



NEW BUSINESS DEPARATMENT, CORPORATE CENTRE, MUMBAI

CORRIGENDUM 2

Request For Proposal for Procuring, Processing and Personalization of Cards No. NB/PS/SN/RFP/2018-19/001 dated 29.05.2018.

S.No	Particulars	Existing Clause	Revised Clause
1	Page 42 Schedule of Events 5. Clarifications to queries raised at Pre-Bid meeting will be provided by Bank	On 21.06.2018	27.06.2016
2	6.Last date and time for Bid Submission	Up to 01.00 pm on 29.06.2018	Up to 01.00 p.m. on 05.07.2018
3	8.Date and time of Opening of Technical Bids	04.00 p.m. on 29.06.2018	04.00 p.m. on 05.07.2018
4	9.Bid Money	Amount Rs.1,00,000/- Non-refundable by means of Dd or Bankers' cheque payable at Mumbai in favour of State Bank of India	Amount Rs.1,00,000/- Non-refundable to be credited in the following account by mentioning " <u>RFP for Cards – Bidder Name</u> ". Account No: 10768099489 PAN No : AAACS8577K IFSC Code : SBIN0008586 Account Holder Address: State Bank Bhavan, OAD, 2 nd Floor, Corporate Centre, M.C. Road, Mumbai 400021. Email: sbi.11338@sbi.co.in Bank Name : State Bank of India Branch : Madame Cama Road Branch

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5	11. Performance Bank Guarantee	(As per ratio of allotment of order of 50:30:20) Total – Rs.250 Lakhs Vendor 1 – Rs.125 Lakhs Vendor 2 – Rs. 75 Lakhs Vendor 3 – Rs. 50 Lakhs Validity period to cover the entire contract period plus 3 months additional claim period.	As per ratio of allotment of order of 45:25:15:15 for 4 vendors or as applicable as per Clause Page No.19 Point 18 Para 4 – Award Criteria mentioned in this Corrigendum. (S.No.16) Total – Rs.250 Lakhs Validity period to cover the entire contract period plus 3 months additional claim period.
6	Page 43 Point 18	Transition Penalty Rs.50,00,000/-	Transition Penalty: Amount equivalent to the Performance Bank Guarantee amount as in S.No.5 of Corrigendum above.
7	Page No. 8 xvii	Bulk Upload Cards - Bulk upload volume for L1 vendor is 1,00,000, L2 vendor is 60,000 and L3 vendor is 40,000, apart from normal card issuance	To read as : Bulk Upload Cards – Bulk upload volume is 1,00,000, apart from normal card issuance.
8	Page No.8 xix	OEM - Original Equipment Manufacturer	To read as: OEM – Original Equipment Manufacturer/Card Manufacturer
9	Page No.10 Point 9 Para 1	Protection against abnormal local currency rate fluctuations vis-à-vis USD. In view of the fact that major components of the products to be supplied are imported and volatile nature of INR, review of price of imported components viz. base card with chip and hologram shall be done at yearly intervals provided variation in rate of INR vis-à-vis USD shall be found to be more than 10% on the date of review. In case review shall be	To read as: Protection against abnormal local currency rate fluctuations vis-à-vis USD. In view of the fact that major components of the products to be supplied are imported and volatile nature of INR, review of price of imported components viz. base card with chip and hologram shall be done at yearly intervals provided variation in rate of INR vis-à-vis USD shall be found to be more than 5% on the date of review. In case review shall be required to decide fresh rates, 80% of

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		required to decide fresh rates, 80% of the price of Base Card and 100% of the price of imported holograms shall be considered for revision. Currency rates shall be taken for the purpose only as per RBI web-site. Detailed mechanism shall be as under-	the price of Base Card and 100% of the price of imported holograms shall be considered for revision. Currency rates shall be taken for the purpose only as per RBI web-site. Detailed mechanism shall be as under-
10	Page 11 Point 9 (d)	d) In case variation in RATE FOR REVIEW shall be found beyond 10% from BASE RATE, prices shall be adjusted as described above upward or downward as the case may be to the tune of actual variation.	To read as: d) In case variation in RATE FOR REVIEW shall be found beyond 5% from BASE RATE, prices shall be adjusted as described above upward or downward as the case may be to the tune of actual variation.
11	Page No.13 (iii) (b)	A soft copy (Word format) on a CD should also be kept in a separate envelope within the envelope of technical Bid. Voluminous documents should be submitted only on CDs.	To read as “ A soft copy containing scanned copy of the submissions in PDF format on a CD should also be kept...”
12	Page No.19 Point 18 para 3	Monthly billing will be at the base price, after 12 months vendor shall raise the bill for the difference amount as per the slab calculation, if any.	Monthly billing will be as per the order placed by the Bank, as per the applicable slab.
13	Page No.19 Point 18 Para 4	All debit cards to be procured shall strictly conform to the International Standard set vide ISO/IEC FDIS 7810:2003(E) . “The Bank” will reserve the right to disqualify the entire lot of the material in case deviation in quality beyond permissible limits [limits / specification as defined in Annexure 3] is found and 10 % volume being handled by vendor will be shifted to other vendor(s) for one quarter.	To read as: All debit cards to be procured shall strictly conform to the International Standard set vide ISO/IEC FDIS 7810:2003(E) . “The Bank” will reserve the right to disqualify the entire lot of the material in case deviation in quality beyond permissible limits [limits / specification as defined in Annexure 3] is found and 10% penalty will be levied on debit card invoice raised in all months in

