



## **REQUEST FOR PROPOSAL**

# **Selection of Debit Card Vendor for India Post Payments Bank Limited**

**Date: May,05,2017**

**India Post Payments Bank**

## Invitation to Bid

India Post Payments Bank Limited invites sealed tender offers for Selection of Debit Card Vendor in accordance with the scope set out in the tender document. This tender may be downloaded by the bidders free of cost from the Tenders section on the bank's corporate website .

## Procurement Summary Sheet

<b>Name of the company</b>	India Post Payments Bank Limited	
<b>Procurement Reference Number</b>	IPPB/IT/DC/01	
<b>Cost of the earnest money deposit</b>	Rs. 5,00,000 in the form of demand draft/pay order from a scheduled bank in favor of India Post Payments Bank Limited, payable at Delhi.	
<b>Date of issue of the procurement document</b>	Date :05.05.2017	Time : 10A M
<b>Last Date and Time for Receipt of Bids</b>	Date : 31.05.2017	Time : 3:00 PM
<b>Date and Time for Technical bid opening</b>	Date :31.05.2017	Time : 4:00 PM
<b>Date and Time for Commercial bid opening</b>	To be Communicated later	
<b>Primary point of contact for RFP process related queries</b>	Name: Ashwani Kumar Designation: Sr Manager- Procurement Email: ashwani.kumar@ippbonline.in Contact Number: +91 98112 40837	
<b>Primary point of contact for technical queries</b>	Name: Rakesh Kapoor Designation: Lead Customer Service Email: rakesh.kapoor@ippbonline.in Contact Number: +91 95600 87123	
<b>Place of Opening of Bids</b>	India Post Payments Bank, Corporate Office, Malcha Marg Post Office Building, Chanakyapuri, New Delhi – 110 021.	
<b>Address for Communication</b>	India Post Payments Bank, Corporate Office, Malcha Marg Post Office Building, Chanakyapuri, New Delhi – 110 021.	

The Bank reserves the right to change the schedule mentioned above or elsewhere mentioned in the document, which will be communicated by placing the same as corrigendum under the Tender section on the Bank's corporate website.

The Bank reserves the right to reject any or all offers without assigning any reason. Earnest Money Deposit must accompany all tender offers as specified in this tender document and it should be handed over to the bank in a separate cover.

Tender offers will be opened in the presence of the bidder's representatives who choose to attend the opening of the tender on the above-specified date, time and place.

Technical Specifications, Terms and Conditions and various formats and pro forma for submitting the tender offer are described in the tender document.

**TENDER DOCUMENT FOR DEBIT CARD VENDOR FOR INDIA POST PAYMENTS BANK LIMITED (IPPB)**

1. Sealed bids are invited in separate envelopes for Technical and Financial bid proposals from vendors who can provide debit card printing services to IPPB
2. Bids must be submitted at the IPPB office in one envelope marked as "<Bidder Name>'s response to Selection of Debit Card Vendor For India Post Payments Bank Limited" containing three separate sealed envelopes: "<Bidder Name>'s Technical bid response to Selection of Debit Card Vendor For India Post Payments Bank Limited", "<Bidder Name>'s Commercial bid response to Selection of Debit Card Vendor For India Post Payments Bank Limited", Earnest Money Deposit Demand Draft/Pay Order of Rs. 5,00,000/-
3. The sealed envelopes should reach IPPB by 31.05.2017 by 3:00PM hours addressed to:

Ashwani Kumar  
Sr Manager – Procurement  
India Post Payments Bank  
Corporate Office, Malcha Marg Post Office Building, Chanakyapuri,  
New Delhi- 110021  
[Ashwani.kumar@ippbonline.in](mailto:Ashwani.kumar@ippbonline.in)

4. Earnest Money Deposit (EMD): An EMD of Rs. 5,00,000 (Rupees Five Lakh Only) in the form of a demand draft/pay order drawn in favour of India Post Payments Bank Limited should be submitted along with the technical Bid.
5. Proposals not accompanied by EMD will be treated as non-responsive and rejected. No interest shall be payable on the EMD.
6. Bids received after the due date and time and without EMD will not be accepted.
7. Agencies may send one representative each on their behalf to be present at the opening of sealed envelopes on the same day after the submission time is over, i.e. at 3:00 PM on 31.05.2017.
8. IPPB reserves the right to cancel this process at any stage and any point of time without assigning any reason thereof.

## **Common terms of reference/definition**

Across the document the term

- 1) "Bank", "IPPB" refers to India Post Payments Bank
- 2) "bidder" refers to the applicants applying for this RFP and are interested in providing the debit card printing services to bank
- 3) "blended quote" refers to the weighted average quote per card derived from the quotes supplied by the bidders (for computation of blended rate refer section 4.3Commercial Bid Evaluation)
- 4) "L1" refers to the bidder which, post technical qualification, has bid the lowest commercial terms (with respect to the blended quote)
- 5) "Document" refers to RFP
- 6) "contract", "agreement" refers to the master services agreement (including commercials, service agreements, terms and conditions etc.) signed between IPPB and the selected bidders

# Contents

1.	Introduction.....	7
2.	Scope of work.....	7
3.	Bid Submission Process .....	9
3.1	Technical Bid.....	10
3.2	Commercial Bid .....	10
3.3	Earnest Money Deposit .....	10
4.	Bid Evaluation .....	10
4.1	Opening of Bids.....	10
4.2	Technical Bid evaluation .....	11
4.3	Commercial Bid Evaluation .....	12
5.	Timelines .....	15
6.	Terms & Conditions.....	15
6.1	Payment Terms.....	15
6.2	Computation of invoice amount.....	15
6.3	Plastic order quantities.....	16
6.4	Contract validity period.....	16
6.5	Personalization of Cards .....	16
6.6	Earnest Money Deposit .....	16
6.7	Period of validity of bids .....	16
6.8	Modifications and withdrawal of bids .....	17
6.9	Clarification of bids .....	17
6.10	Erasures or alterations .....	17
6.11	Revised technical and commercial bid.....	17
6.12	Cost and Currency .....	17
6.13	Indemnity .....	17
6.14	Quality Standards.....	18
6.15	Order Cancellation .....	19
6.16	Acceptance Test .....	19
6.17	Infrastructure .....	19
6.18	Insurance.....	19
6.19	Service Level Agreement (SLA).....	19
6.20	Penalties.....	20
6.21	Non-transferable offer .....	21
6.22	Right to alter mix of cards quantities .....	21
6.23	Technical inspection and performance evaluation.....	21
6.24	Delivery .....	21
6.25	Stocking of Welcome Kits and Card Plastics .....	21
6.26	PIN Mailers.....	22

6.27	Service requirements .....	22
6.28	Warranty .....	22
6.29	Returned card management .....	22
6.30	Confidentiality .....	22
6.31	Compliance to Terms and Conditions .....	22
6.32	Art Work .....	22
6.33	Force Majeure .....	23
6.34	Termination .....	23
6.35	Resolution of disputes and arbitration .....	23
6.36	Applicable law and jurisdiction of court .....	24
6.37	Performance Bank Guarantee .....	24
7.	Annexures .....	25
7.1	Annexure I – Commercial Bid Format .....	25
7.2	Annexure – II - Conformity Letter .....	29
7.3	Annexure – III - Conformity with Hardcopy Letter .....	30
7.4	Annexure IV – Technical Criteria Compliance .....	31
7.5	Annexure V – Technical and Functional Specifications .....	33
7.6	Annexure VI – Letter of Indemnity .....	35
7.7	Annexure VII - Bidder Details .....	36
7.8	Annexure VIII – Bidder Response Cover Letter .....	38
7.9	Annexure IX – Comments on Terms and Conditions, Services and Facilities .....	39
7.10	Annexure X –Query Format .....	40
7.11	Annexure XI – Performance Bank Guarantee Format .....	41
7.12	Annexure XII – Self-Declarations .....	43
7.13	Annexure XIII – Power of Attorney for signing of application .....	44
7.14	Annexure XIV – Earnest Money Deposit Form .....	46
7.15	Annexure XV – List of Abbreviations .....	47

## 1. Introduction

India Post Payments Bank Limited ("IPPB") is a company incorporated and registered under Companies Act, 2013 and a payments banking company registered under section 22 (1) of the Banking Regulation Act, 1949 duly licensed by RBI. IPPB is engaged in conducting banking and payments business providing services to retail and corporate customers. IPPB has its Registered Office at Speed Post Center, Bhai Veer Singh Marge, New Delhi – 110 001 and the corporate office at Malcha Marg Post Office Building, Chanakyapuri, New Delhi – 110 021. IPPB is currently operating its business through its branches at Raipur and Ranchi. Over a period, the bank intends to establish its presence on a pan-India basis by having 650 branches and 1.55 lakh access points.

The Bank is looking for two bidders L1 and L2 to undertake the various activities as specified in the tender document for a period of 2 years. The Bank proposes to distribute the load among these two bidders. However, the Bank reserves the right to allocate more load to the bidder performing well. Both L1 and L2 should be capable of handling the full work load independently.

## 2. Scope of work

The scope of work includes the following:

- 1) Obtaining approval of design and product from Visa / MasterCard / RuPay
- 2) Building Interface with the Debit/Pre-Paid Card Management System
- 3) Procurement
  - a) Blank Plastic (Base Card) per specification approved for Magnetic Stripe and dual EMV chip / magnetic stripe cards, contactless and as required by the bank
  - b) PIN Mailer Stationery per specification approved.
  - c) Paper for printing the Envelopes, Welcome Letter, User Guide, Card Pouches etc. for Welcome Kits
- 4) **Personalization of cards:** This includes card embossing, magstripe encoding, and CVV number printing per Visa / MasterCard / RuPay approved specifications. This may also include printing of photo on cards (photo card) at the option of the Bank
- 5) **Printing of Welcome Kit:** This will include printing of Window Envelopes, Welcome Letters, User Guides, Card Pouches, PIN Mailers etc. per specifications mentioned in this document and contents / design approved by the Bank. It will also include printing of envelopes for dispatch of PIN mailers.

Bidder should have an automated process of pasting the cards on the face of their corresponding Welcome Letter which ensures that the CVV number is not visible.

- 6) **Fulfilment:** This includes variable data printing on the welcome letter, card pasting on the welcome letter, insertion of welcome letter, user guide, card pouch, PIN Mailers (in case of Non-Personalized Cards) in envelopes, sorting, packing in cartons with content list/s, dispatch and other activities associated with fulfilment. In case of personalized cards, PIN mailers need to be stuffed in separate envelopes and dispatched to customer addresses.

