

Corrigendum-2 to GeM Bid ref. no. GEM/2023/B/3265002 dated 15/03/2023 for Selection of vendor/s towards printing and supply of Welcome Kits to Canara bank for a period of 3 years.

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

| Sl. No. | Section/ Annexure/ Appendix of the GeM bid | Clause No. | Existing | Amended |
|---------|--|---|--|---|
| a. | Buyer Added Bid Specific Terms and Conditions 6. Buyer Added Bid Specific STC | Annexure-7 Scope of Work | Existing Annexure-7 Scope of Work | <u>Amended Annexure-7</u> Scope of Work as per the corrigendum-1 |
| b. | Buyer Added Bid Specific Terms and Conditions 6. Buyer Added Bid Specific STC | Annexure-6 Technical Specification | Existing Annexure- 6 Technical Specification | <u>Amended Annexure- 6</u> Technical Specification |
| c. | Buyer Added Bid Specific Terms and Conditions 6. Buyer Added Bid Specific STC | Annexure-10 Bill of Material | Existing Annexure-10 Bill of Material | <u>Amended Annexure-10</u> Bill of Material as per the corrigendum-1 |
| d. | Buyer Added Bid Specific Terms and Conditions 6. Buyer Added Bid Specific STC | Section C - Deliverable and Service Agreements. 1. Delivery of Products and Services | Existing Clause for Delivery of Products and Services | Amended Clause for Delivery of Products and Services |
| e. | Buyer Added Bid Specific Terms and Conditions 6. Buyer Added Bid Specific STC | Section C - Deliverable and Service Agreements. 2. Penalties/Liquidated damages | Existing Clause for Penalties/Liquidated damages | Amended Clause for Penalties/Liquidated damages |
| f. | Buyer Added Bid Specific Terms and Conditions 6. Buyer Added Bid Specific STC | Section F - Ownership & Awarding of Contract 8. Fixed Price | The prices quoted in the tender response will be fixed for the period of the contract. The price should be exclusive of all taxes and levies which will be paid by the Bank at actual. | The prices quoted in the tender response will be fixed for the period of the contract. The price should be <u>inclusive</u> of all taxes and levies which will be paid by the Bank at actual. |



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| g. | Buyer Added Bid Specific Terms and Conditions 6. Buyer Added Bid Specific STC | Section G - General Conditions 4. Human Resource Requirement | 4. Human Resource Requirement | Clause stands deleted. |
| h. | Buyer Added Bid Specific Terms and Conditions 6. Buyer Added Bid Specific STC | Section G - General Conditions | 14.6. The selected bidder should abide by guidelines issued by RBI Master Direction on outsourcing of IT services. | Clause stands deleted. |
| i. | Buyer Added Bid Specific Terms and Conditions 6. Buyer Added Bid Specific STC | Annexure-2 Pre-Qualification Criteria | Sl. No. 2 Pre-Qualification Criteria: Must be an IBA approved Security Form Printer. Documents to be submitted in compliance with Pre-Qualification Criteria: Certificate given by IBA should be valid and required to be submitted. | Sl. No. 2 Pre-Qualification Criteria: Must be an IBA approved Security Form Printer <u>at min. 2 locations in 2 different states to have a BCP / DR facility.</u> Documents to be submitted in compliance with Pre-Qualification Criteria: "Certificate given by IBA should be valid and required to be submitted for both the locations |
| j. | Buyer Added Bid Specific Terms and Conditions 6. Buyer Added Bid Specific STC | Annexure-2 Pre-Qualification Criteria | Sl. No. 5 Pre-Qualification Criteria: The bidder having three years of experience for Welcome Kit printing and supply to any Schedule Commercial Bank. Documents to be submitted in compliance with Pre-Qualification Criteria: Clear documentary proof relating to execution of the order is to be submitted with the RFP. Experience certificate to be Submitted from at least one Bank. | Sl. No. 5 Pre-Qualification Criteria: The bidder having three years of experience for Welcome Kit printing and supply <u>for a quantity of min 25,00,000 units for a single year</u> to any Schedule Commercial Bank. Documents to be submitted in compliance with Pre-Qualification Criteria: Clear documentary proof relating to execution of the order is to be submitted with the RFP. Experience certificate to be Submitted from at least one Bank. |