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			which these cards (of inferior quality) were shipped.
14	Page 19 Point 8 Para 4	(Testing cost of Card, PPK and other stationary used for Bank to be borne by the vendor at the Testing Lab selected by the Bank.)	To read as: The Bank” for testing and quality check of material in use at random intervals by their officials and/or by external experts engaged by “The Bank” for the purpose. At frequent intervals, the Bank will, at its expenses, engage external agencies for quality check.
15	Page 19 Quantity slab per annum	Above 10,000 Upto 10,000	To read as: Above 10,000 - Base Price; 5,001 - 10,000 - Base Price + 3%; Upto 5,000 - Base Price + 6%.
16	Page No.21 Point 20	<p>Award Criteria: Bank’s right to split the order for Cards and Customize the Contract</p> <p>“The Bank” reserves the right to distribute the entire debit card/ smart card/ pre-paid card related orders between <u>L1, L2 and L3 bidders</u> who will be empanelled. In case “The Bank” considers it necessary to distribute the existing activities, it will be distributed in the proportion of 60:40 if distributed between two bidders and 50:30:20 if distributed among three bidders provided the L2 and L3 bidders match the price of L1 bidder, effective from date of agreement or go live date. In case L2 or L3 decline for the L1 price, the same will be distributed to the next price bidder, viz, L4, L5 and so</p>	<p>To read as: Award Criteria: Bank’s right to split the order for Cards and Customize the Contract</p> <p>Contract will be awarded between L1, L2, L3 and L4 bidders in the ratio of 45:25:15:15 respectively. An offer will be made to L2, L3 and L4 bidder to match the price quoted by the L1 and in case, L2, L3 and/or L4 refuse to accept the said offer, offer will be made to L5 and so on.</p> <p>In case, any of the bidder fails to match the price offered by L1 for L4 position or no bidder qualifies for L4 position, the quantities of L4 bidder i.e. 15% will be equally distributed between L1, L2 and</p>

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		on who agree for the L1 price. The distribution ratio of card order amongst the vendors will be based on overall card quantity and not on variant wise cards. However, "The Bank" will be at liberty and reserves the right to change this proportion or withdraw the order from any vendor if the services rendered by him are not found satisfactory.	L3. In such situation, the final distributed ratio will be 50:30:20 . In case, any of the bidders fails to match the price offered by L1 for L3 and L4 position or no bidder qualifies for L3 and L4 position, the quantities of L3 and L4 bidders i.e. 30% (L3-15%+L4-15%) will be equally distributed between L1 and L2. In such situation, the final distributed ratio will be 60:40 .
17	Page No.25 Point 31 Para 1 Para 2	On acceptance of the Bid by the Bank, the Bidder needs to submit the undertaking of authenticity on the lines of Annexure-16....that Bidder has been duly authorized by the OEM strictly on the lines of authorization letter Annexure-14 .	To read as : At the time of bid submission, the Bidder needs to submit... Annexure-16 and Annexure-14, wherever applicable.
18	Page No.27 Point 34 x	Successful Bidder shall provide necessary software to enable the present Debit Card Printing Kiosks(DCPK) installed in SBI INTOUCH Branches, to process their cards for debit card printing.	Point 34 x. The clause is deleted.
19	Page No.29 Point 40 Insurance	i.Bidder shall ensure proper insurance of the product and its delivery for the entire Contract period. ii. Should any loss or damage occur, the Vendor shall: a) initiate and pursue claim till settlement and	Not applicable

