

Corrigendum-3 to GeM Bid ref: GEM/2025/B/5963892 dated 17/02/2025 for Selection of Service Provider for Supply, Installation, Implementation, Integration, Customization and Maintenance of Card Rewards Program for a period of five(05) years in Canara Bank.

It is decided to amend the following in respect of the above RFP:

Description	Existing details	Amended details
Bid End Date/Time	17/03/2025, 15:00:00	<u>25/03/2025, 15:00:00</u>
Bid opening Date/Time	17/03/2025, 15:30:00	<u>25/03/2025, 15:30:00</u>

Sl No	Section/Annexure/Appendix of GeM Bid	Clause No.	Existing Clause	Amended Clause
1.	Annexure-2	Pre-Qualification Criteria	Existing Annexure-2 Pre-Qualification Criteria	<u>Amended Annexure-2 Pre-Qualification Criteria attached with this Corrigendum</u>
2.	Annexure-8	Scope of Work	1.9 The Bidder should provide a CRM solution and maintain all sensitive data as per security protocols of the Bank on a daily basis.	1.9 The <u>proposed solution should be capable of integrating with Bank's existing CRM solution</u> and maintain all sensitive data as per security protocols of the Bank on a daily basis
3.	Annexure-10	Technical Evaluation Criteria	Existing Annexure-10 Technical Evaluation Criteria	<u>Amended Annexure-10 Technical Evaluation Criteria attached with this Corrigendum</u>
4.	Annexure-16	Bill of Material	Existing Annexure-16 Bill of Material	<u>Amended Annexure-16 Bill of Material attached with this Corrigendum</u>
5.	Appendix-A	Appendix-A	Existing Appendix-A	<u>Amended Appendix-A attached with this Corrigendum</u>

All the other instructions and terms & conditions of the above RFP shall remain unchanged.

Please take note of the above amendments while submitting your response to the subject RFP.

Date: 15-03-2025

Place: Bengaluru


Deputy General Manager

Amended Annexure-2
Pre-Qualification Criteria

(Should be submitted on Company's letter head with company seal and signature of the authorized person)

SUB: Selection of Service Provider for Supply, Installation, Implementation, Integration, Customization and Maintenance of Card Rewards Program for a period of five(05) years in Canara Bank

Ref: GEM/2025/B/5963892 dated 17/02/2025

We have carefully gone through the contents of the above referred RFP along with replies to pre-bid queries & amendment, if any and furnish the following information relating to Pre-Qualification Criteria.

Sl. No.	Qualification Criteria	Documents to be submitted In compliance with Qualification Criteria	Bidders Response
1.	Signing of Pre-Contract Integrity Pact	The bidder should submit signed Pre-Contract integrity pact on Non-Judicial Stamp Paper of Rs.500/- or more (as per respective state Stamp Act whichever is higher) as per Appendix-F.	
2.	The Bidder should either be Class-I or Class-II local supplier as defined in Public Procurement (Preference to Make in India) Revised Order (English) dated 19/07/2024.	Certificate of local content to be submitted as per Annexure-5 as applicable.	
3.	The Company operating should be legally compliant company and can be: a. A partnership firm or a Limited Liability Partnership duly registered under the Limited Liability Partnership Act, 2008. (OR) b. Company duly registered in India as per Indian Companies Act, 1956 or Indian Companies Act, 2013. (OR) c. Proprietorship firm duly registered under the applicable shops and commercial Establishments Act and should be compliant to all the applicable laws.	Copy of Certificate of FIRM/LLP registration. (OR) Copy of Certificate of Incorporation and Certificate of Commencement of business in case of Public Limited Company or Certificate of Incorporation in case of Private Limited Company, issued by the Registrar of Companies. (OR) Copy of Certificate of registration under and Certificate of Commencement of business in case of Public Limited Company or Certificate of Incorporation in case of Private Limited Company, issued by the Registrar of Companies. For (c) Documentary proof for confirming registration of Proprietorship firm (e.g. Copy of Certificate of	





Sl. No.	Qualification Criteria	Documents to be submitted In compliance with Qualification Criteria	Bidders Response
		registration under shops and commercial Establishments Act., GST etc.)	
4.	If not a group of company, Bidder Company shall not be owned or controlled by any Director, or Key managerial personnel of the Canara Bank or their relatives.	Letter of Undertaking in company's letter head has to submit in this effect.	
5.	The bidder should provide confirmation that any person/ Partnership/ LLP/ Company including any subsidiary or holding company/ proprietorship connected to bidder directly or indirectly has not participated in the bid process.	The bidder should submit letter of confirmation on the Company's letter head to this effect.	
6.	The Bidder should have a stable and scalable Rewards technology platform of its own (OSD/OSO) with access to source code, so that any changes required by the Bank may be carried out expressly.	The bidder should submit self-declaration on the Company's letter head to this effect along with documentary evidence.	
7.	The bidder should have an average annual turnover of Rs.6 crores during last 3 financial years (i.e., 2021-22 & 2022-23, 2023-24) from Indian operations. This must be the individual company turnover and not of any group of companies.	Bidder should submit Audited Balance Sheet copies for last 3 financial years i.e., 2021-22 & 2022-23, 2023-24 along with certificate from the Company's Chartered Accountant to this effect with Unique Document Identification Number.	
8.	The Net Worth of bidder should not be negative as on 31/03/2024 and also should have not been eroded more than 30% in the last three financial years ending on 31/03/2024.	The bidder should submit certificate from the Company's Chartered Accountant with UDIN to this effect.	
9.	The Bidder should have implemented and maintained Rewards Program for at least two (02) Schedule Commercial Banks in India during last three years as on the date of submission of bid.	<u>The bidder has to provide Satisfactory letter/reference letter or email reference from client from the Concerned Organization.</u>	
10.	The Bidder should have managed a cumulative total of atleast 20 Lakhs Customer Rewards Accounts for Schedule Commercial Banks in India in last one year as on the date of submission of bid.	<u>The bidder has to provide Satisfactory letter/reference letter or email reference from the Concerned Organization clearly mentioning the count of accounts processed.</u>	
11.	The Bidder should have processed atleast 4 crore transactions per month for any one Schedule Commercial Bank in India in last one year as on the date of submission of bid.	<u>The bidder has to provide Satisfactory letter/reference letter or email reference from the Concerned Organization clearly mentioning the count of transactions processed.</u>	



Sl. No.	Qualification Criteria	Documents to be submitted In compliance with Qualification Criteria	Bidders Response
12.	<p>Any bidder (including OEM and OSD/OSO, if any) from a country which shares a land border with India will be eligible to bid, only if the bidder (including OEM and OSD/OSO) are registered with the Competent Authority. Bidder (entity) from a country which shares a land border with India means:</p> <p>a. An entity incorporated, established or registered in such a country; or</p> <p>b. A subsidiary of an entity incorporated, established or registered in such a country; or</p> <p>c. An entity substantially controlled through entities incorporated, established or registered in such a country; or</p> <p>d. An entity whose beneficial owner is situated in such a country; or</p> <p>e. An Indian (or other) agent of such an entity; or</p> <p>f. A natural person who is a citizen of such a country; or</p> <p>g. A consortium or joint venture where any member of the consortium or joint venture falls under any of the above.</p>	<p>A declaration stating "We have read the clause regarding restrictions on procurement from a bidder of a country which shares a land border with India. We further certify that we and our OEM are not from such a country or if from such a country, has been registered with Competent Authority. We hereby certify that we and our OEM fulfills all requirements in this regard and are eligible to be considered" to be submitted in Company's letter head.</p> <p>[Where applicable, evidence of valid registration by the Competent Authority shall be attached.]</p>	
13.	<p>Bidders should not be under debarment/blacklist period for breach of contract/fraud/corrupt practices/deficiency in services by any Scheduled Commercial Bank/ Public Sector Undertaking / State or Central Government or their agencies/ departments as on date of submission of bid.</p>	<p>The bidder should submit self-declaration on the Company's letter head to this effect.</p>	
14.	<p>Authorization Certificate - Whether the Bid is authenticated by authorized person.</p>	<p>Bidder to submit a copy of the Board Resolution and the Power of Attorney and KYC documents evidencing the authority delegated to the authorized signatory.</p>	

We confirm that the information furnished above is true and correct. We also note that, if there are any inconsistencies in the information furnished above, the bid is liable for rejection. All documentary evidence/certificates confirming compliance to Pre-Qualification Criteria should be part of the RFP.

Date:
Place:

Signature with seal
Name:
Designation :



Amended Annexure-10
Technical Evaluation Criteria

SUB: RFP for Selection of Service Provider for End to End Management of Card Rewards Program for Credit, Debit and Prepaid Cards in Canara Bank for period of five (05) years

Ref: GEM/2025/B/5963892 dated 17/02/2025.

Bank will evaluate the technical proposals of all eligible Bidders based on the documents submitted for the below mentioned criteria:

Sl No.	Particulars	Scoring Methodology	Max Marks	Documents to be submitted for award of marks
1.	The bidder should have <u>implemented and managing</u> Rewards Program for Scheduled Commercial Banks in India during last 3 years as on the date of submission of bid.	No of Organizations: >2 Organizations: 15 Marks 2 Organizations: 10 Marks	15	The bidder has to provide <u>Satisfactory letter/reference letter or email from the Concerned Organization.</u>
2.	The Bidder should have managed a cumulative total of atleast 20 Lakhs Customer Rewards Accounts for Schedule Commercial Banks in India in last one year as on the date of submission of bid.	No. of Accounts: >20 Lakhs :15 Marks 20 Lakhs : 10 Marks	15	The bidder has to provide <u>Satisfactory letter/reference letter or email reference from the Concerned Organization clearly mentioning the count of accounts processed.</u>
3.	The Bidder should have processed atleast 4 crore transactions per month for any one Schedule Commercial Bank in India in last one year as on the date of submission of bid.	No. of Transactions Processed: > 4 crores : 15 Marks 4 Crores : 10 Marks	15	The bidder has to provide <u>Satisfactory letter/reference letter or email reference from the Concerned Organization clearly mentioning the count of transactions processed</u>
4.	The Bidder should have <u>Implemented and Managed</u> Rewards Program in India as on the date of submission of bid.	No. of years: > 3 years:10 Marks Equal to 3 years: 5 Marks	10	The bidder has to provide <u>Satisfactory letter/reference letter or email from the Concerned Organization mentioning the no. of years.</u>

5.	The Bidder should have the capability of providing accelerated point accruals on transactions at Partner Merchant outlets with an existing network of at least 100 Merchant Outlets as on the date of submission of bid.	No. of Merchant Outlets: > 100 Merchant Outlets :15 Marks 100 Merchant Outlets: 10 Marks	15	The bidder has to provide Declaration along with the list of the merchant tie-up with partner merchant outlet.
6.	The Rewards platform should be available in multiple languages.	No. of languages: ≥2 languages (English & Hindi): 5 Marks 1 language (English): 2 Marks	5	The bidder has to provide Declaration along with the documentary evidence to this effect.
7.	Bidder's presentation/ Demonstration	Marks will be assigned by an internal committee as per Table P-1	25	Presentation to be conducted as per the scheduled provided by Banks
Total Maximum Marks			100	

Note: The bidder should score minimum 60% of marks out of 100 marks for qualifying under Technical Evaluation. The bidders qualified under Technical Evaluation will be eligible for commercial opening.

Presentation of proposal:

Canara Bank will schedule the presentations and intimate the time and locations to the bidders. Failure of a bidder to complete a scheduled presentation may result in the rejection of that Bidder's proposal.

Table P-1

Sl. No.	Presentation Agenda	Maximum Marks
1.	Work plan and methodology covering complete scope of work	7
2.	IT architecture with latest technology, Approach and Methodology	7
3.	Solution's capabilities	5
4.	Compliance, Security & Risk Management	3
5.	Future Scalability	3
	Maximum Marks for Presentation	25

Terms & Conditions

Bidder to note that all features must be available for demonstration during Presentation/ Product Demonstration. During evaluation, if any of the criteria mentioned as compliant is not found in the solution, marking will be modified in the respective category as evaluated by the Bank & Bank's decision shall be binding on the bidders. It is mandatory for bidders to have all



functionalities listed. Any non-compliance may lead to bidder's disqualification.

Declaration: We hereby confirm that the information submitted above is true to the best of our knowledge. We understand that in case any discrepancy is found in the information submitted by us, our response to this RFP is liable for rejection.

Date:

Signature with seal

Name:

Designation :



Amended Annexure-16

Bill of Material

(Should be submitted on Company's letter head with company seal and signature of the authorized person)

SUB: RFP for Selection of Service Provider for End to End Management of Card Rewards Program for Credit, Debit and Prepaid Cards in Canara Bank for period of five (05) years

Ref: GEM/2025/B/5963892 dated 17/02/2025

Notes

1. These details should be on the letterhead of Bidder and each & every page should be signed by an Authorized Signatory with Name and Seal of the Company.
2. Please be guided by RFP terms, subsequent amendments and replies to pre-bid queries (if any) while quoting.
3. Do not change the structure of the format nor add any extra items.
4. No counter condition/assumption in response to commercial bid will be accepted. Bank has a right to reject such bid.

Table-A

One-time Implementation Cost

[Amount in Indian Rupees]

Sl. No.	Details	Total Cost (Excl. of tax)			Total Cost (Incl. of tax)
		Tax for Column a		Total Cost (Incl. of tax)	
		% tax	Tax Amt.		
a	b	c	d=a+c		
1.	One time implementation cost for Customization as per Bank's specific requirement, Website design and development (SSL enabled), communication system (Helpdesk, Email and SMS set up), charges towards managing the program, Migration to new system, integrating Reward Platform with Bank Mobile application and Internet Banking, MIS reports as per Bank's requirements, integrating Bank's call centre/ CRM with Bidder's call centre as per Scope of Work, Integrating the Admin Portal (View only) with Bank's SAS package , API for fetching the personal details etc.				
2.	Total One-time Implementation Cost				



Table- B
Administrative fee for reward points for 5 Years

[Amount in Indian Rupees]

Sl. No.	Description	Tentative points to be accrued per month (Excl. of tax)	Rate per 25 lakh points	Administrative fee for 5 years (Excl. of tax)	Tax for column 'c'		Total Administrative fee for 5 years (Incl. of tax)
					Tax %	Tax Amt.	
					a*	b	
1.	Administrative fee for accrual of reward points for 5 years	25,00,00,000					
2.	Total Administrative fee for reward points for 5 Years						

* To keep uniformity in pricing, cost to be quoted by bidders considering the notional point accruals of 25 crore points/month. Numbers mentioned are indicative for calculation purpose. Utilization / payment may vary as per the requirement.

Note: Any reward points accrued beyond the 25 lakh point slab will be paid as per the cost per lakh points derived from the quoted rate for 25 lakh points.

Table- C
Fee for Redemption requests of reward points for 5 Years

Sl. No.	Description	Tentative redemption request per month** (Excl. of tax)	Rate per redemption request	Total Redemption fee for 5 years (Excl. of tax)	Tax for column 'c'		Total redemption fee for 5 years (Incl. of tax)
					Tax %	Tax Amt.	
					a	b	
1.	Fee per redemption request	50,000					
2.	Total Redemption of reward points for 5 Years						

** Out of tentative redemption request mentioned in column "a", tentatively 30 % will be cashback request.



Table-D
Cost for additional requirements/ enhancements /Change Requests

[Amount in Indian Rupees]

Sl. No.	Description	Charges Per Man day (Excl. of Tax)	No. of man days per year#	No. of Years	Total Cost (Excl. of Tax)	Tax for column d		Total Cost (Incl. of Tax)
						% Tax	Tax amt.	
						e	f	
		a	b	c	d=(a*b*c)			g=d+f
1.	Cost for any additional requirements/ enhancements /Change Requests		100	5				
2.	Total Cost for additional requirements/ enhancements /Change Requests							

Number of man days mentioned above is indicative only. However, the no. of man days shall be as per actual utilization. The charges quoted above shall be fixed for the entire contract period.

Table- E
Total Cost of Ownership

[Amount in Indian Rupees]

Sl. No.	Description	Total Cost (Inclusive of taxes)
1.	One-time Implementation and Migration Cost (Table- A)	
2.	Total Administrative Fee for 5 Years (Table- B)	
3.	Total Redemption Fee for 5 Years (Table- C)	
4.	Cost for additional requirements/ enhancements /Change Requests (Table- D)	
5.	Total Cost of Ownership (Sum of column 1,2,3&4)	



- i. Bill of material is submitted on the letter head and is signed by an Authorized Signatory with Name and Seal of the Company.
- ii. We confirm that we have gone through RFP clauses, subsequent amendments and replies to pre-bid queries (if any) and abide by the same.
- iii. We have not changed the structure of the format nor added any extra items. We note that any such alternation will lead to rejection of Bid.
- iv. We agree that no counter condition/assumption in response to commercial bid will be accepted by the Bank. Bank has a right to reject such bid.
- v. We are agreeable to the payment schedule as per "Payment Terms" of the RFP.

Date:
Place:

Signature with seal
Name:
Designation



Amended Appendix -A
Instructions to be noted while preparing/submitting Part A - Technical Proposal

All the Annexures should be submitted in Bidder's Letter Head with seal and signature of the authorized signatory.

- 1) Earnest Money Deposit (EMD)/Bank Guarantee in lieu of EMD / Exemption Certificate.
- 2) Power of Attorney / Authorization letter signed by the Competent Authority with the seal of the bidder's company / firm in the name of the person signing the bid documents with supporting documents.
- 3) Bid Covering letter as per Annexure-1.
- 4) Compliance to Pre-Qualification Criteria declaration as per Annexure-2 with documentary proof in support of the Pre-Qualification Criteria.
- 5) Bidder's Profile as per Annexure-3.
- 6) Bid Security Declaration as per Annexure-4.
- 7) Make in India Certificate as per Annexure-5.
- 8) List of major customers as per Annexure-6.
- 9) Office details as per Annexure-7.
- 10) Compliance to the Scope of Work as per Annexure-8.
- 11) Compliance to Technical & Functional requirements as per Annexure-9.
- 12) Documents for Technical Evaluation Criteria as per Annexure-10.
- 13) Non-Disclosure Agreement as per Annexure-11.
- 14) Undertaking of Authenticity as per Annexure-12.
- 15) Compliance Statement as per Annexure-13.
- 16) Undertaking Letter as per Annexure-14.
- 17) Escalation Matrix as per Annexure-15.
- 18) Masked bill of Material as per Annexure-16.
- 19) Letter for EMD Return as per Annexure-18.
- 20) Due diligence report as per Annexure-19.
- 21) Signed Pre Contract Integrity Pact as per Appendix-F in non-judicial Stamp paper.

