



Punjab & Sind Bank

(A Government of India undertaking)

Addendum No. 1 Dated: 08.04.2026

SELECTION OF VENDOR(S) FOR SUPPLYING, PRINTING AND PERSONALIZATION OF READY KITS OF EMV CHIP BASED CONTACT CUM CONTACTLESS DEBIT/PREPAID CARDS & NATIONAL COMMON MOBILITY CARDS (NCMC) ENABLED CONTACTLESS DEBIT CARD.

GeM BID No: GEM/2026/B/7366718 dated 18/03/2026

**Head office ATM Cell,
2nd Floor, Plot No. 151, Sector 44, Institutional Area, Gurugram -122003.**

E-mail: atmcell@psb.bank.in

This document is prepared by Punjab and Sind Bank for the "SELECTION OF VENDOR(S) FOR SUPPLYING, PRINTING AND PERSONALIZATION OF READY KITS OF EMV CHIP BASED CONTACT CUM CONTACTLESS DEBIT/PREPAID CARDS & NATIONAL COMMON MOBILITY CARDS (NCMC) ENABLED CONTACTLESS DEBIT CARD.



Punjab & Sind Bank
(A Govt. of India Undertaking)
Where service is a way of life

Addendum - 1

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Punjab & Sind Bank

(A Govt. of India Undertaking)

Where service is a way of life

Introduction

Bank has published the Tender No: GEM/2026/B/7366718 dated 18.03.2026 for “Selection of Vendor(s) for Supplying, Printing and Personalization of Ready Kits of EMV Chip Based Contact Cum Contactless Debit/Prepaid Cards & National Common Mobility Cards (NCMC) Enabled Contactless Debit Card”

Following amendments are made to RFP clauses on immediate effect. All other terms and conditions of the RFP remain unchanged.

Key Information	Date as per RFP	Date as per Addendum-1
Last Date and time for submission of BID	16.04.2026 15:00 Hrs	23.04.2026 15:00 Hrs
Date and Time of Opening of BID	16.04.2026 15:30 Hrs	23.04.2026 15:30 Hrs

		AMENDMENTS		
S.No.	Page No.	Clause No.	Sub-Clause	Amendment
1	40	CHAPTER 4- SCOPE OF WORK	B. Compliance & Approvals	<p><u>SBOM and CBOM</u> The Service Provider shall submit complete, accurate, Software Bill of Materials (SBOM) and Cryptographic Bill of Materials (CBOM) as per CERT-IN guidelines including all the dependencies up to the last level, for all software, applications, systems, libraries, components, and cryptographic elements used in delivering the services. This shall include components provided through third parties or supply chain partners. The Service Provider shall also declare any non-applicable components with proper justification and provide mitigation measures. SBOM/CBOM shall be submitted prior to deployment and updated periodically (quarterly or within 15 days of any material change), along with disclosure of known vulnerabilities and remediation plans. Non-compliance shall be treated as a material breach and may attract penalties as per SLA</p> <p>The Service Provider shall submit the following details as a self-declaration on their letterhead (along with machine-readable files):</p> <ol style="list-style-type: none"> 1. Component / Software name 2. Version and supplier / manufacturer 3. Component type (application/library/firmware/container, etc.) 4. Dependency type (direct/transitive) 5. License details (including open-source) 6. Usage / purpose within the system 7. Cryptographic assets/algorithms used (for CBOM) 8. Key length / strength (where applicable) 9. Known vulnerabilities (CVE details, if any) 10. Compliance status (CERT-In / RBI / industry standards) 11. Last update/review date 12. Applicability (Yes/Not Applicable with justification) 13. Risk/mitigation measures (if applicable)

2		CHAPTER 4- SCOPE OF WORK	B. Compliance & Approvals	<p><u>Supply Chain Information Disclosure</u></p> <p>The Service Provider shall provide complete, accurate, and up-to-date details of all entities engaged in delivering services under this RFP, including subcontractors, third-party vendors, OEMs, cloud/service providers, and other supply chain partners. The information shall cover the nature of engagement, services provided, data/system access, and associated risks. The Service Provider shall ensure periodic updates (quarterly or within 15 days of any material change). Submission of incomplete or incorrect information shall be treated as a material breach of contract and may attract penalties as per SLA.</p> <p>The Service Provider shall submit the following details as a self-declaration in tabular form on their letterhead:</p> <ol style="list-style-type: none"> 1. Name of engaged entity 2. Type of entity (OEM / subcontractor / cloud provider / etc.) 3. Nature of services provided 4. Location (country/region of operation and data storage) 5. Access to Bank data/systems (Yes/No with details) 6. Criticality classification (High/Medium/Low with justification) 7. Contractual arrangement/engagement type 8. Security certifications/compliance status (ISO, PCI-DSS, etc.) 9. Dependency type (direct/indirect) 10. Risk assessment summary 11. Date of last update
2	12	CHAPTER 1 - INSTRUCTIONS TO BIDDERS	1.13 Earnest Money Deposit (EMD)/Bank Guarantee in lieu of EMD:"Bidders (except MSE) are required to submit the Bid Earnest Money (EMD) to protect the Bank against the risk of Bidder's conduct. EMD of Rs.1,77,00,000/- issued in favor of Punjab & Sind Bank shall be in paper form as well as issued under the ""Structured Financial Messaging System"" (SFMS) as mentioned in Key information sheet should be in the shape of irrevocable Financial	Bank details : Bank: Punjab & Sind Bank Branch: Sector- 44, Gurugram, 122003 IFSC Code: PSIB0021509 E-BG can be accepted as EMD.

			<p>Bank Guarantee only from any Scheduled Commercial Bank except Punjab and Sind Bank valid for minimum 225 Days from the last date of Bid Submission as per Appendix-D. EMD will not be accepted in any other form & will lead to outright rejection of the Offer / Bid.</p> <p>Any bank guarantee submitted in physical mode, including EMD/Bid Guarantee which cannot be verifiable through SFMS will be rejected summarily."</p>	
3	34	3.9 Legal Compliance	<p>Bidder is to ensure that the Card Management solution is compliant to all existing regulatory guidelines of GOI /RBI and also adheres to requirements of the IT Act 2000 (including amendments in IT Act 2008) and Payment and Settlement Systems Act 2007 and amendments thereof. A self-declaration to this effect is to be submitted by the bidder.</p>	Clause stands deleted
4	49	Annexure-VI Pre-Qualification Criteria 4	<p>The Bidder should have installed capacity in India for card manufacturing and personalization of at least One million chip based financial/banking Dual Interface cards in a month. Further the bidder to the satisfaction of the Bank, should be capable of increasing the installed capacity within 6-8 weeks of the receipt of order from the Bank. Documents to be submitted: Self-certification along with details of machinery related to card manufacturing & personalization installed</p>	<p>"The bidder should have installed capacity in India for card manufacturing OR have arrangement to procure card bodies in India AND personalization of at least 8 lakh chip based financial/banking Dual Interface cards in a month. Further the bidder to the satisfaction of the Bank, should be capable of increasing the installed capacity within 6-8 weeks of the receipt of order from the Bank" Documents to be submitted: "Self-certification along with details of machinery related to card manufacturing OR agreement with subcontractor for Card Bodies and personalization installed currently. Bidder to share existing utilized and spare personalization capacity details basis personalization machines installed. 25 days are considered as a month. These may be verified by Bank during site visit."</p>

			currently. Bidder to share existing utilized and spare personalization capacity details basis personalization machines installed. 25 days are considered as a month. These may be verified by Bank during site visit	
5	49	Annexure-VI Pre-Qualification Criteria Point No 5	<p>Bidder must have its own MasterCard, VISA and NPCI Certified Bureau/s within India with required infrastructure for Debit Card Manufacturing and personalization (NCCMC, EMV Chip & Magstripe) conforming to all guidelines prescribed by MasterCard, VISA and NPCI for the said purpose. The certificate should be valid at least for 6 months from the date of submission of bids. In case the renewal of the certification is within next 6 months bidder should give a declaration that all the certificates will be updated on time without any disqualification or discontinuity. Further the certification as above should have been received by the bidder on continuous basis during last three years. Three years to be considered as financial year 2022-23,2023-24 & 2024-25).</p>	<p>Bidder must have its own MasterCard, VISA and NPCI Certified Bureau/s within India with required infrastructure for Debit Card Manufacturing</p> <p>OR</p> <p>If bidder has agreement to procure Card Body from sub contractor then certificates of it's card body subcontractor (NCCMC, EMV Chip & Magstripe) conforming to all guidelines prescribed by MasterCard, VISA and NPCI for the said purpose to be submitted.</p> <p>And</p> <p>Bidder must have its own MasterCard, VISA and NPCI Certified Bureau/s within India with required infrastructure for Debit Card personalization (NCCMC, EMV Chip & Magstripe) conforming to all guidelines prescribed by MasterCard, VISA and NPCI for the said purpose.</p> <p>The certificates should be valid at least for 6 months from the date of submission of bids. In case the renewal of the certification is within next 6 months bidder should give a declaration that all the certificates will be updated on time without any disqualification or discontinuity. Further the certification as above should have been received by the bidder on continuous basis during last three years.</p> <p>Three years to be considered as financial year 2023-24, 2024-25 & 2025-26) Documents to be submitted: Vendor should submit VISA, Rupay, Master Card network (all three) certification for EMV/Dual Interface card for manufacturing and Personalization. In case the bidder has agreement to procure Card Body from sub contractor then certificates of it's card body subcontractor (NCCMC, EMV Chip &</p>

				Magstripe) conforming to all guidelines prescribed by MasterCard, VISA and NPCI for the said purpose to be submitted. For Dual Interface Cards and NCMC functionality (offline Wallet) equipped NFC enabled/contactless cards, the bidders should submit necessary certification from NPCI and supply confirmation from respective Banks in India.
6	51	Annexure-VI Pre-Qualification Criteria Point No 6	The Bidder should have supplied debit cards to at least two scheduled commercial banks out of which at least one must be PSU Bank, during last three years as on the date of submission of the Bid.	The Bidder should have supplied debit cards to at least two scheduled commercial banks out of which at least one must be PSU Bank, during last three FY i.e. 2023-2026.
7	51-52	Annexure-VI (Pre-Qualification Criteria)8	The bidder should have an experience of at least Three (3) years of supplying and Personalization of dual interface EMV chip based banking debit cards of Visa, MasterCard & RuPay network. Bidder should have supplied, manufactured and personalized a total of at least 1,50,00,000 EMV contactless/NCMC /Dual Interface (DI)/ Combo Card / Photo card of Visa/ MasterCard/ RuPay network during the last three years (fy 2022-2025) with experience as on the date of submission of bid to any Scheduled commercial Banks in India. The supply of NCMC Debit Card variants shall be of at least 25 lacs in each year during last three years with experience	Bidder should have supplied, manufactured and personalized a total of at least 90,00,000 EMV contactless/NCMC /Dual Interface (DI)/ Combo Card / Photo card of Visa/ MasterCard/RuPay network during the last three years (fy 2023-2026) with experience as on the date of submission of bid to any Scheduled commercial Banks in India. The supply of NCMC Debit Card variants shall be of at least 20 lacs in each year during last three years (fy 2023-2026) with experience as on 31.03.2026 to any Scheduled commercial Banks in India.

			as on the date of submission of bid to any Scheduled commercial Banks in India.	
8	52	Annexure-VI Pre-Qualification Criteria Point No : 9	<p>The bidder or bidder's holding company should have average turnover of Rs.75.00 crores in the last 3 financial years i.e. 2022-23, 2023-24 & 2024-25 from the card business from Indian operations. The copies of audited Profit & Loss accounts and Balance Sheets with auditor's note to be submitted. This must be the individual company turnover and not of any group of companies.</p> <p>Document Requirement: Bidder to submit copy of audited Financial Statement and Independent Auditor Report for last 3 Years i.e. 2022-23, 2023-24 & 2024-25 along with certificate from the Company's Statutory Auditor (with valid UDIN) mentioning average turnover from the card business of last 3 financial year i.e. 2022-23, 2023-24 & 2024-25 from Indian operations</p> <p>Bidder to submit Provisional Financial Statement as on 31.12.2025.</p>	<p>The bidder or bidder's holding company should have average turnover of Rs.70.00 crores in the last 3 financial years i.e. 2022-23, 2023-24 & 2024-25 from the card business from Indian operations. The copies of audited Profit & Loss accounts and Balance Sheets with auditor's note to be submitted. This must be the individual company turnover and not of any group of companies.</p> <p>Document Requirement: Bidder to submit copy of audited Financial Statement and Independent Auditor Report for last 3 Years i.e. 2022-23, 2023-24 & 2024-25 along with certificate from the Company's Statutory Auditor (with valid UDIN) mentioning average turnover from the card business of last 3 financial year i.e. 2022-23, 2023-24 & 2024-25 from Indian operations</p> <p>Bidder to submit Provisional Financial Statement as on 31.03.2026. The same to be certified by CS/ CA with a valid UDIN,.</p>
9	53	Pre-Qualification Criteria (Annexure-VI) Point No 13	Bidder should have valid ISO 9001, ISO 20000/ISO 27001:2013/2022 or above certification as on the date of bid submission.	Bidder should have valid ISO 9001, ISO 27001:2013/2022 or above certification as on the date of bid submission.