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		b) Promptly make arrangements for repair and / or replacement of any damaged item to the satisfaction of the Bank, irrespective of settlement of claim by the underwriters.	
20	Page No.35, Point 50 ii	Without prejudice to the rights of the Bank under Clause 48(i) hereinabove,	To read as : Without prejudice to the rights of the Bank under Clause 47(i) hereinabove,
21	Page No.37, Point 51	Termination for Default	<p>Add:</p> <p>In the event of failure of the Service Provider to render the Services or in the event of termination of agreement or expiry of term or otherwise, without prejudice to any other right, the Bank at its sole discretion may make alternate arrangement for getting the Services contracted with another vendor. In such case, the Bank shall give prior notice to the existing Service Provider. The existing Service Provider shall continue to provide services as per the terms of contract until a 'New Service Provider' completely takes over the work. During the transition phase, the existing Service Provider shall render all reasonable assistance to the new Service Provider within such period prescribed by the Bank, at no extra cost to the Bank, for ensuring smooth switch over and continuity of services. If existing vendor is breach of this obligation, they shall be liable for paying a penalty of as provided in Part-II, (Schedule of Events, SI No</p>

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			18) (Ref S.No.5,6 & 16 of this Corrigendum) on demand to the Bank, which may be settled from the payment of invoices or Performance Bank Guarantee for the contracted period or by invocation of Performance Bank Guarantee.
22	Page No.40 Item 58.d	Prices payable to vendor as stated in the contract....	Add: Except for Clause No.9 on page No.10, prices payable to vendor....
23	Page No.46 Point xii.	TAT 24 hrs.	To read as : TAT 48 hrs.
24	Page No.47 Point xvii	While plastic testing, CPV or any other certification cost for all schemes to be borne by vendor	Clause is removed
25	Page No.47 Point xiv	The TAT for PINs/ PPKs too will be 24 or 48 hours (inclusive of Sunday and holidays) from the date of receipt of embo file to delivery to DOP/Courier(s) as applicable for cards.	To read as: The TAT for PINs/ PPKs too will be 24 or 48 hours (Excluding Sundays and DOP holidays) from the date of receipt of embo file to delivery to DOP/Courier(s) as applicable for cards.
26	Page No.50 Point 1	For any delay beyond 6 weeks after the date of confirmed order from the bank,....	To read as: "For any delay beyond 6 weeks after the date of Bank's approval on art work..."
27	Page No.53 Annexure -3	Details of Card Specifications and Collaterals	Please refer New Annexure – 3 attached
28	Page No.60 Annexure-6	Format for Bank(s) references	To include: References to contain particulars called for in the annexure.
29	Page No.67 Annexure-10	Bidder's Eligibility Criteria	Please refer new Annexure-10 attached
30	Page No.70 annexure-11 Point 1.7	Sales Tax/VAT/Service Tax Registration No.	To read as:"GST Registration No."
31	Page No. 74 Annexure-13	Indicative Commercial Bid	Please refer Revised Annexure-13 attached
32	Page No.83 Annexure-16 Page No.13 (h)	Undertaking of Authenticity	Submission of Annexure-16 is required as per applicability.

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33	Page No.90 Annexure-19	Pre Contract Integrity Pact	Should be submitted on Rs.100/- stamp paper
34	Page No.103 item No.(p)	Cut off turnaround time will be 22:00 hours.	To read as : Cut off turnaround time will be 17:00 hours.
35	Page No.103 item No.(p)	Vendor shall have turnaround time of 24 hours for LCPC (Liability Card Processing Centre) and 24 to 48 hours for all other cards (inclusive of Sundays and holidays excluding postal holidays)	To read as: (excluding Sundays and DOP holidays)
36	Page No.103 item No. (p)	The volume to be managed by VENDOR is 50%/30%/20% of total volume projected as per RFP and VENDOR will have necessary infrastructure to manage this 50%/30%/ 20% volume and SLA will be applicable for this 50%/30%/20% volume.	The volume to be managed by VENDOR is 45%/25%/15%/15% of total volume projected as per RFP and VENDOR will have necessary infrastructure to manage this 45%/25%/15%/15% volume and SLA will be applicable for this 45%/25%/15%/15% volume. The proportion is as per number of vendors selected after the Reverse Bid. Please refer Award Criteria in this document.
37	Page No.108 Point 5.9	Penalty for Delay: For any delay beyond 6 weeks after the date of confirmed order from the Bank,....	To read as: For any delay beyond 6 weeks after the date of Bank's approval on art work...
38	Page No.131 Annexure-II in SLA	Card Specifications	Please refer Revised Annexure-13
39	Page No.136 Annexure IV in SLA	Billing Price of VISA hologram (Rs.0.85) shall also be applicable for other schemes (MC/RUPAY), vendors will bill the Bank at this rate.	To read as: Hologram price will be as per actual cost incurred.
40	Page No.142 Annexure-21	Evaluation Matrix	Please refer Revised Annexure-21 attached.