

Corrigendum-2 to GeM Bid ref no. GEM/2025/B/6931940 dated 27-11-2025 for selection of service provider for End-to-End Management of Card Rewards Program for Credit, Debit and Prepaid Cards in Canara Bank for a period of five years.

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

a. GeM bid document (Bid End date/ Bid Opening Date, Page no. 1 of 8):

Description	Existing details	Amended details
Bid End Date/Time	30/12/2025, 15:00:00	<u>05/01/2026</u> , 15:00:00
Bid opening Date/Time	30/12/2025, 15:30:00	<u>05/01/2026</u> , 15:30:00

b. GeM Bid Document/ATC Clauses:

Sl. No	Section/ Annexure/ Appendix of GeM Bid	Clause No.	Existing Clause	Amended Clause
1.	Annexure 2 Pre-Qualification Criteria	Annexure 2 Pre-Qualification Criteria	Existing Clauses Annexure 2 Pre-Qualification Criteria	<u>Annexure-2 Amended Pre-Qualification Criteria attached with this Corrigendum</u>
2.	Annexure-8 Scope of work	Clause No: 5.5 Clause No: 5.8 Clause No: 8	5.5- Monthly Statement of Bank Account. 5.8 Monthly breakup of Bank-wise point accrued, redeemed and lapsed, and 8.The entire Reward Management Platform/Solution should be PCI-DSS compliant or related Certification.	5.5."Monthly statement of <u>reward points per customer profile</u> . 5.8. Monthly breakup of <u>Card wise/customer wise</u> point accrued, redeemed and lapsed, and 8. <u>The Bidder should be PCI DSS compliant and Certified as on date of bid submission. The selected bidder should obtain PCI DSS Certification and Compliance for the proposed Solution within 6 months from the date of acceptance of PO at bidder's cost.</u>



3.	Annexure 9 Technical and Functional Requirements	Annexure 9 Technical and Functional Requirements	Existing Clauses Annexure 9 Technical and Functional Requirements	<u>Annexure-9 Amended Technical and Functional Requirements attached with this Corrigendum</u>
4.	Annexure-10 Technical Evaluation Criteria	Annexure-10 Technical Evaluation Criteria	Existing Clauses Annexure-10 Technical Evaluation Criteria	<u>Annexure-10 Amended Technical Evaluation Criteria</u>
5.	Annexure-19 Undertaking For Not Being NPA	Annexure-19 Undertaking For Not Being NPA	Existing Clauses Annexure-19 Undertaking For Not Being NPA	<u>Annexure-19 Amended Undertaking for Not Being NPA</u>
6.	-----	-----	-----	New Annexure-22 Manufacturer Authorization Form

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: 29/12/2025
Place: Bengaluru



Deputy General Manager

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Annexure-2
Amended 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/6931940 dated 27/11/2025

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) Company duly registered in India as per Indian Companies Act, 1956 or Indian Companies Act, 2013. (OR) b. 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 registration under shops and commercial Establishments Act., GST etc.)	
4.	<p>The bidder should submit a declaration</p> <p>a. If not a group of company, Bidder Company is not owned or controlled by any Director, or Key managerial personnel of the Canara Bank or their relatives</p> <p>(or)</p> <p>b. If not a group of company, Bidder Company is owned or controlled by any Director, or Key managerial personnel of the Canara Bank or their relatives</p>	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/ OEM should have a stable and scalable Rewards technology platform 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., 2022-23, 2023-24 and 2024-25) 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., 2022-23, 2023-24 and 2024-25 along with certificate from the Company's Chartered Accountant to this effect with Unique Document Identification Number.	
8.	The Net Worth of bidder firm should not be negative as on 31/03/2025 and also should have not been eroded by more than 30% (thirty per cent) in the last three years, ending on '31/03/2025'.	The bidder should submit certificate from the Company's Chartered Accountant with UDIN to this effect.	
9.	The Bidder/OEM should have implemented and maintained Rewards Program for at least one (01) Schedule Commercial Banks in India during last three years as on the date of submission of bid.	The Bidder has to provide Purchase Order/Contract agreement/Satisfactory letter/reference letter or email reference from client from the Concerned Organization.	
10.	The Bidder/OEM should have managed a cumulative total of atleast 20 Lakhs Customer Rewards Accounts for Schedule Commercial Banks in India in	The Bidder has to provide Purchase Order/Contract agreement/Satisfactory letter/reference letter or email reference from client from the	





