interest: The Vendor shall disclose to Bank in writing, all actual and potential conflicts of interest that exist, arise or may arise (either for the Vendor or the Bidder's team) in the course of performing the Service(s) as soon as practical after it becomes aware of that conflict.	Bank to clarify as to what will constitute conflict of interest.	RFP Clause is Self Explanatory.
7	Part-I	13	28	Preference to make in India	The main components of DI EMV Plastic cards i.e. chip module and PVC sheets are imported and forms approx. 80 -85 % of the overall cost. Under the circumstances we request that the local contents of 50% /make in India may be modified.	RFP Clause is Self Explanatory.
8	Part-II	9.2	37	Bank Guarantee towards Earnest Money Deposit and all Declarations/	We request Bank to give three additional days after the date of	No Change. Bidder to comply to the RFP Clause.

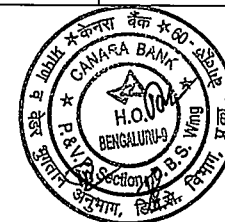


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				Forms/ Formats/ Documents etc. asked in the RFP, which need to be submitted on Stamp Paper shall be submitted both Online (Scanned Copy) on GeM portal and Offline (Physical Copy) in the Tender Box by the bidder before bid submission timeline.	submission of Bid through portal to give the physical copy of BG and other stamped documents. The bid is usually prepared and submitted in the portal and only one or two days prior to submission date and then only hard copies are dispatched or couriered and there can be delay in transit and so the request. Further issuance of BG can be checked through SFMS by the bank	
9	Part-II	17	39	PERIOD OF VALIDITY OF BIDS Once Purchase Order is issued by the Bank, the said price will remain fixed for the entire Contract period and shall not be subjected to variation on any account, including exchange rate fluctuations and custom duty. A Bid submitted with an adjustable price quotation will be treated as non-responsive and will be rejected. The Bank reserves the right to call for fresh quotes at any time during the Bid validity period, if considered, necessary.	Bidder should be entitled to revise the rates in case of specific directions provided by a regulator or a government authority or on account of applicable law should compliance of the same lead to any changes required to be done in the manner in which the Services are performed and the same results in an additional cost for Bidder, the Bidder will perform the services as per the requirements stated in the agreement. Any cost of additional effort or work due to changes in applicable government laws and regulations would have to be borne by the Bank.	No Change. Bidder to comply to the RFP Clause.



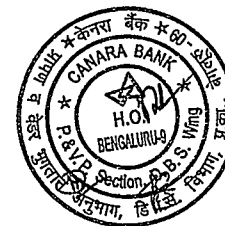
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10	Part-III	3.4	43	During overall evaluation, 70% weightage shall be given to Technical Score (Part- B Evaluation) of the Bidder and 30% weightage shall be given to the Commercial Score (Part- C Evaluation) of the Bidder	We request that evaluation criteria score should be 65% commercial and 35% technical.	No Change. Bidder to comply to the RFP Clause.
11	Part-III	8.5	48	The successful bidder(s) shall be required to enter into a Bank's Standard contract/ SLA Service Level Agreement with the Bank, within 15 days from the date of issuance of Purchase Order or within such extended period as may be decided by the Bank along with the letter of acceptance, Non-Disclosure Agreement and other terms and conditions as may be determined by the Bank to be necessary for the	We request bank to give 30 days time to sign the SLA as necessary board resolution ,BG etc have to be arranged which takes time.	No Change. Bidder to comply to the RFP Clause.
12	Part-IV	3.1	50	Within 15 days from the date of acceptance of the Order, the selected bidder shall sign a stamped "Contract Agreement" with the Bank at the time, place and in the format prescribed by the Bank and also Non-Disclosure Agreement (NDA). Failure to execute the Contract Agreement and NDA makes the EMD liable for forfeiture at the discretion of the Bank and also rejection of the selected Bidder.	We request bank to give 30 days time for execution of contract as board meeting and necessary resolution has to be passed and Documents need to be prepared and stamped etc.	No Change. Bidder to comply to the RFP Clause.

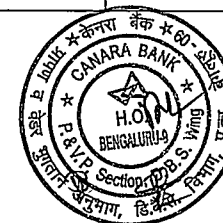


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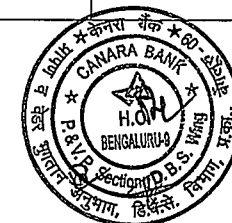
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13	Part-IV	5.2	51	The time limit for execution of purchase order/delivery of the cards are as below: Within 4 weeks from the date of placing the PO (excluding the actual time taken by the Planning & Development Section, after submission of proof by the supplier, to approve the pre-production/post-production proof).	We request the bank to give us 8-12 weeks time for execution as the principal items like plastic card and chip modules are imported and will take a little more time now due to shortages etc	No Change. Bidder to comply to the RFP Clause.
14	Part-IV	6.1	51	The service start-up time from the date of agreement shall be 4 weeks. If the bidder fails to initiate the services within this stipulated time schedule, the Bank shall be at liberty to cancel the order. Under such circumstances, the Bank shall forfeit the amount held as Security Deposit/ performance guarantee	We request bank to give 8-12 weeks time as start-up time as additional manpower, their KYC, Additional secure storage space of card items, any additional licenses, arrangements with courier services etc have to be arranged.	No Change. Bidder to comply to the RFP Clause.
15	Part-IV	7.1	51	Delay in despatch of cards & PIN mailers would attract penalty @0.5% per day of the amount of bill pertaining to the cards delayed, subject to a maximum of 10% of the billed amount, where the delay would be calculated on a per day basis, till the despatch of the cards. Penalty along with applicable GST may be deducted from bill amount payable without any prior intimation	We request the bank to reduce the penalty @0.25% per day of the amount of bill pertaining to the cards delayed, subject to a maximum of 5% of the billed amount, where the delay would be calculated on working day basis, till the despatch of the cards	No Change. Bidder to comply to the RFP Clause.



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16	Part-IV	9.7	52	If any changes are brought in the duties such as CST/LST/VAT /GST etc., by the Government resulting in reduction of the cost of services and items supplied, the benefit arising out of such reduction shall be passed on to the Bank without any negotiation.	We request bank that if any changes in duties resulting in increased cost of services and items supplied to the vendor, the same should be , the same may be considered to ensure the vendor is not put in difficulties as margins are very thin in a competitive environment.	No Change. Bidder to comply to the RFP Clause.
17	Part-IV	10	53	PAYMENT TERMS	In case of delay in payment made by the Bank, Bidder should be entitled to charge interest @ 18% p.a from the date of outstanding till the amount actually released by the Bank. Further, the bidder shall also be entitled to suspend the services in case Bank fails to make payment on time and Bank agrees that such suspension shall not be termed as breach of the Agreement.	No Change. Bidder to comply to the RFP Clause.
18	Part-IV	13.1	54	The Selected bidder(s), within 15 days from the date of letter of award will have to furnish a Performance Bank Guarantee as per Annexure-16, issued by any scheduled commercial bank (other than Canara Bank) equivalent to 3% of the total project cost valid for 26 months (24 months + a claim period	We request bank to give minimum one month for submission of Performance BG. The EMD may be returned after that.	No Change. Bidder to comply to the RFP Clause.

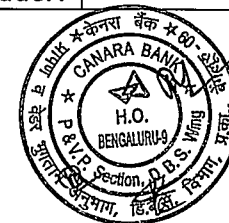


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				of 2 months). Upon furnishing the Performance Bank Guarantee, the EMD of the selected bidder(s) shall be returned.		
19	Part-IV	13.3	54	SECURITY DEPOSIT / PERFORMANCE BANK GUARANTEE Further, the Bank reserves the right to invoke the Performance Bank Guarantee in case the selected bidder is not able to fulfill any and all conditions specified in the document or is unable to complete the project within the stipulated time. This is independent of the LD (Liquidity Damage).	Before invoking Bank Guarantee, the Bank should provide reasonable time period to full fill the obligation.	No Change. Bidder to comply to the RFP Clause.
20	Part-IV	17.1	55	All equipment and components thereof to be supplied under the Contract shall have their origin in eligible source countries, as per the prevailing Import Trade Control Regulations in India.	We request to clarify on this point as to whether bank has any reservations/restrictions against any countires.	No Change. Bidder to comply to the RFP Clause.
21	Part-IV	20.1	56	ASSIGNMENT Service Provider shall not transfer or assign at any stage, during the currency of this agreement, any of its duties, responsibilities, obligations and benefits of this agreement to any third party without the prior written consent of the Bank, except where Service Provider assigns this agreement to an	We request bank to consider assignment by Bidder to its affiliates and subsidiaries with prior intimation.	No Change. Bidder to comply to the RFP Clause.

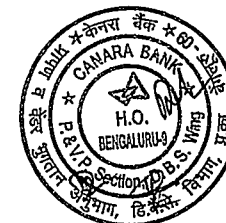


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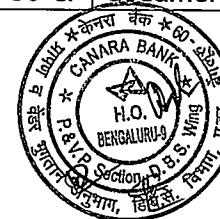
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				Affiliate or a Joint Venture or to any entity which acquires the entire or partial stock or assets of Service Provider. However, prior notice has to be given to the Bank in all such cases.		
22	Part-IV	21.6	58	Bank shall serve the notice of termination to the bidder at least 30 days prior of its intention to terminate services during the contract period.	Requesting Bank to give minimum 90 days notice	No Change. Bidder to comply to the RFP Clause.
23	Part-IV	23	58	The Bank, by written notice of not less than 90 (Ninety) days sent to the Vendor, may terminate the Contract, in whole or in part, at any time for its convenience. The notice of termination shall specify that termination is for the Bank's convenience, the extent to which performance of the Vendor under the Contract is terminated, and the date upon which such termination becomes effective.	It should be reciprocal. Bidder should also be entitled for termination rights . Further, In case Bank cancels / terminates the contract as per its convenience or wherein its canceled due to the acts or omission of Bank, the Bank shall be liable to pay unrecovered costs to the Bidder and within specified time as will be mentioned in the notice by the Bidder.	No Change. Bidder to comply to the RFP Clause.
24	Part-IV	31	61	INDEMNITY	The Bidder should only be liable to indemnify (wherever applicable under this RFP) for proven damages or losses which are suffered by the Bank (including any customer claims) by the adjusting authority and not otherwise and which are solely attributable to the Bidder.	No Change. Bidder to comply to the RFP Clause.



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					Further, the obligation to indemnify should survive only till the expiration or termination of the contract.	
25	Part-IV	46.7	67	The Vendor and its sub-contractors (if permitted) shall be responsible for compliance with all laws, rules, regulations, orders, notifications, and directions applicable in respect of its personnel (including, but not limited to, the Contract Labour (Prohibition and Regulation) Act 1986, the Payment of Bonuses Act 1965, the Minimum Wages Act 1948, the Employees' Provident Fund Act 1952, and the Workmen's Compensation Act 1923,) and shall maintain all proper records, including, but not limited to, accounting records required under the Applicable Laws, or any code, practice or corporate policy applicable to it from time to time.	The Bidder should be responsible for such compliances which are related to its business and not otherwise.	No Change. Bidder to comply to the RFP Clause.
26	Annexure-6	-	79	PRE CONTRACT INTEGRITY PACT	The fraudulent practice or corrupted practice shall be proven by the Bank Further, Bidder shall only be responsible for the breaches or violations of the terms if any, which are directly attributable to the Bidder and	No Change. Bidder to comply to the RFP Clause.

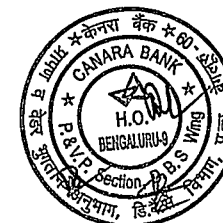


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					which are proven by the adjudicating authority. Further, request for deletion of Fall clause as reducing price automatically would unreasonable.	
27	-	-	-	Limitation of liability:	<p>The total liability of the Bidder for the actual and proceed loss shall not extent to payment received by the Bidder in the last 3 months from the date of such loss or damage suffered by Bank. Further, The Bidder will not be responsible for any of data loss attributed to any reasons of force majeure or for other reasons beyond the control of the Bidder (e.g. Natural calamity, electricity failure, data migration, system failure, virus etc.).</p> <p>The Bidder will not be responsible for any malfunctioning of the system due to virus attacks, tampering with the existing software system/data base, hardware/operating system, Database related problems.</p>	No Change. Bidder to comply to the RFP Clause.
28	GeM Bid Document	-	-	Past Experience of Similar Services: The Bidder must have successfully executed / completed at least one	We request bank to remove this criteria because the bidder's qualification turnover of Rs 50 cr	It is clarified that, the Eligibility Criteria mentioned in the RFP document RFP-07/DBS/EMV-



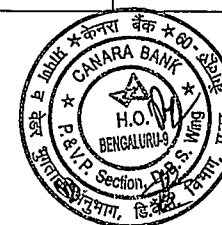
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				single order of 80 % of the Estimated Bid Value or 2 orders each of 50 % of the Estimated Bid Value or 3 orders each of 40 % of the Estimated Bid Value for similar service(s) in last three years to any Central / State Govt Organization / PSU / Public Listed Company. Copies of contracts / work orders and documentary evidence of successful execution / completion in support of Past Experience of Similar Services along with names, address and contact details of clients shall be uploaded with the bid for verification by the Buyer.	you have asked for is less than the order value .	CARD/2022 Dated 11/02/2022 shall prevail. Kindly refer Clause 1 under 'Buyer Added Bid Specific Terms and Conditions' at Page No 4 of GeM Bid Document for reference.
29	Name of RFP	-	1	Procurement, Personalization, Pin Printing, Dispatch, Tracking and Management Services of EMV Chip Debit Cards (Contact & Dual Interface Cards including NCMC)	To clarify that this RFP is for PIN Printing & Physical Cards i.e. Bureaus services only and not card management services	No Change. Bidder to comply to the RFP Clause.
30	Part-I	4 (1)	15	The Bidder must be an Indian: Firm / company/ organization registered under Companies Act, 2013 or under any other previous Companies Act and should have been in operation from 01.01.2019. OR A Limited Liability Partnership, registered under Limited Liability	The word "Bidder" should be replaced with "Bidder and its Partner/Subcontractor"	No Change. Bidder to comply to the RFP Clause.