The printing of the PIN mailers would be done from the bidder's premises and the bidder will be responsible for owing & deploying the hardware at their own premises. The Bank however, would provide oversight and conduct audit at the bidder's premises. In case the bidder's performance is not in line with the bank's expectation, then the bank at its discretion may ask the vendor to print the PIN mailers from the bank's premises. The bidder would also be responsible to dispatch the PIN Mailers to the customer location/branches or any other location as decided by the bank. The bidder will be responsible for the following:

- For Personalized Cards: PINs will be dispatched to Customer Address
- For Non Personalized (Insta) Cards: PINs will be stuffed in the Welcome kit by the bidder (as mentioned above) and dispatched to the Bank's branches / Centralized Processing Centre as directed by the Bank

For Re-PIN requests, the bidder would be responsible for dispatching the PIN mailer directly to the customer locations.

#### 7) **Dispatch and Returns Management:**

- a) All cards along with the welcome kits and PIN mailers shall be dispatched to the Bank's Centralized Processing Centre/Branches/customer location or any other location as directed by the Bank. In case of Re-PIN request the PIN will be delivered to the Customer Address.

The bidder shall dispatch Welcome Kits in lots of 50s or 100s or multiples thereof as per its requirement. Personalized Cards will be as per the order.

- b) Dispatch of the Debit/Pre-paid Cards (all variants) to the concerned Branches/ Centralized Processing centre/Customer should be done through Indian Postal / Speed Post Service, Registered Post as acceptable to the Bank in lots on daily basis.
  - c) Returned consignment will be returned to bidder's address. The bidder shall maintain a proper record of such returns with specific reasons and re-dispatch these cards / consignments after remedial measures are complied with, duly recorded, without any extra charge to the Bank. In all cases where reasons of return are attributed to the bidder, postage / courier charges shall also be borne by the bidder.
  - d) The bidder should have the capability to maintain the records of the cards personalized and despatched to various destinations / branches, including details of card serial number, postal receipt no., Proof of Delivery (POD) etc.
  - e) The bidder should have the capability of informing the bank about the tracking details as soon as the debit card and PIN mailer is dispatched.
- 8) **Packing:** The packing material and the way consignments are packed shall be to the Bank's satisfaction after observing a drop test and moisture test. The bidder shall ensure that the packing is done in the right way and with material which ensures compliance to the above mentioned two tests.
  - 9) **Disposal of rejected cards:** Rejected cards should be destroyed by the bidder under camera surveillance and the Backup of the CCTV recording should be retained for a period of 6 months. A daily report on the rejected cards should be made available to the Bank.
  - 10) **SFTP or any other mode of secure communication** with digital signature / encryption & decryption for download and upload of customer data / Embossed and Pin data from ATM Switch Centre. Keys for encryption/Digital Signature should be securely kept and approved processes should be followed.

Depending on the data volumes, leased line / ISDN should be provided to the Bank's data centre, and back up links from bidder approved by the Bank.

- 11) **Support to bank branches, CPC and corporate office** - bidder should have a Help Desk facility with adequate infrastructure to attend branches regarding despatch of cards with a dedicated number. Also an exclusive Help desk with adequate infrastructure matching to



the volume & with dedicated phone number shall be provided to attend any disputes/queries.

Technical specifications of card plastics, EMV chips and collateral stationery are stated in Annexure V – Technical and Functional Specifications.

### **3. Bid Submission Process**

Interested and eligible bidders may submit their Application Form in the prescribed format (enclosed hereto) with complete information. The Application Form duly filled in, along with all supporting documents/information should be submitted in a closed envelope super-scribed as “Selection of Debit Card Vendor For India Post Payments Bank Limited” to IPPB at its following address:

**Manager Procurement  
India Post Payments Bank,  
Corporate Office, Malcha Marg Post Office Building,  
Chanakyapuri, New Delhi – 110 021.**

The sealed bid envelopes as mentioned above should be dropped in the Tender Box kept at Corporate Office, Malcha Marg Post Office Building, Chanakyapuri, New Delhi – 110 021. The following officials shall be available for any assistance.

- 1) Ashwani Kumar**
- 2) Rakesh Kapoor**

The competitive bids shall be submitted in three parts viz.

- a) Technical Bid
- b) Commercial Bid
- c) Earnest Money Deposit

The three envelopes must be enclosed within a bigger envelope, super-scribed in the following format

“<Bidder Name>’s response to Selection of Debit Card Vendor for India Post Payments Bank Limited”,

each of the envelopes contained within the bigger envelope must be super-scribed in the following format

“<Bidder Name>’s Technical / Commercial bid response to Selection of Debit Card Vendor For India Post Payments Bank Limited”

the envelope for the Earnest Money Deposit for Rs. 5,00,000 (Five Lakhs) must be enclosed in an enveloped and super-scribed in the following format.

“<Bidder Name>’s Earnest Money Deposit in response to Selection of Debit Card Vendor For India Post Payments Bank Limited”

The bidder should certify that the contents of the Compact Discs are the same as that provided by way of hard copy. In the event of a discrepancy, details provided in the hard copy will be held true.

All the pages of the proposal including annexures and documentary proofs should be numbered and signed by the authorized signatory.

The proposal should be prepared in English in PDF format. The e-mail address and phone / fax numbers of the bidder shall also be indicated on sealed envelopes.

### 3.1 Technical Bid

The bidders are required to submit the technical bid document which should contain all the documents as mentioned below:

- 1) Duly filled **Annexure – II - Conformity Letter**
- 2) Duly filled **Annexure – III - Conformity with Hardcopy Letter**
- 3) Duly filled **Annexure IV – Technical Criteria Compliance**
- 4) Documents mentioned in **Annexure IV – Technical Criteria Compliance.**
- 5) Duly filled **Annexure VI – Letter of Indemnity**
- 6) **Annexure VII - Bidder Details**
- 7) Duly filled covering letter per **Annexure VIII – Bidder Response Cover Letter**
- 8) Comments on T&C if any from the bidder per **Annexure IX – Comments on Terms and Conditions, Services and Facilities**
- 9) 1 compact disk (CD) containing the soft copy of technical proposal
- 10) Delivery Schedule Plan
- 11) Detailed Work Plan (Project Plan) for all the activities mentioned in Scope of Work. A PERT chart providing the delivery plan and scheduled date of commencement of delivery and completion of the delivery should also be provided
- 12) Copy of the response duly putting the seal and signature on all the pages of the document for having noted the Contents and testifying conformance to the terms and conditions set out
- 13) Duly filled in **Annexure XIII – Power of Attorney for signing of application**

### 3.2 Commercial Bid

The bidder shall submit the commercial bid as per the format given in Annexure I – Commercial Bid Format. The Commercial bid envelope should also contain 1 compact disk (CD) containing the soft copy of the commercial bid.

The Commercial Offer should give all relevant price information as per **Annexure I – Commercial Bid Format** and should not contradict the Technical Offer in any manner. Please note that if any envelope is found to contain technical and commercial offer in a single envelope, then that offer will be rejected outright.

### 3.3 Earnest Money Deposit

The list of the documents required to be enclosed with the earnest money deposit is mentioned below:

- 1) Duly filled **Annexure XIV – Earnest Money Deposit Form**
- 2) Demand Draft/Pay Order favouring 'India Post Payments Bank' by a Scheduled Commercial Bank located in India for an amount of Rs. 5,00,000 (Five lakhs only)

The above mentioned documents must be placed and sealed and super-scribed as "<Bidder Name>'s Earnest Money Deposit in response to Selection of Debit Card Vendor For India Post Payments Bank Limited"

Submission will be valid only if copies of the response documents are submitted as per defined clauses in the document and before the mentioned submission closing date and time. Only one Submission of response by each bidder will be permitted.

All responses would be deemed to be irrevocable offers / proposals from the bidder's and may, if accepted by the Bank, form part of the final contract between the Bank and the selected bidder.

## 4. Bid Evaluation

### 4.1 Opening of Bids

The Bank will scrutinize the offers received to determine whether they are complete and per tender requirement, and also whether technical documentation as asked for and is required to evaluate the offer has been submitted, whether the documents have been properly signed and whether items are quoted per the requirements etc. The Bank may, at its discretion, waive any minor non-conformities or any minor irregularity in the offer. This shall be binding on all bidders and the Bank reserves the right for such waivers.

## 4.2 Technical Bid evaluation

For bids received within the prescribed closing date and time, the Technical Bid will be opened in the presence of bidders' representatives who choose to attend the opening of the offer on the date and time decided by the Bank as mentioned on this document; any change shall be informed to bidders through Bank's website/ e-mail to the authorized representative. The representatives of bidders present shall sign a register of attendance. The technical criteria is as stated below:

*Table 1: Bidder Technical Criteria*

S. No.	Criteria	Documents to be submitted
1	The bidder should be an approved vendor for RuPay, VISA and MasterCard card personalization for both magstripe & EMV chip cards	Certificate from Visa, MasterCard, and RuPay
2	The bidder should preferably have his own base card production facility located in India or should have proper arrangements with suppliers to ensure card production/procurement	Proof of production activities carried out and /or documents regarding arrangement with suppliers with documents showing dates of placing orders and actual delivery.
3	The bidder should have a Positive Net Worth during the last two financial years and have an overall turnover of at least Rs 30 crore in either of the last 2 financial years, i.e. 2014-15 and 2015-16	Audited financial statements
4	The bidder must have been in the business of manufacturing plastics or personalization of payment cards including EMV cards for at least 2 year in India	Certificate of Incorporation / Registration
5	The bidder must have provided card plastic supply and personalization services for at least 2 banks / financial institutions / government agencies in India	Certificates / Purchase order from clients / System Integrator
6	The bidder should not have been blacklisted by any Scheduled Commercial Bank during the last 3 years	Self-declaration (duly filled in Annexure XII – Self-Declarations)
7	The bidder should have sufficient capacity for supply of Welcome Kits to cater to the Bank's requirements of minimum 20,000 Welcome Kits per day. However, the Bank would use and exhaust existing stock of Welcome Kits before placing on fresh orders.	Self-declaration (duly filled in Annexure XII – Self-Declarations)
8	The bidder should have internal control and audit measures in place.	Copy of latest Audit Report.
9	The bidder should have ISO / security certification	ISO/IEC 7816 certificate

S. No.	Criteria	Documents to be submitted
10	The systems offered should not violate any Intellectual Property Rights.	Self-declaration (duly filled in Annexure XII – Self-Declarations)
11	Bidder should have processed and supplied more than 5 lakh Visa / MasterCard / RuPay Magstripe/EMV card plastics for banks during the last 2 financial years in India	Purchase Orders from clients
12	The bidder should be in the business of end-to-end card management in India	Self-declaration (duly filled in Annexure XII – Self-Declarations)
13	The bidder should have Disaster Recovery and Business Continuity Plan.	Self-declaration (duly filled in Annexure XII – Self-Declarations)

Representatives of bidders who meet the technical criteria as well as those who do not will be informed of the same once the technical of the bidders is determined. For the bidders who don't qualify as per the technical criteria, the commercial proposals will be returned without opening to the authorised representatives present.