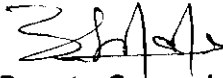

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| k. | Buyer Added Bid Specific Terms and Conditions 6. Buyer Added Bid Specific STC | Annexure-2 Pre-Qualification Criteria | <p>Sl. No. 10 Pre-Qualification Criteria: The bidder should have minimum annual turnover of Rs.300.00 Crores during the last three financial years (i.e. 2019-20, 2020-21 and 2021-22). This must be the individual company turnover and not of any group of companies. Documents to be submitted in compliance with Pre-Qualification Criteria: Bidder has to submit audited Balance Sheet copies for last 3 Years i.e. 2019-20, 2020-21 and 2021-22 along with certificate from the Company's Chartered Accountant to this effect with Unique Document Identification Number.</p> | <p>Sl. No. 10 Pre-Qualification Criteria: The bidder should have minimum annual turnover of <u>Rs.100.00 Crores</u> during the last three financial years (i.e. 2019-20, 2020-21 and 2021-22). This must be the individual company turnover and not of any group of companies. Documents to be submitted in compliance with Pre-Qualification Criteria: Bidder has to submit audited Balance Sheet copies for last 3 Years i.e. 2019-20, 2020-21 and 2021-22 along with certificate from the Company's Chartered Accountant to this effect with Unique Document Identification Number.</p> |
| l. | Buyer Added Bid Specific Terms and Conditions 6. Buyer Added Bid Specific STC | Annexure-2 Pre-Qualification Criteria | <p>Sl. No. 12 Pre-Qualification Criteria: Bidder should have valid ISO 9001 and ISO 20000 Certification. Documents to be submitted in compliance with Pre-Qualification Criteria: Copy of the certificate to be submitted.</p> | <p>Sl. No. 12 Pre-Qualification Criteria: Bidder should have valid <u>ISO 9001, ISO 20000 or ISO 27000 Certification.</u> Documents to be submitted in compliance with Pre-Qualification Criteria: Copy of the certificate to be submitted.</p> |
| m. | Buyer Added Bid Specific Terms and Conditions 6. Buyer Added Bid Specific STC | Annexure-2 Pre-Qualification Criteria | <p>New Clause Sl. No: 15</p> | <p>Sl. No. 15 Pre-Qualification Criteria: The bidder should have active web portal for tracking of consignment. Documents to be submitted in compliance with Pre-Qualification Criteria: Bidder has to submit proof to substantiate the active web portal.</p> |

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| n. | Buyer Added Bid Specific Terms and Conditions 6. Buyer Added Bid Specific STC | Annexure-2 Pre-Qualification Criteria | New Clause Sl. No: 16 | <p>Sl. No. 16 Pre-Qualification Criteria: The bidder should have minimum experience of having successfully handled end to end logistics management during the last 3 years (i.e., 2019-20,2020-21,2021-22) for a quantity of 25,00,000 units for a single year. Documents to be submitted in compliance with Pre-Qualification Criteria: Bidder has to submit documentary proof to substantiate the claim.</p> |
| o. | Buyer Added Bid Specific Terms and Conditions 6. Buyer Added Bid Specific STC | Annexure-2 Pre-Qualification Criteria | New Clause Sl. No: 17 | <p>Sl. No. 17 Pre-Qualification Criteria: The bidder should ensure BCP in every quarter. Documents to be submitted in compliance with Pre-Qualification Criteria: An undertaking letter from the bidder mentioning that the Business Continuity Plan will be conducted once in every quarter and if any discrepancies arises the report will be submitted to the Bank.</p> |

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

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

Date: 10/04/2023
Place: Bengaluru


Deputy General Manager


1. Amended Delivery of Products and Services:

1.1. Bank shall provide the address and contact details of Circle Offices/Regional Offices/Branch Offices/Offices and customer address for delivery of Welcome Kit as and when requirement arises.

| Sl. No. | Welcome Kit | Time limit for handover of the Welcome Kit to the Branches/ Customers (Subsequent orders) |
|---------|-------------------------------|---|
| 1 | Non- Personalized Welcome Kit | 10 Working day from the date of providing the details by the Bank. |
| 2 | Personalized Welcome Kit | 7 Working day from the date of providing the details by the Bank. |

1.2. The effective date for delivery will be from the date of providing the addresses of Circle Offices/Regional Offices/Branch Offices/customer address to the selected bidder/s by the Bank. All the ordered materials should be delivered as mentioned in clause 1.1 of section C.

1.3. The subject requirement of Welcome Kit is for the branches and CPHs (Central Processing Hub) of the Bank. The Selected bidder has to deliver the Non personalized Welcome kit to the Branches (as per the details provided by the Bank) and Personalized Welcome kit to the CUSTOMERS, if undelivered, may be returned to respective CPHs location of the Bank. (The details will be shared with the Successful bidder).

1.4. Please note that no extra charges will be paid for those locations where road permit is required. The selected bidder has to arrange for road permit, E-Way bill at his own cost. It will be the sole responsibility of the selected bidder to submit any form required for release of shipment from the check post. The selected bidder is required to make the arrangements for delivery of hardware to the locations as per the list of locations /items provided from time to time by the Bank. However, the Bank will provide letters / certificate / authority to the selected bidder, if required.

1.5. Bank reserves the right to change/modify locations for supply of the items. In the event of any change/modification in the locations where the items are to be delivered/not billed, the bidder in such cases shall deliver at the modified locations at no extra cost to the Bank. However, if the items are already delivered/billed, and if the modifications in locations are made after delivery, the Bank shall bear the shifting charges/arrange shifting in such cases.

2. Penalties/Liquidated damages:

2.1. Penalties/Liquidated damages for delay in Delivery of the products and services will be as mentioned below:

2.1.1. Non-compliance of the delivery/handover of complete Welcome Kit as per clauses (1.1) Sl. No: 1 of section C (for Non personalized Welcome kit) will result in the Bank imposing penalty 0.50% on delay in delivery per Welcome Kit, per week or part thereof, on the Order value of lot for the Welcome Kit.

2.1.2. Non-compliance of the delivery/handover of complete Welcome Kit as per clauses (1.1) Sl. No: 2 of section C (for Personalized Welcome kit) will result in



the Bank imposing penalty 0.50% on delay in delivery per Welcome Kit, per week or part thereof, on the unit value of the Welcome Kit undelivered on time.

- 2.1.3. If the work is not found to be of good quality as per the specification given by the bank, then the Bank will have the right to apply penalty or make suitable deductions from the payable amount or material delivered will be rejected without paying any price / compensation. The decision of the Bank in this regard will be final.
- 2.2. The maximum penalty levied shall be restricted to 10% of the monthly order value or part thereof payable by the bank.
- 2.3. The liquidated damages shall be deducted / recovered by the Bank from any money due or becoming due to the bidder under this purchase contract or may be recovered by invoking of Bank Guarantees or otherwise from bidder or from any other amount payable to the bidder in respect of other Purchase Orders issued under this contract, levying liquidated damages without prejudice to the Bank's right to levy any other penalty where provided for under the contract.
- 2.4. All the above LDs are independent of each other and are applicable separately and concurrently.
- 2.5. LD is not applicable for the reasons attributable to the Bank and Force Majeure.



Amended Annexure-6

Technical Specification.

SUB: Printing and Supply of Welcome Kits to Canara bank for a period of 3 years.

Ref: GEM/2023/B/3265002 dated 15/03/2023.

Note:

1. The Bidder shall provide all other required equipment and services, whether or not explicitly mentioned in this RFQ, to ensure the uptime of the items under AMC & ATS.
2. The selected bidder shall own the responsibility to demonstrate that the Services offered are as per the specification/performance stipulated in this RFQ and as committed by the bidder either at site or in bidder's work site without any extra cost to the Bank.

1. Technical Specification for EMV Chip Debit Cards (Contact & Dual Interface Cards including NCMC)

| Sl. No. | Specifications | Bidders response Complied / Not complied |
|--|---|---|
| A. <u>Specifications for EMV CHIP Contact Cards</u> | | |
| 1 | 16K or higher Java/MULTOS Chip with Gold/Palladium Contact. Compliant to ISO/IEC 7816 standards. | |
| 2 | Microprocessor based IC Card. 16KB EEPROM/FLASH or higher. | |
| 3 | CPU: 8 bit or higher. | |
| 4 | RAM: 6 KB or higher. | |
| 5 | Secure Hardware Crypto Coprocessor. | |
| 6 | Memory secure encryption for RAM, ROM & EEPROM/FLASH. | |
| 7 | Counter Measures against side channel attacks (SPA & DPA). | |
| 8 | Write Endurance: 300000 cycles or higher. | |
| 9 | Data Retention: more than 10 years. | |
| 10 | Unique ID for each chip. | |
| 11 | OS should be hard masked on ROM or FLASH. | |
| 12 | OS should be Java 2.2.x or higher/MULTOS 4.3 or higher. | |
| 13 | Global Platform 2.1.x or higher version/MULTOS 4.3 or higher. | |
| 14 | EMV Authentications Methods Supported DDA/CDA. | |
| 15 | Support for EMV financial applications using Chip and PIN. | |
| 16 | Technology: <ul style="list-style-type: none"> • VISA: VSDC2.8.x or higher • MasterCard M/Chip4 or M/Chip Advance | |



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| | <ul style="list-style-type: none"> Rupay: Discover D-PAS | |
| 17 | Magnetic Stripe: HICO 2750 Oersted. ISO standards for Encoding, location of Track 1, 2 & 3. | |
| 18 | PVC Material with 800-micron thickness. White Plastic Standard - ISO/IEC 7810-ID 1 | |
| 19 | Peel strength should be as per CQM standards. | |
| B. <u>Specifications of Contactless DI cards</u> | | |
| 1 | ISO 14443 Standard compliant. | |
| 2 | Protocols/Applications supported: Contactless Type A/B | |
| 3 | Chip security standards compliant. | |
| 4 | Global Platform 2.1.x or higher version/MULTOS 4.3 or higher. | |
| 5 | OS should be Java 2.2.x or higher/MULTOS 4.3 or higher. | |
| 6 | Communication Protocol: T=0, T=1, CL Type A/Type B. | |
| 7 | CPU: 8 bit or higher. | |
| 8 | Secure Hardware Crypto Coprocessor. | |
| 9 | Memory: 16K or higher. | |
| 10 | RAM: 6 KB or higher. | |
| 11 | Write Endurance: Minimum 300000 cycles. | |
| 12 | Data Retention: more than 10 years. | |
| 13 | Operating Distance: 45 mm 50 mm | |
| 14 | Frequency: 13.56 MHz | |
| 15 | Support for EMV financial applications. | |
| 16 | Multi-application loading capability for Combo Cards. | |
| 17 | Random UID. | |
| 18 | Secure Channel Protocol. | |
| 19 | Bit-wise anti-collision. | |
| 20 | 7 Bytes unique identifier, cascaded. | |
| 21 | Data encryption on RF Channel as per EMV Standards. | |
| 22 | Authentication on application level. | |
| 23 | Self-securing file system. | |
| 24 | Transaction oriented automatic anti-tear mechanism. | |
| 25 | Compliant with VISA PayWave, MasterCard PayPass and RuPay qSPARC schemes. | |
| 26 | Peel strength should be as per CQM standards. | |
| C. <u>Specifications for Card Pouch</u> | | |
| 1 | Size: 5.8 cm x 8.9 cm | |
| 2 | Colours: 4 | |



| | | |
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| 3 | Material: Tyvek 1056D. The material should be made up of high density polyethylene fibers and a non-woven fabric with 55 gsm and approximately 170 micron in thickness. The material should be resistant to tear, water, chemical, rot and mildew. | |
|---|--|--|

CTS 2010 Standards Check List

| Sl. No. | Mandatory Features | Bidders response Complied / Not complied |
|---------|---|---|
| 1 | Water mark (To be Incorporated at paper manufacturing stage) | |
| 2 | VOID Pantograph (At Printing Stage) | |
| 3 | Ultra Violet- UV logo of bank (At Printing Stage) | |
| 4 | Standardizing Field placements of a cheque | |
| 5 | Cheque Printing Colors and Background | |
| 6 | Printing of account number field | |
| 7 | Micro lettering | |
| 8 | New Rupee Symbol | |
| 9 | Printer name along with printing "CTS-2010" | |

2. Technical Specification while printing the Cheque book

| Sl. No. | Specifications | Bidders response Complied / Not complied |
|---------|--|---|
| 1 | 95 GSM 43 cm MICR PAPER --SIZE OF THE CHEQUE MUST BE 8"x3.2"/3" (20.32cm x 8.12cm)(excluding stub portion) as per CTS-2010 standard. | |