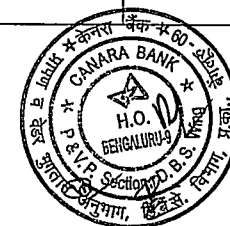


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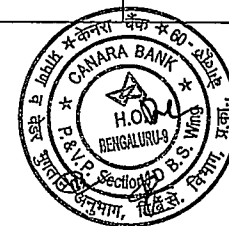
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				Partnership Act 2008 and should have been in operation from 01.01.2019.		
31	Part-I	2 to 10	15-17	Point 2 to 10	The word "Bidder" should be replaced with "Bidder and its Partner/Subcontractor"	No Change. Bidder to comply to the RFP Clause.
32	Part-I	3	15	The bidder should have positive net worth, in each of the last Three (03) financial years i.e. 2018-19, 2019-20 and 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 3."	No Change. Bidder to comply to the RFP Clause.
33	Part-I	4 (6)	16	Bidder should have their own VISA, MasterCard and NPCI (RuPay) certified Card Personalization units located in India for contact and dual interface cards as on the date of submission of Bid and certification should be continuous from 01.01.2019 without any disqualification.	Clause to be changed "Bidder or its subcontractor" so that entities like ours are able to participate else RFP can not be progressed with by us.	No Change. Bidder to comply to the RFP Clause.
34	Part-I	4 (7)	16	The bidder should have its own base card production facility located in India or should have proper arrangements with card suppliers in India to ensure uninterrupted card production/procurement.	Clause to be changed "Bidder or its subcontractor" so that entities like ours are able to participate else RFP can not be progressed with by us.	No Change. Bidder to comply to the RFP Clause.



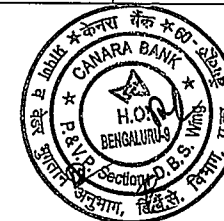
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35	Part-I	6.2 (iii)	18	iii. The Bank may also call for a supply of Bilingual cards as and when need arises to comply with regulatory guidelines, which shall not be additionally chargeable.	We request the Bank to indicate the maximum quantity to be availed for Bilingual cards to factor it in shared commercials. Any quantity beyond indicated volume shall attract additional commercials	No Change. Bidder to comply to the RFP Clause. It is further clarified that, the Pre-Printed information shall be bilingual in all the cards.
36	Part-I	7	19	Contract period shall be for 2 years from the date of acceptance of Order. Bank reserves the right to extend the contract for a further period of 1 year on the same terms of the Bid. In case of extension of contract, the validity and claim period of the security deposit/performance guarantee shall also be extended by the Bidder. The defect liability period of 6 months will be applicable after completion of the additional 1 year.	While the Bidder shall factor the Bank's right to extend the contract by 1 year in the shared commercials, we request the Bank to consider revision in price which may occur due to chip supply shortage crisis	No Change. Bidder to comply to the RFP Clause.
37	Part-I	8.1 & 8.4	19-21	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 NPCI (RuPay).8.1 Procurement of Cards & Card Stock Maintenance8.1.1 Bidder should manufacture/procure blank Debit cards as per specifications approved by the Bank. (Specification in Annexure-	The word "Bidder" should be replace with "Bidder and its Partner/Subcontracture"	No Change. Bidder to comply to the RFP Clause.



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				<p>9)8.1.2 Card section of the Bank will place indent for various card types 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 at bidder's premises with required security/insurance within 4 weeks of placing the indent. 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.8.1.3 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 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.8.1.4 All hardware / software / miscellaneous items /</p>		

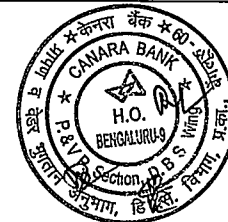


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				consumables /equipments, required licenses, AMC, card network certifications etc. as well as manpower required for executing the work specified need to be managed by the bidder at its own cost.8.4 Packing & Dispatch of Debit Cards8.4.1 Bidder must 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.8.4.2 The debit cards shall be packed along with stationary materials stipulated by the Bank from time to time.8.4.3 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.8.4.4 Bidder should have an automated process for pasting the cards on the face of their		

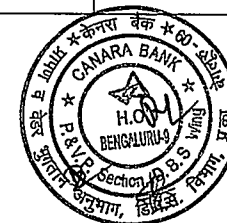


Amendment / Addendum / Corrigendum - 2 to the RFP-07/DBS/EMV-CARD/2022 Dated 11/02/2022 for Procurement, Personalization, Pin Printing, Dispatch, Tracking and Management Services of EMV Chip Debit Cards (Contact & Dual Interface Cards including NCMC).

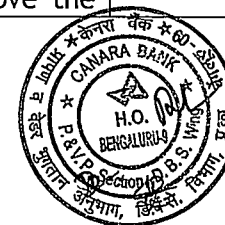
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				corresponding Welcome Letter which ensures that the CVV number is not visible.8.4.5 Bidder must print both dispatch & return address on the address label and paste the same on the envelope for dispatch. The dispatch & return locations may vary for different card variants. The details will be provided to the successful bidders and the same will be subject to change in case of revision of Bank policies.8.4.6 The Debit card consignments must be handed over to Speed Post /designated courier acceptable to or approved by the Bank, within 48 hours of receipt of data from the Bank. This timeline is inclusive of holidays and only exclusion allowed will be speed post holidays. The postal/courier cost will be borne by the Bank. Any discounts extended by speed post/courier must be passed on to the Bank.8.4.7 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		



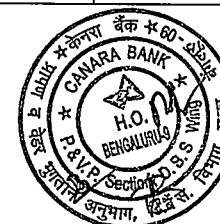
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				numbers.8.4.8 Bidder should have dispatch management system to maintain the dispatch & fulfilment details of both cards and pin mailers.8.4.9 Bidder should maintain the records of the cards personalized and dispatched to various destinations / 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.8.4.10 Bidder must necessarily provide the Dispatch Reports in the format specified by the Bank within 24 hours of dispatch.8.4.11 Disputes regarding dispatch / delivery of cards shall be handled and resolved by the bidder.		
38	Part-I	6.2 (i)	18	Shift in volumes between EMV Contact & DI card as is possible due to changes in various guidelines. There will not be any price negotiation in such an event and the rates quoted in this RFP will stand. Bidder to consider the same while submitting the bid.	As the price is based on multiple factors like volume of cards, LD, penalty, delivery timelines, scope of delivery, tenure of contract etc., thus, if there is any change in these factors, Bidder should be entitled to revise the rate and we request the bank to accordingly delete this clause.	No Change. Bidder to comply to the RFP Clause.



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39	Part-I	6.2 (v)	19	Any debit card requirements arising out of merger with any other Bank(s) will come under the Scope of this RFP and would not be additionally chargeable.		No Change. Bidder to comply to the RFP Clause.
40	Part-I	6.3 (ii)	19	In the future, the Bank may tie up with other card networks. The card requirements arising out of any future tie up will also fall under the scope of this RFP.		No Change. Bidder to comply to the RFP Clause.
41	Part-I	8	19	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 NPCI (RuPay).	While we agree to comply with all scheme guidelines existing as on date of submission of bid, it is not possible for the bidder to envisage scheme guidelines which may be applicable in future and corresponding changes to be done to the services, thus we request that bidder should be liable for compliance of all scheme guidelines applicable as on date of submission of bid and compliance to any new guidelines or change in scheme guidelines shall be done at cost mutually agreed between the parties and this clause should be amended accordingly.	No Change. Bidder to comply to the RFP Clause.
42	Part-I	8.2.3	20	8.2.3 The Bank expects the successful bidder to personalize the cards on Bank premises if the requirement arises. The	This is feasible, however this will incur huge cost and manpower requirements over and above the	No Change. Bidder to comply to the RFP Clause.

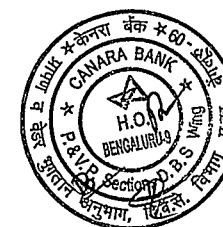


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				quantity shall not exceed 10% of the quantity allotted to the vendor. However, Bank may consider an increase in quantity to meet operational demands.	factored commercials to be agreed mutually between the bank and the bidder. If the Bank wants to keep this clause then kindly confirm both primary and BCP locations for equipment availability. Also need minimum commitment of daily volume of cards as billing will be done accordingly.	
43	Part-I	8.2.5	20	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.	As the delivery of services is based on projected volumes and quantity of each lot in which cards will be delivered by the bidder, thus, if there is any heavy variation, Bidder should be entitled to revise the rate and we request the bank to accordingly amend this clause.	No Change. Bidder to comply to the RFP Clause.
44	Part-I	8.4.6	21	The Debit card consignments must be handed over to Speed Post / designated courier acceptable to or approved by the Bank, within 48 hours of receipt of data from the Bank. This timeline is inclusive of holidays and only exclusion allowed will be speed post holidays. The postal/courier cost will be borne by the Bank. Any discounts extended by	1. We request the Bank to increase the TAT for Card Handover to minimum 7 days considering the Pandemic and Global Chip supply shortage. 2. The Bidder shall rely on the Bank empanelled courier agencies. The scope is limited to handing over	No Change. Bidder to comply to the RFP Clause.

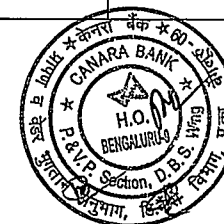


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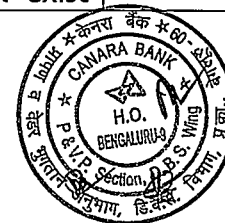
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				speed post/courier must be passed on to the Bank.	the Card supplies to the courier agencies.	
45	Part-I	8.5 & 8.6	22	8.5 Pin Mailer Printing 8.6 Packing & Dispatch of PIN Mailer	We have an inhouse PIN Printing Facility and we shall dispatch the the PIN mailer from there.	No Change. Bidder to comply to the RFP Clause.
46	Part-I	8.7	23	Consignment Return Management	Return of Cards and PIN mailer is to be managed at Bank's premises. Pls confirm.	RFP Clause is Self Explanatory.
47	Part-I	8.7	23	Consignment Return Management	We shall provide the Manpower to the Bank for managing this. Pls confirm.	RFP Clause is Self Explanatory.
48	Part-I	8.8	23	Data Security	PCI Facility is PCI DSS and PCI PIN certified	No Change. Bidder to comply to the RFP Clause.
49	Part-I	8.8	23	8.8 Data Security 8.8.1 Bidder must have a setup to receive the encrypted data through a secured FTP channel or any other secure mode stipulated by the Bank. 8.8.2 Keys for encryption/Digital Signature should be securely kept and all security measures should be followed. 8.8.4 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	Bidder reckon that since the services are being hosted at bidder side, security controls, processes and tools/solutions would be in compliance to bidder's security policy / regulatory requirements.	No Change. Bidder to comply to the RFP Clause.



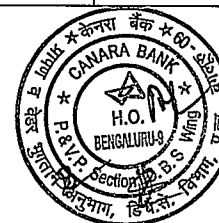
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				may be providing services. 8.8.5 The bidder must ensure and confirm due diligence/KYC/Physical verification of its own as well as the employees of its service providers/sub-contractors (in case allowed) and must be able to provide documentary evidence for the same if requested by the Bank. 8.8.7 The bidder shall ensure preservation of all documents / data / video surveillance in accordance with all legal / regulatory obligations.		
50	Part-I	8.10.1	24	Note: 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	We request the Bank to give the bidder 30 days cure period before exercising its right of cancelation of contract and adjustment of security deposit.	No Change. Bidder to comply to the RFP Clause.