	last one year as on the date of submission of bid.	Concerned Organization clearly mentioning the count of Reward Accounts.
11.	<u>The Bidder/OEM</u> should have the capability of processing at least 3 crore transactions per month at the time of the submission of RFP and should be able to ramp up the capacity further in the future as per bank's requirement.	The bidder has to provide Purchase Order/Contract agreement/Satisfactory letter/reference letter or email reference from client from the Concerned Organization clearly mentioning the number of transactions.
12.	<u>The Bidder/OEM should be PCI DSS compliant and certified as on the date of submission of bid.</u>	Copy of valid certificate shall be enclosed.
13.	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: a. An entity incorporated, established or registered in such a country; or b. A subsidiary of an entity incorporated, established or registered in such a country; or c. An entity substantially controlled through entities incorporated, established or registered in such a country; or d. An entity whose beneficial owner is situated in such a country; or e. An Indian (or other) agent of such an entity; or f. A natural person who is a citizen of such a country; or g. A consortium or joint venture where any member of the consortium or joint venture falls under any of the above.	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. [Where applicable, evidence of valid registration by the Competent Authority shall be attached.]
14.	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.	The bidder should submit self-declaration on the Company's letter head to this effect.
15.	The bidder should provide 24*7 support to the Bank	The Bidder should submit the details viz., address, phone no., email id and contact person



		Name & Mobile no. etc. with documentary proof	
16.	Authorization Certificate - Whether the Bid is authenticated by authorized person.	Bidder to submit a copy of the Board Resolution and the Notarized Power of attorney /Letter of authority if authority is sub delegated as mentioned in Board Resolution and KYC documents evidencing the authority delegated to the authorized signatory.	
17.	The Bidder and Bidder's parent company (applicable if both are different) should not have been declared Non-Performing Asset (NPA), defaulter in repayment of instalments by any BFSI organization and <u>not undergoing Corporate Insolvency Resolution Process (CIRP), liquidation, or bankruptcy proceedings</u> as on date of submission of the tender, otherwise the bid will not be considered.	Self-Declaration letter signed by Authorized Signatory to be submitted as per Annexure-20 Note: In case, the bidder is having any parent company, then both the Bidder and the Bidder's parent company to submit separate <u>Annexure-19.</u> Otherwise Bidder alone has to submit <u>Annexure-19.</u>	

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:



Annexure-9

Amended Technical and Functional Requirements

(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/6931940 dated 27/11/2025

1. The bidder should provide their response to the Technical and Functional Requirements by giving the compliance level as explained below. Explanations/suggestions of the bidder against each requirement should be given in the Remarks column. If more explanation of a point is needed, documents can be attached to Remarks Column of the respective requirement.
2. All the requirements tabulated below are **MANDATORY**. Non-compliance for any requirement will result in disqualification from the technical evaluation process.

Sr. No.	Required Functionalities/Features	Compliance (Yes/No)	Remarks
1.	The Bidder/OEM should have end-to-end solution for Card Rewards with separate modules for Credit, Debit and Prepaid cards and other products to manage Canara Reward program for the Bank's Cards holders.		
2.	The above-mentioned Rewards Modules should have capability to integrate with Bank's Card Management System of Credit, Debit and Prepaid Cards.		
3.	The Reward Management System should have all aspects of management which includes sourcing merchant tie-ups for offers, carrying out the accrual, and redemption of rewards points.		
4.	The Reward Management System should be integrated with the Bank's Mobile Banking App, Net Banking and other platforms through a Single Sign-On for a seamless customer experience as required by Bank.		
5.	The solution should have parameterization for awarding of Rewards Points based upon spends, occasions, business need like Birthday, Anniversary, Festive season etc.		
6.	The Bidder has to create & maintain a dedicated interactive secured online website which shall be customized as per bank's requirement for the loyalty rewards program with SSL Layer, which enable customers to register, inquire & request redemptions.		
7.	Redemption categories include on Real time booking of Movie ticket, Air Ticket, Bus ticket, in store		



	redemption, Merchandize, Mobile recharge, DTH recharge, vouchers etc.		
8.	Manage the entire redemption process from sourcing to shipping of the goods on the customer address.		
9.	Should maintain a call centre set up to handle inbound / outbound customer calls for loyalty rewards program management, redemption, accrual and any other issues or feedback from the customers, All the charges/costs to be borne by the successful bidder. Call centre to be established at Bidder's location only and to be integrated with Bank's Call centre or CRM Solution.		
10.	The bidder should provide the suitable means such as website/portal/tool for generation of MIS reports.		
11.	<u>The Bidder/OEM should be PCI-DSS compliant & certified as on date of Bid submission.</u>		
12.	All infrastructures including hardware pertaining to Bank's Rewards program are to be housed in India		
13.	The Bidder should have both primary Data Centre and DR centre with full back up arrangement and the Data Centre should be ISO 27001 certified. Both DC and DR centre should be in different seismic zones		
14.	The Bidder should have the infrastructure for providing 24x7 support and attending timely to the customer grievances about the Rewards program.		
15.	The bidder should own Customer Care centre in India with dedicated Toll-free number for handling Customer queries regarding Rewards program.		
16.	The Rewards Program should have fully integrated communication management to send e-mail/ SMS and customized campaigns at every step of the Rewards program.		
17.	All infrastructures including hardware pertaining to Bank's Card rewards program are to be housed in India.		
18.	The Bidder should have both primary Data Centre and DR centre with full back up arrangement and the Data Centre should be ISO 27001 certified. Both DC and DR centre should be in different seismic zones		
19.	The Bidder should have provided dedicated interactive secure online website with SSL/ TLS for a loyalty rewards program for at-least 1 Schedule Commercial Banks in India.		