Only those offers that meet all the technical criteria and are complete with respect to all documentation required as per Clause 3.1 shall be considered for the commercial bid evaluation. The Bank would return the technical and commercial bid documents of the bidders who fail to qualify in the technical bid evaluation.

#### 4.3 Commercial Bid Evaluation

The Commercial Quote will be adjudged on the basis of lowest blended quote per card.

##### **Quotes of volume slabs:**

- 1 The bidders are required to provide quotes for cards including personalization of the cards across the volume slabs mentioned in Table 2 for EMV Cards, Table 3 for Contactless Cards and Table 4 for Magstripe Cards.
- 2 For the quotes provided, the bidders are required to provide a detailed Bill of Materials for the following volume slabs:
  - a) EMV Cards – Upto 50 lakhs
  - b) Contact Less cards – Upto 5 lakhs
  - c) Magstripe Cards – Upto 5 lakhs

Refer Annexure I – Commercial Bid Format for the template to be filled.

The above specified slabs would be used for evaluation purpose as specified in Pt. no 4 below.

- 3 The bidders must ensure that the quote for the higher volume slabs, must be lower than the rate quoted for a lower volume slabs. If during the commercial bid evaluation, it is found that the bidder has not followed this rule, the bank at its discretion may reject the bid.
- 4 The quotes provided by the bidders should cover the cost of only the cards including personalization across RuPay/VISA/MasterCard and card type (EMV/Contactless/Magstripe) and not cover the costs applicable with welcome kit printing, kitting, dispatch, returns, PIN mailers printing, dispatch etc. The bank would not pay any amount to the bidder over and beyond what has been mentioned by the bidders except for statutory taxes and other details mentioned in section 6.12.

- 5 To determine L1, the following methodology shall be followed:

The bidders are required to provide the quotes (excluding service tax) applicable for cards including personalization the EMV Cards, Contactless Cards and Magstripe Cards for all the volume slabs mentioned in Table 2: Quotes for cards including personalization of EMV Cards, Table 3: Quotes for cards including personalization of Contactless Cards, Table 4: Quotes for cards including personalization of Magstripe Cards respectively.

Table 2: Quotes for cards including personalization of EMV Cards

<b>EMV Chip Cum Magstripe Contact Debit Cards / Pre-paid cards – Cost per Card (in INR)</b>			
Number of cards (in lakhs)	RuPay	VISA	MasterCard
Upto 50			
Upto 100			
Upto 150			
Upto 200			
More than 200			

Table 3: Quotes for cards including personalization of Contactless Cards

<b>Dual interface Contact cum Contactless Debit Cards / Pre-paid cards – Cost per card (in INR)</b>			
Number of cards (in lakhs)	RuPay	VISA	MasterCard
Upto 5			
Upto 10			
Upto 15			
Upto 20			
More than 20			

Table 4: Quotes for cards including personalization of Magstripe Cards

<b>Magstripe based pre-paid cards – Cost per card (in INR)</b>			
Number of cards (in lakhs)	RuPay	VISA	MasterCard
Upto 5			
Upto 10			
Upto 15			
Upto 20			
More than 20			

For evaluation purpose, the slabs mentioned below would be used for computation of blended quote. The cost quotes across Rupay, VISA and MasterCard would be normalized for each card type as illustrated below:

Table 5: Normalized quotes for cards including personalization of EMV Cards

<b>EMV Chip Cum Magstripe Contact Debit Cards / Pre-paid cards - Cost per card (in INR)</b>			
Variant	RuPay	VISA	Master Card
Cost of cards including personalization for upto 50 lakh debit / pre-paid cards	A1	A2	A3

$$A = (A1 + A2 + A3) / 3$$

Table 6: Normalized quotes for cards including personalization of Contactless Cards

<b>Dual interface Contact cum Contactless Debit Cards / Pre-paid cards - Cost per card (in INR)</b>			
Variant	RuPay	VISA	Master Card
Cost of cards including personalization for upto 5 lakh debit / pre-paid cards	B1	B2	B3

$$B = (B1 + B2 + B3) / 3$$

Table 7: Normalized quotes for cards including personalization of Magstripe cards

<b>Magstripe based Pre-paid cards - Cost per card (in INR)</b>			
Variant	RuPay	VISA	Master Card
Cost of cards including personalization for upto 5 lakh pre-paid cards	C1	C2	C3

$$C = (C1 + C2 + C3) / 3$$

(Refer Annexure I – Commercial Bid Format for definition of A1,A2,A3,B1,B2,B3,C1,C2,C3)

For computation of the blended quote proposed by the bidder, the weightage for EMV Chip Contact Debit / Pre-paid cards shall be 80%, for Magstripe Cards shall be 10% and weightage for Dual interface Contact cum Contactless Debit / Pre-paid Cards shall be 10%.

Based on the above mix, the blended quote applicable for the bidder would be:

$$\frac{8 * (A) + B + C}{10}$$

Based on the blended quote arrived at, the bidder having the lowest blended quote would be “L1”, the bidder having the next lowest quote would be “L2” and so on. In case of a tie in the blended quote, the lowest quote for parameters A, B and C (in that order) will be used for arriving at L1, L2 and so on.

The bank also reserves the right to carry out further negotiations with the L1 on the commercial proposal after the conclusion of the tendering process. For a load sharing arrangement, it will be essential for both the selected bidders to offer the same price, which will be lower than or equal to the lower of the two initial commercial proposals made by the selected bidders.

In case the L2 refuses to match the price offered by the L1 bidder, the bank at its discretion ask the L3 bidder to match the L1, and so on. In case the bank is not able to get matching bids, then the bank may at its sole discretion award the entire contract to a single bidder or give the contract to the L1 and L2 at different rates.

If there is a discrepancy between words and figures, the amount in words will prevail. If the bidder does not accept the error-correction, its bid may be rejected, and its earnest money deposit may be forfeited.

## 5. Timelines

The RFP document is available at IPPB's website: [ippbonline.in](http://ippbonline.in)

Prospective bidders desirous of participating in the RFP may view and download the RFP document free of cost from above mentioned website.

Important Dates:

The timelines for the RFP are mentioned below:

S. No.	Particular	Date
1	Date of Publication	05.05.2017 10AM
2	Submission end date	31.05.2017 3 P M
3	Opening of the Technical Bid	31.05.2017 4 P M

## 6. Terms & Conditions

### 6.1 Payment Terms

Payment for plastic supply orders will be made in accordance with the actual orders provided to the bidder by the Bank

Payment will be made on a monthly basis only after submission of detailed invoices clearly marking out actual number of welcome kits dispatched as per bank's instructions. The invoice should separately mention the card schemes (RuPay/VISA/MasterCard) as well as Contact, Magstripe and Contactless Cards. All the payments to the Successful bidder shall be subject to the performance/ delivery of the Services to the satisfaction of the bank for this purpose. Penalties / Liquidated damages, if any, shall be deducted from the invoice value.

There will be no advance payment made by the Bank to the bidder for any part of the services within the scope of work.

The rates quoted by the bidder shall be firm throughout the period of the contract for the work assigned and discharge of all obligations under the present proposal/arrangement.

### 6.2 Computation of invoice amount

- 1) As the aggregate order volume placed by the bank moves from one slab (old slab) to another (new slab), the rate applicable for the new slab would be applicable for all the cards printed by the bidder including the cards previously printed.
- 2) The bank would pay the bidders only for the applicable rates quoted in Table 2, Table 3 and Table 4 based on the aggregate volume of cards printed for the Payment Network (RuPay, VISA, MasterCard), type of card (EMV Chip Contact Card, Dual Interface Contactless Cards, Magstripe Card) along with the quotes for other supporting items (eg. PIN Mailers, Welcome Kits, Welcome Letters etc, as mentioned in Annexure I – Commercial Bid Format) multiplied by the number of cards printed, The bank would not pay any amount over and beyond.
- 3) The settlement of the excess amount paid by the bank to the bidder (because of rate reduction on account of aggregate volume movement from one slab to another) would be adjusted through a mutually agreed process between the bidder(s) and the bank

### **6.3 Plastic order quantities**

Indicative minimum plastic order quantities are as follows:

- EMV Chip – 25,000
- Magstripe – 2,500

The Bank reserves the right to change the minimum order quantities in accordance with its requirements.

The Bank reserves the right to distribute the entire debit card (across RuPay/ VISA/ MasterCard) orders between L1, L2 bidders in the ratio 60:40 (based on the volume of cards to be printed). The ratio of 60:40 would be maintained over the period of contract and not on a per order basis. 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.

### **6.4 Contract validity period**

The contract shall be valid for a period of 2 years.

### **6.5 Personalization of Cards**

The necessary information required for personalization will be provided by the bank. The bidder has to personalize the cards and welcome kit and hand over to the post office identified by the Bank for delivery to the customer address.

After personalization of cards, the bidder must have a mechanism in place to ensure that the embossing files is duly deleted immediately and send a confirmation over email to the bank accordingly.

### **6.6 Earnest Money Deposit**

The bidder shall furnish, as part of its Technical Bid, earnest money deposit of Rs. 5,00,000 as mentioned in the 'Invitation to Bid'.

The earnest money deposit shall be denominated in Indian Rupees only and shall be in the form of a DD/Bank Guarantee favouring 'India Post Payments Bank' by a Scheduled Commercial Bank located in India having validity period of 6 months. Any bid not secured in accordance with the above will be rejected by the Bank as non-responsive.

The EMD may be forfeited:

- 2) If the bidder withdraws its bid during the period of bid validity specified by the bidder  
OR
- 3) In case of the successful bidder, if the bidder fails:
  - a. To sign the contract
  - b. To furnish performance bank guarantee

Earnest Money Deposit of all bidders, except successful bidders, shall be refunded on declaration of successful bidders by obtaining claim letter from the bidders. In case of successful bidders the same shall be refunded upon furnishing of the performance bank guarantee.

### **6.7 Period of validity of bids**

The process of bid evaluation, approval and subsequent activities may be assumed to take a reasonable amount of time. Therefore, the bids shall remain valid for 6 months after the date of opening of commercial bid prescribed by the Bank. A bid valid for a shorter period shall be rejected by the Bank as non-responsive.



## **6.8 Modifications and withdrawal of bids**

No bid can be modified by the bidder, subsequent to the closing date and time for submission of bids. In the event of withdrawal of the bid by any bidder after submission of bids, the EMD will not be refunded by the Bank.

## **6.9 Clarification of bids**

A bidder requiring any clarification on this document may notify the bank in writing by e-mail at the email address provided in the "Procurement Summary Sheet". Bidders shall send the queries only in the prescribed format specified in Annexure X –Query Format mentioned in the document.