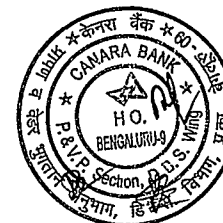
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				through outside agencies at periodic intervals as per the discretion of the Bank. In case the cards are not meeting the required standards during the testing process, entire lot of such cards shall be replaced by the vendor at their cost and Bank has absolute discretion to cancel the contract of such erring vendors besides adjusting the security deposit.		
51	Part-I	10	26	RESTRICTION ON PROCUREMENT DUE TO NATIONAL SECURITY	Currently all the Modules and chip are not manufactured in India, but imported from outside India. Kindly confirm if this is permitted.	RFP Clause is Self Explanatory.
52	Part-II	3.6.3	31	To sign the Contract / SLA within the stipulated time in the form and manner to the satisfaction of the Canara Bank or	As the SLA will be executed between the successful bidder and bank as per the terms of this RFP, we request the Bank to amend this clause accordingly with following language: <i>To sign the Contract / SLA within the stipulated time in the form and manner as specified in this RFP or as may be mutually agreed between the Bank and successful Bidder.</i>	No Change. Bidder to comply to the RFP Clause.
53	Part-III	8.4	48	Until the execution of a formal contract, the Bid document, together with the Purchase Order and the vendor's acceptance thereof, would	This clause is contrary to clause 24 of Part II : Bid Process of the RFP, as clause 24 states that no contractual obligation shall exist	RFP Clause is Self Explanatory



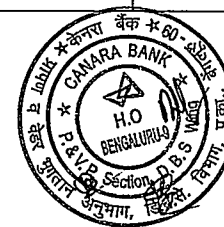
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				constitute a binding contract between the Bank and the successful Bidder(s).	until a binding contract is executed between the successful bidder whereas this clause states that PO along with Proposal submitted by successful bidder to the Bank will amount of binding contract until contract between the Bank and successful bidder is executed.	
54	Part-IV	6.3	51	Any loss caused to the bank owing to non-performance of the service provider as per the SLA, or non-compliance of regulatory guidelines, will attract liquidated damages to the extent that the claim is made against the bank. The Bank reserves the right to recover this amount from any dues payable or to accrue to the Service Provider in future in any form.	We request the Bank to kindly specify the LD and recovery of such LD should be done from the service fee payable by the Bank to successful bidder under this RFP.	No Change. Bidder to comply to the RFP Clause.
55	Part-IV	7.5	51	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	As scope of services under this RFP is limited to printing and supply of cards, and successful bidder will not be supplying any software or hardware to the Bank, we request the Bank to kindly delete this clause.	No Change. Bidder to comply to the RFP Clause.
56	Part-IV	8.1	52	The bidder shall provide unrestricted access to its premises and records being maintained with regard to the job being performed as per its contract with the	We request the Bank to kindly incorporate the audit process specified below in this clause : Bidder obligation under this clause	No Change. Bidder to comply to the RFP Clause.



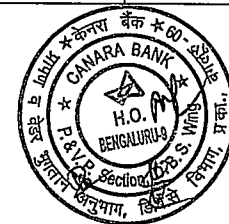
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				Bank, to the authorized personnel of the Bank / its auditors (internal and external)/ any statutory / regulatory authority / authorized personnel from RBI to carry out any kind of process of audit including that of its operations and records related to Bank's Card Management Services, as per its own satisfaction at the card processing bureau of the bidder, in the presence of representatives of the bidder, at any point of time by giving advance notice.	is subject to: (i). such audit to be conducted at mutually agreeable times and locations, once in a year or any other frequency as mandated by the regulator; (ii). Bidder personnel may, at Bidder's option, attend such audit; (iii). such audit shall be conducted in a manner to minimize any adverse impact on Bidder's normal business operations; (iv). Bank shall procure the compliance by the Auditor of all safety and security procedures of the Bidder; (v). Any information accessed or obtained by the Auditor pursuant to such audit will be deemed to be the Confidential Information of Bidder and the Bank shall remain fully liable for any breach of the Contract by the Auditor who obtain access to or possession of such Confidential Information. (vi). Prior written intimation of at least 60 days must be provided by the Bank to the Bidder for any audit request. Audit shall not exceed beyond seven (7) calendar days in each instance and beyond thirty (30) calendar days	
57	Part-IV	8.2	52	All the clauses specified above shall be applicable and extended to any entity to which the bidder has outsourced any part of the prescribed activity under this RFP. It shall be the responsibility of the bidder to ensure unrestricted access to the authorities/officials as mentioned above to the places where such services are outsourced, for inspection and verification.		No Change. Bidder to comply to the RFP Clause.



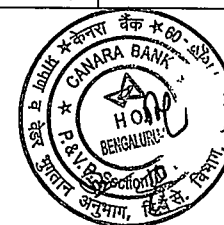
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					during one calendar year. (vii). Scope of audit must be mutually agreed within the Parties prior to commencement of audit and should only be relevant to Services provisioned under this Contract, or as permitted & applicable to the Bidder.(viii). No direct access shall be provided by the Bidder to the production environment under any scenario. (ix) No technical audits/testing shall be allowed by the Bidder under any scenario. (x). Relevant attestations / certificates available (like PCI DSS AOC, ISO 27001, etc.) shall be considered by the Bank for assessing Bidder's compliance to physical, technical and administrative controls, to the extent applicable, to the Services specified in the Contract.	
58	Part-IV	9.6	52	However, in case of any un-anticipated decrease in supply or service costs over the term of the contract due to reduction of prices, efficient use of IT infrastructure / reduction of statutory charges, Bank expects the benefits to be passed on to the Bank through re-negotiation by a Price Negotiation	As the price is based on multiple factors like volume of cards, LD, penalty, delivery timelines, scope of delivery, tenure of contract etc., thus, if there is any change in these factors, Bidder should be entitled to revise the rate and we	No Change. Bidder to comply to the RFP Clause.



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				Committee. No conflict between the Selected Bidder and the Bank will cause cessation of services due to this. Only by mutual consent, the services can be withdrawn.	request the bank to accordingly delete this clause.	
59	Part-IV	8.1	52	8.1 The bidder shall provide unrestricted access to its premises and records being maintained with regard to the job being performed as per its contract with the Bank, to the authorized personnel of the Bank / its auditors (internal and external)/ any statutory / regulatory authority / authorized personnel from RBI to carry out any kind of process of audit including that of its operations and records related to Bank's Card Management Services, as per its own satisfaction at the card processing bureau of the bidder, in the presence of representatives of the bidder, at any point of time by giving advance notice.	Bidder reckon to amend this clause as: To assist Bank with its due diligence and vendor management responsibilities, Bidder will provide electronic access to audit reports, third-party attestations and certifications and testing results regarding the physical, technical and administrative controls utilized by Bidder and the security of Bank's Confidential Information, as applicable. Bidder shall permit governmental agencies that regulate Bank in connection with a Service to examine Bidder's books and records and Bank Data, to the same extent as if that Service were being performed by Bank on its own premises, subject to Bidder's confidentiality and security policies and procedures.	No Change. Bidder to comply to the RFP Clause.
60	Part-IV	8.2	52	8.2 All the clauses specified above shall be applicable and extended to any entity to which the bidder has	Bidder reckon that 1) For any audit reasonable prior notice of atleast 3 weeks will be	No Change. Bidder to comply to the RFP Clause.

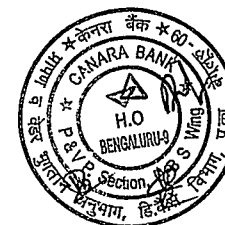


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				outsourced any part of the prescribed activity under this RFP. It shall be the responsibility of the bidder to ensure unrestricted access to the authorities/officials as mentioned above to the places where such services are outsourced, for inspection and verification.	given to bidder. 2) Audit shall be conducted subject to security and confidentiality policies of the Bidder. 3) Scope/frequency of audit to be agreed mutually. 4) The audit will be performed as per the standard policies of the bidder. 5) As the service will be hosted in shared environment, audits shall be limited in scope to provide client reasonable assurance on security arrangement deployed in our shared environment. Kindly confirm.	
61	Part-IV	9.8	53	Applicable taxes will be paid at actual. If there is any delay in delivery of the cards ordered on account of the Bidder, then any increase in tax rate has to be borne by the bidder. However, if there is any decrease in the tax rates, then the taxes at actual will be paid.	While we agree to comply with all tax existing as on date of submission of bid, it is not possible for the bidder to envisage taxes which may be applicable in future and corresponding changes to be done to the services, thus we request that bidder should be liable for compliance of all tax laws applicable as on date of submission of bid and compliance to any new tax or change in existing tax regime shall be done at	No Change. Bidder to comply to the RFP Clause.

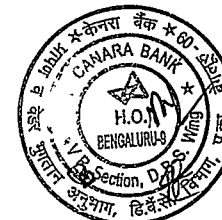


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					cost mutually agreed between the parties and this clause should be amended accordingly.	
62	Part-IV	15	54	The vendor shall not subcontract or permit anyone other than its personnel to perform any of the work, service or other performance required of the vendor under the contract without the prior written consent of the Bank.	We request the Bank's consent and support on participating in this RFP along with our Partner/Subcontractor. Request to confirm.	No Change. Bidder to comply to the RFP Clause.
63	Part-IV	18	55	<ul style="list-style-type: none"> Responsibilities for data and application privacy and confidentiality Responsibilities on system and software access control and administration Custodial responsibilities for data, software, hardware and other assets of the Bank being managed by or assigned to the Vendor Physical Security of the facilities Physical and logical separation from other customers of the Vendor Incident response and reporting procedures Password Policy of the Bank Data Encryption/Protection requirements of the Bank. 	Bidder reckon that since the services are being hosted at bidder side, security controls, processes and tools/solutions would be in compliance to bidder's security policy / regulatory requirements.	No Change. Bidder to comply to the RFP Clause.
64	Part-IV	18	55	At the end of the project, after sharing all the Bank's data with the Bank, all the bank's data must be completely	Bidder reckon that since the services are being hosted at bidder side, security controls, processes	No Change. Bidder to comply to the RFP Clause.

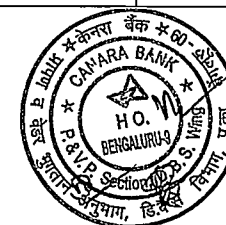


Sl.No. [1]	Part/ Annexure No [2]	Clause No. [3]	Page No. [4]	Description as per RFP (Indicative) [Refer RFP for exact Description] [5]	Query/Suggestions [6]	Bank's Response/Remarks/Clarifications [7]
				erased by using tools like disk eraser by the vendor. The vendor and its deployed resources should certify and confirm the Bank that all data associated with the project has been deleted from their laptops/PCs/email/cloud drives etc	and tools/solutions would be in compliance to bidder's security policy / regulatory requirements.	
65	Part-IV	18	55	The Vendor shall have to comply with Bank's IT & IS Security policy in key concern areas relevant to the RFP, details of which will be shared with the finally selected Bidder. Some of the key areas are as under:	As the Bidder provides services to multiple customer across India and its not possible for the Bidder to comply with IT and security laws of each customer, hence we request the Bank to kindly amend this clause with following wordings: <i>The Vendor shall have to comply with its IT & IS Security policy while providing services to the Bank under this RFP and a copy of these policies will be shared by the Bidder with the Bank upon execution of Agreement.</i>	No Change. Bidder to comply to the RFP Clause.
66	Part-IV	19.1	56	19.1 The Selected Bidder (Service Provider) has to get itself annually audited by internal/ external empanelled Auditors appointed by the Bank/ inspecting official from the Reserve Bank of India or any regulatory authority, covering the risk parameters finalized by the Bank/ such auditors in	Bidder reckon that 1) For any audit reasonable prior notice of atleast 3 weeks will be given to bidder. 2) Audit shall be conducted subject to security and confidentiality policies of the Bidder. 3) Scope/frequency of audit to be	No Change. Bidder to comply to the RFP Clause.

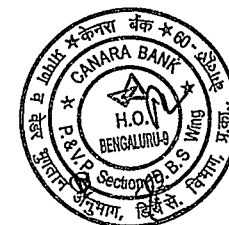


Amendment / Addendum / Corrigendum - 2 to the RFP-07/DBS/EMV-CARD/2022 Dated 11/02/2022 for Procurement, Personalization, Pin Printing, Dispatch, Tracking and Management Services of EMV Chip Debit Cards (Contact & Dual Interface Cards including NCMC).

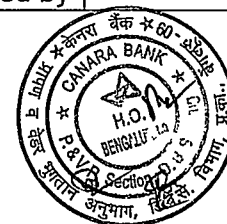
Sl.No. [1]	Part/ Annexure No [2]	Clause No. [3]	Page No. [4]	Description as per RFP (Indicative) [Refer RFP for exact Description] [5]	Query/Suggestions [6]	Bank's Response/Remarks/Clarifications [7]
				the areas of products (hardware/software) and services etc. provided to the Bank and the Service Provider are required to submit such certification by such Auditors to the Bank. The Service Provider and or his / their outsourced agents / sub-contractors (if allowed by the Bank) shall facilitate the same	agreed mutually. 4) The audit will be performed as per the standard policies of the bidder. 5) As the service will be hosted in shared environment, audits shall be limited in scope to provide client reasonable assurance on security arrangement deployed in our shared environment. Kindly confirm.	
67	Part-IV	19.1	56	The Bank can make its expert assessment on the efficiency and effectiveness of the security, control, risk management, governance system and process created by the Service Provider. The Service Provider shall, whenever required by the Auditors, furnish all relevant information, records/data to them.	1) Bidder reckon for reasonable prior notice of atleast 3 weeks for any audit.2) Audit shall be conducted subject to security and confidentiality policies of the Bidder.3) Scope/frequency of audit to be agreed mutually.4) The audit will be performed as per the standard policies of the bidder. 5) The purview of the audit will be limited to the solution provided by the bidder under the RFP.	No Change. Bidder to comply to the RFP Clause.
68	Part-IV	19.3	56	19.3 Service Provider shall, whenever required by the Bank, furnish all relevant information, records/data to such auditors and/or inspecting officials of the Bank/Reserve Bank of India and or any regulatory authority.	1) Bidder reckon for reasonable prior notice for any audit. 2) Audit shall be conducted subject to security and confidentiality policies of the Bidder. 3) Scope/frequency of audit to be	No Change. Bidder to comply to the RFP Clause.



Sl.No. [1]	Part/ Annexure No [2]	Clause No. [3]	Page No. [4]	Description as per RFP (Indicative) [Refer RFP for exact Description] [5]	Query/Suggestions [6]	Bank's Response/Remarks/Clarifications [7]
				The Bank reserves the right to call and/or retain for any relevant material information/reports including audit or review reports undertaken by the service provider (e.g., financial, internal control and security reviews) and findings made on Selected Bidder in conjunction with the services provided to the Bank.	agreed mutually. 4) The audit will be performed as per the standard policies of the bidder. 5) The purview of the audit will be limited to the solution provided by the bidder under the RFP.	
69	Part-IV	19.1	56	The Selected Bidder (Service Provider) has to get itself annually audited by internal/ external empanelled Auditors appointed by the Bank/ inspecting official from the Reserve Bank of India or any regulatory authority, covering the risk parameters finalized by the Bank/ such auditors in the areas of products (hardware/ software) and services etc. provided to the Bank and the Service Provider are required to submit such certification by such Auditors to the Bank. The Service Provider and or his / their outsourced agents / sub-contractors (if allowed by the Bank) shall facilitate the same The Bank can make its expert assessment on the efficiency and effectiveness of the security, control, risk management, governance system and process created	We request the Bank to kindly incorporate the audit process specified below in this clause : Bidder obligation under this clause is subject to: (i). such audit to be conducted at mutually agreeable times and locations, once in a year or any other frequency as mandated by the regulator; (ii). Bidder personnel may, at Bidder's option, attend such audit; (iii). such audit shall be conducted in a manner to minimize any adverse impact on Bidder's normal business operations; (iv). Bank shall procure the compliance by the Auditor of all safety and security procedures of the Bidder; (v). Any information accessed or obtained by the Auditor pursuant to such audit will	No Change. Bidder to comply to the RFP Clause.

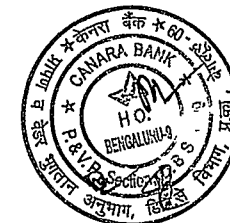


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				by the Service Provider. The Service Provider shall, whenever required by the Auditors, furnish all relevant information, records/data to them. All costs for such audit shall be borne by the Bank. Bank shall provide prior notice of 3 calendar days before such audit provided this will not be applicable in case of audit is conducted by any statutory or regulatory authority.	be deemed to be the Confidential Information of Bidder and the Bank shall remain fully liable for any breach of the Contract by the Auditor who obtain access to or possession of such Confidential Information. (vi). Prior written intimation of at least 60 days must be provided by the Bank to the Bidder for any audit request. Audit shall not exceed beyond seven (7) calendar days in each instance and beyond thirty (30) calendar days during one calendar year. (vii). Scope of audit must be mutually agreed within the Parties prior to commencement of audit and should only be relevant to Services provisioned under this Contract, or as permitted & applicable to the Bidder.(viii). No direct access shall be provided by the Bidder to the production environment under any scenario. (ix) No technical audits/testing shall be allowed by the Bidder under any scenario. (x). Relevant attestations / certificates available (like PCI DSS AOC, ISO 27001, etc.) shall be considered by	

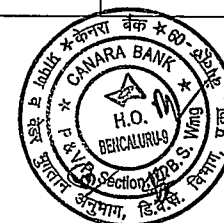


Amendment / Addendum / Corrigendum - 2 to the RFP-07/DBS/EMV-CARD/2022 Dated 11/02/2022 for Procurement, Personalization, Pin Printing, Dispatch, Tracking and Management Services of EMV Chip Debit Cards (Contact & Dual Interface Cards including NCMC).

Sl.No. [1]	Part/ Annexure No [2]	Clause No. [3]	Page No. [4]	Description as per RFP (Indicative) [Refer RFP for exact Description] [5]	Query/Suggestions [6]	Bank's Response/Remarks/Clarifications [7]
					the Bank for assessing Bidder's compliance to physical, technical and administrative controls, to the extent applicable, to the Services specified in the Contract.	
70	Part-IV	21.1	57	The Bank reserves the right to cancel the entire / unexecuted part of the Purchase Order, by giving 7 days notice, at any time by assigning appropriate reasons and recover expenditure incurred by the Bank in addition to recovery of liquidated damages in terms of the contract, in the event of one or more of the following conditions:	We request the Bank to give the bidder 30 days cure period before exercising its right of cancellation of contract and adjustment of security deposit.	No Change. Bidder to comply to the RFP Clause.
71	Part-IV	23	58	The Bank, by written notice of not less than 90 (Ninety) days sent to the Vendor, may terminate the Contract, in whole or in part, at any time for its convenience. The notice of termination shall specify that termination is for the Bank's convenience, the extent to which performance of the Vendor under the Contract is terminated, and the date upon which such termination becomes effective.	As the commercials and upfront investment on hardware/equipment are based on volume of product and tenure of contract, in the event bank decides to terminate the contract or any part thereof, for convenience, we request the Bank to kindly pay the termination fee equivalent to the service fee payable by the bank for the unexpired term of the contract or any part thereof.	No Change. Bidder to comply to the RFP Clause.
72	Part-IV	28	59	TAXES AND DUTIES 28.1 The Vendor shall be liable to pay	While we agree to comply with all tax existing as on date of	No Change. Bidder to comply to the RFP Clause.

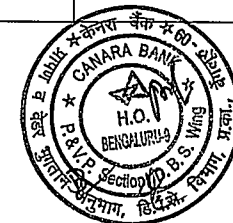


Sl.No. [1]	Part/ Annexure No [2]	Clause No. [3]	Page No. [4]	Description as per RFP (Indicative) [Refer RFP for exact Description] [5]	Query/Suggestions [6]	Bank's Response/Remarks/Clarifications [7]
				all corporate taxes and income tax that shall be levied according to the laws and regulations applicable from time to time in India and the price Bid by the Vendor shall include all such taxes in the contract price. 28.2 Prices quoted should be inclusive of all incidental services (transportation, road permit etc.) and all taxes, including GST. GST shall be payable by the Bank on actual basis.	submission of bid, it is not possible for the bidder to envisage taxes which may be applicable in future and corresponding changes to be done to the services, thus we request that bidder should be liable for compliance of all tax laws applicable as on date of submission of bid and compliance to any new tax or change in existing tax regime shall be done at cost mutually agreed between the parties and this clause should be amended accordingly.	
73	Part-IV	30	60	INTELLECTUAL PROPERTY RIGHTS 30.1 Bidder warrants that the inputs provided shall not infringe upon any third party intellectual property rights, including copyrights, patents and other intellectual property rights of any nature whatsoever. Bidder warrants that the deliverables shall not infringe upon any third party intellectual property rights, including copyrights, patents and other intellectual property rights of any nature whatsoever. The bidder should ensure that the Hardware and Software supplied to the Bank shall not infringe the third party intellectual	As scope of services under this RFP is limited to printing and supply of cards, and successful bidder will not be supplying any software or hardware to the Bank, we request the Bank to kindly delete this clause.	No Change. Bidder to comply to the RFP Clause.

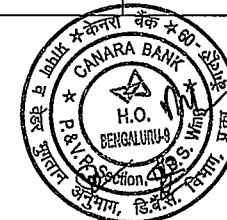


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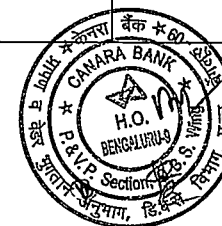
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				property rights, if any. The bidder has to ensure that third party rights are not infringed even in case of equipment /software supplied on behalf of consortium as bidder. 30.2 In the event that the Deliverables become the subject of claim of violation or infringement of a third party's intellectual property rights, bidder shall at its choice and expense: [a] procure for Bank the right to continue to use such deliverables; [b] replace or modify such deliverables to make them non-infringing, provided that the same function is performed by the replacement or modified deliverables as the infringing deliverables; or [c] if the rights to use cannot be procured or the deliverables cannot be replaced or modified, accept the return of the deliverables and reimburse bank for any amounts paid to bidder for such deliverables, along with the replacement costs incurred by Bank for procuring an equivalent equipment in addition to the penalties levied by Bank. However, Bank shall not bear any kind of expense, charge, fees or any kind of costs in this regard.		



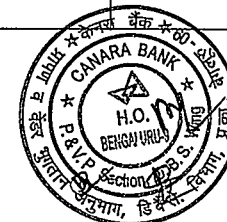
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				<p>Notwithstanding the remedies contained herein, the bidder shall be responsible for payment of penalties in case service levels are not met because of inability of the bank to use the proposed solution.</p> <p>30.3 The indemnification obligation stated in this clause apply only in the event that the indemnified party provides the indemnifying party prompt written notice of such claims, grants the indemnifying party sole authority to defend, manage, negotiate or settle such claims and makes available all reasonable assistance in defending the claims [at the expenses of the indemnifying party]. Notwithstanding the foregoing, neither party is authorized to agree to any settlement or compromise or the like which would require that the indemnified party make any payment or bear any other substantive obligation without the prior written consent of the indemnified party. The indemnification obligation stated in this clause reflects the entire liability of the parties for the matters addressed thereby.</p> <p>30.4 The bidder acknowledges that</p>		



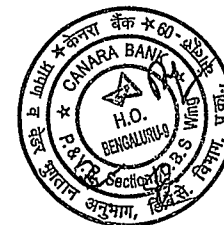
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				business logics, work flows, delegation and decision making processes of Bank are of business sensitive nature and shall not be disclosed/referred to other clients, agents or distributors of Hardware/Software.		
74	Part-IV	31.1 & 31.2	61	INDEMNITY31.1 The bidder shall keep and hold the Bank indemnified and harmless from time to time and at all times against all actions, proceedings, claims, suits, liabilities (including statutory liability), penalties, demands, charges, costs (including legal costs) and expenses, damages, losses and any other expenses which may be caused to or suffered by or made or taken against the Bank arising out of:31.1.1 The breach, default or non-performance of undertakings, warranties, covenants or obligations by the bidder;31.1.2 Any contravention or non compliance with any applicable laws,regulations, rules, statutory or legal requirements by the bidder;31.2 The bidder shall indemnify and protect the Bank against all claims, losses, costs, damages, expenses, action suits and other proceedings, resulting from infringement of any law pertaining to	As scope of services under this RFP is limited to printing and supply of cards, and successful bidder will not be supplying any software or hardware to the Bank, we request the Bank to kindly delete this clause.	No Change. Bidder to comply to the RFP Clause.



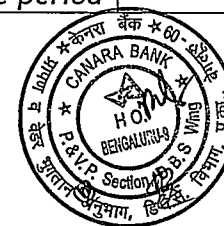
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				patent, trademarks, copyrights etc. or such other statutory infringements in respect of Cards and other deliverables supplied by them.31.2.1 All indemnities shall survive notwithstanding expiry or termination of the contract and bidder shall continue to be liable under the indemnities.31.2.2 The limits specified above said clause shall not apply to claims made by the Bank/third parties in case of infringement of Intellectual property rights or for claims relating to the loss of damage to real property and tangible personal property and for bodily injury or death and in these cases the liability will be unlimited.31.2.3 All Employees engaged by the Bidder shall be in sole employment of the bidder and the bidder shall be solely responsible for their salaries, wages, statutory payments etc. That under no circumstances shall the Bank be liable for any payment or claim or compensation (including but not limited to compensation on account of injury / death / termination) of any		



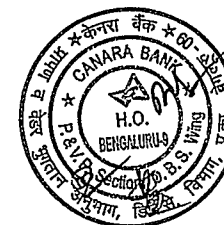
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				nature to the employees and personnel of the bidder.		
75	Part-IV	31.3	61	Bidder's aggregate liability shall be subject to an overall limit of the total Cost of the project.	<p>We request the Bank to amend this clause with following wordings: <i>31.3.1 each party's total aggregate liability under or related to the agreement shall under no circumstances exceed the fees actually paid by the Bank to the Bidder under the agreement during the twelve (12) month period immediately preceding the date of the event that is the basis for the first claim.</i></p> <p><i>31.3.2 under no circumstances shall either party (or any of its affiliates providing or receiving the Services under the agreement) be liable to the other or any other person for losses or damages which fall into any of the following categories: (i) lost revenues; (ii) lost profits; (iii) loss of business; (iv) trading losses; (v) inaccurate distributions; or (vi) any incidental, indirect, exemplary, consequential, special or punitive damages of any kind, including any</i></p>	No Change. Bidder to comply to the RFP Clause.