20.	The Bidder should have the infrastructure for providing 24x7 support and attending timely to the customer grievances about the rewards program.		
21.	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.		
22.	The bidder has to provide separate Rewards Program modules for following products: <ul style="list-style-type: none"> • Debit cards • Credit Cards • Prepaid Cards 		
23.	The bidder should have the capability to offer Additional Rewards Program modules for products that will be launched by the Bank in the future.		
24.	The platform should have ability to support multiple tiers with differentiated accrual rates, lapses and redemption options.		
25.	The Rewards Program should have capability of providing multiple Options for customers to redeem the Rewards points Across various redemption categories like Recharge, Travel, Gift vouchers, Merchandise etc.		
26.	The Rewards Program should have fully integrated communication management to send e-mail/ SMS and customized campaigns at every step of the loyalty program process.		
27.	The bidder should own Customer Care centre with dedicated Toll-free number to handle daily calls.		

NOTE:

1. The Bidder shall provide all other required services, whether or not explicitly mentioned in this RFP, to ensure the intent of specification, completeness, operability, maintainability and upgradability.
2. The selected bidder shall own the responsibility to demonstrate that the services offered are as per the specification/performance stipulated in this RFP and as committed by the bidder in the Presentation scheduled by the Bank as part of Technical Evaluation.
3. Bidder should showcase above specifications/ features and provide relevant document.
4. Bidder to note that all features agreed by the bidder, must be available for demonstration during "Presentation and 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.



Annexure-10
Amended 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/6931940 dated 27/11/2025

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

SI No.	Particulars	Scoring Methodology	Max Marks	Documents to be submitted for award of marks
1.	The Bidder/OEM should have experience in implementation and managing Rewards Program for Scheduled Commercial Banks in India during last 3 years as on the date of submission of bid.	No of Organizations: 2 or More Organizations: 15 Marks 1 Organization: 10 Marks	15	The bidder has to provide Purchase Order/Contract agreement/Satisfactory letter/reference letter or email reference from client from the Concerned Organization.
2.	The Bidder/OEM should have experience in Implementation and Management of 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 Purchase Order/Contract agreement/Satisfactory letter/reference letter or email reference from client from the Concerned Organization.
3.	The Bidder/OEM 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 Purchase Order/Contract agreement/Satisfactory letter/reference letter or email reference from client from the Concerned Organization clearly mentioning the count of Reward Accounts.
4.	The monthly average transactions processed in last one year for Scheduled Commercial Banks in India as on the date of submission of bid	No. of Transactions Processed: > 3 crores : 10 Marks 3 Crores : 5 Marks	10	The bidder has to provide Purchase Order/Contract agreement/Satisfactory letter/reference letter or email reference from client from the Concerned Organization



				clearly mentioning the number of transactions.
5.	The Bidder/OEM 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): 3 Marks	5	The bidder has to provide Declaration along with the documentary evidence to this effect.
7.	Certification Requirements: Bidder/OEM should be PCI DSS compliant and certified as on the date of submission of bid.	5 Marks	5	Copy of valid certificate shall be enclosed. (Certificates with more than one year from the issue date will be considered)
8.	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
Marks			Total Maximum	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	5
2.	IT architecture with latest technology, Approach and Methodology	7



3.	Solution's capabilities	7
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 :



Annexure-19
Amended Undertaking for Not Being NPA

Date:

To,

The Deputy General Manager,
Canara Bank,
Centralized Procurement and Vendor Management Vertical,
Technology Services Wing,
Naveen Complex, 14 M G Road, Bengaluru-560 001.
Karnataka

Dear Sir,

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/6931940 dated 27/11/2025

We _____ (Bidder/ Bidder's Parent Company), hereby undertake that-

- We have not been declared NPA and defaulter in repayment of instalments by any Bank/Financial Institute in India.
- We do not have any pending case with any organization across the globe, which affects our credibility to service the Bank.
- **Further, we are not undergoing Corporate Insolvency Resolution Process (CIRP), liquidation, or bankruptcy proceedings.**

Yours faithfully,

Date:

Place:

Signature of Authorized Signatory:

Name of Signatory:

Designation:

Seal of Company:



