

EVALUATION MATRIX FOR EMPANELMENT OF DEBIT CARD VENDORS					PROSPECTIVE BIDDERS				
TOTAL: 100 MARKS QUALIFYING MARKS: 75					A	B	C	D	E
Description		Matrix			MARKS SCORED				
1.	Financial Parameters (15) (Based on Average of FY 2015-2016 and FY 2016-2017)	a.	Net worth (5)		0	0	0	0	0
			i. Negative	0					
			ii. Upto 10 crore	1					
			iii. > 10 crore to 25 crore	2					
			iv. > 25 crore	5					
		b.	Turn over (5)						
			i. 50 crore to 100 crore	2					
			ii. > 100 crore to 150 crore	3					
			iii. > 150 crore to 200 crore	4					
			iii. > 200 crore	5					
		c.	Profit / Loss (5)						
			i. Loss in last 2 years	0					
			ii. Loss in 1 years	2					
			iii. Profit in both years	5					
2.	Experience (15)	a.	Experience in Debit /Credit/Prepaid Card personalization in India Magnetic Stripe (2)						
			i. < 1 year	0					
			ii. > 1 year < 3 years	1					
			iii. > 3 years < 5 years	2					
		b.	Experience in Debit /Credit/Prepaid Card personalization EMV Chip (3)						
			i. < 1 year	1					
			ii. 1 year to < 2 years	2					
			iii. > 2 years	3					
		c.	Experience in PIN Mailers Management (5)						
			i. No experience	0					
			ii. Through outsourcing	2					
			iii. On its own	5					
		d.	Experience in providing High end solutions like DI Cards and Image Cards etc. (5)						
			i. No experience	0					
			ii. Nominal	2					
			iii. Enough Experience	5					
3.	Technical Platform (45)	a.	Card personalization capacity per day (5)						
			i. < 50000	1					
			ii. 50000 to < 100000	2					
			iii. 100000 to < 200000	3					
			iv. 200000 & above	5					
		b.	Stuffing of Cards & Collaterals (5)						
			i. In house team	5					
			ii. Outsourced	0					
		c.	Dispatch Management (5)						
			i. No experience	0					
			ii. Through outsourcing	2					
			iii. On its own	5					
		d.	Complaint resolution (5)						
			i. Help Desk having up to 3 members	1					
			ii. Help Desk having 3 - 6 members	2					
			iii. Help Desk having more than 6 members	5					
		e.	Security for Card Personalization (5)						
			i. Physical only	1					
			ii. Double Door + Physical	3					
			iii. CCTV Cameras+ (ii) above	5					

No change

		f	Availability of number of in house Testing facilities (5)							
			i.	More than 5	5					
			ii.	3 to 5	3					
			iii.	Less than 3	0					
		g	Disaster Recovery (5)							
			i.	More than one Personalization Bureaus located in different states of India with matching capacities	5					
			ii.	More than one Personalization Bureaus located in different states of India	4					
			iii.	Single Personalization Bureau	0					
		h	Base card Production (5)							
			i.	Own base card production facility available in India	5					
			ii.	Base cards to be procured from own facility located outside India	2					
			iii.	Base cards to be procured from other suppliers.	0					
		i.	Available Technologies (5)							
			i.	Basic technologies for EMV chip cards personalization available	3					
			ii.	Best technologies available to satisfy bank's present and future requirements	5					
4.	General strength of company (15)	a.	General strength of company based on data submitted by the bidder and market reports(5)							
			i.	Financially strong company with state of art technologies.	5					
			ii.	Financially strong company with satisfactory level of technical capabilities	3					
			iii.	Week both financially and technologically.	0					
		b.	Feed Back from customers (10)							
			i.	Excellent feed back	10					
			ii.	Good feed back	8					
			iii.	Satisfactory feed back	5					
			iv.	Adverse feed back	0					
			Marks to be allocated based on feedback of the Bank's Official after site visit to the bidder's facility (5)		10					
TOTAL		100	0	0	0					