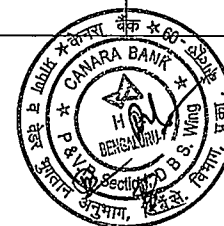
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					<i>of the foregoing losses or damages resulting from Bank's use of the Services provided hereunder, or arising from any breach of the agreement or any termination of the agreement, whether such liability is asserted on the basis of contract, tort (including negligence or strict liability) or otherwise and whether or not foreseeable, even if the relevant party has been advised or was aware of the possibility of such loss or damages. as between the Bank and the Bidder.</i>	
76	Part-IV	40.2	63	40.2 For the purposes of this clause, 'Force Majeure' means and includes wars, insurrections, revolution, civil disturbance, riots, terrorist acts, public strikes, hartal, bundh, fires, floods, epidemic, pandemic, quarantine restrictions, freight embargoes, declared general strikes in relevant industries, Vis Major Act of Government, impeding reasonable performance of the Vendor and / or Sub-Contractor but does not include any foreseeable events, commercial considerations or those involving fault	We request the Bank to kindly add following clause to this clause 40.2 : <i>All the timelines mutually agreed between the Parties to deliver Services ("Timelines") are on the basis that business as usual (BAU) conditions prevail. However, the current epidemic of COVID-19 has resulted in various governments issuing lock down orders and other restrictions that may impact Bidder's ability to meet the Timelines and therefore may result in delays. During the period</i>	No Change. Bidder to comply to the RFP Clause.



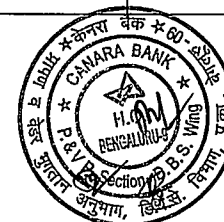
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				or negligence on the part of the party claiming Force Majeure.	<i>the COVID 19 conditions prevail, the Timelines may remain suspended and Bidder's delay in meeting the Timelines would not be treated as a breach of contract or give rise to penalty, liquidated damages, termination rights or any other rights specified in the RFP.</i>	
77	Part-IV	46.3	66	46.3 The Vendor will abide by the job safety measures prevalent in India and will free the Bank from all demands or responsibilities arising from accidents or loss of life, the cause of which is the Vendor's negligence. The Vendor will pay all indemnities arising from such incidents and will not hold the Bank responsible or obligated.	As scope of services under this RFP is limited to printing and supply of cards, and successful bidder will not be supplying any software or hardware to the Bank, we request the Bank to kindly delete this clause.	No Change. Bidder to comply to the RFP Clause.
78	Part-IV	46.5	66	46.5 Vendor shall provide necessary training to the designated Canara Bank officials on the configuration, operation/ functionalities, maintenance, support & administration for software/ hardware and components, troubleshooting processes of the proposed solution.	As scope of services under this RFP is limited to printing and supply of cards, and successful bidder will not be supplying any software or hardware to the Bank, we request the Bank to kindly delete this clause.	The Clause is Modified as below: Vendor shall provide necessary training to the designated Canara Bank officials for coordinating the monitoring mechanism regarding the embossing process covering configuration, operation/ functionalities, maintenance, support & administration for software/ hardware and components,



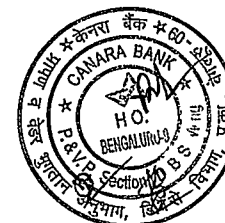
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						troubleshooting processes of the proposed solution.
79	Part-IV	45	66	Bidder or any of its subcontractor(s) shall not hire any of the existing/ex/retired employees of the bank during the contract period or after the closure/ termination of contract even if existing/ ex/retired employee actively seek employment from the Bidder or any of its subcontractor(s). The period / duration after the date of resignation/ retirement/ termination after which the existing/ ex/ retired employee shall be eligible for taking up such employment shall be governed by regulatory guidelines/HR policies of the Bank.	Bidder reckon that since services be provided on a hosted solution model, this clause will not be applicable, hence we request the Bank to kindly delete this clause.	No Change. Bidder to comply to the RFP Clause.
80	Part-IV	47	67	47.1 No person of the Bank or the Contractors and third parties shall violate the Social Media Policy of the Bank.	Bidder reckon that bidder employees involved in project execution at Bank site shall comply with mentioned policies.	RFP Clause is Self Explanatory
81	Part-IV	46.8	67	46.8 The Vendor shall keep the Bank indemnified against all claims, actions, loss, damages,, costs, expenses, charges, including legal expenses (Attorney, Advocates fees included) which the Bank may suffer or incur on account of (i) Successful Bidder's breach of its warranties, covenants,	As scope of services under this RFP is limited to printing and supply of cards, and successful bidder will not be supplying any software or hardware to the Bank, we request the Bank to kindly delete this clause.	No Change. Bidder to comply to the RFP Clause.



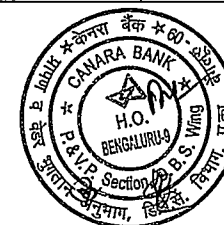
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				responsibilities or obligations; or (ii) breach of confidentiality obligations mentioned in the SLA; or (iii) any willful misconduct and gross negligent acts on the part of employees, agents, representatives or sub-contractors (if allowed) of Successful Bidder. Successful Bidder's shall make good the loss suffered by the Bank.		
82	Part-IV	46.9	67	46.9 The Vendor shall undertake the responsibility to take all possible measures, at no additional cost, to avoid or rectify any issues which thereby results in non-performance of software/ hardware/ deliverables within reasonable time. The Bank shall report as far as possible all material defects to Successful Bidder without undue delay. Successful Bidder shall also undertake to co-operate with other service providers thereby ensuring expected performance covered under scope of work.	As scope of services under this RFP is limited to printing and supply of cards, and successful bidder will not be supplying any software or hardware to the Bank, we request the Bank to kindly delete this clause.	No Change. Bidder to comply to the RFP Clause.
83	Part-IV	46.10	67	46.10 The Vendor shall arrange and ensure proper data recovery mechanism, attrition plan and other contingency plans to meet any unexpected obstruction to Selected Bidder or any employees or sub-	As scope of services under this RFP is limited to printing and supply of cards, and successful bidder will not be supplying any software or hardware to the Bank, we request	No Change. Bidder to comply to the RFP Clause.



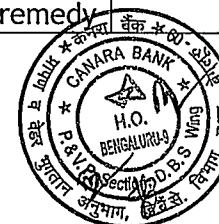
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				contractors (if allowed) of Selected Bidder in rendering the Services or any part of the same under the SLA. Selected Bidder at Banks discretion shall co-operate with the Bank in case on any contingency.	the Bank to kindly delete this clause.	
84	Part-IV	47	67	47.1 No person of the Bank or the Contractors and third parties shall violate the Social Media Policy of the Bank. 47.2 The following acts on the part of personnel of the Bank or Contractors and third parties shall be construed as violation of Social Media Policy: (i) Non-adherence to the standards/guidelines in relation to Social Media Policy issued by the Bank from time to time. (ii) Any omission or commission which exposes the Bank to actual or potential monetary loss or otherwise, reputation loss on account of non-adherence of Social Media related systems and procedures.	As the Bidder provides services to multiple customer across India and its not possible for the Bidder to comply with IT and security laws of each customer, hence we request the Bank to kindly amend this clause with following wordings: <i>The Vendor shall have to comply with its Social Media policy while providing services to the Bank under this RFP and a copy of these policies will be shared by the Bidder with the Bank upon execution of Agreement.</i>	No Change. Bidder to comply to the RFP Clause.
85	Annexure-6	8.1	84	8.1 The BIDDER/SELLER/CONTRACTOR/SERVICE PROVIDER undertakes that it has not supplied/is not supplying similar product/systems or	Service fee is based on multiple factors like taxes, compliance of regulations proposed by statutory, regulatory authorities, volume of services, components of services,	No Change. Bidder to comply to the RFP Clause.



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				subsystems/services at a price lower than that offered in the present bid to any other Bank or PSU or Government Department or to any other organization/entity whether or not constituted under any law and if it is found at any stage that similar product/systems or sub systems/services was supplied by the BIDDER / SELLER / CONTRACTOR / SERVICE PROVIDER to any other Bank or PSU or Government Department or to any other organization/entity whether or not constituted under any law, at a lower price, then that very price, with due allowance for elapsed time, will be applicable to the present case and the difference in the cost would be refunded by the BIDDER / SELLER / CONTRACTOR / SERVICE PROVIDER to the BUYER, if the contract has already been concluded.	AMC, penalty, LD, FOREX etc. and unless all these factors are considered, Bidder will not be able to offer the service fee, it is offering or has offered to any other bank.	
86	Annexure-13	vi	96	(vi) The prices quoted should be inclusive of all taxes, duties and statutory levies including GST, which shall be reimbursed/paid as per applicable rates or on producing original receipts. In case the Bidder is enjoying any Tax exemption for any	While we agree to comply with all tax existing as on date of submission of bid, it is not possible for the bidder to envisage taxes which may be applicable in future and corresponding changes to be done to the services, thus we	No Change. Bidder to comply to the RFP Clause.

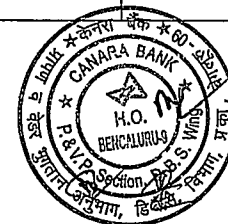


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				particular component or components and if the tax exemption ceases during the tenure of contract, Bank shall not pay the exempted tax component which is levied due to cessation of exemption.	request that bidder should be liable for compliance of all tax laws applicable as on date of submission of bid and compliance to any new tax or change in existing tax regime shall be done at cost mutually agreed between the parties and this clause should be amended accordingly.	
87	Annexure-24	-	110	We do also hereby irrevocably and unconditionally agree and undertake to save and keep the Bank, including its respective directors, officers, and employees and keep them harmless from and against any claim, demand, losses, liabilities or expenses of any nature and kind whatsoever and any damage caused from and against all suits and other actions that may be instituted taken or preferred against the Bank by whomsoever and all losses, damages, costs, charges and expenses arising out of non-compliance with or nonadherence to any statutory/regulatory requirements and/or any other law for the time being in force.	Bidder agrees to indemnify the bank against any third party claim to the extent same is made against the Bank and same is caused due to Bidder non-compliance of laws applicable to the Bidder for the services delivered under this RFP. Bidder agrees to pay all court cost, monetary damages and reasonable attorney fee awarded by the court or as agreed in a settlement between bidder and claiming party, if Bank provides, prompt notice of claim, sole control to defend or settle the claim, all information, support, cooperation reasonably required by the bidder to defend or settle the claim and take all steps to mitigate the claim. These are the sole remedy	No Change. Bidder to comply to the RFP Clause.



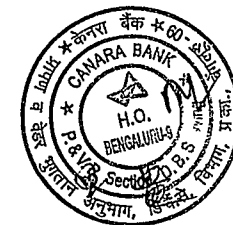
Amendment / Addendum / Corrigendum - 2 to the RFP-07/DBS/EMV-CARD/2022 Dated 11/02/2022 for Procurement, Personalization, Pin Printing, Dispatch, Tracking and Management Services of EMV Chip Debit Cards (Contact & Dual Interface Cards including NCMC).

Sl.No. [1]	Part/ Annexure No [2]	Clause No. [3]	Page No. [4]	Description as per RFP (Indicative) [Refer RFP for exact Description] [5]	Query/Suggestions [6]	Bank's Response/Remarks/Clarifications [7]
					of Bank for any claim under this clause.	
88	Part-I	11.2	27	MSEs are exempted from paying Earnest Money Deposit (EMD). However, Performance Bank Guarantee has to be submitted by the bidder under any circumstance. To qualify for EMD exemption, firms should necessarily enclose a valid copy of registration certificate which is valid on last date of submission of the tender documents. MSE firms who are in the process of obtaining registration will not be considered for EMD exemption. (Traders are excluded who are engaged in trading activity without value addition / branding / packing. In such a case they will have to submit EMD).	Please also allow EMD exemption to MSME (Medium Enterprises) registered bidders. The bidder is not required to submit the Bid Security/EMD as per the latest directives from Government of India (Please refer No. F.9/4/2020-PPD Government of India Ministry of Finance Department of Expenditure Procurement Policy Division Dated 12th November 2020)	No Change. Bidder to comply to the RFP Clause.
89	GeM Bid Document	-	-	Pre Bid Meeting Mode	Please conduct pre bid meeting via online mode due to ongoing pandemic guidelines.	No Change. Bidder to comply to the RFP Clause.
90	Part-I	4 (4 & 5)	15	4. The bidder should have experience in Procurement, Personalization and Supply of EMV chip based EMV Chip Cards (Contact & DI) of Visa, MasterCard & RuPay to Scheduled Commercial Banks in India during the previous Three (03) years effective from 01.01.2019.	We request Bank to accept valid Purchase Orders or Reference Letter in general format as third-party customer would not provide reference letter in external format.	No Change. Bidder to comply to the RFP Clause.

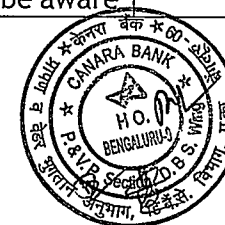


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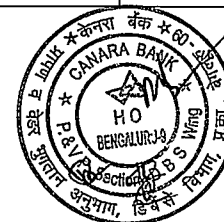
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				5. Bidder on its own capacity should have personalized and supplied at least 10 Lakhs EMV and 20 lakh Dual Interface debit/credit cards in last one year effective from 01.01.2021. Out of the 20 lakh DI cards, minimum 1 Lakh cards should be National Common Mobility Card (NCMC).		
91	Part-I	4 (6)	16	Bidder should have their own VISA, MasterCard and NPCI (RuPay) certified Card Personalization units located in India for contact and dual interface cards as on the date of submission of Bid and certification should be continuous from 01.01.2019 without any disqualification.	NPCI (RuPay) certifications are issued after 2019. Please allow current valid LoA holders to submit the bid.	No Change. Bidder to comply to the RFP Clause.
92	Annexure-32	1	123	Profit/ Loss (After Tax)	Bidders having positive networth should be given the priority. Bidder's who have good track record can not be assessed by PAT. We request Bank to drop this point of scoring. Keeping in mind the current module crisis, we request you to relax this clause and thereby ensure companies with strong supply chain to take part in this tender	No Change. Bidder to comply to the RFP Clause.