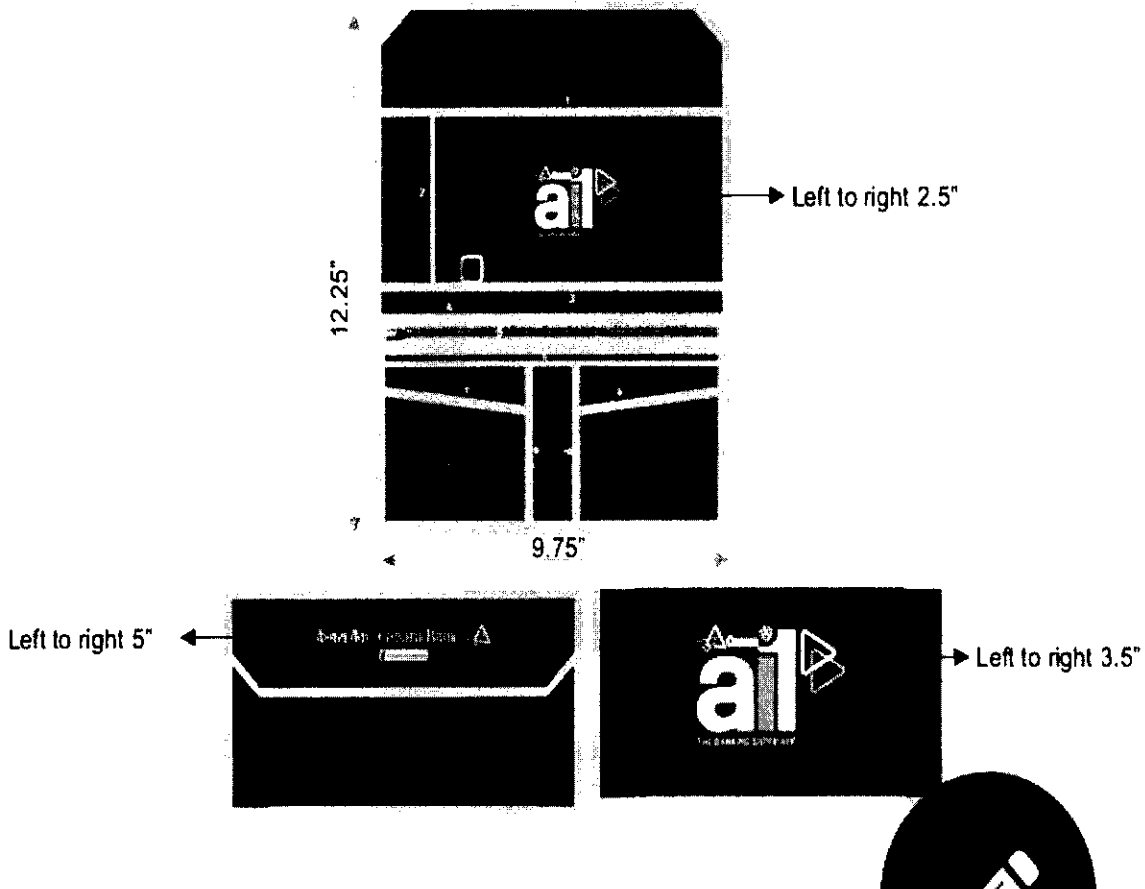
3. Technical specifications for Welcome Kit Bag:

Open Size: 9.75" (b)x12.25" (h) inches

Closed Size: 9.75" (b)x4.75" (h) inches

Welcome Kit Bag Material -

- Eco-friendly material with Partial jute on front side, balance front and inside - matte cloth.
- 10 pockets, (including 4 hidden pockets, 1 centre chain pocket)
- Velcro
- Loop for holding pen
- Branding, as per design



4. Technical specifications for Envelope:

Size: 12”(b)x6.5”(h) inches

Material: Cloth lining

12"

6.5"



Cash Management & Stationery Wing
P.O. Annex, Manipal - 578104
Call Canara ☎ 1500 425 0018

5. Details of Welcome Letter Product Leaflet details:



Product Leaflet.pdf

6. Details of Welcome Letter:



welcome letter.pdf

Date

Signature with seal

Name:

Designation :



Annexure-7

Amended Scope of Work

SUB: Printing and Supply of Welcome Kits to Canara bank for a period of 3 years.

Ref: GEM/2023/B/3265002 dated 15/03/2023.

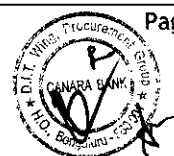
1. Vendor is required to Print and supply the personalize / non-personalize Welcome Kit containing following items as per the details provided by Bank.
 - Welcome Letter
 - One personalized / non personalized EMV/Dual Interface Chip Debit Card
 - One personalized / non personalized CTS Cheque book of 10 leaves for the Premium customers and 5 leaves for the Non-Premium customer (as specified by the Branches) with cheque requisition slip and other slips.
 - Instruction sheets to generate Green PIN for debit card, registration process for net banking and mobile banking.
 - Any other promotional material.
2. The subject requirement of Welcome Kit is for the branches and CPHs (Central Processing Hub) of the Bank. The Selected bidder has to deliver the Non personalized Welcome kit to the Branches (as per the details provided by the Bank) and Personalized Welcome kit to the CUSTOMERS, if undelivered, may be returned to respective CPHs location of the Bank. (The details will be shared with the Successful bidder).
3. Bank will use the rates provided by the successful bidder in response of RFP to place order of Welcome Kit for the period of 3 years from the date of agreement. Bank would also have an option to extend this contract for a further period of 1 year on the same rate and terms & conditions.
4. Vendor should have capability of personalization, printing and supply of both personalized and Non personalized DI/Contactless Debit Cards (EMV Chip -DI) and should be a VISA, Rupay, MasterCard, Dual Interface(DI) and NPCI certified EMV card processing bureau and capable of providing personalized / non personalized EMV/Chip Debit Card as per the scope of work mentioned in RFP and added value to the process.
5. The selected bidders should provide Integrated Logistics Management Service for managing secured shipment with end to end tracking through web based Portal for the distribution of the secured items to the delivery locations specified by the Banks on Pan India basis.
6. The selected bidders will be responsible for pick up, delivery and returning of undelivered consignment (Welcome Kit)
7. The consignment would be security item and the delivery should be Addressee Specific. In the absence of the addressee, the consignment should be returned to the respective CPH under the jurisdictions. The locations will be shared with the selected bidders while releasing the Purchase order.
8. AWB numbers for all pick-ups to be submitted to Bank on the same day of dispatches.
9. The selected bidders should provide web based solution that should be able to offer to the Bank an online tracking facility of the deliverables / parcels.

10. Bidder should have IT enabled infrastructure to generate Airway Bill Number and courier name through third party API integration.
11. Gathering & Collating:
 - 11.1. Gathering and Collating of security form/leaves of instruments like welcome slip, requisition slips, record slips, etc., shall be as per specifications of each type of security form books as specified by the bank. For all types of cheque books, the welcome slips shall be placed at the beginning of the cheque books in all cases followed by record slips dye cut/ punched so that the cheque number is visible when the cheque book wrapper is turned.
 - 11.2. 70 GSM white maplitho paper to be used for welcome slip, cheque book requisition slip and transaction record slip.
 - 11.3. For Welcome letter the following specification is required: 90 GSM Sunshine paper, Colour: Multi Colour, single side printing white maplitho paper to be used.
 - 11.4. The number of record slip leaves to be provided is as under:
 - 11.4.1. Cheque book with 10 cheque leaves for the premium customers and 5 leaves for the Non-Premium customer.
12. Credit Vendor should have capability of printing of both personalized CTS cheque book and Debit card.
13. The requirement of Welcome Kit may increase / decrease (as per the GeM guideline) based on the demand from the branches, Bank's business requirement.
14. The quality of welcome kit items will be determined based on the design, paper quality, quality of printing, gumming/ pasting, durability, overall look and feel etc. The same will be checked and evaluated during the Part A technical cum eligibility evaluation criteria.
15. Vendor may be required to provide different type of Welcome Kit to different customer segments / branches of the Bank, which will contain all / some of the items mentioned above or some additional items which are not mentioned above. Like for some branches some specific marketing material will not be part of the kit and some customers design / content of the kit will be different. Vendor will not charge any amount for any change in the design / content. The rate of each Welcome Kit will be the total of the items used on that Welcome Kit.
16. The personalized cards have to be stuck to the respective personalized welcome letter and stuffed into the Welcome Kit. Then cheque book and other marketing inserts to be stuffed in Kit.
17. Bank will share the requirement of the kits for different branches / segments to selected vendor from time to time and vendor is required to supply the kits within the delivery period mentioned in this RFP.
18. In case Bank requires, vendor will have to arrange for printing the welcome kit stationery in Hindi and/ or other Regional Language along with English.
19. For printing of MICR Cheques Personalized & Non-Personalized Cheque Books:
 - 19.1. All printing is to be done on sheet-fed/web-fed printing machines in accordance with the requirements of the Bank. The variable data/personalized is to be printed on Laser



Printer using Hi-stack delivery systems. Toners like HP, Kodak, Xerox, Canon etc. to be used for variable data & MICR numbering.