10	54	Annexure - VI(Pre Qualification Criteria) Point No 16	<p>The Bidders should have a Disaster Recovery Monitoring Station in at least 2 different seismic zones within India with real-time failover system and both facilities must be owned and operated solely by the Bidder, for card manufacturing, personalization and Business Continuity Plan. The DC/ DR card personalization bureau of the Vendor should be at least ISO 9001 certified.Document Requirement: DR and BCP plan, document of ownership of the facility like purchase deed of land/facility or the lease records of the facility.</p>	<p>Bidders are required to have a documented and tested Business Continuity Plan(BCP). Further, bidders must maintain a DR within India, with real-time failover system located in the seismic zone different from that of the Primary Unit. Both the primary and DR facilities must be own and operated solely by the Bidder, for card personalization activities. Additionally, The DC/DR card personalization bureau of the vendor should be ISO 9001, ISO 27001, and PCI-DSS certified, along with certification from Visa, Mastercard, and RuPay and other standard certifications for personalisation.</p>
11	54	Annexure VI, PQC Point No 17	<p>The bidder should be certified with 1.CQM certification (Card Manufacturing, Inlay Manufacturing)-- For Card and Contactless Inlay Quality 2.PCI-DSS (latest version) 3.PCI-CPP (Card Production & Provisioning) 4. EMVCo certification (L1/L2) 5.Compliance for Data Security or equivalent latest certifications</p>	<p>The Bidder should be certified with 1. CQM certification (IC Card and Card Personalization) 2. PCI-DSS (latest version) 3. PCI-CPP (Card Production & Provisioning) 4.Compliance for Data Security or equivalent latest certifications</p>
12	55	Annexure-VI Pre-Qualification Criteria Point No 18	<p>The Bidder should have logistic management service for managing secured shipment with end to end tracking with app/web based portal for the distribution and secure shipments of debit cards, pan India for at least one scheduled commercial bank with more than 2000 branches. <u>Documents Required:</u> Purchase Order Copy</p>	<p>The Bidder should have logistic management service for managing secured shipment with end to end tracking with app/web based portal for the distribution and secure shipments of debit cards, pan India for at least one scheduled commercial bank with more than 1500 branches. Documents Required: Supply cum Satisfactory letter from Scheduled commercial banks for the same to be provided.</p>

			and Satisfactory letter from Scheduled commercial bank for the same to be provided.	
13	55	Annexure-VI Pre-Qualification Criteria Point No 20	The bidder should have handled end to end logistics/dispatch management during the last the last 2 years (i.e., 2023-24 & 2024-25) for at least one PSU bank. Bidder to submit satisfactory experience letter from respective Bank.	The bidder should have handled end to end logistics/dispatch management during the last the last 2 FY (i.e. 2024-25 & 2025-26) for at least one PSU bank. Document required: Bidder to submit satisfactory experience letter from respective Bank.
14	55	Annexure-VI Pre-Qualification Criteria Point No 22	The bidder should have personalized and supplied Braille Debit cards and Photo Debit cards for at least one scheduled commercial bank. <u>Documents Required</u> Satisfactory Experience Certificates from Banks containing quantity and supply period to be provided	The Bidder should have the readiness of personalizing and supplying Braille Debit cards as on the date of bid submission. Documents Required Self declaration of having the readiness of personalizing and supplying Braille Debit cards as on the date of bid submission. This may be verified by Bank during site visit
15	60	Part Annexure-VII(B) –Matrix for Eligibility cum Technical Evaluation Point No 1	Average Annual Turnover in last 3 years from plastic cards (in Rs.) >75 Crores to 120 Crores 2 Marks >120 Crores to 200 Crores 3 Marks > 200 crore 5 Marks	Average Annual Turnover in last 3 years from plastic cards (in Rs.) >70 Crores to 100 Crores 2 Marks >100 Crores to 120 Crores 3 Marks > 120 Crore 5 Marks
16	60 & 61	Part Annexure-VII(B) –Matrix for Eligibility cum Technical Evaluation Point No 2	Dual Interface Card supplied in FY 24-25 50 Lacs to 100 Lacs 2 Marks 100 lacs to 200 lacs 3 Marks > 200 lacs 5 Marks	Dual Interface Card supplied starting from FY 25-26 30 Lacs to 100 Lacs , Marks 2 >100 lacs to 200 lacs, Marks 3 > 200 lacs, Marks 5

17	61	Part Annexure-VII(B) –Matrix for Eligibility cum Technical Evaluation Point No 2	Bidders Personalization Experience: The bidder should have an experience in printing of EMV/DI cards during last three financial years in PSU Banks/ private banks in India with a minimum number of cards printed per bank as per below: Two bank with 50 lac cards each 2 Marks Three banks with 50 lac cards each 3 Marks Four banks with 50 lac cards each 5 Marks	Bidders Personalization Experience: The bidder should have an experience in printing of EMV/DI cards during last three financial years in PSU Banks/ private banks in India with a minimum number of cards printed per bank as per below: Two bank with 45 lac cards each 2 Marks Three banks with 45 lac cards each 3 Marks Four banks with 45 lac cards each 5 Marks
18	70	Annexure-XII Format for Indicative Bill of Material(BOM)	Blank EMV Chip plastic dual interface Card (contact cum contactless with magstripe) equipped with NCMC functionality (offline wallet) cards (for all VISA/RuPay/Mastercard networks)	Blank EMV Chip plastic dual interface Card (contact cum contactless with magstripe) equipped with NCMC functionality (offline wallet) for RuPay cards and Blank EMV Chip plastic dual interface Card (contact cum contactless with magstripe) for VISA and MasterCard networks
19	70	Annexure -XII Format for Indicative Bill of Material(BOM)	Wearable - Silicon Band	6a Wearable - Key Chain- Leather- 1000 6b Wearable - NFC Sticker Mobile 3000 6c Wearable - Key Chain- PVC- 1000
20	70	Annexure -XII Format for Indicative Bill of Material(BOM)	Wearable Personalization, Collaterals [as per Annex], Storage of Stationary, stuffing, fulfilment, etc. as under. a) Printed Welcome Letter b) Printed User Guide c) Magnetic Box: d) Bubble Envelope e) Wearable Holder All other services like (Receiving/transmitting of data, stuffing of welcome letter, collaterals, fixation of item, dispatch arrangement of cards as per Bank's instructions and storage, MIS data and queries, Insertion of additional leaflet/brochure if any)	Size 140 MM *105 MM *44 MM, Kappa 3.5 MM, Art paper 170 GSM, Matt Lamination, Grooming, Dei Punching. SBS 300 GSM Try , 3.5 MM Black EVA, 6 MM Black Ribbon + Sport UV, 2 set Magnet 10*2 MM+(As per industry standards)

21	70	Annexure -XII Format for Indicative Bill of Material(BOM)	Optional Items	<p>OPTIONAL ITEMS</p> <p>9. Environmentally Friendly Cards (Recycled PVC Cards) Quantity: 3,00,000</p> <p>9a. Personalization, Collaterals , Storage of Stationary, stuffing, fulfilment, etc. as mentioned under S.No.2</p> <p>10. Biometric Cards with fingerprint readers Quantity:50,000</p> <p>10a. Personalization, Collaterals , Storage of Stationary, stuffing, fulfilment, etc. as mentioned under S.No.2</p> <p>11. Holographic Cards Quantity: 1,00,000</p> <p>11a. Personalization, Collaterals , Storage of Stationary, stuffing, fulfilment, etc. as mentioned under S.No.2</p> <p>12. DI Metal Cards – (With weight ranging between 28 grams -30 grams). (For RuPay/Mastercard / VISA only) Quantity: 5,000</p> <p>12a. Personalization, Collaterals, Storage of Stationary, stuffing, fulfilment, etc. as mentioned under S.No.2</p> <p>13. DI Metal Cards – (With weight ranging between 16 grams -18 grams). (For RuPay/Mastercard / VISA only) Quantity:5,000</p> <p>13a. Personalization, Collaterals [as per Annex], Storage of Stationary, stuffing, fulfilment, etc. as mentioned under S.No.2</p> <p>14. DI Metal Cards – (With weight ranging between 10 grams -14 grams) (For RuPay/Mastercard / VISA only) Quantity:5,000</p> <p>14a. Personalization, Collaterals [as per Annex], Storage of Stationary, stuffing, fulfilment, etc. as mentioned under S.No.2</p>
	73	ANNEXURE XII(B) Stationary items for wearables	<p>PSB PVC / leather Key fob Box Size 140 MM *105 MM *44 MM, Kappa 3.5 MM, Art paper 170 GSM, Matt Lamination, Grooming, Dei Punching. SBS 300 GSM Try , 3.5 MM Black EVA, 6 MM Black Ribbon + Sport UV, 2 set Magnet 10*2 MM+</p> <p>PSB PVC / leather Key fob Box Size 100 MM *100 MM *25 MM , Kappa 3.5 MM, Art paper 170 GSM, Matt Lamination,</p>	<p>Point no . 8 Stationary items for wearables First point - PSB PVC / leather Key fob Box Size 100 MM *100 MM *25 MM , Kappa 3.5 MM, Art paper 170 GSM, Matt Lamination, Grooming, Dei Punching. SBS 300 GSM Try , 3.5 MM Black EVA, 6 MM Black Ribbon + Sport UV, 2 set Magnet 10*2 MM+ Stands deleted</p>

			Grooming, Dei Punching. SBS 300 GSM Try , 3.5 MM Black EVA, 6 MM Black Ribbon + Sport UV, 2 set Magnet 10*2 MM+	
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Sl. No.	Page No.	Section	RFP Clause	Query	Clarification
1	3	Key Information	Bid Security (EMD): Rs 1,77,00,000/- (Rupees One Crore seventy seven lakh only)	We request to Bank to reduce the EMD amount as there are some MSME companies also and holding this much amount for 180 days will impact on their day to day work.	As per RFP "All MSEs(Micro & Small Enterprises) having registration as per provisions of the Public Procurement Policy for Micro and Small Enterprises i.e. District Industries Centre (DIC) or Khadi and Village Industries Commission (KVIC) or Khadi and Industries Board (KVIB) or Coir Board or National Small Industries Commission (NSIC) or directorate of Handicrafts and Handlooms or Udyog Aadhaar Memorandum or any other body specified by Ministry of MSME and Start-ups (recognized by DIPP) are exempted from submission of EMD amount. Relevant Certificates should be submitted by the bidder in this regard to avail exemption.