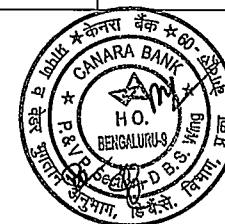
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93	Annexure-32	3	124	Manufacturing capacity, back up plans etc. Disaster Recovery (Own Facilities)	Bank should accept an active DR site with valid contract. Bidders having an active DR site bound by a active contract is equivalent to own site. So we request Bank to drop the word "Own Facilities". Keeping in mind the current module crisis, we request you to relax this clause and thereby ensure companies with strong supply chain to take part in this tender	No Change. Bidder to comply to the RFP Clause.
94	Annexure-32	3	124	Own base card production facility in India	Bank should accept a third supplier with valid contract as Own facility. Bidders having an active contract bound supplier is equivalent to own facility. So we request Bank to drop the word "Own Facilities". Chip Module is the critical component on an EMV Card. Hence companies like G+D, where we have our own chip modules supply chain, should be given due preference and weightage rather than giving weightage to PVC cardbody manufacturing which any one can supply.	No Change. Bidder to comply to the RFP Clause.
95	Part-I	9.2	25	The Recipient will not disclose or discuss the contents of the RFP	This clause as this is very wide in nature, Recipient will not be aware	No Change. Bidder to comply to the RFP Clause.



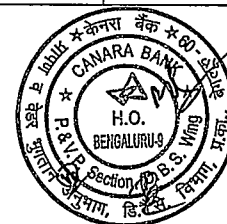
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				document with any officer, employee, consultant, director, agent, or other person associated or affiliated in any way with Bank or any of its customers, suppliers, or agents without the prior written consent of Bank	as to who all are employee, director, consultant, agent of bank and its customer, supplier, etc . This should be applicable on bidders employee only.	
96	Part-I	9	25	Confidentiality	We request that information of Bidder shall also be protected and considered confidential	No Change. Bidder to comply to the RFP Clause.
97	Part-II	10	38	Autorised Signatory The selected bidder shall submit, a certified copy of the resolution of their Board, authenticated by Company Secretary along with Power of Attorney duly stamped, authorizing an official or officials of the company to discuss, sign with the Bank, raise invoice and accept payments and also to correspond.	Authentication of Managing Director should also be considered, as our company are not mandatorily required to appoint company secretary.	No Change. Bidder to comply to the RFP Clause.
98	Part-II	18	39	BID INTEGRITY The Bidders shall be deemed to license, and grant all rights to Canara Bank, to reproduce the whole or any portion of their equipment for the purpose of evaluation, to disclose the contents of submission to other Bidders and to disclose and/ or use the contents of submission as the basis for RFP process	We request that contents of submission should not be disclosed to other bidder as it may contain confidential information amongst other competitive advantage that a particular bidder may have.	No Change. Bidder to comply to the RFP Clause.



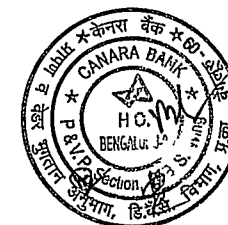
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99	Part-III	8	47	Award of Contract	We request bank to insert a clause stating that successful bidder may have a right to reject acceptance of order, due to unforeseen circumstances or for reason beyond its control	No Change. Bidder to comply to the RFP Clause.
100	Part-IV	2	50	PROJECT EXECUTION	We have our perso site in Chennai. So we should be allowed to execute project from Chennai only.	No Change. Bidder to comply to the RFP Clause.
101	Part-IV	4.1	50	The purchase order (PO) for card procurement will be issued by Card Section, DBS Wing, Canara Bank HO. The bidder, upon receipt of the PO shall co-ordiante with Planning & Development Section, DBS Wing, HO Bangalore for artwork approval.	We request bank to insert a clause stating that successful bidder may have a right to reject acceptance of order, due to unforeseen circumstances or for reason beyond its control	No Change. Bidder to comply to the RFP Clause.
102	Part-IV	6.1	51	The service start-up time from the date of agreement shall be 4 weeks. If the bidder fails to initiate the services within this stipulated time schedule, the Bank shall be at liberty to cancel the order. Under such circumstances, the Bank shall forfeit the amount held as Security Deposit/ performance guarantee.	Bank reserves right to cancel the order after giving written notice. If delay is on-behalf of bank, due considerations should be given	No Change. Bidder to comply to the RFP Clause.
103	Part-IV	6.3	51	Any loss caused to the bank owing to non-performance of the service provider as per the SLA, or non-	Is there any capping on LD amount? We request bank to capped it to 3% of TCO.	No Change. Bidder to comply to the RFP Clause.



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				compliance of regulatory guidelines, will attract liquidated damages to the extent that the claim is made against the bank. The Bank reserves the right to recover this amount from any dues payable or to accrue to the Service Provider in future in any form		
104	Part-IV	7.1	51	The cards are to be duly prepared, packed along with the required collaterals and despatched within 48 hours from the date of receipt of required data provided by Bank and PIN mailers are to be espached within 24 hours of receipt of data from the Bank. Delay in despatch of cards & PIN mailers would attract penalty @0.5% per day of the amount of bill pertaining to the cards delayed, subject to a maximum of 10% of the billed amount, where the delay would be calculated on a per day basis, till the despatch of the cards. Penalty along with applicable GST may be deducted from bill amount payable without any prior intimation.	We request bank to cap 0.5% of delayed quantity and max of 10% also on delayed quantity	No Change. Bidder to comply to the RFP Clause.
105	Part-IV	7.5	51	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	We request the word "gross" to be included before word "negligence" further needs to delete the words "along with damagesand goodwill.", as quantification of	No Change. Bidder to comply to the RFP Clause.

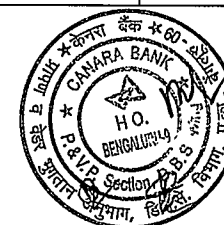


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				damages if any with regard to Bank's reputation and goodwill.	reputation and goodwill is impractical	
106	Part-IV	7.6	51	Delivery of goods and performance of Services shall be made by the bidder/ supplier in accordance with the time schedule specified by purchaser. Any delay in performance of the obligation by the bidder/ supplier will result in imposition of liquidated damages and/or termination of rate contract for default	We request that reasonable time extension on case to case basis should be considered	No Change. Bidder to comply to the RFP Clause.
107	Part-IV	8	52	Inspection and Audit	It should be done with timely notice. We can only allow site inspection as per our security policy.	No Change. Bidder to comply to the RFP Clause.
108	Part-IV	9.6	52	However, in case of any un-anticipated decrease in supply or service costs over the term of the contract due to reduction of prices, efficient use of IT infrastructure / reduction of statutory charges, Bank expects the benefits to be passed on to the Bank through re-negotiation by a Price Negotiation Committee. No conflict between the Selected Bidder and the Bank will cause cessation of services due to this. Only by mutual consent, the services can be withdrawn	How about vice a versa situation. In that case vendor shall be compensated with increase in price	No Change. Bidder to comply to the RFP Clause.



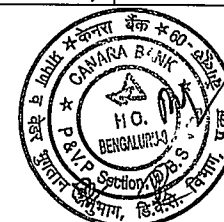
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109	Part-IV	16	55	NO WAIVER OF BANK RIGHTS OR SUCCESSFUL BIDDER'S LIABILITY	We request bank that the word "or not" appearing after words "ascertained, or certified" needs to be deleted	No Change. Bidder to comply to the RFP Clause.
110	Part-IV	21.1	57	The Bank reserves the right to cancel the entire / unexecuted part of the Purchase Order, by giving 7 days notice, at any time by assigning appropriate reasons and recover expenditure incurred by the Bank in addition to recovery of liquidated damages in terms of the contract, in the event of one or more of the following conditions:	7 days notice is too short, needs to be 30 days or some reasonable time. Further there needs to rectification period and if breach is not remedied or remedy plan not submitted in that case Bank can terminate with reasonable period	No Change. Bidder to comply to the RFP Clause.
111	Part-IV	21.2	57	After the award of the contract, if the selected Bidder does not perform satisfactorily or delays execution of the contract, the Bank reserves the right to get the balance contract executed by another party of its choice by giving 01 (One) month's notice for the same. In this event, the selected Bidder is bound to make good the additional expenditure, which the Bank may have to incur to carry out for the execution of the balance of the contract. Such additional expenditure shall be incurred by the Bank within reasonable limits at comparable price prevailing in	We request the bank to delete the following "In this event, the selected Bidder is bound to make good the additional expenditure, which the Bank may have to incur to carry out for the execution of the balance of the contract. Such additional expenditure shall be incurred by the Bank within reasonable limits at comparable price prevailing in the market. This clause is also applicable, if for any reason, the contract is cancelled" as bidder may not be privy to the terms and conditions of such	No Change. Bidder to comply to the RFP Clause.

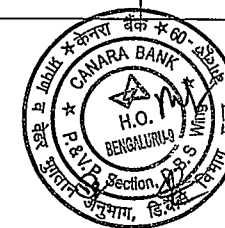


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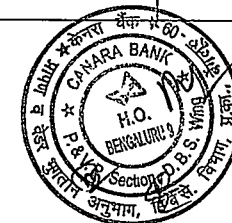
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				the market. This clause is also applicable, if for any reason, the contract is cancelled	additional expenditure for getting execution of the balance of the contract	
112	Part-IV	23	58	TERMINATION FOR CONVENIENCE	Vendor / Successful Bidder shall also have termination rights to terminate the contract with 90 days notice	No Change. Bidder to comply to the RFP Clause.
113	Part-IV	25	59	DEFECT LIABILITY Further the Vendor will be held responsible and accountable for the differential cost of purchase and personalization the Bank may incur due to the delay/non supply of cards as per our order.	This should be part of penalty only and capped accordingly.	No Change. Bidder to comply to the RFP Clause.
114	Part-IV	31.2.1	61	All indemnities shall survive notwithstanding expiry or termination of the contract and bidder shall continue to be liable under the indemnities.	We request that there needs time cap and cant be kept unlimited. Advisable to limit till 6 months after expiry / termination of the agreement	No Change. Bidder to comply to the RFP Clause.
115	Part-IV	31	61	Indemnity	Bank shall also indemnify Vendor if vendor suffer any claim, loss, damage for the reason attributable to Bank please include the proposed clause for the same "Bank shall indemnify, save and hold harmless, Vendor from and against all actions,	No Change. Bidder to comply to the RFP Clause.



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					proceedings, claims, suits, liabilities (including statutory liability), penalties, demands, charges, costs (including legal costs) and expenses, damages, losses and any other expenses which may be caused to or suffered by or made or taken against the vendor arising out of any act, omission, commission or anything attributable to the bank."	
116	Part-IV	40.2	63	Force Majeure	We request that this point considering chip crisis also commercial consideration is specifically carve out	No Change. Bidder to comply to the RFP Clause.
117	Part-IV	41.7	64	The Bidder agrees not to hire, solicit or accept solicitation either directly or through a third party from any of the employees of the Bank directly involved in this contract during the period of contract and 3 years thereafter, except as the parties may agree on the case to case basis.	We request that 3 years post termination is very high period needs to be reasonable capping. Please reduce it to 1 year.	No Change. Bidder to comply to the RFP Clause.
118	Part-IV	45	66	Bidder or any of its subcontractor(s) shall not hire any of the existing/ex/retired employees of the bank during the contract period or after the closure/ termination of contract	this clause is very wide in nature and needs to be reasonably restrictive.	No Change. Bidder to comply to the RFP Clause.

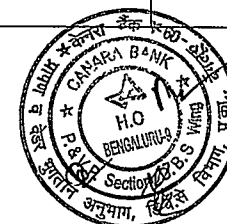


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				even if existing/ ex/retired employee actively seek employment from the Bidder or any of its subcontractor(s). The period / duration after the date of resignation/ retirement/ termination after which the existing/ ex/ retired employee shall be eligible for taking up such employment shall be governed by regulatory guidelines/HR policies of the Bank.		
119	Part-IV	47	67	Social Media Policy of Bank	Please provide Bank's policy	Policy shall be shared with the selected Bidder(s) if required.
120	Annexure-5	-	78	Non - Disclosure Agreement	We request bank to include a line stating that bank will also protect information of Vendor / Bidder in same manner	No Change. Bidder to comply to the RFP Clause.
121	Annexure-6	7.1	83		We request bank that reason shall be provided for forfeiting EMD and / or invoking BG	RFP Clauses are Self Explanatory
122	Annexure-6	8.1	84	Fall clause	We request Bank to drop this clause. As price may vary due to global factors at different time. We can not guarantee same price to all the customers.	No Change. Bidder to comply to the RFP Clause.
123	Annexure-9	18	89	Specifications for EMV CHIP Contact Cards: 18. PVC Material with 800 micron thickness. White Plastic Standard - ISO/IEC 7810-ID 1	As per ISO Standard it is 760-840 Micron. We request bank to consider this.	No Change. Bidder to comply to the RFP Clause.