- 19.2. Standard design of Back ground is to be printed with fugitive ink and other matter in Bank's specified colours on all original security forms/instruments. The background and security features shall be printed on all Cheque leaves.
- 19.3. The fugitive ink used for printing ground should not be mixed with any other type of ink and should be easily removable by applying water over it without vigorous rubbing. Use of UV band on sensitive and key areas and Micro lettering, Variable Micro text or number.
- 19.4. Printer's name to be printed as imprint during Base stationery printing. The date of the printing and Cheques SUM to be printed during variable data printing. The details should be appeared on the leftmost side of each cheque leaf/requisition slip (e.g.: M/s XYZ, CTS-2010 DDMMYYYY "Chequesum").
- 19.5. All printing is to be done in the specified format and with specified colour scheme (SB) of each instrument. Printer shall supply the specimen of the instruments. Printing of other items like acknowledgement slip, requisition slips, record slips and cover etc., shall also to be standard design and colour specified/provided by the Bank.
- 19.6. RBI has mandated new CTS-2010 standardized cheques for CTS. Mandatory features are, Water Mark, Void pantograph, Bank's Logo in UV ink, Field placements, Micro lettering, New Rupee symbol, Printing of Account Number etc.
- 19.7. MICR Grade cheque paper should contain Canara Bank's Logo and CTS Water mark and should satisfy specifications as per IS 11087/1986. Grammage: 95 GSM, Opacity: 80 %.
- 19.8. Bank's Logo and name shall be in specified portions and in standard style of the Bank.
- 19.9. All safeguard and instructions of RBI, NPCI, IBA and Bank must be adhered to in the printing of Cheque leaves.
- 19.10. Printing of security items shall be bilingual, i.e. Hindi & English as directed by Bank. However only English numerals shall be used in printing.
- 19.11. Any changed in design of Cheque leaves required due to technological up gradation or regulatory guidelines etc., shall be done without escalation of cost to the Bank.
- 19.12. Binding of all books of security forms shall be stitched type with two wires stitching, pasting of front and back cover and binding cloth with good quality calico for books.
- 19.13. The stitching wire used should be rust proof type.
- 19.14. The Bank, with each purchase order shall provide the variable data, cheque series and SAN code to be printed on the security forms. No deviation is to be made in this regard.
- 19.15. The numbering in MICR instruments shall be made as per RBI & IBA specifications.
- 19.16. All MICR instruments shall be printed with pre-printed fields as per RBI & IBA guidelines with food quality MICR ink. Printing with MICR ink shall be done in temperature and humidity controlled atmosphere and registration of ink should be within the RBI & IBA specifications.



- 19.17. All MICR instruments shall be test checked by the printer and a record for the same shall be maintained and shall be offered for inspection by Bank's authorized officials on demand.
- 19.18. Proper perforation of all leaves wherever required shall be such a way that tearing force required is minimum and no portion of stub or form should tear-off when detached from the book.
- 19.19. The perforated portion of the security form when detached from the book should have minimum deformity and should be in a straight line.
- 19.20. The stub width should be at least 1 cm or as specified by the Bank.
- 19.21. The binding and cutting of the book should be done aesthetically and there should be no visible defect in Size, shape, stacking.
- 19.22. Regular monitoring of the quality of the paper from natural weather/termites/dust is the prime responsibility of the printer to have sufficient precautions in place at their own cost.
- 19.23. Printer shall maintain a complete record of checking at each stage for mistakes, defects and corrections replacements done during printing, binding and packing of security Cheque leaves.

20. Terms of execution of work

- 20.1. Delivery should be made in lots as per delivery instructions issued by the bank from time to time.
- 20.2. For welcome kits, the vendor shall ensure that 1-month requirement of each variant (welcome kit) are always stocked at the card personalizing center. It shall be the sole responsibility of the vendor to ascertain from the bank from time to time the stationery requirements well in advance.
- 20.3. The quantities mentioned in this tender is indicative and Bank will place the purchase order on the basis of actual requirement.
- 20.4. Delivery of the cards and welcome kits will be deemed as complete only when the same are accepted by the Bank in accordance with the Terms & Conditions mentioned in this tender.
- 20.5. Before printing of the welcome kit stationery, the vendor is required to get the approval from the bank. There shall not be any separate charges payable by the bank to the vendor for the approval of the proof.