No requests for clarification will be accepted by telephone. Bank shall respond over email or in writing and post online any request for clarification of the RFP document that it receives until the date mentioned in Procurement Summary Sheet. Any questions submitted post the clarification submission date shall not be considered by the bank. In no event will the bank be responsible for ensuring that bidder's inquiries have been received by bank.

## **6.10 Erasures or alterations**

The offers containing erasures or alterations will not be considered. There should be no hand-written material, corrections or alterations in the offer. Technical details must be completely filled. Correct technical information of the product being offered must be filled in. Filling in of the information using terms such as "OK", "accepted", "noted" may not be acceptable. The bank may treat offers not adhering to these guidelines as unacceptable.

If there are discrepancies between the soft copy and hard copy of either of the technical bid or commercial bid, the information provided in the hard copy would be considered for evaluation by the bank.

## **6.11 Revised technical and commercial bid**

If necessary, the bank reserves the right to call for revised technical and commercial bid from all the eligible bidders for the selection of the debit card vendor.

## **6.12 Cost and Currency**

The offer must be made in Indian Rupees only.

The price quoted should be inclusive of applicable duties, levies and charges, except octroi, entry tax / Local Body Tax. Octroi shall be reimbursed only on production of original receipts. All costs should be given in Figures and Words. No cost variation will be permitted other than statutory dues (Upward revision of service taxes will be borne by the Bank and benefit of downward revision of taxes shall be passed by the bidder to the Bank). No separate quotes are required for helpline services & other services. Bidders are required to absorb these items in the rate they quote for one card.

## **6.13 Indemnity**

The bidder shall indemnify, protect and save the Bank and hold the Bank harmless from and against all claims, losses, costs, damages, expenses, action suits and other proceedings (including reasonable attorney fees), relating to or resulting directly or indirectly from

- 1) an act or omission of the bidder, its employees, its agents in the performance of the services provided by the bidder,
- 2) breach of any of the terms of this RFP or breach of any representation or warranty by the bidder,
- 3) use of the deliverables and or services provided by the bidder,

- 4) Infringement of any patent, trademarks, copyrights etc. or such other statutory infringements in respect of all components provided to fulfil the scope of the work herein. Bidder shall further indemnify the Bank against any loss or damage to the Bank's premises or property, Bank's data, loss of life, etc., due to the acts of the bidder's employees or representatives.

The bidder shall further indemnify the Bank against any loss or damage arising out of loss of data, claims of infringement of third-party copyright, patents, or other intellectual property, and third-party claims on the Bank for malfunctioning of the equipment or software or deliverables at all points of time, provided however,

- 1) the Bank notifies the bidder in writing immediately on aware of such claim,
- 2) the bidder has sole control of defence and all related settlement negotiations,
- 3) the Bank provides the bidder with the assistance, information and authority reasonably necessary to perform the above, and
- 4) The bidder shall in no event enter into a settlement, compromise or make any statement (including failure to take appropriate steps) that may be detrimental to the Bank's (and/or its customers' and bidders') rights, interest and reputation.

Bidder shall be responsible for any loss of data, loss of life etc. due to acts of bidder's representatives, and not just arising out of gross negligence or misconduct etc. as such liabilities pose significant risk. Bidder should take full responsibility for its and its employee's actions. Further, since the Bank's data could be integrated / used under bidder provided software and since the bidder would be managing the data centre, the bidder should be responsible for loss / compromise or damage to Bank's data.

The bidder should indemnify the Bank (including its employees, directors or representatives) from and against claims, losses, and liabilities arising from:

- Non-compliance of the bidder with Laws / Governmental Requirements
- IP infringement
- Negligence and misconduct of the bidder, its employee, and agents
- Breach of any terms of RFP, representation or warranty
- Act or omission in permission of service
- Loss of data

However, indemnity would cover damages, loss or liabilities suffered by the bank arising out of claims made by its customers and/or regulatory authorities.

#### **6.14 Quality Standards**

The bidder should abide by the quality standards and specifications prescribed by MasterCard, Visa and RuPay for procurement / personalization. For welcome kit, the printing should be strictly in accordance with the specimen available in the Bank. The Bank is looking for well proven product material, which is used by a large number of users in India. The bank at its discretion can carry out random-sample test checking (Peel Test, Bend Test, Torsion Test, Corner bend Test and any other type of test related to card quality) of the cards being supplied to ascertain their quality. Test checking of Cards by the Bank may be carried out at a premise of its choice, including the premises of the bidder, at any interval it deems fit, where the quality of the cards may be checked according to the international Test Methods specified under ISO / IEC 10373 -1.

The bank reserves the right to conduct testing quality of cards through outside agencies at intervals as per the discretion of the Bank. In case the cards procured are found to be not meeting the required standard in the above testing, concerned bidder(s) are under obligation to replace the entire lot of such cards with cards of required quality to the satisfaction of the bank, at their own cost. The bank has absolute discretion to cancel the contract of such erring bidders besides adjusting the PBG deposit.

### **6.15 Order Cancellation**

The bank reserves its right to cancel the order in the event of work not done per the mutually agreed schedule. In addition to the cancellation of the purchase order, the bank reserves the right to appropriate the damages from the earnest money deposit (EMD) given by the bidder and/or foreclose the bank guarantee for damages / losses incurred by the Bank.

### **6.16 Acceptance Test**

At its discretion, the Bank will conduct an acceptance test. The test will include physical verification and testing. There shall not be any additional charges payable by the Bank for carrying out this acceptance test. In the event of any errors and discrepancies detected during acceptance testing, resulting in corrective action on the part of the bidder, the schedule for acceptance testing will be revised on a mutually convenient date at the cost and expenses of the bidder. The Bank reserves the right to get the cards and welcome kits tested by a consultant/agency of its choice and the bidder will not object to the same. The Bank will test the packing and conduct a drop test, to ensure the strength of packing.

### **6.17 Infrastructure**

The bidder has to maintain the proper infrastructure at the bidder's site / site proposed by the Bank, including Machines for personalization of Cards, Manpower to run the machines, Maintenance and spares for the machines, Consumables for the machines, Manpower to dispatch the personalized cards and responding to queries raised by bank with details/ confirmation for dispatch/ non dispatch.

### **6.18 Insurance**

The bidder will ensure insurance cover for the infrastructure deployed for card / PIN production, as well as for transfer of printed cards and PIN mailers to the Bank's Centralized Processing Centre, branches or customer addresses.

The bidder shall obtain adequate insurance cover against all kinds of risks including fidelity clause for the loss arising from acts of omission / commission / dishonesty of its employees and / or agents and would be required to keep the insurance policy alive at all times during the currency of the agreement.

Details of the insurer and the nature of insurance procured must be made available to the Bank on request.

The loss-payee endorsement of such insurance policies shall be in favour of the Bank and it shall be ensured that the amount of claim, if any, shall be paid by the insurance company directly to the Bank.

Cost of all the required insurance detailed above shall be borne by the bidder.

### **6.19 Service Level Agreement (SLA)**

The terms and conditions in this section will be binding on all the bidders and shall also form part of the purchase order and the Service Level Agreement (SLA) to be signed by the successful bidders. The Service Level Agreement will have to be executed within 30 days from the receipt of Purchase Order and before starting the services.

#### **Initiating of the project/ new art-work**

The bidder is expected to adhere to the following broad timelines:

- 1) The bidder will within a period of 4 weeks from the date of the signing of the contract and obtaining the purchase order must obtain approval of the bank and the card association regarding art work and applications, arrange for test cards, complete all infrastructural requirements and begin acceptance testing
- 2) The delivery of plastics must begin in 15 days after the completion of acceptance testing

#### **Delivery of debit card and PIN Mailer**

The bidder will maintain a Turn Around Time (TAT) as detailed below:

- 1) Cards / PIN - 48 hours for dispatch of welcome kit
- 2) Urgent requirements of Cards / PIN - 24 hours  
(From the time the data file is received by the bidder).

The bidder will endeavour to provide cards / PINs with a shorter TAT and the same may be indicated in the Bid.

The overall period of complete cycle for receipt of Welcome Kits at branches or the Centralized Processing Centre as directed by the Bank should not exceed 6 days from the date of request.

Refer section 6.20 for Penalties.

### **6.20 Penalties**

It is absolutely essential for the bidders to understand that the cards are very important to be personalized and delivered in time and hence any delay in dispatch of cards will be viewed by the Bank seriously and will attract a penalty for non-compliance with the Turnaround Time mentioned below.

The Successful bidder(s) should implement and ensure business continuity of Card personalization and supply services per the scope of the work.

Penalties may be in the nature of liquidated damages, withholding of payments or invocation of the Performance Bank Guarantee.

The successful bidder shall remain responsible for the quality of plastic. In case the cards start providing problems due to the plastic quality of card, the entire lots of cards shall be rejected and no payment shall be made to the supplier on this account and suitable penalties as below may also be levied

*Table 8: Penalties*

<b>Item</b>	<b>Penalty</b>
Non production of proof of dispatch within 48 hrs from submission of Card File generated / PIN Mailers	<p>The bidder shall be charged penalty for not adhering to the TAT at the rate of Re. 1.00 per day per card / PIN not produced subject to a cap of 50% of previous month bill.</p> <p>Penalties will not be levied for TAT if there is a spurt in the number of cards to be issued by more than 15% of the daily average of the previous month.</p> <p>All the penalties for non-compliance would be limited to a maximum of 10% of the value of order</p>
Return of a consignment for illegible address	Re-sending the consignment by the bidder without any cost to the bank.

Item	Penalty
Return of a consignment in broken condition for poor packaging.	Re-sending the consignment by the bidder without any cost to the bank.
Delay in beginning the delivery of plastics	If attributable to the bidder – will result in liquidated damages at 1% of the order value per week, subject to a cap of 10% of the total order value. The delay in getting approval, if attributable to Visa / MasterCard / RuPay will not be taken into account and the bidder will not be penalized for the same.

#### **6.21 Non-transferable offer**

This tender document is not transferable. Only the party to whom it is issued is entitled to submit the offer to the bank.

#### **6.22 Right to alter mix of cards quantities**

The Bank at its discretion may order personalization of more or less than the quantity under the tender and avail personalization services including preparation of Welcome kits and Administration for the same at the same price and terms.

There may also be occasions of heavy variations in the orders placed by the bank during the contract period, both upward and downward for short or prolonged period. Vendors should be ready to accept such challenges. They should have spare capacities available or should be able to create such capacities in a reasonable time to the satisfaction of the Bank for meeting upward surge in volumes.

#### **6.23 Technical inspection and performance evaluation**

The Bank reserves the right to carry out technical inspection of Plastic cards / welcome kit Personalization / dispatch of cards by the bidder at its discretion.