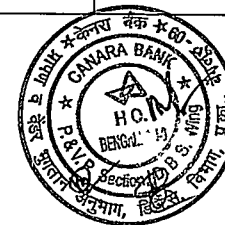


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124	Part-I	8.4.7	21	Non-personalized debit cards will be dispatched to Branches in bulk. In such cases, along with regular stationary, the Bidder should include the list of cards present in each card packet. Data security standards should be maintained while furnishing the card numbers	Need to have sample format of report and data security concern of card number furnishing information. Usually, will mention with masked format of card number. We request Bank to provide us sample format of cards.	Details shall be shared with selected bidder(s). No Change, Bidder to comply to the RFP Clause.
125	Part-I	8.4.9	22	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	We want to highlight that until dispatch of the card, we will furnish the report. Whereas, the POD and RTO can't be obtained. We request bank to modify this clause appropriately.	Implementation modalities shall be finalized with the selected Bidder(s). No Change. Bidder to comply to the RFP Clause.
126	Part-I	8.5.1	22	PIN Printing for all debit card variants shall be done at Bank's or Bidder's premises as per Bank's confirmation. In case Pin printing is being done at Bank's premises, Bank will provide the following infrastructure - HSM, computers and office space and Bidder has to provide pin mailer printer, blank pin mailers, dispatch management software and arrange the manpower for pin printing. In case Pin printing is	Need to understand the pin mailer arrangement, also the ratio of physical & green pin	RFP Clause is Self Explanatory.

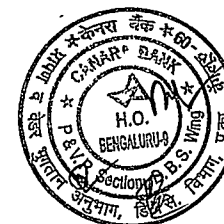


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				being done at Bidder's premises, the bidder shall arrange required infrastructure at its own cost. The bidder must ensure timely supply of blank pin mailers and maintain the stock position of the stationery items.		
127	Part-I	8.7.1	23	The Bidder will dispatch the cards from their facility directly to our customers or to our Branches. In case of dispatch to customers, the return address will be of a Central place or the Branch where the customer holds his account. In this case, the Branch/Central Place will take care of the returned consignment.	This can be handled with dual address printing on the mailer. We request bank to accept this mode,	Implementation modalities shall be finalized with the selected Bidder(s). No Change. Bidder to comply to the RFP Clause.
128	Part-I	8.7.3	23	The bidder has to process, re-pack and re-dispatch the returned consignment. Required manpower & Dispatch Management Software shall be provided by the Bidder at Bank's Card Section premises. The bidder shall maintain a proper record of such returns with specific reasons and ensure immediate re-dispatch of these cards / consignments after remedial measures are complied with in consultation with and as per the instruction of the Bank. In all cases where reasons for return are attributed	We want to know in the above clause 8.7.1, RTO will be taken care by bank by mentioning the RTO address in the mailer/branch cover.	Implementation modalities shall be finalized with the selected Bidder(s). No Change. Bidder to comply to the RFP Clause.

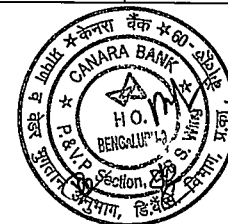


Amendment / Addendum / Corrigendum - 2 to the RFP-07/DBS/EMV-CARD/2022 Dated 11/02/2022 for Procurement, Personalization, Pin Printing, Dispatch, Tracking and Management Services of EMV Chip Debit Cards (Contact & Dual Interface Cards including NCMC).

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				to the bidder, further re-packing and re-dispatch charges including postage/courier shall be borne by the bidder.		
129	Annexure-32	2	123	EMV Debit cards (excluding DI cards) Personalised and supplied to Scheduled Commercial Banks from 01.01.2021 to 31.12.2021	We request to Bank accept similar experience of supplying cards to Financial Institutions.	No Change. Bidder to comply to the RFP Clause.
130	Part-I	2	15	Minimum Annual turnover of the Bidder in India should be more than ₹50 Crores in each of the last 3 financial years, i.e. 2018-19, 2019-20 and 2020-21.	Gagan Sir, Please suggest specifically they had not asked for the 50 crore turnover from cards business,so please advise whether we can mention this point or leave.	Query not clear. No change in RFP Clause.
131	Part-I	11.2	27	MSEs are exempted from paying Earnest Money Deposit (EMD). However, Performance Bank Guarantee has to be submitted by the bidder under any circumstance. To qualify for EMD exemption, firms should necessarily enclose a valid copy of registration certificate which is valid on last date of submission of the tender documents. MSE firms who are in the process of obtaining registration will not be considered for EMD exemption. (Traders are excluded who are engaged in trading activity without value addition / branding / packing. In such a case they will have to submit EMD).	On behalf of KL HI-TECH we request to kindly consider our request as per the RFP Page.No.27,(11. GOVERNMENT OF INDIA GUIDELINES ON PURCHASE PREFERENCE FOR MSEs) 11.1 Procurement through MSEs (Micro & Small Enterprises) will be done as per the Policy guidelines issued by the Ministry of Micro, Small & Medium Enterprises vide Gazette notification no. D.L.-33004/99 dated 23.03.2012 and as amended from time to time. Following are the conditions applicable as per the Government of India	No Change. Bidder to comply to the RFP Clause.

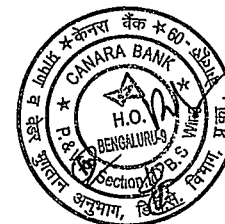


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					Guidelines..Clause No.vii. For ease of registration of Micro and Small Enterprises (MSMEs), Ministry of MSE has started Udyog Aadhaar Memorandum which is an online registration system (free of cost) w.e.f. 18th September, 2015 and all Micro & Small Enterprises (MSEs) who are having Udyog Aadhaar Memorandum should also be provided all the benefits available for MSEs under the Public Procurement Policy for Micro and Small Enterprises (MSEs), Order 2012. <i>Please consider all the MSME who are having Udyog Aadhaar Memorandum should also be provided all the benefits available for Tender fees & relaxation on EMD submission</i>	
132	Part-IV	7.1	51	The cards are to be duly prepared, packed along with the required collaterals and despatched within 48 hours from the date of receipt of required data provided by Bank and PIN mailers are to be despatched within 24 hours of receipt of data from the Bank. Delay in despatch of cards & PIN mailers would attract penalty @0.5%	We humbly request to the tender authorities to kindly consider our request to remove the pentaly clause due to global module shortages,this situation is effecting each & every smart cards manufacturing companies in india & information is very much loud & clear to every segment of the	No Change. Bidder to comply to the RFP Clause.

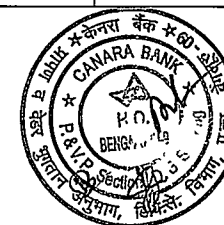


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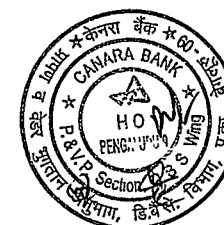
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				per day of the amount of bill pertaining to the cards delayed, subject to a maximum of 10% of the billed amount, where the delay would be calculated on a per day basis, till the despatch of the cards. Penalty along with applicable GST may be deducted from bill amount payable without any prior intimation.	banking industry whether its PSU's or Private bank.so we again requesting to your good office to re-consider our request regarding the pentaly clause of the bank.	
133	Part-I	6	18	6.1 Card Quantity-The debit card requirement (EMV contact + DI card including NCMC) projections for the next Two financial years are as under: 6.2 Card Variants & Personalisation Type- 1.EMV Contact Cards 20% 2.Dual Interface Cards including NCMC 80%	We request to the tender authorities kindly consider our request to change the following requiremenst of cards for the banks as a complete Dual Interface Cards 100% NCMC(DI Cards) due to global shortage & module crisis for the supply of EMV chip module in international market that effected the EMV chip modules alot & there is also no avaliability of EMV(Contact)chip cards.	No Change. Bidder to comply to the RFP Clause.
134	Bid Control Sheet	Earnest Money Deposit (Refundable)	3	₹50.0 Lakh (Rupees Fifty Lakh Only)	Request the Bank reduce the Bid EMD Guarantee to Rs. 30 lakhs.	No Change. Bidder to comply to the RFP Clause.
135	Part-I	4 (5)	15	Bidder on its own capacity should have personalized and supplied at least 10 Lakhs EMV and 20 lakh Dual Interface debit/credit cards in last one year effective from 01.01.2021. Out of the	Request the Bank to accept Purchase Order also. We have the required capacity and capability to personalize National Common Mobility Card (NCMC)	No Change. Bidder to comply to the RFP Clause.



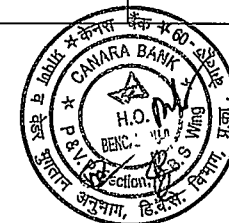
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				20 lakh DI cards, minimum 1 Lakh cards should be National Common Mobility Card (NCMC).	cards. Whether we can give declaration to this effect.	
136	Part-I	5.3	17	In case, the Bidder is having a tie-up with other entity for Supply of Cards, then such entity shall not participate independently in this RFP. In case of violation of this clause, bids received from both 4th parties (if any) shall be rejected.	It may happen that many of the Vendors who are supplying cards may opt to Bid for this RFP. Hence this stipulation may not be insisted upon.	No Change. Bidder to comply to the RFP Clause.
137	Part-I	6.2 (iii)	18	The Bank may also call for a supply of Bilingual cards as and when need arises to comply with regulatory guidelines, which shall not be additionally chargeable.	Request the Bank to consider English version of the Cards.	No Change. Bidder to comply to the RFP Clause. It is further clarified that, the Pre-Printed information shall be bilingual in all the cards.
138	Part-I	8.1.2	20	Card section of the Bank will place indent for various card types 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 at bidder's premises with required security/insurance within 4 weeks of placing the indent. In case of emergency indents, the Bidder should have spare capacities available or should be able to create such	In view of the prevailing condition of unpredictable supplies, suggest the L1 vendor may discuss the Time Frame for placing the indent.	No Change. Bidder to comply to the RFP Clause.



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				capacities in a reasonable time to fulfil the requirement.		
139	Part-I	8.1.3	20	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 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.	Requesting bank to clarify whether they are demanding for an exclusive policy for their stock or the Bureau's general policy which shall cover the same requirements will be considered. Request the Bank to share forecasts on a rolling basis for the following 6 months. This will help the service provider to plan stocks.	RFP Clause is Self Explanatory.
140	Part-I	8.1.4	20	All hardware / software / miscellaneous items / consumables / equipments, 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.	Request the Bank to bear the cost of certification for new variants to be launched.	No Change. Bidder to comply to the RFP Clause.
141	Part-I	8.2.1	20	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.	Requesting bank to kindly provide tentative volumes of personalized and non-personalized cards.	Details will be shared with the selected Bidder(s) as per business requirements of the Bank. No Change. Bidder to comply to the RFP Clause.

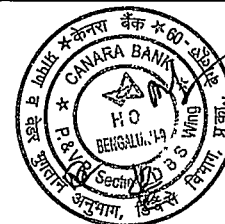


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142	Part-I	8.2.4	20	Successful bidder should be able to integrate their solution with the Card Management System of the Bank.	Since the bank is asking for in-house personalization in their Card Section, would the bank also expect the bidder to integrate with their Card Management System also. Please clarify.	RFP Clause is Self Explanatory.
143	Part-I	8.2.5	20	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.	Request the Bank to share forecasts on a rolling basis for the following 6 months. This will help the service provider to plan stocks.	Details shall be shared with selected bidder(s) as per Business requirements of the Bank. No Change. Bidder to comply to the RFP Clause.
144	Part-I	8.3.1	21	Bidder should 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.	Request the Bank to bear all the white plastic certification charges.	No Change. Bidder to comply to the RFP Clause.
145	Part-I	8.4.3	21	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	The bank expects courier facility to be extended to international destinations. Request the Bank to give a tentative idea of such volumes and specific destinations, known , if any.	No Change. Bidder to comply to the RFP Clause.