2	4	Key Information	Notes : 4. The bid documents and commercial bid shall be submitted online on GeM portal as per this RFP	Kindly confirm which documents are required to be submitted physically—whether the complete Technical and Commercial Bids are to be submitted, or only the Bank Guarantee towards Earnest Money Deposit (EMD), along with the Integrity Pact and Non-Disclosure Agreement	Please adhere to the terms of RFP
3	6	INTRODUCTION	Requirement of debit cards during three years of agreement is expected to be 30.00 Lakh cards including EMV Chip based Contact cum Contactless (Dual interface) cards with Magnetic Stripe including NFC cards.	The expected 30 lakhs cards are Rupay varient only. If not, please provide tentative bifurcation of visa/master card/rupay.	Please adhere to the terms of RFP
4	9	Chapter 1, 1.5, f Chapter 1- Instructions to bidders	Bid documents shall be submitted in a Single sealed envelope, proof of online payment towards document cost of RFP , EMD/ Bid Security Declaration and other required documents as mentioned in the tender and a sealed envelope containing Indicative (Estimated) Price , duly super-scribing the envelope with the reference of this RFP, due date, name of the Bidder with contact details, Offer reference number etc.	As per RFP, Cost of tender fee is NIL. As per RFP, Commercial bid shall be submitted online in GeM portal. Kindly confirm, if we need to make payment towards document cost and also whether it is required to send the Indicative commercial Bid in sealed envelope.	Please adhere to the terms of RFP

5	9	Chapter 1, 1.5, f Chapter 1- Instructions to bidders	Bid documents shall be submitted in a Single sealed envelope, proof of online payment towards document cost of RFP, EMD/Bid Security Declaration and other required documents as mentioned in the tender and a sealed envelope containing Indicative (Estimated) Price , duly super-scribing the envelope with the reference of this RFP, due date, name of the Bidder with contact details, Offer reference number etc.	We respectfully request the tendering authority to kindly confirm whether the bid documents for both the technical and financial bids are required to be submitted physically.	Please adhere to the terms of RFP
6	9	Chapter 1, 1.5, f Chapter 1- Instructions to bidders	Bid documents shall be submitted in a Single sealed envelope, proof of online payment towards document cost of RFP, EMD/Bid Security Declaration and other required documents as mentioned in the tender and a sealed envelope containing Indicative (Estimated) Price , duly super-scribing the envelope with the reference of this RFP, due date, name of the Bidder with contact details, Offer reference number etc.	As per our understanding, we need to submit only EMD, Integrity pact and NDA as part of Physical submission. Rest all the technical bid documents including above will be submitted only in online mode. Kindly confirm.	Please adhere to the terms of RFP

7	12	CHAPTER 1 - INSTRUCTIONS TO BIDDERS	<p>1.13 Earnest Money Deposit (EMD)/Bank Guarantee in lieu of EMD:"Bidders (except MSE) are required to submit the Bid Earnest Money (EMD) to protect the Bank against the risk of Bidder's conduct. EMD of Rs.1,77,00,000/- issued in favor of Punjab & Sind Bank shall be in paper form as well as issued under the ""Structured Financial Messaging System"" (SFMS) as mentioned in Key information sheet should be in the shape of irrevocable Financial Bank Guarantee only from any Scheduled Commercial Bank except Punjab and Sind Bank valid for minimum 225 Days from the last date of Bid Submission as per Appendix-D. EMD will not be accepted in any other form & will lead to outright rejection of the Offer / Bid.</p> <p>Any bank guarantee submitted in physical mode, including EMD/Bid Guarantee which cannot be verifiable through SFMS will be rejected summarily."</p>	<p>We request you to kindly share your PAN, bank details, and contact information to enable us to provide the SFMS details from our bank.</p>	<p>Please refer addendum 1</p>
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	12	CHAPTER 1 - INSTRUCTIONS TO BIDDERS	<p>1.13 Earnest Money Deposit (EMD)/Bank Guarantee in lieu of EMD:"Bidders (except MSE) are required to submit the Bid Earnest Money (EMD) to protect the Bank against the risk of Bidder's conduct. EMD of Rs.1,77,00,000/- issued in favor of Punjab & Sind Bank shall be in paper form as well as issued under the ""Structured Financial Messaging System"" (SFMS) as mentioned in Key information sheet should be in the shape of irrevocable Financial Bank Guarantee only from any Scheduled Commercial Bank except Punjab and Sind Bank valid for minimum 225 Days from the last date of Bid Submission as per Appendix-D. EMD will not be accepted in any other form & will lead to outright rejection of the Offer / Bid.</p> <p>Any bank guarantee submitted in physical mode, including EMD/Bid Guarantee which cannot be verifiable through SFMS will be rejected summarily."</p>	<p>We respectfully request the tendering authority to kindly confirm whether an e-Bank Guarantee (e-BG) / Earnest Money Deposit (EMD) will be accepted for this tender. We also request you to please provide the bank details required for processing the tender Bank Guarantee (BG).</p>	<p>Please refer addendum 1</p>
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8	15	CHAPTER 1 - INSTRUCTIONS TO BIDDERS	<p>1.15.4 Opening of Price Bids/ Reverse Auction:"The bidder must quote the best competitive price in the indicative commercial bid. Please note the contents and comply with the requirements of the same. Bidders are requested to ensure that they have a valid digital certificate well in advance to participate in Reverse Auction event.</p> <p>Only those bids which are found to be technically responsive will be informed of the date / time / venue of opening of price bids / reverse auction."</p>	<p>We request to Bank to not go for the Reverse Auction as some companies are only participating to get the experience and for that they will quote very less and after sometime they may not able to supply the cards by giving excuses.</p>	<p>Please adhere to the terms of RFP</p>
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9	15	1.15.3(a),(b)	<p>b) The bidders scoring less than 80 marks (cut-off score) out of 100 marks in the technical evaluation shall not be considered for further selection process and their offers will be dropped at this stage.</p> <p>c) The Bidders scoring at least an overall score of 80 marks (cut-off score) or more out of 100 marks, but not meeting the sectional cut off marks in any or all of the criteria in the technical evaluation shall not be considered for further selection process and their offers will be dropped at this stage</p>	<p>We respectfully request the tendering authority to kindly amend the following clause:</p> <p>(b) "Bidders scoring less than 70 marks (cut-off score) out of 100 marks in the technical evaluation shall not be considered for the further selection process, and their proposals will be rejected at this stage."</p> <p>We also request the authority to kindly remove Clause (c), as it restricts competent bidders from achieving the minimum qualifying marks during the evaluation process. This condition appears to be inconsistent with prevailing industry practices, particularly in PSU bank RFPs for card procurement.</p> <p>Furthermore, we request the Bank Committee to consider revising the clause to encourage maximum participation from potential bidders. This will enable the Bank to benefit from fair and healthy competition, ultimately resulting in more competitive pricing and overall value.</p>	Please adhere to the terms of RFP
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10	23	1.26 Fixed Price	The prices quoted in the tender response will be fixed for the period of the contract. The price should be exclusive of all taxes and levies which will be paid by the Bank at actual. However, Bank reserves the right to review the rates, if the bank is of the opinion that there are reductions of rates in the market for comparable services, compared to the initially agreed rates. A benchmark of 20% up and down in the market price of the chip (Based on at least two credible sources) shall trigger the negotiation, on, as and when basis. The Bank reserves the right to negotiate the initial agreed rates and it will be mutually decided between Vendor and the Bank for the subsequent period. However, the bank may consider an exit option if no reasonable solution is arrived at	We request Bank that any such scenario should be mutually discussed and resolve with the agreement of both the parties involved.	Please adhere to the terms of RFP
11	23	1.28	However, for the subsequent orders, the vendor will procure card plastic along with EMV Chip within a period of 2 weeks from the date of Purchase Order.	We request Bank to allow 4 weeks lead time.	Please adhere to the terms of RFP
12	24	1.3 Penalties		We request that maximum aggregate penalty shall be limited to 5% of the PO placed during the relevant year in which liability arises.	Please adhere to the terms of RFP

13	24	1.30(ii)	<p>Penalty for Delay in procuring Cards: For any delay beyond 2 weeks after the date of confirmed order from the Bank, a penalty will be charged on per day basis (from the 1st day of the 3rd week from the date of order). The amount of penalty will be calculated @ 5% of the value of order for each day's cards multiplied by the number of days' delay subject to a maximum of Rs. 50,000/- (Rs Fifty Thousand only) for each day's delay.</p>	<p>We request Bank to allow 4 weeks lead time.</p>	<p>Please adhere to the terms of RFP</p>
14	24	1.30(iv)	<p>Penalty for non-providing onsite resource: Penalty of Rs.50000/- (Rs Fifty Thousand only) per month shall be levied for each month in case of not providing onsite resources by the bidder within one month from the date of issue of Letter of Indent (LOI). Minimum 90% of onsite resource attendance is mandatory per month (Bank working days). Rs.2000/- (Rs Two Thousand only) per day will be charged for each day of non-presence of onsite resource beyond 10% per month (Bank working days).</p>	<p>This is very harsh penalty clause. Onsite resource would require to avail leaves, weekly off and mandatory holidays. We request Bank to cap penalty only on operational scope and not support requirement.</p>	<p>Please adhere to the terms of RFP</p>

15	24	1.30(iv)	<p>Penalty for non-providing onsite resource: Penalty of Rs.50000/- (Rs Fifty Thousand only) per month shall be levied for each month in case of not providing onsite resources by the bidder within one month from the date of issue of Letter of Indent (LOI). Minimum 90% of onsite resource attendance is mandatory per month (Bank working days). Rs.2000/-(Rs Two Thousand only) per day will be charged for each day of non-presence of onsite resource beyond 10% per month (Bank working days).</p>	<p>We respectfully request the tendering authority to kindly confirm whether the requirement for providing onsite resources by the bidder is applicable only during the initial project commencement phase or for the entire project duration of three (3) years.</p> <p>Additionally, we request you to kindly amend the clause stating “Minimum 90% onsite resource attendance per month (Bank working days) is mandatory” to “Minimum 70% onsite resource attendance per month (Bank working days) is mandatory.”</p>	<p>The Bidder is required to provide Onsite resource for the entire project duration of three(3) years.</p>
16	25	1.3 x	<p>Any financial loss / fraud taking place due to the bidder’s negligence shall be recoverable from the bidder along with damages if any with regard to Bank’s reputation and goodwill</p>	<p>How amount will be calculated for reputation and goodwill part - please clarify?</p>	<p>Please adhere to the terms of RFP</p>
17	26	CHAPTER 2 - TERMS AND CONDTIONS 2.1 Payment Terms	<p>Within 30 days as per GeM terms from the date of receipt of bills accompanied by the complete set of documents required by the bank to process the same and duly supported by MIS with regards to despatch and delivery status of Ready Kits and duly acknowledged by branches. The payment shall be made on actual deliverables. It will be bidder’s responsibility of tracking and providing MIS to the bank till delivery of consignment to destination. Bidders may please also note that:-</p>	<p>We request the bank to revised the payment as follows:- for Base cards and stationery within 30 days of submission of the invoice after printing base card. For Personalisation & fulfilment on monthly basis for the total dispatches made during that month</p>	<p>Please adhere to the terms of RFP</p>

18	26	CHAPTER 2 - TERMS AND CONDITONS 2.1 Payment Terms	Within 30 days as per GeM terms from the date of receipt of bills accompanied by the complete set of documents required by the bank to process the same and duly supported by MIS with regards to despatch and delivery status of Ready Kits and duly acknowledged by branches. The payment shall be made on actual deliverables. It will be bidder's responsibility of tracking and providing MIS to the bank till delivery of consignment to destination. Bidders may please also note that:-	We request to Bank to make the payment soon after making the Base Cards and ready stationery and personalization payment on monthly basis. As manufacturers need to pay 100% advance payment to get the Modules.	Please adhere to the terms of RFP
19	27	2.5 delays in Bidders Performance		We request that prior to any action, Bank shall give an opportunity to rectify and being heard before taking any such action.	Please adhere to the terms of RFP
20	27 & 28	2.6 Liquidated Damages		We request that : 1. prior to any action, Bank shall give an opportunity to rectify and being heard before taking any such action 2. for 2nd prara - maximum amount cant be overall contract value it needs to be max 10% of the order value under which such delay / issue arised.	Please adhere to the terms of RFP
21	28	2.7d	In case the selected bidder fails to conduct an event as per stipulated schedule, the Bank reserves the right to get it conducted by alternate sources at the risk, cost and responsibility of the selected bidder by giving 7 days' prior notice to the bidder	We request to delete the following "at the risk, cost and responsibility of the selected bidder by giving 7 days' prior notice to the bidder"	Please adhere to the terms of RFP

22	28	2.7e	<p>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 one-month 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 order/contract. Such additional expenditure shall be incurred by the bank within reasonable limits & at comparable price prevailing in the market.</p> <p>This clause is also applicable, if for any reason, the contract is cancelled.</p>	<p>We request 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 order/contract. Such additional expenditure shall be incurred by the bank within reasonable limits & at comparable price prevailing in the market."</p>	<p>Please adhere to the terms of RFP</p>
23	29	2.7g	<p>In addition to the cancellation of purchase order, the Bank reserves its right to blacklist the vendor for non- performance and/or invoke the Bank Guarantee or foreclose the Security Deposit given by the bidder towards non- performance/non-compliance of the terms and conditions of the contract, to appropriate towards damages.</p>	<p>We request that prior to any action, Bank shall give an opportunity to rectify and being heard before taking any such action</p>	<p>Please adhere to the terms of RFP</p>
24	29	2.8	<p>Consequences of Termination</p>	<p>We request that how about charges / compensation for transition assistance services?</p>	<p>Please adhere to the terms of RFP</p>

25	29	2.9 Disaster Recovery Mechanism	The proposed system must be capable of and compatible for Disaster Recovery Implementation. The successful bidder should describe the provisions of DR/BCP or the time frame in which they will be available. The bidder should have its Disaster Recovery Site in India and Business Continuity Plan. Both L1 & L2 selected bidders should not have tie up among themselves for Disaster Recovery Implementation and should have different arrangement to maintain BCP provisions.	<p>We have a Work in Progress second perso bureau site in a different seismic zone. New site will be live by the time of onboarding of vendor in PSB.</p> <p>Currently we have a BCP agreement with a 3rd party in India.</p> <p>In case if L1 L2 bidders have mutual BCP agreement then we request Bank to allow bidders to do arrangement to other BCP site or open their second perso site.</p>	Please adhere to the terms of RFP
26	32	3.5	Confidentiality - "This step should include having the employees assigned to Punjab & Sind Banks' work sign a 'Confidentiality Agreement'"	We request that We already have NDA clause in appointment letter - and hope that shuld hold good and no new confidentiality agreement is required	Please refer RFP, it is clearly stated that "The Bidder shall sign a Non-disclosure Agreement as per Annexure-X. "
27	33	3.6	Ownership and Retention of Documents	How about information included in auto archieve as per entity data back up policy - hope that is ok to retain anyhow obligation to keep info confidential will apply to these info also?	Please adhere to the terms of RFP
28	33	3.7-3.8	Intellectual Property Rights & Intellectual Property Indemnity & Indemnity against Misuse of License	We request that Bank shall also indemnify and make good, for any infringement claim, for all loss, damage, cost, etc for the reason attributable to bank. Further Vendor shuld not be liable if there is misue of deliverables or used in combination or product not supplied by vendor and such other situation	Please adhere to the terms of RFP

29	34	3.9 Legal Compliance	Bidder is to ensure that the Card Management solution is compliant to all existing regulatory guidelines of GOI/RBI and also adheres to requirements of the IT Act 2000 (including amendments in IT Act 2008) and Payment and Settlement Systems Act 2007 and amendments thereof. A self-declaration to this effect is to be submitted by the bidder.	Does Bank want Card Management Solution? If yes, then kindly share it's scope. Please clarify.	Please refer Addendum 1
30	34	3.9 Legal Compliance	last 4 line "omission to do so, shall indemnify, keep indemnified, hold harmless, defend, protect and fully compensate the Bank and its employees/ officers/ staff/ personnel/ representatives/agents from and against all third party claims or demands of liability and all consequences that may occur or arise for any default or failure on its part to conform or comply with the above and all other statutory"	We request to delete the following wordings " officers/ staff/ personnel/ representatives/agents" Indemnity shall be limited to bank and its employees	Please adhere to the terms of RFP
31	36	3.15	Limitation of Liability	We request that maximum aggregate liability shall be limited to 10% of the Po placed during the relevant year in which liability arise	Please adhere to the terms of RFP
32	36	3.17	Non-Disclosure Agreement	We request that Bank shall be also under same confidentiality obligation to protect information of bidder	Please adhere to the terms of RFP
33	40	D. ConnectivityPage 37 section c) and page 40D	Connectivity	We request Bank to clarify Data Transfer medium like Over internet or dedicated line.	Please adhere to the terms of RFP

34	38	Chapter4 - Scope of work A.iii.c	c) The Bank may also call for a supply of Bilingual cards. Vendor(s) should be ready for the same.	We request to know that how many Bilingual cards bank has issued till date. Kindly share the name of the variant and it's pictures.	Please adhere to the terms of RFP
35	39	PIN Delivery	Returned consignment in case of Non-Personalized Cards/Physical Pin should be returned to vendor(s)'s Address & Personalized Cards should be returned to respective Branch.	As per our understanding, only non-personalized kits will be returned to vendor location, and the Bank will bear redispach charges if the return is due to reasons not attributable to the Vendor. We kindly request the Bank to confirm this understanding.	Please adhere to the terms of RFP
36	41	D. Connectivity	iii. The Vendor(s) will also be required to interface their solution to the Bank's Email Messaging System and SMS gateway solution (for sending alerts). Costs charged by SMS aggregator for this purpose will be borne by the Bank. SMS shall be sent to the card applicant regarding dispatch of card to his registered mobile number. SMS to be sent either on generation or dispatch as directed by bank. Bank will provide details of SMS templates including special characters.	What would be scope of integration with Email and SMS solution?	Please adhere to the terms of RFP
37	41	Chapter 4- Scope of Work; F - Manpower Support	Selected vendor(s) will station one of their representatives permanently as onsite resource at Head Office ATM Cell on Bank working days for vendor(s) specific helpdesk related activities. Infrastructural support for this shall be provided by the Bank.	Printing and supply of cards are carried out from the bidder's location, supported by a dedicated SPOC team for coordination. We request the Bank that physical presence of the bidder's representative at the Bank's premises is not required for this scope of work under the RFP.	Please adhere to the terms of RFP

38	42	G. PROJECTION: -	Projection for three years is 30,00,000 cards which includes both Personalized and Non-Personalized cards including both physical PIN and Green PIN cases. The	Please provide scheme wise breakup of quantities. (Volumes of RuPay, Visa and Mastercard)	Please adhere to the terms of RFP
39	47	ANNEXURE –IV	EXPERIENCE CERTIFICATE	Request the bank to accept certificate in the format as provided by the client banks.	The experience letter submitted by the bidder should necessarily contain all the mandatory details as specified in Annexure-IV of RFP. Wording may differ
40	49	Annexure-VI Pre-Qualification Criteria 1	Copy of Certificate of LLP registration. (OR) Copy of Certificate of Incorporation and Certificate of Commencement of business in case of Public Limited Company (OR) Certificate of Incorporation in case of Private Limited Company, issued by the Registrar of Companies.	The Commencement of Business: Extract of Section 10A of Indian Companies Act, 2013 ordinance came into force on 2nd Nov 2018 therefore all the provisions of this section become applicable from 2nd November 2018. Therefore every company having share capital incorporated after 2nd November 2018 has to file declaration for commencement of business. Our company was incorporated on 2nd June, 2004 as a private limited company and later on converted into an unlisted public limited company on 15th March, 2017. Both these activities were done before 2nd November, 2018. Hence COMMENCEMENT OF BUSINESS CERTIFICATE is not applicable to our	Same will be accepted, Bidder to submit a CS certified declaration confirming the date of corporation/conversion and affirming that the Certificate of Commencement of Business was not required under applicable law at that time.