#### **6.24 Delivery**

The bidder should complete the activity of card personalization, putting the same in card pouch, PIN printing, stuffing the welcome letter, user guide etc., and delivery thereof to the Postal/Courier agency within 48 hours from supply of card data / PINs. For any delay beyond 48 hours, reasons should be submitted to the bank in writing. The Bank will be at liberty to accept or decline any such reason, and delay shall be subject to penalty as detailed in section 6.20 above. The bidder should send daily MIS to the bank through e-mail regarding the details of the cards dispatched.

#### **6.25 Stocking of Welcome Kits and Card Plastics**

The bidder should stock the printed welcome kits and procured card plastics following the Visa specifications for Visa debit cards, MasterCard specifications for MasterCard debit cards and RuPay specifications for RuPay Cards in this regard. The bidder is required to maintain complete record of dispatch and the stock of cards and welcome kits. The stock shall be subject to periodic audit by the bank or its representatives and the bidder should make necessary arrangements for the same. The bidder has to ensure that a minimum level of 5 lakh cards and welcome kits are available at any point of time and should avoid any stoppage in production for want of card plastic and/or welcome kits. The bidder has to arrive at a reorder level and make arrangement for procuring the plastics and welcome kits based on lead time for procurement, sufficiently in advance.

## **6.26PIN Mailers**

PIN Mailers for the Non Personalized (Insta) as well as personalized cards will be printed at the bidder's location. Trained manpower for printing of PIN Mailers shall be provided by the bidder and stationed at such location on a permanent basis. The Bank however, would provide oversight and conduct audit at the bidder's premises. In case the bidder's performance is not in line with the bank's expectation, then the bank at its discretion may ask the vendor to print the PIN mailers from the bank's premises. The bidder shall make his own arrangement for transportation of PIN Mailers to location of dispatch / bureau / card administration centre. The staff engaged in PIN printing / transport of PIN Mailers shall be rotated periodically.

If the Bank decides to send pins through any electronic mode and the system of Pin printing is discontinued, bank will give only one month's notice to the service provider and service provider will not be entitled for any compensation on this issue.

## **6.27Service requirements**

The performance of the bidder will be reviewed every 3 months for quality of plastic cards and welcome kits and personalization parameters. Bank reserves the right to terminate the contract with immediate effect for poor quality performance. Non-compliance of any of the prescribed conditions would entitle the Bank to cancel the order anytime.

The quality of card personalization will be judged based on the look and durability of the items printed on the card and the clarity of the photo and signature scanned and printed wherever applicable.

## **6.28Warranty**

The bidder should warrant against fading of the personalized details on the card and loss of data for at least 5 years for the cards in circulation. This warranty shall be valid even after the termination of the agreement between the Bank and the bidder. The Bank may extend the validity of the Performance Bank Guarantee provided by the bidder in accordance with Section 6.37 to ensure that this warranty is complied with.

## **6.29Returned card management**

The bidder shall be treated as the addressee in case of a returned consignment. The bidder shall maintain a proper record of such returns with specific reasons and re-dispatch of these cards / consignments after remedial measures are complied with, duly recorded, without any extra charge to the Bank.

## **6.30Confidentiality**

The information given in this document is confidential and is for use by the bidder to whom it has been issued. Each party, i.e. the Bank and the bidder, shall treat the other party's information as confidential and will take necessary steps to prevent the disclosure of the other's confidential information to third parties. Both the parties will keep the contents of order/ Agreement confidential, including the price information.

## **6.31Compliance to Terms and Conditions**

It is essential that all the bidders should agree to all the above-mentioned terms and conditions and they should submit one statement to that effect on the letterhead of the bidder along with the technical bid; otherwise the offer shall be rejected.

## **6.32Art Work**

The Art Work for Card variants and Welcome Kits shall be shared with successful bidders. The Bank will have the right to change artwork at any time during the validity

of contract at no extra cost. However, sufficient notice shall be given by the Bank to enable the bidder to exhaust its existing stock of cards

### **6.33 Force Majeure**

- 1) Neither party shall bear responsibility for the complete or partial non-performance of any of its obligations (except for failure to pay any sum which has become due on account of receipt of goods under the provisions of the present contract), if the non-performance results from such Force Majeure circumstances as Flood, Fire, Earth Quake and other acts of God as well as War, Military operation, blockade, Acts or Actions of State Authorities or any other circumstances beyond the parties control that have arisen after the conclusion of the present contract.
- 2) In such circumstances the time stipulated for the performance of an obligation under the present contract is extended correspondingly for the period of time of action of these circumstances and their consequences.
- 3) The party for which it becomes impossible to meet obligations under this contract due to Force Majeure conditions, is to notify in written form the other party of the beginning and cessation of the above circumstances immediately, but in any case not later than 10 (Ten) days from the moment of their beginning.
- 4) Certificate of a Chamber of Commerce (Commerce and Industry) or other competent authority or organization of the respective country shall be a sufficient proof of commencement and cessation of the above circumstances.
- 5) If the impossibility of complete or partial performance of an obligation lasts for more than 6 (six) months, either party hereto reserves the right to terminate the contract totally or partially upon giving prior written notice of 30 (thirty) days to the other party of the intention to terminate without any liability other than reimbursement on the terms provided in the agreement for the goods received or complete transition / handover to the in-coming Vendor / Service Provider.

### **6.34 Termination**

The Bank will reserve the right to terminate the contract/cancel the purchase order with one month's notice after giving a reasonable opportunity to the bidder for improvement in the product and services. This reasonable period will not exceed more than 60 days after a communication is sent to the bidder by the Bank to this effect.

### **6.35 Resolution of disputes and arbitration**

1. All disputes or differences arising out of or in connection with the present contract including the one connected with the validity of the present contract or any part thereof, should be settled by bilateral discussions.
2. Any dispute, disagreement or question arising out of or relating to the contract or relating to construction or performance (except as to any matter the decision or determination whereof is provided for by these conditions), which cannot be settled amicably, shall within sixty (60) days or such longer period as may be mutually agreed upon, from the date on which either party informs the other in writing by a notice that such dispute, disagreement or question exists, will be referred to a sole Arbitrator as acceptable to both the parties concerned.
3. Within sixty (60) days of the receipt of the said notice, an arbitrator shall be nominated in writing by the authority agreed upon by the parties.
4. The sole Arbitrator shall have its seat in New Delhi or such other place in India as may be mutually agreed to between the parties.
5. The arbitration proceedings shall be conducted under the Indian Arbitration and Conciliation Act, 1996 and the award of such Arbitration Tribunal shall be enforceable in Indian Courts only.
6. Each party shall bear its own cost of preparing and presenting its case. The cost of arbitration including the fees and expenses shall be shared equally by the parties, unless otherwise awarded by the sole arbitrator.
7. The parties shall continue to perform their respective obligations under this

contract during the pendency of the arbitration proceedings except in so far as such obligations are the subject matter of the said arbitration proceedings.

**(Note -** *In the event of the parties deciding to refer the dispute/s for adjudication to an Arbitral Tribunal then one arbitrator each will be appointed by each party and the case will be referred to the Indian Council of Arbitration (ICADR) for nomination of the third arbitrator. The fees of the arbitrator appointed by the parties shall be borne by each party and the fees of the third arbitrator, if appointed, shall be equally shared by the buyer and seller).*

### **6.36 Applicable law and jurisdiction of court**

The agreement with the selected bidders shall be governed in accordance with the Laws of India for the time being in force and will be subject to the exclusive jurisdiction of Courts at Delhi (with the exclusion of all other Courts).

### **6.37 Performance Bank Guarantee**

The successful bidders will furnish an unconditional and irrevocable Performance Bank Guarantee of 10% of the order value, valid for 6 months starting from its date of issuance. The PBG shall be submitted to the Bank within 15 days of the issuance of the Purchase Order by the Bank. The format for the PBG is stated in Annexure XI – Performance Bank Guarantee Format.

The terms and conditions for the Performance Bank Guarantee are as follows:

- 1) The PBG shall be issued by a Scheduled Commercial Bank in India.
- 2) The PBG shall be denominated in Indian Rupees. All charges whatsoever such as premium; commission etc. with respect to the PBG shall be borne by the successful bidder
- 3) The PBG so applicable must be duly accompanied by a forwarding letter issued by the issuing bank on the printed letterhead of the issuing bank. Such forwarding letter shall state that the PBG has been signed by the lawfully constituted authority legally competent to sign and execute such legal instruments. The executor (BG issuing Bank Authorities) is required to mention the Power of Attorney number and date of execution in his / her favour with authorization to sign the documents.
- 4) Each page of the PBG must bear the signature and seal of the BG issuing Bank and PBG number.
- 5) In the event of the successful bidder being unable to service the contract or causing delay in providing the requisite service for whatever reason, the Bank reserves the right to invoke the PBG at its sole discretion.
- 6) Notwithstanding and without prejudice to any rights whatsoever of the Bank under the contract in the matter, the proceeds of the PBG shall be payable to Bank as compensation by the successful bidder for its failure to complete its obligations under the contract. Bank shall notify the successful bidder in writing of the exercise of its right to receive such compensation within 14 days, indicating the contractual obligation(s) for which the successful bidder is in default.
- 7) The Bank shall also be entitled to make recoveries from the successful bidder's bills, Performance Bank Guarantee, or any other amount due to him, the equivalent value of any payment made to him due to inadvertence, error, collusion, misconstruction or misstatement.
- 8) The Bank reserves the right to extend the validity of the Performance Bank Guarantee beyond the contract period for reasons including but not limited to the warranty mentioned in Section 6.28
- 9) The PBG may be discharged / returned by Bank upon being satisfied that there has been due performance of the obligations of the successful bidder under the contract. However, no interest shall be payable on the PBG.



## 7. Annexures

### 7.1 Annexure I – Commercial Bid Format

(To be submitted in this format only)

This bill of material must be attached in Commercial Bid.

The bidder must take care in filling price information in the commercial version, to ensure that there are no typographical or arithmetic errors. All fields must be filled correctly.

In case of any discrepancy between unit price and total price of an item, the unit price will prevail. Similarly, in case of error in the sum of various items, the correct sum will be calculated by the addition of total prices of each item.

The bidder is required to mention the values without including any service tax component. The details of the service tax component needs to be mentioned separately at the bottom of the table.

#### EMV Chip Contact Debit / Pre-paid cards (for volume slab Upto 50 lakhs)

		RuPay	VISA	Master Card
1	Cost of Blank Card & Personalization (used for commercial bid evaluation)	A1	A2	A3
2	Personalization of Welcome letter and Automated pasting of Cards on the welcome letter.			
3	Cost of Stationery for card KIT i.e. (viz. Welcome letter, Pouch, up to one A4 sheet User Guide, Window Envelope, Plastic Envelope etc.)			
4	Stationery for Blank PIN Mailer and related stationery			
5	Packing and dispatch of Cards			
6	Packing & dispatch of PIN mailers			
7	Packing & dispatch of Welcome kit			
8	Other Ancillary Services (Maintenance of record, Providing MIS as per requirement of bank, handling returned Cards/ PINs, address label printing, report printing etc.)			
9	<b>EMV Grand Total excluding Service Tax</b>			
	<b>Cost including Service Tax</b>			

A1 = Cost of blank card + Personalization (Embossing/Flat printing) of Card for RuPay EMV cards without service tax

A2 = Cost of blank card + Personalization (Embossing/Flat printing) of Card for VISA EMV cards without service tax

A3 = Cost of blank card + Personalization (Embossing/Flat printing) of Card for MasterCard EMV cards without service tax

**Dual interface Contact cum Contactless Debit / Pre-paid cards Cards (for volume slab Upto 5 lakhs)**

		<b>RuPay</b>	<b>VISA</b>	<b>Master Card</b>
<b>1</b>	Cost of Blank Card & Personalization (used for commercial bid evaluation)	B1	B2	B3
<b>2</b>	Personalization of Welcome letter and Automated pasting of Cards on the welcome letter.			
<b>3</b>	Cost of Stationery for card KIT i.e. (viz. Welcome letter, Pouch, up to one A4 sheet User Guide, Window Envelope, Plastic Envelope etc.)			
<b>4</b>	Stationery for Blank PIN Mailer and related stationery			
<b>5</b>	Packing and dispatch of Cards			
<b>6</b>	Packing & dispatch of PIN mailers			
<b>7</b>	Packing & dispatch of Welcome kit			
<b>8</b>	Other Ancillary Services (Maintenance of record, Providing MIS as per requirement of bank, handling returned Cards/ PINs, address label printing, report printing etc.)			
<b>9</b>	<b>Contactless Grand Total excluding Service Tax</b>			
	<b>Cost including Service Tax</b>			

B1 = Cost of blank card + Personalization (Embossing/Flat printing) of Card for RuPay Dual interface Contact cum Contactless cards without service tax

B2 = Cost of blank card + Personalization (Embossing/Flat printing) of Card for VISA Dual interface Contact cum Contactless cards without service tax

B3 = Cost of blank card + Personalization (Embossing/Flat printing) of Card for MasterCard Dual interface Contact cum Contactless cards without service tax

**Mag-stripe based Pre-Paid Cards (for volume slab Upto 5 lakhs)**

		<b>RuPay</b>	<b>VISA</b>	<b>Master Card</b>
<b>1</b>	Cost of Blank Card & Personalization (used for commercial bid evaluation)	C1	C2	C3
<b>2</b>	Personalization of Welcome letter and Automated pasting of Cards on the welcome letter.			
<b>3</b>	Cost of Stationery for card KIT i.e. (viz. Welcome letter, Pouch, up to one A4 sheet User Guide, Window Envelope, Plastic Envelope etc.)			
<b>4</b>	Stationery for Blank PIN Mailer and related stationery			
<b>5</b>	Packing and dispatch of Cards			
<b>6</b>	Packing & dispatch of PIN mailers			
<b>7</b>	Packing & dispatch of Welcome kit			
<b>8</b>	Other Ancillary Services (Maintenance of record, Providing MIS as per requirement of bank, handling returned Cards/ PINs, address label printing, report printing etc.)			
<b>9</b>	<b>Mag-stripe Grand Total excluding Service Tax</b>			
	<b>Cost including Service Tax</b>			

C1 = Cost of blank card + Personalization (Embossing/Flat printing) of Card for RuPay based Magstripe cards without service tax

C2 = Cost of blank card + Personalization (Embossing/Flat printing) of Card for VISA based Magstripe cards without service tax

C3 = Cost of blank card + Personalization (Embossing/Flat printing) of Card for MasterCard based Magstripe cards without service tax

Apart from the above, bidders are requested to quote rate(s) for below mentioned activities:

- 1) Re-Pin Request: Rs \_\_\_\_\_ per card
- 2) Renewal Cards (Personalized): Rs \_\_\_\_\_ per card
- 3) Cost of cards including personalization for EMV Chip cum Magstripe contact debit cards / Pre-paid cards

<b>EMV Chip Cum Magstripe Contact Debit Cards / Pre-paid cards – Cost per Card (in INR)</b>			
Number of cards (in lakhs)	RuPay	VISA	MasterCard
Upto 50			
Upto 100			
Upto 150			
Upto 200			

<b>EMV Chip Cum Magstripe Contact Debit Cards / Pre-paid cards – Cost per Card (in INR)</b>			
More than 200			

- 4) Cost of cards including personalization for Dual interface Contact cum Contactless Debit Cards / Pre-paid cards

<b>Dual interface Contact cum Contactless Debit Cards / Pre-paid cards – Cost per card (in INR)</b>			
Number of cards (in lakhs)	RuPay	VISA	MasterCard
Upto 5			
Upto 10			
Upto 15			
Upto 20			
More than 20			

- 5) Cost of cards including personalization for magstripe based Pre-paid cards

<b>Magstripe based pre-paid cards – Cost per card (in INR)</b>			
Number of cards (in lakhs)	RuPay	VISA	MasterCard
Upto 5			
Upto 10			
Upto 15			
Upto 20			
More than 20			

Note:

- 1) Bidders are required to submit their indicative bid for the card including personalization across all the volume slabs and for all the items and the total for the slabs of upto 50 lakhs, 5 lakhs and 5 lakhs for EMV, Contactless and Magstripe cards.
- 2) The order will be distributed among L1 and L2 in the load sharing ratio of 60:40 (based on the order volume)
- 3) The price quoted should be inclusive of applicable duties, levies and charges, except octroi, entry tax/Local Body Tax.
- 4) All the dispatch of the debit cards would be done through India Post
- 5) The costs for all the other items like Personalization of Welcome letter and Automated pasting of Cards on the welcome letter, Cost of Stationery for card kit, Stationery for Blank PIN Mailer and related stationery, Packing and dispatch of Cards, Packing & dispatch of PIN mailers, Packing & dispatch of Welcome kit and other ancillary services quoted by the bidder for RuPay, VISA, MasterCard across EMV, Dual interface Contact cum Contactless and Magstripe cards would remain the same across all the volume slabs.

## **7.2Annexure – II - Conformity Letter**

(To be submitted on company letterhead)

Manager Procurement,  
India Post Payments Bank  
Corporate Office, Malcha Marg Post Office Building, Chanakyapuri, New Delhi – 110 021.  
Sir,

Sub: - Response to the India Post Payments Bank for Selection of Debit Card Vendor for India Post Payments Bank Limited.

Further to our proposal dated DD.MM.YYYY, in response to the RFP document (hereafter referred to as “RFP DOCUMENT”) issued by India Post Payments Bank (“Bank”) we hereby warrant and confirm that:

We hereby agree to comply with all the terms and conditions / stipulations as contained in the RFP document and the related addenda and other documents including the changes made to the original documents issued by the bank, provided however that only the list of deviations furnished by us in Annexure IX – Comments on Terms and Conditions, Services and Facilities of the main RFP document which are expressly accepted by the bank and communicated to us in writing, shall form a valid and binding part of the aforesaid RFP document.

The bank is not bound by any other extraneous matters or deviations, even if mentioned by us elsewhere either in our proposal or any subsequent deviations sought by us, whether orally or in writing, and the bank’s decision not to accept any such extraneous conditions and deviations will be final and binding on us.

Yours faithfully

Authorised Signatory

Designation

Bidder’s corporate name

### **7.3Annexure – III - Conformity with Hardcopy Letter**

(To be submitted on company letterhead)

Sr Manager Procurement,  
India Post Payments Bank  
Corporate Office, Malcha Marg Post Office Building, Chanakyapuri, New Delhi – 110 021.

Sir,

Sub: - Response to the India Post Payments Bank for Selection of Debit Card Vendor for India Post Payments Bank Limited.

Further to our proposal dated DD.MM.YYYY, in response to the RFP document (hereafter referred to as “RFP DOCUMENT”) issued by India Post Payments Bank (“Bank”) we hereby warrant and confirm that:

The soft-copies of the proposal submitted by us in response to the RFP document and the related addenda and other documents including the changes made to the original documents issued by the bank, conform to and are identical with the hard-copies of aforesaid proposal required to be submitted by us, in all respects.

Yours faithfully

Authorised Signatory

Designation

Bidder's corporate name

#### 7.4Annexure IV – Technical Criteria Compliance

S. No.	Criteria	Documents to be submitted	Complied with (Yes / No)
1	The bidder should be an approved vendor for RuPay, VISA and MasterCard card personalization for both magstripe & EMV chip cards	Certificate from Visa, MasterCard, and RuPay	
2	The bidder should preferably have his own base card production facility located in India or should have proper arrangements with suppliers to ensure card production/procurement	Proof of production activities carried out and /or documents regarding arrangement with suppliers with documents showing dates of placing orders and actual delivery.	
3	The bidder should have a Positive Net Worth during the last two financial years and have an overall turnover of at least Rs 30 crore in either of the last 2 financial years, i.e. 2014-15 and 2015-16	Audited financial statements	
4	The bidder must have been in the business of manufacturing plastics or personalization of payment cards including EMV cards for at least 2 year in India	Certificate of Incorporation / Registration	
5	The bidder must have provided card plastic supply and personalization services for at least 2 banks / financial institutions / government agencies in India	Certificates / Purchase order from clients / System Integrator	
6	The bidder should not have been blacklisted by any Scheduled Commercial Bank during the last 3 years	Self-declaration (duly filled in Annexure XII – Self-Declarations)	
7	The bidder should have sufficient capacity for supply of Welcome Kits to cater to the Bank's requirements of minimum 20,000 Welcome Kits per day. However, the Bank would use and exhaust existing stock of Welcome Kits before placing on fresh orders.	Self-declaration (duly filled in Annexure XII – Self-Declarations)	
8	The bidder should have internal control and audit measures in place.	Copy of latest Audit Report.	
9	The bidder should have ISO / security certification	ISO/IEC 7816 certificate	
10	The systems offered should not violate any Intellectual Property Rights.	Self-declaration (duly filled in Annexure XII – Self-Declarations)	
11	Bidder should have processed and supplied more than 5 lakh	Purchase Orders from clients	

S. No.	Criteria	Documents to be submitted	Complied with (Yes / No)
	Visa / MasterCard / RuPay Magstripe/EMV card plastics for banks during the last 2 financial years in India		
12	The bidder should be in the business of end-to-end card management in India	Self-declaration (duly filled in Annexure XII – Self-Declarations)	
13	The bidder should have Disaster Recovery and Business Continuity Plan.	Self-declaration (duly filled in Annexure XII – Self-Declarations)	



## 7.5 Annexure V – Technical and Functional Specifications

### Card Printing / Indenting

- 1) Artwork as per requirements. 4 colours
- 2) Logo of RuPay / Visa / MasterCard
- 3) Card number
- 4) Name of customer
- 5) Expiry date
- 6) CVV number
- 7) Hologram (optional)
- 8) Signature Panel
- 9) Contact Centre Number

### Specifications for the cards and other collaterals:

#### 1) Chip Specifications

Compliant to ISO/IEC 7816 Standards or Higher  
Compliant to ISO/IEC 14443 Standards Type A / B or Higher  
Physical Card ID1 Format or Higher  
PET-G + PVC in the ratio of 60:40 or Higher  
Microprocessor based IC Card Minimum 32 KB EEPROM or Higher  
Minimum 8 bit CPU or Higher  
RAM 6 KB or Higher  
Secure Hardware Crypto Coprocessor  
RSA /ECC, 3DES /3KTDES, AES  
Common Criteria (EAL): EAL 5+ (hardware)  
Memory secure encryption for RAM, ROM and EEPROM.  
Counter Measures against side channel attacks (SPA & DPA)  
Write Endurance 300 000 cycles or higher  
Data Retention >10 years or Higher  
Operating Distance Minimum 4 mm

Operating Contactless Frequency 13.56 MHz  
Unique ID for each chip  
Antenna: Insulated Copper wire embedded with thermal compression bonding.  
Support for NFC Readers  
OS should be hard masked on ROM  
Java 2.2.x or higher  
Global Platform 2.1.x or higher version  
EMV Authentications Methods Supported - DDA/ CDA  
Support for EMV financial applications using Chip and PIN:

## Visa

Visa VSDC 2.7.x or higher PayWave

## MasterCard

M/Chip 4 PayPass

Capability to support the RuPay based contactless cards as per the latest specifications issued by NPCI.

**Note:** The above specifications are indicative, and the bidders are required to match the latest specifications issued by VISA, MasterCard, NPCI (for RuPay ) and RBI/Regulatory guidelines.

2) Card Pouch

Size: 6 cms x 9 cms (card size assumed 53.98mm x 85.60mm)

Quality: GSM 130 GSM/Coated/Laminated

3) Envelope

Size: 23 cms x 11.5 cms

Window size: 2 inch x 4 inch

Quality: 90 GSM/Coated/Laminated

The envelope must be fully laminated from inside (including window) with about 15 micron or better transparent sheet.

4) Brochure

Size: A4

Quality: GardaPat 13 Kiara 90GSM

5) PIN Mailer

Size: 4 inch x 7 inch in triplicate in continuous format with pocket holes on both sides and perforated Cream Wove paper of A Grade mill is to be used

Quality:

<b>First Page</b>	<b>Second Page</b>	<b>Third Page</b>
60 GSM	70 GSM	70 GSM

6) PIN Mailer Envelope

Size: 10 inch x 4.5 inch

Window size: 2 inch x 4 inch

Quality: 90 GSM HB Maplitho paper

The envelope must be fully laminated from inside (including window) with about 15 micron or better transparent sheet.

7) Welcome Letter

Size: 9 inch x 11.5 inch

Quality: 80 GSM Maplitho duly four colored printed on both sides

8) Letter for Terms & Condition

Size: A4

Quality: 70 GSM

Number of Pages: 3

## 7.6Annexure VI – Letter of Indemnity

Sr Manager Procurement  
India Post Payments Bank  
Corporate Office, Malcha Marg Post Office Building,  
Chanakyapuri, New Delhi – 110 021.

Sir,

Sub: - Response to the India Post Payments Bank for Selection of Debit Card Vendor for India Post Payments Bank Limited.

We refer to our bid for your RFP document dated 05.05.2017 for Selection of Debit Card Vendor for India Post Payments Bank Limited.

We, \_\_\_\_\_ (Bidder) hereby undertake to indemnify India Post Payments Bank and agree to protect and hold the bank harmless against all claims, losses, costs, damages, expenses, action suits and other proceedings resulting from infringement of any patent, trademark, copyrights etc.

The bank undertakes to:

- (i) give prompt notice to the bidder concerning the existence of the indemnifiable event;
- (ii) grant authority to the bidder, if so decided by the Bank to defend or settle any related action or claim; and,
- (iii) Provide, at the bidder's expense, such information, cooperation and assistance to the bidder as may be reasonably necessary for the bidder to defend or settle the claim or action. Bank's failure to give notice shall not constitute a waiver of the bank's right to indemnification and shall affect the bidder's indemnification obligations only to the extent that the bidder's rights are materially prejudiced by such failure or delay.

Notwithstanding anything to the contrary set forth herein,

- (i) the bank may participate, at its own expense, in any defence and settlement directly or through counsel of its choice, and
- (ii) The bidder shall not enter into any settlement agreement on terms that would diminish the rights provided to the bank or increase the obligations assumed by the bank under this Agreement, without the prior written consent of the bank. If the bidder elects not to defend any claim, the bank shall have the right to defend or settle the claim as it may deem appropriate, at the cost and expense of the bidder, and shall be entitled to deduct from payments to the bidder such costs and expenses as may be incurred by the bank provided however should the amount payable to the bidder be insufficient to recover the expenses incurred by the bank, the bidder shall promptly reimburse the bank for all costs, expenses, settlement amounts and other damages.

In the event of any loss or damage on account of error in reconciliation, the bidder shall be liable to the bank for each such event and in respect of each occasion at which such event occurs. If the bank is in a position to recover a part of or the entire amount of loss suffered by the bank from its insurance claims and provided that the bidder has reimbursed the bank for the entire loss, the amount recovered by the bank from the insurer shall be refunded to the bidder.

The bidder is also liable to bear any losses for failure on part of the bidder that bank or customer suffers owing to lapses in reconciliation or due to occurrence of any fraudulent transactions going unnoticed on account of reconciliation failure, security procedures or standards. The bidder shall adequately compensate the bank for any loss occurred to the bank due to any system / procedure / service lacuna of the outsourced agency.

Yours faithfully

(Authorized signatory and bidder's stamp)

Full name and Designation of authorized signatory

## 7.7Annexure VII - Bidder Details

Details given in this form must be accompanied by documentary evidence to facilitate verification. Documents given with the Technical Criteria need not be given again. All relevant details are to be given separately for the bidder and all subcontractors and other agencies employed/proposed to be employed for procuring, personalization, PIN, collaterals, and allied services.

General Details		
S. No.		Details
1.	Name of Company	
2.	Postal Address	
3.	Telephone, Fax Number, Email Address	
4.	Nature of activity	
5.	Details of ownership	
6.	Holding company or parent company	
7.	Name and designation of the person authorized To make commitments to the bank	
8.	Website address	
9.	Sales Tax / VAT Number	
10.	Income Tax PAN	
11.	No. of Personnel who are employed for Card Personalization services	
12.	Brief description of facilities for undertaking the services, along with location	
Financial Services		
1.	Annual Turnover (2014-15)	
2.	Annual Turnover (2015-16)	
Technical Details		
1.	Installed capacity (per annum) for personalization of Debit Cards (Details of all Equipment may be given for EMV Dual cards with mag stripe)	
2.	Present Capacity Utilization	
3.	No of cards issued per month: <ul style="list-style-type: none"> <li>• Mag stripe Cards</li> <li>• EMV Cards</li> <li>• Contact less Cards</li> </ul>	
4.	Experience in Debit Card Personalization	
5.	PIN Printing – Numbers per month	

6.	<p>Dispatches per months</p> <ul style="list-style-type: none"> <li>• Cards</li> <li>• PINs</li> </ul>	
7.	Stuffing of Cards & Collaterals (whether in-house / outsourced). Numbers per month	
8.	<p>Number of personnel dealing with card / PIN queries (for helpdesk)</p> <p>Web-based query portal (if available)</p>	
9.	Rejection percentage of personalised cards	
10.	Inventory control and management – Details of system in place.	
11.	Security controls for Card personalization Bureau (Physical, Double door, CCTV etc.)	
12.	Security controls for PIN Printing ( Physical, Double door, CCTV, Separate premises etc.)	
13.	<p>RuPay, VISA, and MasterCard certification details for mag-stripe along with Date of certification.</p> <p>Certification details for EMV for RuPay, VISA, and MasterCard with date of certification.</p>	
14.	Internal Audit System	
15.	Pre-and-post quality control checks	
16.	CCTV and other surveillance system details	
17.	DR and business continuity plan and Location of the DR	
18.	Complete Hardware and software details of all the systems including DR (Data Processing, Card personalization, PIN printing, Security Systems, Communication Systems, Stuffing and Dispatch, Inventory Management etc.) that are to be deployed for the bank	

## **7.8Annexure VIII – Bidder Response Cover Letter**

(To be submitted on company letterhead)

Date:

Manager Procurement

India Post Payments Bank

Corporate Office, Malcha Marg Post Office Building, Chanakyapuri, New Delhi – 110 021.

Dear Sir,

1. Having examined the Scope Documents including all Annexures, the receipt of which is hereby duly acknowledged, we, the undersigned offer to supply, deliver, install and maintain all the items mentioned in the 'Request for Proposal' and the other schedules of requirements and services for your bank in conformity with the said Scope Documents in accordance with the schedule of Prices indicated in the Price Bid and made part of this Scope.
2. If our Bid is accepted, we undertake to abide by all terms and conditions of this Scope and also to comply with the delivery schedule as mentioned in the Scope Document.
3. We agree to abide by this Scope Offer for 180 days from date of Scope (Commercial Bid) opening and our Offer shall remain binding on us and may be accepted by the bank any time before expiry of the offer.
4. This Bid, together with your written acceptance thereof, shall constitute a binding Contract between us.
5. We undertake that in competing for and if the work is allocated to us, in executing the subject Contract, we will strictly observe the laws against fraud and corruption in force in India namely 'Prevention of Corruption Act, 1988', and other relevant statutes in this regard.
6. We certify that we have provided all the information requested by the bank in the format requested for. We also understand that the bank has the exclusive right to reject this bid in case the bank is of the opinion that the required information is not provided or is provided in a different format.

Date:

Authorized Signatory

(Name: Contact Person, Phone No., Fax, E-mail)

### 7.9Annexure IX – Comments on Terms and Conditions, Services and Facilities

Comments on the Terms & Conditions, Services and Facilities provided:

Sr. No.	Page #	Point / Section #	Clarification point as stated in the tender document	Comment/ Suggestion/ Deviation
1				
2				
3				
4				
5				
6				
7				
8				
9				

Date:

Authorised Signatory & Stamp

(Name: Contact Person, Phone No., Fax, E-mail)

### 7.10Annexure X –Query Format

Queries:

Sr. No.	Page #	Point Section #	/ Query	Banks Response (bidder Should not fill in this column)
1				
2				
3				
4				
5				
6				
7				
8				
9				

Date:

Authorised Signatory & Stamp

(Name: Contact Person, Phone No., Fax, E-mail)



## 7.11 Annexure XI – Performance Bank Guarantee Format

### **PERFORMANCE BANK GUARANTEE**

**(To be stamped in accordance with Stamp Act)**

**The non-judicial stamp paper should be in the name of issuing Bank**

Ref.....

Bank Guarantee No.....

Date.....

To

India Post Payments Bank

Corporate Office, Malcha Marg Post Office Building, Chanakyapuri, New Delhi – 110 021.

Dear Sirs,

1. In consideration of the India Post Payments Bank, a scheduled bank registered under Reserve Bank of India Licence No. .... dated ..... (hereinafter referred to as the 'Bank' or 'Purchaser' which expression shall unless repugnant to the context or meaning thereof include its successors, administrators and assigns) having awarded to M/s..... with its Registered/Head office at .....

..... ( hereinafter referred to as the "Contractor" or "Vendor" or "Service Provider" which expression shall unless repugnant to the context or meaning thereof, include its successors, administrators, executors and assigns), a Contract by issue of Letter of Intent or Purchase Order No..... dated ..... and the same having been acknowledged by the Contractor / Vendor / Service Provider, resulting in a Contract, bearing No..... dated.....valued at.....for..... (scope of Contract) and the Contractor / Vendor / Service Provider having agreed to provide a Contract Performance Guarantee for the faithful performance of the entire Contract not exceeding Rs. .... (in words & figures).

2. We.....(Name & Address of Bank Branch) having its Head office at ..... (hereinafter referred to as the ' Issuing Bank', which expression shall, unless repugnant to the context or meaning thereof, include its successors, administrators, executors and assigns) do hereby guarantee and undertake to pay the amounts due and payable under this guarantee without any demur, reservation, context, recourse or protest and/or without any reference to the Contractor merely on a demand from the Owner stating that the amount claimed is due by way of loss or damage caused to or would be caused to or suffered by the Owner by reason of breach by the said Contractor(s) of any of the terms or conditions contained in the said Agreement or by reason of the Contractor(s)' failure to perform the said Agreement. Any such demand made on the Issuing Bank shall be conclusive and binding notwithstanding any difference between the Owner and the Contractor / Vendor / Service Provider or any dispute pending before any Court, Tribunal, Arbitrator or any other authority. We agree that the guarantee herein contained shall be irrevocable and shall continue to be enforceable till the Owner discharges this guarantee.

3. The Bank / Purchaser shall have the fullest liberty without affecting in any way the liability of the Bank / Purchaser under this guarantee, from time to time to extent the time for performance of the Contract by the Contractor. The Bank / Purchaser shall have the fullest liberty, without affecting this guarantee, to postpone from time to time the exercise of any powers vested in them or of any right which they might have against the Contractor, and to exercise the same at any time in any manner, and

either to enforce or to forbear to enforce any covenants, contained or implied, in the Contract between the Bank / Purchaser and the Contractor or any other course or remedy or security available to the Bank / Purchaser. The Issuing Bank shall not be released of its obligations under these presents by any exercise by the Bank / Purchaser of its liberty with reference to the matters aforesaid or any of them or by reason of any other act of omission or commission on the part of the Bank / Purchaser or any other indulgences shown by the Owner or by any other matter or thing whatsoever which under law would, but for this provision have the effect of relieving the Issuing Bank.

4. The Issuing Bank also agrees that the Bank / Purchaser at its option shall be entitled to enforce this Guarantee against the Issuing Bank as a principal debtor, in the first instance without proceeding against the Contractor / Vendor / Service Provider and notwithstanding any security or other guarantee the Bank / Purchaser may have in relation to the Contractor's liabilities.

5. This guarantee will not be discharged due to the change in the constitution of the Bank or the Contractor(s)/Service Provider(s).

6. Notwithstanding anything contained hereinabove:

(1) Our liability under this guarantee is limited to Rs. .... (in words & figures). (2) This Bank Guarantee will be valid upto .....; and

(3) We are liable to pay the guarantee amount or any part thereof under this Bank Guarantee only upon service of a written claim or demand by you on or before .....

In witness whereof the Issuing Bank, through its authorised officer, has set its hand and stamp on this.....day of.....20.....at.....

WITNESS

.....  
(Signature)

.....  
(Name)

.....  
(Official Address)

.....  
(Signature)

.....  
(Name)

.....  
(Designation with Bank Stamp)

Attorney as per  
Power of Attorney No..... Dated.....

## **7.12Annexure XII – Self-Declarations**

(To be submitted on company's letterhead)

Date:

Manager Procurement  
India Post Payments Bank  
Corporate Office, Malcha Marg Post Office Building, Chanakyapuri, New Delhi – 110 021.

Dear Sir,

I on behalf of \_\_\_\_\_ (bidder's name) declare the following:

- 1) We are in the business of end-to-end card management in India
- 2) Neither we nor any of our employee/director has been barred from providing the Services nor are we in negative list/blacklisted by any Scheduled Commercial Bank during the last 3 years in India.
- 3) We declare that we have sufficient capacity for supply of Welcome Kits to cater to the bank's requirements of minimum 20,000 Welcome Kits per day.
- 4) The systems offered to India Post Payments Bank Limited are compliant do not violate any Intellectual Property Rights.
- 5) We have a disaster recovery and a business continuity plan in place.

Date:

Authorized Signatory

(Name: Contact Person, Phone No., Fax, E-mail)

### 7.13Annexure XIII – Power of Attorney for signing of application

(To be submitted on a INR 100 Stamp Paper only)

Know all men by these presents, we..... (name of the firm and address of the registered office) do hereby irrevocably constitute, nominate, appoint and authorize Mr/ Ms (name), ..... son/daughter/wife of ..... and presently residing at ....., who is presently employed with us (the “Bidder”) and holding the position of ....., as our true and lawful attorney (hereinafter referred to as the “Attorney”) to do in our name and on our behalf, all such acts, deeds and things as are necessary or required in connection with or incidental to submission of our application for pre-qualification and submission of our bid for the \*\*\*\*\* Project proposed or being developed by the \*\*\*\*\* (the “Authority”) including but not limited to signing and submission of all applications, bids and other documents and writings, participate in pre-applications and other conferences and providing information/ responses to the Authority, representing us in all matters before the Authority, signing and execution of all contracts and undertakings consequent to acceptance of our bid, and generally dealing with the Authority in all matters in connection with or relating to or arising out of our bid for the said engagement and/ or upon award thereof to us and/or till the entering into of the agreement with the Authority.

AND we hereby agree to ratify and confirm and do hereby ratify and confirm all acts, deeds and things done or caused to be done by our said Attorney pursuant to and in exercise of the powers conferred by this Power of Attorney and that all acts, deeds and things done by our said Attorney in exercise of the powers hereby conferred shall and shall always be deemed to have been done by us.

IN WITNESS WHEREOF WE, ....., THE ABOVE NAMED PRINCIPAL HAVE EXECUTED THIS POWER OF ATTORNEY ON THIS ..... DAY OF ..... 2.....

For

Authorized Signature:

Authorized Signatory Name:

Title of Signatory:

Address:

Witnesses:

1.

2.

Accepted

Attorney's Signature:

---

Attorney's Name:

---

Attorney's Title:

---

Address:

---

Notes:

1. The mode of execution of the Power of Attorney should be in accordance with the procedure, if any, laid down by the applicable law and the charter documents of the executant(s) and when it is so required, the same should be under common seal affixed in accordance with the required procedure
2. Wherever required, the Applicant should submit for verification the extract of the charter documents and documents such as a board or shareholders' resolution/ power of attorney in favor of the person executing this Power of Attorney for the delegation of power hereunder on behalf of the Applicant
3. For a Power of Attorney executed and issued overseas, the document will also have to be legalized by the Indian Embassy and notarized in the jurisdiction where the Power of Attorney is being issued.

However, the Power of Attorney provided by Applicants from countries that have signed the Hague Legislation Convention 1961 are not required to be legalized by the Indian Embassy if it carries a conforming Apostille certificate.

#### 7.14 Annexure XIV – Earnest Money Deposit Form

Manager Procurement  
India Post Payments Bank  
Malcha Marg Post Office Building, Chanakyapuri, New Delhi – 110 021

Dated:

#### EARNEST MONEY DEPOSIT FORM

1. WHEREAS, ..... (hereinafter called the bidder) has submitted the bid dated.....for Selection of Debit Card Vendor for India Post Payments Bank Limited more fully described in the tender documents (hereinafter called Bid) to India Post Payments Bank Limited.
2. KNOW ALL MEN by these presents that we ..... having our registered office at .....(hereinafter called the 'BIDDER') are offering security deposit of Rs. \_\_\_\_\_ (Rupees \_\_\_\_\_) by way of demand draft bearing No. \_\_\_\_\_ dated \_\_\_\_\_ drawn on \_\_\_\_\_ favouring 'India Post Payments Bank Limited' to Manager Procurement India Post Payments Bank, Malcha Marg Post Office Building, Chanakyapuri, New Delhi – 110 021, for the acceptance and carrying out the activities mentioned in the scope of work well and truly to be made to India Post Payments Bank, the bidder binds itself, its successors and assigns by these presents.
3. The bidder agrees that no interest being payable by IPPB for the sum deposited as EMD, the bidder undertakes that it will not take a duplicate instrument or cancel the demand draft referred above till the bidder gets back the demand draft from the India Post Payments Bank in the course of execution of the agreement.

Dated this.....day of.....

Place:

Date: Seal and signature of the bidder

\_\_\_\_\_

### 7.15 Annexure XV – List of Abbreviations

Acronym	Full Form
AMC	Annual Maintenance Contract
ATM	Automated Teller Machine
CB	Commercial Bid
CBS	Core Banking System
CD	Cash Dispenser
CVC	Central Vigilance Commission
DC	Data Centre
DR	Data Recovery Site
EEPROM	Electrically Erasable Programmable Read Only Memory
EMD	Earnest Money Deposit
EMV	Euro Master Visa
FTR	Functional and Technical Requirements
FY	Financial Year
HO	Head Office
INR / Rs.	Indian Rupee
IPR	Intellectual Property Rights
IT	Information Technology
MNC	Multinational Corporation
NPCI	National Payments Corporation of India
PBG	Performance Bank Guarantee
PO	Purchase Order
RAM	Random Access Memory
ROM	Read Only Memory
SLA	Service Level Agreement
SOW	Scope of Work
T&C	Terms and Conditions
TB	Technical Bid
VSDC	Visa Smart Debit / Credit