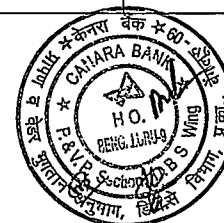
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				Branches or Customer address. Stationary materials may vary for different variant of cards. Bidder should make sure that the correct stationary gets dispatched for a particular card variant.		
146	Part-I	8.4.4	21	Bidder should have an automated process for pasting the cards on the face of their corresponding Welcome Letter which ensures that the CVV number is not visible.	Requesting bank to waive this clause. Alternatively amend to accept manual processes.	No Change. Bidder to comply to the RFP Clause.
147	Part-I	8.4.6	21	The Debit card consignments must be handed over to Speed Post / designated courier acceptable to or approved by the Bank, within 48 hours of receipt of data from the Bank. This timeline is inclusive of holidays and only exclusion allowed will be speed post holidays. The postal/courier cost will be borne by the Bank. Any discounts extended by speed post/courier must be passed on to the Bank.	Since the Bank is bearing Postal /courier cost. The discount if any will be directly passed to the Bank. Trust our assumption is correct.	RFP Clause is Self Explanatory.
148	Part-I	8.4.8	22	Bidder should have dispatch management system to maintain the dispatch & fulfilment details of both cards and pin mailers.	Requesting bank to waive this clause. Alternatively amend to accept manual processes.	No Change. Bidder to comply to the RFP Clause.
149	Part-I	8.4.9	22	Bidder should maintain the records of the cards personalized and dispatched to various destinations / branches,	The bank expects the vendor to maintain the POD's - which is not available from speed post. We	Implementation modalities shall be finalized with the selected



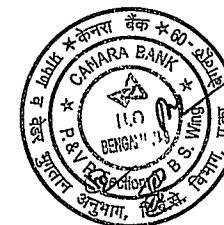
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				including details of card serial number, postal receipt no., Proof of Delivery(POD), card returned if any, etc. The bidder should be able to provide the Bank with the required details in any format required / specified by the Bank.	have only tracking numbers which will be shared progressively with the bank upon dispatch.	Bidder(s). No Change. Bidder to comply to the RFP Clause.
150	Part-I	8.4.11	22	Disputes regarding dispatch / delivery of cards shall be handled and resolved by the bidder.	Such service would only be limited to the banker / Courier agency and not the end customers.	No Change. Bidder to comply to the RFP Clause.
151	Part-I	8.6.1	22	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.	The guidelines states that the PIN should be mailed at least after 2 days from dispatch of card. Also the courier vendor should be different, from the one through whom the card is dispatched. Request the bank to clarify the same. Penalty related to same should also be amended likewise.	RFP Clause is Self Explanatory.
152	Part-I	8.7.3	23	The bidder has to process, re-pack and re-dispatch the returned consignment. Required manpower & Dispatch Management Software shall be provided by the Bidder at Bank's Card Section premises. The bidder shall maintain a proper record of such returns with specific reasons and ensure immediate re-dispatch of these cards / consignments after remedial	The Bank expects the vendor to re-dispatch the returned cards from its central office to the customer, through own Manpower at such location. Request the Bank to share the location and confirm that they will be providing hardware like PC & Printer, etc for re-printing of welcome letters, etc - wherever applicable.	Implementation modalities shall be finalized with the selected Bidder(s). No Change. Bidder to comply to the RFP Clause.



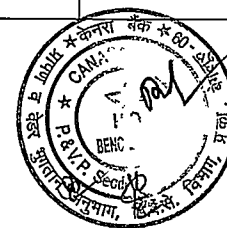
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				measures are complied with in consultation with and as per the instruction of the Bank. In all cases where reasons for return are attributed to the bidder, further re-packing and re-dispatch charges including postage/courier shall be borne by the bidder.		
153	Part-IV	13.1	54	The Selected bidder(s), within 15 days from the date of letter of award will have to furnish a Performance Bank Guarantee as per Annexure-16, issued by any scheduled commercial bank (other than Canara Bank) equivalent to 3% of the total project cost valid for 26 months (24 months + a claim period of 2 months). Upon furnishing the Performance Bank Guarantee, the EMD of the selected bidder(s) shall be returned.	Request the Bank to give 45 day's time from the date of letter of award to furnish the Performance Bank Guarantee.	No Change. Bidder to comply to the RFP Clause.
154	Annexure-13	-	95	5. Service	Request the Bank to change the commercial bid format to include pricing for return cards - where the reason of return is not attributed to the service provider. That needs to be included. Cost of (re)dispatch in such a case should be on the Bank.	No Change. Bidder to comply to the RFP Clause.

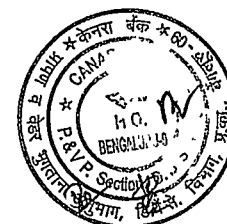


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155	Annexure-32	3	124	Base Card to be procured from other suppliers. Own base card production facility in India.	Request the Bank to waive this conditions as the other vendor supplier too would be having production facility in India only.	No Change. Bidder to comply to the RFP Clause.
156	Annexure-32	5 (6)	124	Automated facility to print both cardholder's address & Branch address on the address label for dispatch.	Request the Bank to waive this clause.	No Change. Bidder to comply to the RFP Clause.
157	Annexure-32	5 (7)	124	Automated process for pasting the cards on the Welcome Letter	Request the Bank to waive this clause.	No Change. Bidder to comply to the RFP Clause.
158	-	-	-	General	Request the bank whether they can distribute the proposal to 2 vendors subject to L2 Vendor agreeing to match the L1 price.	RFP Clause is Self Explanatory
159	-	-	-	General	In view of the erratic availability of cards the prices may go upward. Hence request the Bank to allow the L1 vendor to negotiate with the Bank in the event of any increase in rates.	No Change. Bidder to comply to the RFP Clause.
160	-	-	-	General	Request the Bank to extend the Bid Submission by 10 days from the date of publishing the Pre-bid clarifications on the Banks website.	Please Refer Corrigendum-1
161	Part-I	6.2	18	EMV 20% & DI 80% of total qty of 2.5 cr	Since EMV chips are not available in the global market, we request the bank to kindly convert all requirement to Dual interface cards.	No Change. Bidder to comply to the RFP Clause.

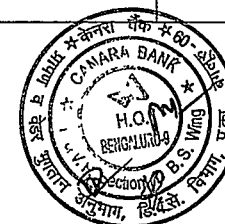


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162	Part-I	6.1	18	Card qty	We request bank to share month on month qty requirement for entire 24 months with qty break up between renewal & new card requirement. This will help the bidder to arrive the exact bank requirement for each month & block the chip for the bank.	Details will be shared with the selected Bidder(s). No Change. Bidder to comply to the RFP Clause.
163	Part-III	6	46	The tender shall be awarded to H1 and H2 bidder in the ratio of 60:40	Considering present global chip crises, we request bank kindly consider minimum 3 bidder with 50: 30: 20 ratio	No Change. Bidder to comply to the RFP Clause.
164	Part-III	6.2.2 (i)	46	Work shall be awarded to H1 bidder subject to matching the rates of H2 bidder with 5% price escalation on rates quoted by H2 bidder. Price matching shall be done line item wise i.e. matching price of each line item and not just overall rate (TCO).	In all techno commercial tender (QCBS) L1 will be decided based on Highest score technical & commercial bid. L1 bidder will get order at L1 bidder price. We request bank to kindly remove the clause of matching the Line wise price matching of H2 bidder.	No Change. Bidder to comply to the RFP Clause.
165	Part-III	6.2.2 (iii)	46	In case H1 bidder refuses to match the Price quoted by H2 bidder as mentioned above, 100% work shall be awarded to H2 bidder. However, such refusal to match the price by H1 bidder shall not account for forfeiture of EMD submitted by H1 bidder.	We request bank to kindly remove this clause	No Change. Bidder to comply to the RFP Clause.



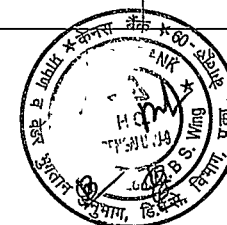
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166	Annexure-13	2	95	DI Based Card with Hologram	Request the bank to kindly provide the quantity breakup of Visa, Master & Rupay DI Card	No Change. Bidder to comply to the RFP Clause.
167	Annexure-13	2	95	DI Based Card with Hologram	Since the Hologram cost is different for Visa, Rupay & Mastercard, Request the bank to kindly provide the additional Hologram cost separately for visa, rupay and master card	No Change. Bidder to comply to the RFP Clause.
168	Annexure-10	-	91	Stationery items and specifications	Our understanding kit items, and specification will be same for both canara bank and RRB's Sponsored by canara bank.	Details will be provided to the Selected Bidder(s)
169	Annexure-10	3	91	PouchMaterial : Tyvek 1056D.	Tyvek pouch is a patent product. There are many other materials which are giving similar outcome. So, request the bank to kindly consider the similar type of material which should be resistant to tear, water, chemical, rot & mildew. 170 Gsm Art paper with inner lamination is the substitute for Tyvek.	No Change. Bidder to comply to the RFP Clause.
170	Annexure-13	(vi)	96	The prices quoted should be inclusive of all taxes, duties and statutory levies including GST, which shall be reimbursed/paid as per applicable rates or on producing original receipts. In case the Bidder is enjoying any Tax	Our understanding that bank will pay any variation (upward or downward) in the GST at actual	RFP Clause is Self Explanatory

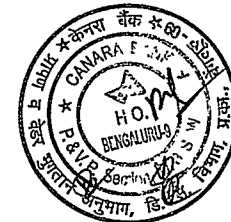


Amendment / Addendum / Corrigendum - 2 to the RFP-07/DBS/EMV-CARD/2022 Dated 11/02/2022 for Procurement, Personalization, Pin Printing, Dispatch, Tracking and Management Services of EMV Chip Debit Cards (Contact & Dual Interface Cards including NCMC).

Sl.No. [1]	Part/ Annexure No [2]	Clause No. [3]	Page No. [4]	Description as per RFP (Indicative) [Refer RFP for exact Description] [5]	Query/Suggestions [6]	Bank's Response/Remarks/Clarifications [7]
				exemption for any particular component or components and if the tax exemption ceases during the tenure of contract, Bank shall not pay the exempted tax component which is levied due to cessation of exemption		
171	Part-I	8.5.1	22	Currently, Bank is printing PIN printing physical Pin Mailers for approximately 70% of debit cards. Bank is in process of switching over to green pin facility for debit cards in a phased manner	our understanding is that Green Pin generation is not bidder scope of work. kindly confirm.	It is clarified that, Green Pin generation is being handled by the Bank. No Change. Bidder to comply to the RFP Clause.
172	Part-IV	7.4	51	In cases of habitual / frequent delay in supply of cards, Bank may consider invocation of the performance bank guarantee or may even consider termination of contract of the bidder.	Request you to revise the Clause as Notwithstanding any contained anywhere, no penalty whatsoever shall apply for any delay caused due to non-availability of cards due to reasons beyond the reasonable control of the vendor/subcontractor or inability to supply cards due to escalation in prices or raw materials / inputs beyond 10%.	No Change. Bidder to comply to the RFP Clause.
173	Part-IV	7.1	51	The cards are to be duly prepared, packed along with the required collaterals and despatched within 48 hours from the date of receipt of required data provided by Bank and PIN mailers are to be despatched within 24 hours of receipt of data from the Bank.	Request you to revise the Clause As Notwithstanding any contained anywhere, no penalty whatsoever shall apply for any delay caused due to reasons beyond the reasonable control of the vendor/subcontractor.	No Change. Bidder to comply to the RFP Clause.



Sl.No. [1]	Part/ Annexure No [2]	Clause No. [3]	Page No. [4]	Description as per RFP (Indicative) [Refer RFP for exact Description] [5]	Query/Suggestions [6]	Bank's Response/Remarks/Clarifications [7]
				Delay in despatch of cards & PIN mailers would attract penalty @0.5% per day of the amount of bill pertaining to the cards delayed, subject to a maximum of 10% of the billed amount, where the delay would be calculated on a per day basis, till the despatch of the cards. Penalty along with applicable GST may be deducted from bill amount payable without any prior intimation.		
174	Part-IV	40.2	63	For the purposes of this clause, 'Force Majeure' means and includes wars, insurrections, revolution, civil disturbance, riots, terrorist acts, public strikes, hartal, bundh, fires, floods, epidemic, pandemic, quarantine restrictions, freight embargoes, declared general strikes in relevant industries, Vis Major Act of Government, impeding reasonable performance of the Vendor and / or Sub-Contractor but does not include any foreseeable events, commercial considerations or those involving fault or negligence on the part of the party claiming Force Majeure	Request you to Revise entire Force Majeure clause as "Notwithstanding anything contained anywhere, for the purposes of this clause, 'Force Majeure' includes wars, insurrections, revolution, civil disturbance, riots, terrorist acts, public strikes, hartal, bundh, fires, floods, epidemic, pandemic, quarantine restrictions, lockdown of business /economic activity, non-availability of raw materials / inputs, escalation of prices of raw materials/inputs required beyond 10%, freight embargoes, declared general strikes in relevant industries, Vis Major Act of Government, and such other	No Change. Bidder to comply to the RFP Clause.



Sl.No. [1]	Part/ Annexure No [2]	Clause No. [3]	Page No. [4]	Description as per RFP (Indicative) [Refer RFP for exact Description] [5]	Query/Suggestions [6]	Bank's Response/Remarks/Clarifications [7]
					events and circumstances beyond the reasonable control and impeding partially or fully performance of any and all obligations of the Vendor and / or Sub-Contractor."	
175	Part-II	9.2	37	Bank Guarantee towards Earnest Money Deposit and all Declarations/ Forms/ Formats/ Documents etc. asked in the RFP, which need to be submitted on Stamp Paper shall be submitted both Online (Scanned Copy) on GeM portal and Offline (Physical Copy) in the Tender Box by the bidder before bid submission timeline.	As per our understanding we need to submit hard copy of BG and any documents prepared on Stamp Paper as per RFP. Please confirm.	RFP Clause is Self Explanatory
176	-	-	-	General	Request the bank to provide extension for tender submission (both physical copy & online) for at least 15 days from the date of submission i.e from 08.03.2022 to 23.03.2022.	Please Refer Corrigendum-1