				company. We will also provide an undertaking to this effect.	
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41	49	Annexure-VI Pre- Qualification Criteria Point No 5	<p>Bidder must have its own MasterCard, VISA and NPCI Certified Bureau/s within India with required infrastructure for Debit Card Manufacturing and personalization (NCCMC, EMV Chip & Magstripe) conforming to all guidelines prescribed by MasterCard, VISA and NPCI for the said purpose. The certificate should be valid at least for 6 months from the date of submission of bids. In case the renewal of the certification is within next 6 months bidder should give a declaration that all the certificates will be updated on time without any disqualification or discontinuity. Further the certification as above should have been received by the bidder on continuous basis during last three years. Three years to be considered as financial year 2022-23,2023-24 & 2024-25).</p>	<p>With reference to the captioned RFP, we wish to bring to your notice that the current eligibility clause requiring bidders to Card Manufacturing AND Personalization infrastructure significantly limits the number of eligible participants. Recently one of the largest PSU bank in India has concluded the RFP of 50mn+ Debit cards for 3 year.</p> <p>We request Punjab & Sind Bank to modify the clause as the same is biased towards a particular class of bidders thus limiting Punjab & Sind Bank to have more bidders for better pricing. Recently one of the largest PSU bank in India has concluded the RFP of 50mn+ Debit cards for 3 year We therefore request the Bank to amend the clause to allow Card Personalization vendors (Visa/Mastercard and Rupay certified) located in India also to be eligible to participate in the RFP . The same practice is exercised by other PSU banks i.e., SBI/Canara Bank/PNB/BOI/CBI.....for more than a decade now.</p> <p>We request the Bank to modify the clause to include vendors with</p>	Please refer Addendum 1
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				<p>certified Card personalization bureaus in India and allow to submit the OEM certificate from Card Manufacturing. This will ensure a more competitive bidding process and provide Punjab & Sind Bank with the best possible commercial and technical outcomes. As a Class-I Local Supplier, we believe that the current clause restricts competition, which is contrary to CVC guidelines and Government procurement policies aimed at promoting local industry and ensuring fair pricing.</p>	
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42	50	Annexure-VI Pre- Qualification Criteria 4	<p>The Bidder should have installed capacity in India for card manufacturing and personalization of at least One million chip based financial/banking Dual Interface cards in a month. Further the bidder to the satisfaction of the Bank, should be capable of increasing the installed capacity within 6-8 weeks of the receipt of order from the Bank. Documents to be submitted: Self-certification along with details of machinery related to card manufacturing & personalization installed currently. Bidder to share existing utilized and spare personalization capacity details basis personalization machines installed. 25 days are considered as a month. These may be verified by Bank during site visit</p>	<p>Request the Bank to amend this clause as "The bidder should have installed capacity in India for card manufacturing OR personalization of at least 3 Lakhs chip based financial/banking Dual Interface cards in a month. Further the bidder to the satisfaction of the Bank, should be capable of increasing the installed capacity within 6-8 weeks of the receipt of order from the Bank."</p>	Please refer Addendum 1
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43	50	Annexure-VI Pre- Qualification Criteria 4	<p>The Bidder should have installed capacity in India for card manufacturing and personalization of at least One million chip based financial/banking Dual Interface cards in a month. Further the bidder to the satisfaction of the Bank, should be capable of increasing the installed capacity within 6-8 weeks of the receipt of order from the Bank. Documents to be submitted: Self-certification along with details of machinery related to card manufacturing & personalization installed currently. Bidder to share existing utilized and spare personalization capacity details basis personalization machines installed. 25 days are considered as a month. These may be verified by Bank during site visit</p>	<p>We request Punjab & Sind Bank to modify the clause as the same is biased towards a particular class of bidders thus limiting Punjab & Sind Bank to have more bidders for better pricing. Recently one of the largest PSU bank in India has concluded the RFP of 50mn+ Debit cards for 3 years. The initial eligibility clause from the bank “The bidder should have installed capacity in India for card manufacturing.” was modified post Prebid to “The bidder should have installed capacity in India for personalization of at least One million chip based financial/banking Dual Interface cards in a month. Further the bidder to the satisfaction of the Bank, should be capable of increasing the installed capacity within 6-8 weeks of the receipt of order from the Bank.”</p> <p>We therefore request the Bank to amend the clause to allow Card Personalization vendors (Visa/Mastercard and Rupay certified) located in India also to be eligible to participate in the RFP . The same practice is exercised by other PSU banks i.e., SBI/Canara Bank/PNB/BOI/CBI.....for more than a</p>	Please refer Addendum 1
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				<p>decade now.</p> <p>With the eligibility clause of Card manufacturing vendors only, Punjab & Sind Bank would be restricting and limiting vendors to participate and compete for business thereby giving the possible advantage to certain class of vendors and loss to Punjab & Sind Bank. Restricting competition as per CVC is not a good practice.</p> <p>Procuring entities shall endeavour to see that eligibility conditions, including on matters like turnover, production capability and financial strength do not result in unreasonable exclusion of 'Class-I local supplier' / 'Class-II local supplier' who would otherwise be eligible, beyond what is essential for ensuring quality or creditworthiness of the supplier.</p> <p>CMS is Class-I local supplier as a bidder for CMS solution/services under the Bank's RFP; and given an opportunity, would submit requisite documents as part of our bid submission to substantiate this status.</p> <p>2.4.1 After receipt of the Indent, the</p>	
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				<p>procuring entity should take following decisions to initiate procurement, to ensure conformity to the Procurement Guidelines:</p> <p>iii) Determine and declare in documents, any limitation on participation of bidders as per the Government's procurement policy regarding preference to certain sections of industry, if any. The procuring entity shall not establish any requirement aimed at limiting participation of bidders in the procurement process that discriminates against or amongst bidders or against any category thereof except to lay down a reasonable and justifiable eligibility or pre-qualification criteria for the bidders.</p>	
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44	50	Annexure-VI Pre- Qualification Criteria 4	<p>The Bidder should have installed capacity in India for card manufacturing and personalization of at least One million chip based financial/banking Dual Interface cards in a month. Further the bidder to the satisfaction of the Bank, should be capable of increasing the installed capacity within 6-8 weeks of the receipt of order from the Bank. Documents to be submitted: Self-certification along with details of machinery related to card manufacturing & personalization installed currently. Bidder to share existing utilized and spare personalization capacity details basis personalization machines installed. 25 days are considered as a month. These may be verified by Bank during site visit</p>	<p>Typical Payment card comprises of Plastic Card Body and Chip Module. There are approx 14 or 15 Payment Card Body (PVC only) manufacturer in India. G+D has Card Body supply agreement with local plastic card body manufacturer. G+D being a MNC is having 7 card body manufacturing units strategically located across the countries (global/ regions). For India, G+D source card bodies from G+D's own facilities outside India and also from local subcons.</p>	Please refer Addendum 1
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45	50	Annexure-VI Pre- Qualification Criteria 5	<p>Bidder must have its own MasterCard, VISA and NPCI Certified Bureau/s within India with required infrastructure for Debit Card Manufacturing and personalization (NCCMC, EMV Chip & Magstripe) conforming to all guidelines prescribed by MasterCard, VISA and NPCI for the said purpose. The certificate should be valid at least for 6 months from the date of submission of bids. In case the renewal of the certification is within next 6 months bidder should give a declaration that all the certificates will be updated on time without any disqualification or discontinuity. Further the certification as above should have been received by the bidder on continuous basis during last three years. Three years to be considered as financial year 2022-23,2023-24 & 2024-25). Documents to be submitted: Vendor should submit VISA, Rupay, Master Card network (all three) certification for EMV/Dual Interface card for Manufacturing and Personalization. For Dual Interface Cards and NCCMC functionality (offline Wallet) equipped NFC enabled/contactless cards, the bidders should submit necessary certification from NPCI and supply confirmation from respective Banks in India.</p>	<p>Request the Bank to amend this clause as "Bidder must have its own MasterCard, VISA and NPCI Certified Bureau/s within India with required infrastructure for Debit Card Manufacturing OR personalization (NCCMC, EMV Chip & Magstripe) conforming to all guidelines prescribed by MasterCard, VISA and NPCI for the said purpose. The certificate should be valid at least for 6 months from the date of submission of bids. In case the renewal of the certification is within next 6 months bidder should give a declaration that all the certificates will be updated on time without any disqualification or discontinuity."</p>	Please refer Addendum 1
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46	50	Annexure-VI Pre- Qualification Criteria 5	<p>Bidder must have its own MasterCard, VISA and NPCI Certified Bureau/s within India with required infrastructure for Debit Card Manufacturing and personalization (NCCMC, EMV Chip & Magstripe) conforming to all guidelines prescribed by MasterCard, VISA and NPCI for the said purpose. The certificate should be valid at least for 6 months from the date of submission of bids. In case the renewal of the certification is within next 6 months bidder should give a declaration that all the certificates will be updated on time without any disqualification or discontinuity. Further the certification as above should have been received by the bidder on continuous basis during last three years. Three years to be considered as financial year 2022-23,2023-24 & 2024-25). Documents to be submitted: Vendor should submit VISA, Rupay, Master Card network (all three) certification for EMV/Dual Interface card for Manufacturing and Personalization. For Dual Interface Cards and NCCMC functionality (offline Wallet) equipped NFC enabled/contactless cards, the bidders should submit necessary certification from NPCI and supply confirmation from respective Banks in India.</p>	<p>We are duly certified for card schemes including RuPay, Visa, and Mastercard, and we are currently supplying debit cards to more than 600 banks across India as per various contractual and RFP engagements. Regarding NCCMC functionality the same can be given on the client's request, we are well equipped with profile and machinery.</p> <p>We request considering the supply confirmation from banks for the services being provided by us, also request the said clause to be considered for financial year 2023-24, 2024-25 & 2025-26.</p>	Please refer Addendum 1
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47	51	Annexure-VI Pre- Qualification Criteria Point No 6	The Bidder should have supplied debit cards to at least two scheduled commercial banks out of which at least one must be PSU Bank, during last three years as on the date of submission of the Bid.	We request to modify this clause and ask for Debit or credit, both types of cards.	Please refer Addendum 1
48	51	Annexure-VI Pre- Qualification Criteria Point No 6	The Bidder should have supplied debit cards to at least two scheduled commercial banks out of which at least one must be PSU Bank, during last three years as on the date of submission of the Bid.	request the Bank to kindly consider modifying the clause as under: "The Bidder should have supplied debit cards to at least two Scheduled Commercial Banks / Cooperative Banks / RRBs / Financial Institutions during the last three years as on the date of submission of the Bid"	Please refer Addendum 1
49	51	Annexure-VI Pre- Qualification Criteria 8	Chip supply confirmation certificate from at least two of their chip supplying vendors to meet the entire quantity of cards during the contract period. Copies of POs along with proof of deliveries to substantiate claims.	Kindly confirm whether the Reference / Performance letters can be consider as a proof of deliveries along with Pos.	Please refer Addendum 1
50	51	Annexure-VI Pre- Qualification Criteria 8	Chip supply confirmation certificate from at least two of their chip supplying vendors to meet the entire quantity of cards during the contract period. Copies of POs along with proof of deliveries to substantiate claims.	This requirement seems out of place since the documents required to support PQC Point No. 8 is rest of the Point "Copies of POs along with proof of deliveries to substantiate claims." Please check and suggest.	Please refer Addendum 1

51	51	Annexure-VI Pre- Qualification Criteria 8	<p>Chip supply confirmation certificate from at least two of their chip supplying vendors to meet the entire quantity of cards during the contract period.</p> <p>Copies of POs along with proof of deliveries to substantiate claims.</p>	<p>G+D has its own global supply chain of Chip Modules with G+D's own Operating System and Payment Applet. Which gives much better control on module supplies.</p> <p>G+D also supplied modules to other local vendors.</p> <p>If PSB decides to work with G+D as per our internal policy and defined process, PSB will be onboarded on two different chip HW platforms. Which will ensure continuous supply even if there is a crisis. During the last chip module crisis we ensured regular supply of chip cards to all of our customers in India and globally.</p> <p>We can submit self undertaking to continuous chip supply to Punjab and Sind Bank as per the RFP terms and requirement. We request Bank to accept the same.</p>	Please refer Addendum 1
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52	51	Annexure-VI Pre- Qualification Criteria Point No 8	<p>The bidder should have an experience of at least Three (3) years of supplying and Personalization of dual interface EMV chip based banking debit cards of Visa, MasterCard & RuPay network.</p> <p>Bidder should have supplied, manufactured and personalized a total of at least 1,50,00,000 EMV contactless/NCMC /Dual Interface (DI)/ Combo Card / Photo card of Visa/ MasterCard/ RuPay network during the last three years (fy 2022-2025) with experience as on the date of submission of bid to any Scheduled commercial Banks in India.</p> <p>The supply of NCMC Debit Card variants shall be of at least 25 lacs in each year during last three years with experience as on the date of submission of bid to any Scheduled commercial Banks in India.</p>	<p>"The bidder should have an experience of at least three (3) years of supplying and Personalization of dual interface EMV chip based banking debit cards of Visa/ MasterCard/RuPay network.</p> <p>Bidder should have supplied, manufactured and personalized a total of at least 1,50,00,000 EMV contactless/NCMC /Dual Interface (DI)/ Combo Card / Photo card during the last three years (fy 2023-2026) with experience as on the date of submission of bid to any Scheduled commercial Banks in India.</p> <p>The supply of EMV contactless/NCMC /Dual Interface (DI)/ Combo Card / Photo Card variants shall be of at least 25 lacs during last three years with experience as on the date of submission of bid to any Scheduled Commercial Banks / Cooperative Banks / RRBs / Financial Institutions in India."</p>	Please refer Addendum 1
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53	51	Annexure-VI Pre- Qualification Criteria Point No 8	<p>Bidder should have supplied, manufactured and personalized a total of at least 1,50,00,000 EMV contactless/NCMC /Dual Interface (DI)/ Combo Card / Photo card of Visa/ MasterCard/RuPay network during the last three years (fy 2022-2025) with experience as on the date of submission of bid to any Scheduled commercial Banks in India.</p> <p>The supply of NCMC Debit Card variants shall be of at least 25 lacs in each year during last three years with experience as on the date of submission of bid to any Scheduled commercial Banks in India.</p>	<p>We request the bank to consider as below Bidder should have supplied, manufactured and personalized a total of at least 1,00,00,000 EMV contactless/NCMC /Dual Interface (DI)/Combo Card / Photo card of Visa/ MasterCard/RuPay network during the last three years (fy 2022-2025) with experience as on the date of submission of bid to any Scheduled commercial Banks and cooperative banks in India.</p> <p>The supply of NCMC Debit Card variants shall be of at least 20 lacs in each year during last three years with experience as on the date of submission of bid to any Scheduled commercial Banks in India.</p>	Please refer addendum 1
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54	51-52	Annexure-VI (Pre-Qualification Criteria)8	<p>The bidder should have an experience of at least Three (3) years of supplying and Personalization of dual interface EMV chip based banking debit cards of Visa, MasterCard & RuPay network. Bidder should have supplied, manufactured and personalized a total of at least 1,50,00,000 EMV contactless/NCMC /Dual Interface (DI)/ Combo Card / Photo card of Visa/ MasterCard/ RuPay network during the last three years (fy 2022-2025) with experience as on the date of submission of bid to any Scheduled commercial Banks in India. The supply of NCMC Debit Card variants shall be of at least 25 lacs in each year during last three years with experience as on the date of submission of bid to any Scheduled commercial Banks in India.</p>	<p>We understand the entire requirement is 30 lakhs only whereas in the pre qualification criteria you have requested the 1,50,00,000 which does not meet the CVC guideline criteria hence we request you to amend the clause to 10% of your tender requirement. We wish to highlight that in the last two years the volume of debit/ credit cards procured by banks have also gone down drastically which has already impacted the card business and there were no major PSU Tender released. This clause entirely favors two vendors only, Your current clause limits the participation of certified bidder's and bank may be deprived of getting competitive commercials. Since NCMC scheme was mass adopted between (FY 2021-2022) majority of the scheduled commercial bank yet to initiate large volume of this scheme. We therefore request that the NCMC volume considered should be look at cumulative as per clause above instead of per year.</p>	Please refer addendum 1
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55	51-52	Annexure-VI (Pre-Qualification Criteria)8	The bidder should have an experience of at least Three (3) years of supplying and Personalization of dual interface EMV chip based banking debit cards of Visa, MasterCard & RuPay network. Bidder should have supplied, manufactured and personalized a total of at least 1,50,00,000 EMV contactless/NCMC /Dual Interface (DI)/ Combo Card / Photo card of Visa/ MasterCard/ RuPay network during the last three years (fy 2022-2025) with experience as on the date of submission of bid to any Scheduled commercial Banks in India. The supply of NCMC Debit Card variants shall be of at least 25 lacs in each year during last three years with experience as on the date of submission of bid to any Scheduled commercial Banks in India.	Request the Bank to amend this clause as "Bidder should have supplied, manufactured OR personalized a total of at least 1,20,00,000 EMV contactless/NCMC /Dual Interface (DI)/ Combo Card / Photo card of Visa/ MasterCard/ RuPay network during the last three years (fy 2022-2025) with experience as on the date of submission of bid to any Scheduled commercial Banks in India."	Please refer addendum 1
56	51-52	Annexure-VI (Pre-Qualification Criteria)8	The bidder should have an experience of at least Three (3) years of supplying and Personalization of dual interface EMV chip based banking debit cards of Visa, MasterCard & RuPay network. Bidder should have supplied, manufactured and personalized a total of at least 1,50,00,000 EMV contactless/NCMC /Dual Interface (DI)/ Combo Card / Photo card of Visa/ MasterCard/ RuPay network during the last three years (fy 2022-2025) with experience as on the date of submission of bid to any Scheduled commercial Banks in India. The	As per our understanding, the requirement should be interpreted as: "The Bidder must have supplied debit cards to at least two scheduled commercial banks, including at least one PSU Bank, during the last three financial years FY 2022-23, FY 2023-24, and FY 2024-25." Since our billing process is carried out on a monthly basis (first and last of each month), it is not feasible to provide data "as on the date of submission of the Bid." We therefore	Please refer addendum 1

			supply of NCMC Debit Card variants shall be of at least 25 lacs in each year during last three years with experience as on the date of submission of bid to any Scheduled commercial Banks in India.	request confirmation whether the eligibility will be assessed based on supplies made during the above-mentioned financial years, rather than strictly on the bid submission date.	
57	51-52	Annexure-VI (Pre-Qualification Criteria)8	The bidder should have an experience of at least Three (3) years of supplying and Personalization of dual interface EMV chip based banking debit cards of Visa, MasterCard & RuPay network. Bidder should have supplied, manufactured and personalized a total of at least 1,50,00,000 EMV contactless/NCMC /Dual Interface (DI)/ Combo Card / Photo card of Visa/ MasterCard/ RuPay network during the last three years (fy 2022-2025) with experience as on the date of submission of bid to any Scheduled commercial Banks in India. The supply of NCMC Debit Card variants shall be of at least 25 lacs in each year during last three years with experience as on the date of submission of bid to any Scheduled commercial Banks in India.	Bank requirement is 30 Lakh Cards for 3 years and asking experience of 1.50 crore cards, which is 5 time more than the requirement. We request to Bank to ask same quantity experience, this will allow more bidders to participate in this tender and Bank will get best prices.	Please refer addendum 1

58	52	Annexure-VI Pre-Qualification Criteria Point No : 9	<p>Document Requirement: Bidder to submit copy of audited Financial Statement and Independent Auditor Report for last 3 Years i.e. 2022-23, 2023-24 & 2024-25 along with certificate from the Company's Statutory Auditor (with valid UDIN) mentioning average turnover from the card business of last 3 financial year i.e. 2022-23, 2023-24 & 2024-25 from Indian operations Bidder to submit Provisional Financial Statement as on 31.12.2025.</p>	<p>"This is with reference to the requirement of submitting a certificate as per clause "Bidder to submit Provisional Financial Statement as on 31.12.2025."</p> <p>We understand that the information to be certified will be based entirely on the audited financial statements of the Company. In view of this, we request you to kindly allow and accept the certificate to be issued by any independent Practicing Chartered Accountant, with a valid UDIN, instead of obtaining the same from the Statutory Auditor.</p> <p>This approach will help ensure timely issuance while maintaining the necessary authenticity and reliance on audited financial information.</p> <p>We request you to please confirm, so to proceed accordingly.</p>	Please refer addendum 1
59	52	Annexure-VI(Pre- Qualification Criteria): SL No 10	<p>The bidder should have positive Net Worth as on 31/03/2025. The Net Worth should not have been eroded by more than 30% in the last three financial years (i.e. 2022-23, 2023-24 & 2024-25). <u>Documents to be submitted:</u> The bidder to submit Net worth Certificate from the Company's Statutory Auditor mentioning UDIN along with Copy of Audited Financial</p>	As per the criteria, we need to submit the net worth certificate for the last three financial years (i.e. 2022-23, 2023-24 & 2024-25). Kindly confirm	Please adhere to the terms of RFP

			Statement for last four financial years (i.e. 2021-22, 2022-23, 2023-24 & 2024-25).		
60	53	Pre-Qualification Criteria (Annexure-VI) Point No 13	Bidder should have valid ISO 9001, ISO 20000/ISO 27001:2013/2022 or above certification as on the date of bid submission.	<p>Since ISO 20000 is an IT Service Management standard (Internal IT helpdesks/processes) and not a industrial or security standard, For the scope of card that ISO 9001 (Quality Management) and ISO 27001 (Information Security Management) are the actual industry standards for card personalization.</p> <p>We request the Bank to remove the requirement for ISO 20000 certification from the eligibility criteria and accept ISO 9001 and ISO 27001:2013/2022 as the qualifying standards.</p>	Please refer Addendum 1

61	54	Annexure -VI(Pre Qualification Criteria) Point No 16	<p>The Bidders should have a Disaster Recovery Monitoring Station in at least 2 different seismic zones within India with real-time failover system and both facilities must be owned and operated solely by the Bidder, for card manufacturing, personalization and Business Continuity Plan. The DC/ DR card personalization bureau of the Vendor should be at least ISO 9001 certified.Document Requirement: DR and BCP plan, document of ownership of the facility like purchase deed of land/facility or the lease records of the facility.</p>	<p>As per the standards, since it is not a mandate for a vendor to have own DR/BCP, we request to reconsider the as per your earlier tenders.The Vendor should have either its own/tie-up with third party for Disaster Recovery Site in India and a comprehensive Business Continuity Plan.</p>	Please refer Addendum 1
62	54	Annexure -VI(Pre Qualification Criteria) Point No 16	<p>The Bidders should have a Disaster Recovery Monitoring Station in at least 2 different seismic zones within India with real-time failover system and both facilities must be owned and operated solely by the Bidder, for card manufacturing, personalization and Business Continuity Plan. The DC/ DR card personalization bureau of the Vendor should be at least ISO 9001 certified.Document Requirement: DR and BCP plan, document of ownership of the facility like purchase deed of land/facility or the lease records of the facility.</p>	<p>As mentioned in the clause to have Disaster Recovery Monitoring Station at least 2 different seismic zones within India with real-time failover system and both facilities must be owned and operated solely by the Bidder. This clause entirely limits manufacturer who have centralized card manufacturing and personalization bureau with BCP as per scheme requirement. Please understand under Make In India model manufacturer's have heavily invest in this business. Considering your requirement this can we met from 1 unit also with backup BCP agreement in place so we request you kindly amend this clause.</p>	Please refer Addendum 1

63	54	Annexure -VI(Pre Qualification Criteria) Point No 16	<p>The Bidders should have a Disaster Recovery Monitoring Station in at least 2 different seismic zones within India with real-time failover system and both facilities must be owned and operated solely by the Bidder, for card manufacturing, personalization and Business Continuity Plan. The DC/ DR card personalization bureau of the Vendor should be at least ISO 9001 certified.Document Requirement:</p> <p>DR and BCP plan, document of ownership of the facility like purchase deed of land/facility or the lease records of the facility.</p>	<p>Request the Bank to amend this clause as "The bidder should have its own OR tie-up with the third party for Disaster Recovery (DR) set up in India and a comprehensive Disaster Recovery Plan/ Business Continuity Plan (BCP)."</p>	<p>Please refer Addendum 1</p>
64	54	Annexure -VI(Pre Qualification Criteria) Point No 16	<p>The Bidders should have a Disaster Recovery Monitoring Station in at least 2 different seismic zones within India with real-time failover system and both facilities must be owned and operated solely by the Bidder, for card manufacturing, personalization and Business Continuity Plan. The DC/ DR card personalization bureau of the Vendor should be at least ISO 9001 certified.Document Requirement:</p> <p>DR and BCP plan, document of ownership of the facility like purchase deed of land/facility or the lease records of the facility.</p>	<p>We request you to clarify whether the two diferent seismic zones within india means one main unit + one BCP unit or one main unit + two BCP units.</p>	<p>Please refer Addendum 1</p>

65	54	Annexure -VI(Pre Qualification Criteria) Point No 16	<p>The Bidders should have a Disaster Recovery Monitoring Station in at least 2 different seismic zones within India with real-time failover system and both facilities must be owned and operated solely by the Bidder, for card manufacturing, personalization and Business Continuity Plan. The DC/ DR card personalization bureau of the Vendor should be at least ISO 9001 certified.Document Requirement: DR and BCP plan, document of ownership of the facility like purchase deed of land/facility or the lease records of the facility.</p>	<p>Base Card manufacturing will be done in bulk and personalisation will be done based on daily data receipt. Hence, BCP site would not require manufacturing and only personalisation capability would be sufficient. We request bank to modify the clause as below:</p> <p>"The Bidders should have a Disaster Recovery Monitoring Station in at least 2 different seismic zones within India with real-time failover system and both facilities must be owned and operated solely by the Bidder, for card personalization and Business Continuity Plan. The DC/ DR card personalization bureau of the Vendor should be ISO 9001 certified along with Visa/RuPay/Mastercard and other standard certifications for personalisation."</p>	Please refer Addendum 1
66	54	Annexure -VI(Pre Qualification Criteria) Point No 16	<p>The Bidders should have a Disaster Recovery Monitoring Station in at least 2 different seismic zones within India with real-time failover system and both facilities must be owned and operated solely by the Bidder, for card manufacturing, personalization and Business Continuity Plan. The DC/ DR card personalization bureau of the Vendor should be at least ISO 9001 certified.Document</p>	<p>In India only very few companies are having their own BCP and DR Sites, this clause bound other bidders to participate in this tender. Card Manufacturers are having arrangements and agreement for that. We request to Bank to not ask own BCP & DR Site, allow others also who is having arrangements with agreement.</p>	Please refer Addendum 1

			<p>Requirement: DR and BCP plan, document of ownership of the facility like purchase deed of land/facility or the lease records of the facility.</p>		
67	54	Annexure -VI(Pre Qualification Criteria) Point No 16	<p>The Bidders should have a Disaster Recovery Monitoring Station in at least 2 different seismic zones within India with real-time failover system and both facilities must be owned and operated solely by the Bidder, for card manufacturing, personalization and Business Continuity Plan. The DC/ DR card personalization bureau of the Vendor should be at least ISO 9001 certified.Document Requirement: DR and BCP plan, document of ownership of the facility like purchase deed of land/facility or the lease records of the facility.</p>	<p>As per the regulatory requirements, the vendor must have DR and BCP with other partners in different location in India, it's not mandatory for the facility for DR and BCP to be solely owned by the Bidder.</p> <p>Therefore we request considering the clause as:</p> <p>"The Bidders should have a Disaster Recovery Monitoring Station in at least 2 different seismic zones within India with real-time failover system and both facilities must be owned and operated solely by the Bidder/BCP Partners, for card manufacturing, personalization and Business Continuity Plan. The DC/ DR card personalization bureau of the Vendor should be at least ISO 9001 certified."</p>	Please refer Addendum 1

68	54	Annexure -VI(Pre Qualification Criteria) Point No 16	<p>The Bidders should have a Disaster Recovery Monitoring Station in at least 2 different seismic zones within India with real-time failover system and both facilities must be owned and operated solely by the Bidder, for card manufacturing, personalization and Business Continuity Plan. The DC/ DR card personalization bureau of the Vendor should be at least ISO 9001 certified.Document Requirement:</p> <p>DR and BCP plan, document of ownership of the facility like purchase deed of land/facility or the lease records of the facility.</p>	<p>We request the Bank to consider amend the eligibility criteria in Annexure-VI, Item No. 16, by removing the requirement for specific ownership of a Disaster Recovery Monitoring Station in at least 2 different seismic zones, from the current RFP to fall inline with the RFP on Bidder should have business redundancy and business continuity plan in at least 1 different state in India” so as to allow maximum vendors to participate in the RFP thus giving price benefit to the bank .</p> <p>Recently in year 2024 & 2025 largest PSUs bank in India has concluded the RFP of 100mn+ Debit cards for 3 years. The initial eligibility clause from the bank “Bidder should have business redundancy and business continuity plan in at least 1 different state in India”.</p> <p>Bank would be restricting and limiting vendors to participate and compete for business thereby giving the possible advantage to certain class of vendors and loss to Central Bank of India. Restricting competition as per CVC is not a good practice.</p>	Please refer Addendum 1
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69	54	Annexure -VI(Pre Qualification Criteria) Point No 16	<p>The Bidders should have a Disaster Recovery Monitoring Station in at least 2 different seismic zones within India with real-time failover system and both facilities must be owned and operated solely by the Bidder, for card manufacturing, personalization and Business Continuity Plan. The DC/ DR card personalization bureau of the Vendor should be at least ISO 9001 certified.Document Requirement:</p> <p>DR and BCP plan, document of ownership of the facility like purchase deed of land/facility or the lease records of the facility.</p>	<p>We have a Work in Progress second perso bureau site in a different seismic zone. New site will be live by the time of onboarding of vendor in PSB.</p> <p>Currently we have a BCP agreement with a 3rd party in India. Bidders having BCP agreement with certified perso bureau should also be considered.</p>	Please refer Addendum 1
70	54	Annexure-VI (Pre-Qualification Criteria)17	<p>The bidder should be certified with1.CQM certification (Card Manufacturing, Inlay Manufacturing)--For Card and Contactless Inlay Quality2.PCI-DSS (latest version)3.PCI-CPP (Card Production & Provisioning)4. EMVCo certification (L1/L2) 5.Compliance for Data Security or equivalent latest certifications</p>	<p>As the major scope of work under this tender requires manufacturing & personalization of payment cards, PCI-CP is a mandatory certification for any card manufacturer and personalization bureau. A card manufacturer cannot produce or personalize cards solely based on PCI-DSS certification. Given that PCI-DSS and PCI-CP address different aspects of security, we request that the compliance requirement be kept as PCI-CP, allowing manufacturers to meet the standard most relevant to their scope of work</p>	Please refer Addendum 1
71	54	Annexure-VI (Pre-Qualification Criteria)17	<p>The bidder should be certified with 1) CQM certification (Card Manufacturing, Inlay</p>	<p>This certification is not applicable to personalisation vendor. Hence request the Bank to remove this clause.</p>	Please refer Addendum 1

			Manufacturing)--For Card and Contactless Inlay Quality		
72	54	Annexure VI, PQC Point No 17	EMVCo Certification.	This certification is not required by Banking Cards Manufacturing & Personalization Companies for this RFP, hence it cannot be a mandatory Certification in Pre-Qualification Criteria, hence we request and suggest to remove it.	Please refer Addendum 1
73	54	Annexure VI, PQC Point No 17	The bidder should be certified with 1.CQM certification (Card Manufacturing, Inlay Manufacturing)--For Card and Contactless Inlay Quality 2.PCI-DSS (latest version) 3.PCI-CPP (Card Production & Provisioning) 4. EMVCo certification (L1/L2) 5.Compliance for Data Security or equivalent latest certifications	We request the Bank to consider amend the eligibility criteria in Annexure-VI, Item No. 17 as you have mentioned CQM for Card and Inlay. Please therefore accept our card suppliers certifications that the cards manufacturing are CQM for Card. Accordingly please revise the eligibility criteria. please consider our request favorably. We request the Bank to consider amend the eligibility criteria in Annexure-VI, Item No. 17 as you have mentioned EMVCo certification (L1/L2). Currently, the clause specifies EMVCo certification (L1/L2), which is associated with POS (Point of Sale) terminal kernels. we request that the Bank accept EMVCo Level 1 and Level 2 certifications held by our chip	Please refer Addendum 1

				<p>module suppliers. Please therefore accept our CHIP suppliers are EMVCo certification (L1/L2). Accordingly please revise the eligibility criteria. We look forward to your favorable consideration of this revision.</p>	
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74	54	Annexure VI, PQC Point No 17	<p>The bidder should be certified with</p> <ol style="list-style-type: none"> 1.CQM certification (Card Manufacturing, Inlay Manufacturing)--For Card and Contactless Inlay Quality 2.PCI-DSS (latest version) 3.PCI-CPP (Card Production & Provisioning) 4. EMVCo certification (L1/L2) 5.Compliance for Data Security or equivalent latest certifications 	<p>For EMVCo certification, we procure chips from Infineon, Samsung. They are already EMVCo L1/L2 certified. It is not issued on the name of Payment Card provider.</p> <p>Regarding " 5.Compliance for Data Security or equivalent latest Certifications" We already following PCI CPP with strong requirements on Data Security, PCI DSS and Scheme Certifications. Requesting bank to be specific which additional certification is required.</p> <p>CQM certification (Card Manufacturing, Inlay Manufacturing) is only for manufacturing of card. Requirement of the RFP is for Payment card personalization. Which is covered under CQM certification (IC Card and Card Personalization).</p>	Please refer Addendum 1
75	54	Annexure-VI (Pre-Qualification Criteria)18	<p>The Bidder should have logistic management service for managing secured shipment with end to end tracking with app/web based portal for the distribution and secure shipments of debit cards, pan India for at least one scheduled commercial bank with more than 2000 branches.</p>	<p>We respectfully submit that not many PSU Banks in India asks for end to end logistics/ dispatch management. This clause favours few specific bidders.</p> <p>We request bank to remove this clause from Pre Qualification Criteria.</p>	Please refer Addendum 1

76	55	Annexure-VI Pre-Qualification Criteria Point No 18	The Bidder should have logistic management service for managing secured shipment with end to end tracking with app/web based portal for the distribution and secure shipments of debit cards, pan India for at least one scheduled commercial bank with more than 2000 branches.	In india only very few companies are having experience of supply more than 2000 branches and this clause bound other bidders also to participate in this tender. We request to Bank to ask only for the logistic management service for managing secured shipment with end to end tracking with app/web based portal for the distribution and secure shipments of debit cards / credit cards.	Please refer Addendum 1
77	55	Annexure-VI Pre-Qualification Criteria Point No 18	The Bidder should have logistic management service for managing secured shipment with end to end tracking with app/web based portal for the distribution and secure shipments of debit cards, pan India for at least one scheduled commercial bank with more than 2000 branches.	We respectfully submit that not many PSU Banks in India asks for end to end logistics/ dispatch management. This clause favours few specific bidders. We request bank to remove this clause from Pre Qualification Criteria.	Please refer Addendum 1
78	55	Annexure-VI Pre-Qualification Criteria Point No 18	The Bidder should have logistic management service for managing secured shipment with end to end tracking with app/web based portal for the distribution and secure shipments of debit cards, pan India for at least one scheduled commercial bank with more than 2000 branches.	We request that this clause be reviewed and suitably amended, as such a revision would enable broader participation from competent bidders. This includes organizations with over a decade of experience in card manufacturing, personalization, and fulfillment activities for major PSU banks in India. Such an amendment will help the Bank	Please refer Addendum 1

				benefit from enhanced competition and industry expertise.	
79	55	Annexure-VI Pre-Qualification Criteria Point No 20	The bidder should have handled end to end logistics/dispatch management during the last the last 2 years (i.e., 2023-24 & 2024-25) for at least one PSU bank. Bidder to submit satisfactory experience letter from respective Bank.	We respectfully submit that not many PSU Banks in India asks for end to end logistics/ dispatch management. This clause favours few specific bidders. We request bank to remove this clause from Pre Qualification Criteria.	Please refer Addendum 1
80	55	Annexure-VI Pre-Qualification Criteria Point No 20	The bidder should have handled end to end logistics/dispatch management during the last the last 2 years (i.e., 2023-24 & 2024-25) for at least one PSU bank. Bidder to submit satisfactory experience letter from respective Bank.	We respectfully request the tendering authority to kindly amend the following clause: “The bidder should be ready to handle end-to-end logistics and dispatch management for the Bank upon being selected as the successful bidder.”	Please refer Addendum 1

81	55	Pre-Qualification Criteria Point No 21	The bidder should have personalized and supplied wearables for at least one scheduled commercial Bank. The bidder should be present in the list of vendors approved by NPCI for wearables personalisation. Satisfactory Experience Certificates from Banks containing quantity and supply period to be provided	Since many of Banks are still in the testing phase/not issued the wearables, requesting the bank to consider as below .The bidder should be certified to supply wearables	Please refer to the terms of RFP
82	55	Pre Qualification Criteria Point No 21	The bidder should have personalized and supplied wearables for at least one scheduled commercial Bank. The bidder should be present in the list of vendors approved by NPCI for wearables personalisation. Satisfactory Experience Certificates from Banks containing quantity and supply period to be provided	we request you to modify the clause to: "The bidder should have the readiness of personalizing and supplying wearables to any Scheduled Commercial Banks / Cooperative Banks / RRBs / Financial Institutions"	Please refer to the terms of RFP
83	55	Pre Qualification Criteria Point No 21	The bidder should have personalized and supplied wearables for at least one scheduled commercial Bank.The bidder should be present in the list of vendors approved by NPCI for wearables personalisation. Satisfactory Experience Certificates from Banks containing quantity and supply period to be provided	Request bank to remove wearable personalization experience as an eligibility criteria.	Please refer to the terms of RFP
84	55	Pre Qualification Criteria Point No 21	The bidder should have personalized and supplied wearables for at least one scheduled commercial Bank.The bidder should be present in the list of vendors approved by NPCI for wearables personalisation. Satisfactory Experience	We respectfully request the tendering authority to kindly amend the following clause: "The bidder should possess valid NPCI RuPay certification for wearables personalization."	Please refer to the terms of RFP

			Certificates from Banks containing quantity and supply period to be provided		
85	55	Annexure-VI Pre-Qualification Criteria Point No 22	The bidder should have personalized and supplied Braille Debit cards and Photo Debit cards for at least one scheduled commercial bank.	Manufacturers who have secured orders for Braille from bank and the product which are under testing should be considered instead of Satisfactory Experience Certificates from Banks containing quantity and supply period	Please refer Addendum 1
86	55	Annexure-VI Pre-Qualification Criteria Point No 22	The bidder should have personalized and supplied Braille Debit cards and Photo Debit cards for at least one scheduled commercial bank.	Request the Bank to remove this clause.	Please refer Addendum 1
87	55	Annexure-VI Pre-Qualification Criteria Point No 22	The bidder should have personalized and supplied Braille Debit cards and Photo Debit cards for at least one scheduled commercial bank.	Braille Debit cards and Photo Debit cards are started recently and few manufacturers are having experience for these products. We request to remove this clause.	Please refer Addendum 1
88	55	Annexure-VI Pre-Qualification Criteria Point No 22	The bidder should have personalized and supplied Braille Debit cards and Photo Debit cards for at least one scheduled commercial bank.	Therefore we request you to modify the clause to: "The bidder should have the readiness of personalizing and supplying Braille Debit cards to any Scheduled Commercial Banks / Cooperative Banks / RRBs / Financial Institutions"	Please refer Addendum 1
89	55	Annexure-VI Pre-Qualification	The bidder should have personalized and supplied Braille Debit cards and Photo Debit	We request the Bank to remove this clause from pre-qualification.	Please refer Addendum 1

95	60	Part Annexure-VII(B) –Matrix for Eligibility cum Technical Evaluation Point No 2	<p>Experience in new age Cards manufacturing and personalization in India in the last FY. Proof of supply and Purchase Order to be provided Wearable projects 1 Marks</p> <p>Metal Cards 1 Marks</p> <p>Recycled PVC 1 Marks</p> <p>Braille Cards 1 Marks</p> <p>Image/Photo cards 1 Marks</p> <p>All variants 5 Marks</p>		Please refer to the terms of RFP
96	60 & 61	Part Annexure-VII(B) –Matrix for Eligibility cum Technical Evaluation Point No 2	<p>Dual Interface Card supplied in FY 24-25</p> <p>50 Lacs to 100 Lacs 2 Marks</p> <p>100 lacs to 200 lacs 3 Marks</p> <p>> 200 lacs 5 Marks</p>		Please refer Addendum 1
97	61	Part Annexure-VII(B) –Matrix for Eligibility cum Technical Evaluation Point No 2	<p>Bidders Personalization Experience: The bidder should have an experience in printing of EMV/DI cards during last three financial years in PSU Banks/ private banks in India with a minimum number of cards printed per bank as per below: Two</p> <p>bank with 50 lac cards each 2 Marks</p> <p>Three banks with 50 lac cards each 3 Marks</p> <p>Four banks with 50 lac cards each 5 Marks</p>		Please refer Addendum 1

98	61	Part Annexure-VII(B) –Matrix for Eligibility cum Technical Evaluation Point No 4	<p>Online Tracking Portal (5 marks) Available 1 Available with customizations 3 Available with customizations & integration with bank in house portal 5 Dispatch Arrangement with (5 marks)</p> <p>India Post only 1 India Post along with other reputed agency 3 India Post along with other reputed agency facilitating the OTP based delivery 5</p> <p>Volumes handled in any one of the last 3 FY (5 marks) <15 lakhs 1 15 lakhs - 30 lakhs 3 >= 30 lakhs 5</p> <p>Experience in handling end to end logistics (5 marks) Certificate from one bank 1 Certificate from 2 banks 3 Certificate from more than 2 banks 5</p>	We request bank to remove this clause from evaluation.	Please refer to the terms of RFP
99	61-62	Part Annexure-VII(B)Logistics/ Dispatch Management capability(Total Marks-20)	<p>Online Tracking Portal (5 marks) Available 1 Available with customizations 3 Available with customizations & integration with bank in house portal5</p>	<p>We respectfully request to tender authority kindly amend the following clause"Bidder Online Tracking Portal Should be ready once get sellected as successful bidder (5 marks) Available 1 Available with customizations 3 Available with customizations &</p>	Please refer to the terms of RFP

				integration with bank in house portal 5	
100	62	Part Annexure-VII(B)Logistics/ Dispatch Management capability(Total Marks-20)	Volumes handled in any one of the last 3 FY (5 marks) <15 lakhs 1 15 lakhs - 30 lakhs 3 >= 30 lakhs 5	We respectfully request the tendering authority to kindly remove this clause, as it restricts participation from otherwise competent bidders who possess extensive experience in card manufacturing, personalization, and fulfillment activities, but may not have prior experience in handling logistics and dispatch. Such a condition may limit fair competition and prevent qualified bidders from participating in the process.	Please refer to the terms of RFP

101	62	Part Annexure-VII(B)Logistics/ Dispatch Management capability(Total Marks-20)	Experience in handling end to end logistics (5 marks) Certificate from one bank 1 Certificate from 2 banks 3 Certificate from more than 2 banks 5	We respectfully request the tendering authority to kindly remove this clause, as it restricts participation from otherwise competent bidders who have extensive experience in card manufacturing, personalization, and fulfillment activities but may not have prior experience in handling logistics and dispatch. Such a condition may disadvantage capable bidders and limit fair competition by preventing them from participating in the tender process.	Please adhere to the terms of RFP
102	65		NDA	We request that entire NDA needs to be mutually applicable to both parties - right now its seems to be one sided and do not protect information of vendor and don't provide same obligation and rights to vendor.	Please adhere to the terms of RFP
103	65	Annexure-X	NON-DISCLOSURE AGREEMENT	Whether NDA to be executed on Bidder's Letter head or on Stamp Paper? Please clarify?	As mentioned in RFP NDA is to be executed on stamp paper

104	68	NDA 10: Indemnity	The Vendor shall defend, indemnify and hold harmless Punjab & Sind Bank, its affiliates, subsidiaries, successors, assigns, and their respective officers, directors and employees, at all times, from and against any and all claims, demands, damages, assertions of liability whether civil, criminal, tortuous or of any nature whatsoever, arising out of or pertaining to or resulting from any breach of representations and warranties made by the Vendor. and/or breach of any provisions of this Agreement, including but not limited to any claim from third party pursuant to any act or omission of the Vendor, in the course of discharge of its obligations under this Agreement.	We suggest deletion of this clause from NDA.	Please adhere to the terms of RFP
105	70	Annexure-XII Format for Indicative Bill of Material(BOM)	Blank EMV Chip plastic dual interface Card (contact cum contactless with magstripe) equipped with NCMC functionality (offline wallet) cards (for all VISA/RuPay/Mastercard networks)	We want to highlight that NCMC functionality is only available with RuPay only.	Please refer Addendum 1
106	70	Annexure -XII Format for Indicative Bill of Material(BOM)	Wearable - Silicon Band	Kindly provide the detailed specifications of the Silicone Band, as no specific details are mentioned in the RFP	Please refer Addendum 1
107	70	Annexure-XII Format for Indicative Bill of Material(BOM)	Point No.: 6a, 6b, 6c and 7 (wearable products and wearable collateral)	We request bank to move these items to optional item list to make TCO more realistic for the actual scope of the RFP which is Debit card kit.	Please adhere to the terms of RFP

108	70	Annexure -XII Format for Indicative Bill of Material(BOM)	Wearable Personalization, Collaterals [as per Annex], Storage of Stationary, stuffing, fulfilment, etc. as under. a) Printed Welcome Letter b) Printed User Guide c) Magnetic Box: d) Bubble Envelope e) Wearable Holder All other services like (Receiving/transmitting of data, stuffing of welcome letter, collaterals, fixation of item, dispatch arrangement of cards as per Bank's instructions and storage, MIS data and queries, Insertion of additional leaflet/brochure if any)	Kindly provide the complete specification for Wearable Holder and Magnetic Box	Please refer Addendum 1
109	70	Annexure -XII Format for Indicative Bill of Material(BOM)	Optional Items	As per our understanding, we are required to quote only the additional base card rate as an optional item, and not along with personalization and stationery for all items listed under optional items. Therefore, we request the Bank to kindly remove the clause mentioned under S.No. 3 in all optional line items."	Please refer Addendum 1
110	71	Annexure -XII Format for Indicative Bill of Material(BOM)	DI Metal Cards – (With weight ranging between 19 grams -22 grams) with all items as mentioned under S.No.3 (For RuPay/Mastercard / VISA)	Request the Bank to please change this clause as: Hybrid Metal Card (Weight 16 to 18 grams). front Metal and Back PVC (For RuPay/Mastercard / VISA only)	Please refer Addendum 1

111	71	Annexure -XII Format for Indicative Bill of Material(BOM)	DI Metal Cards – (With weight ranging between 15 grams -18 grams) with all items as mentioned under S.No.3 (For RuPay/Mastercard / VISA)	Request the Bank to please change this clause as : Embedded/Heavy Metal Card (Weight 16 to 18 grams). front and Back PVC and Core is Metal (For RuPay/Mastercard / VISA only)	Please refer Addendum 1
112	71	Annexure -XII Format for Indicative Bill of Material(BOM)	DI Metal Cards – (With weight ranging between 10 grams -14 grams) with all items as mentioned under S.No.3 (For RuPay/Mastercard / VISA)	Request the Bank to please change this clause as : Embedded/Heavy Metal Card (Weight 10 to 14 grams). front and Back PVC and Core is Metal (For RuPay/Mastercard / VISA only)	Please refer Addendum 1
113	73	ANNEXURE XII(B) Stationary items for wearables	PSB PVC / leather Key fob Box Size 140 MM *105 MM *44 MM, Kappa 3.5 MM, Art paper 170 GSM, Matt Lamination, Grooming, Dei Punching. SBS 300 GSM Try , 3.5 MM Black EVA, 6 MM Black Ribbon + Sport UV, 2 set Magnet 10*2 MM+ PSB PVC / leather Key fob Box Size 100 MM *100 MM *25 MM , Kappa 3.5 MM, Art paper 170 GSM, Matt Lamination, Grooming, Dei Punching. SBS 300 GSM Try , 3.5 MM Black EVA, 6 MM Black Ribbon + Sport UV, 2 set Magnet 10*2 MM+	As per our understanding mentioned box Size 140 MM *105 MM *44 MM is for Wearable Silicon Band. And mentioned box size Size 100 MM *100 MM *25 MM for the Wearable Key Chain and NFC sticker. Kindly Confirm	Please refer Addendum 1

114	73	ANNEXURE XII(B) Specification of Wearables	<p>Leather Keychain Size: 45 mm x 65 mm x 5 mm. The Product to be with genuine leather with MS Coated Silver Ring as in a Keychain. Wearable Body & Ring to be tied using a leather cut piece using a silver rivet. Stitching to be done using a thread same in color as Key Chain's Leather Color or White Color. Minifob to be embedded and pasted within the leather keychain. The product to be made available in multiple colours (single tone).</p> <p>PVC Keychain Size: 40 mm x 60 mm x 3 mm. Product to be made using 800 Microns PVC Material with MS Coated Silver Ring & Chain. Wearable Body & Ring-Chain to be tied using a silver rivet. Doming Effect through Epoxy to be built up on both the sides of the PVC KeyChain. Minifob to be embedded and pasted within the PVC keychain. It would be multi color on both the sides</p>	<p>In the RFP, two specifications are mentioned: Leather Keychain and PVC Keychain. However, in the price bid, it is listed as Wearable – Keychain – Leather. Kindly confirm which specification we should consider for this. Does it include both PVC and Leather keychains? If yes, please provide the quantity breakup for each</p>	<p>Please refer Addendum 1</p>
115	90	Appendix-K Cyber Security Compliance Certificate	<p>We <Name of Company> submit an annual certificate from a CERT-In empanelled auditor confirming:</p> <ol style="list-style-type: none"> Compliance with RBI Cyber Security Framework for Banks. Secure configurations and patch levels for all surveillance equipment. No critical vulnerabilities exist in deployed systems as of the audit date. 	<p>We have the RBI DL SAR from CERT-In. In addition, our Security Risk is assessed using the VAPT (External and Internal), both from CERT-In Vendor. We can submit a self undertaking that processes in our perso bureau are in compliance with DPDP Acr, 2023.</p>	<p>Please adhere to the terms of RFP</p>

			d. Compliance with DPDP Act, 2023 for all surveillance data handling	Hope this covers the requirement. Kindly suggest.	
116		General Query		Is consortium allowed?	Please adhere to the terms of RFP
117		General Query		How many are the return shipment per day?	Please adhere to the terms of RFP
118		General Query		How many are the Pullout per day?	Please adhere to the terms of RFP