21. Stocking of Welcome Kit stationery

The service provider should arrange for safe and secure storage of 1month welcome kit requirement of each variant at any point of time. All costs associated with storage shall be borne by the service provider. The service provider should provide daily MIS to the Bank through APIs or as decided by the bank regarding the welcome Kit inventory with details of receipt, usage and balance outstanding.

22. Stocking of Card Plastics

If bank opt for the supply of Debit card from the vendor then the vendor should stock the printed welcome kits and procured card plastics following the VISA specifications for VISA debit cards, MasterCard specification for MasterCard, and RuPay specifications for RuPay debit cards. In this regard, the vendor 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 RBI or its representatives and the vendor should make necessary arrangements for the same. The service Provider has to ensure that the service Provider has to ensure that 1 month stock of cards and Welcome Kits of each variant are available at any point of time and should avoid any stoppage in production for want of card plastic and/or welcome kits. The service provider has to arrive at reorder level for procuring the plastics and welcome Kits based on Bank's forecasts, actual consumption, lead time for procurement and initiate the measures for procuring new lot of plastics and welcome Kits sufficiently in advance.

The vendor is required to submit detailed report on cards and kits dispatched, stock in hand etc. as per format provided by the Bank on daily basis and summary report as per format provided by the bank.

In case Bank place an additional order for procurement of card plastic, then the same has to procured within 4 weeks from date of approval of card design artwork from respective card scheme. Failing to do so shall attract penalty.

23. Personalization and Administration of the Cards / Cheque books

The encrypted card production file for the cards and cheque books to be produced will be sent from Bank's center containing the details for card, cheque personalization. The bidder must have a full-fledged setup to receive the encrypted data through a secured FTP channel or any other mode to be decided by the Bank from time to time.

The vendor has to personalize the cards, cheque book and welcome letter, stuff the card and the respective welcome letter in the welcome kit, and other marketing inserts and hand over to the courier agency identified by the Bank.

After personalization of cards, the bidder must have a mechanism in place to ensure that the embossed files are deleted immediately. These activities associated with Personalization and Administration of cards have to be done in-house and cannot be sub contracted.

24. VISA, MasterCard and RuPay Certificate / Manufacturer's Authorization form

Vendor must submit valid certificates issued by Visa, Rupay MasterCard and NPCI that they are empaneled by VISA, Rupay, MasterCard and NPCI to manufacture/supply and personalize the cards as per VISA, Rupay, MasterCard and NPCI guidelines. Vendor is required to comply the guidelines issued by VISA / Rupay, MasterCard and NPCI in respect of manufacturing, personalize and supply of debit cards.

The Vendor should have their card personalization bureau and Senior Management personnel based in India to take care of the requirements and decisions related to the activities under this RFP.

25. Quality:

The vendor shall guarantee that all materials shall be of superior quality and standard as per the specification given by the bank and the same shall be suitable for the purpose for which they are intended.

The vendor shall guarantee that the material shall be in strict compliance with the specifications mentioned and the requirements agreed upon and the acceptance will be subject to inspection and test when received.

The bank reserves the right to reject and return at the risk and expense of the vendor, any deliveries that may be defective or do not confirm to the specifications/forward samples approved by the bank and VISA/ MasterCard/RuPay. The bank's decision will be final regarding quality and acceptability of the goods.

The quality of card personalization and cheque book personalization will be judged based on the look and durability of the items printed on the card.

The following are the key criteria for judging the quality of welcome kits:

Quality of paper used

- Thickness of the paper
- Gumming at the edges of envelope, Durability/ Overall look & feel.

Date

Signature with seal

Name:

Designation :

Amended Annexure-10

Bill of Material

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

SUB: Printing and Supply of Welcome Kits to Canara bank for a period of 3 years.

Ref: GEM/2023/B/3265002 dated 15/03/2023.

Notes

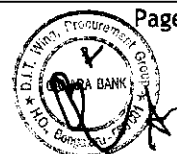
1. These details should be on the letter head of Bidder and each & every page should be signed by an Authorized Signatory with Name and Seal of the Company.
2. Please be guided by RFP terms, subsequent amendments and replies to pre-bid queries (if any) while quoting.
3. Do not change the structure of 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

Cost for the Non-Personalized Welcome Kit

[Amount in Indian Rupees]

| Sl. No. | Description of the Item | Unit Price Per Item for 3 Years | Quantity | Total Cost (Exclusive of taxes) | Tax % | Tax Amount | Total Cost (Inclusive of taxes) |
|---------|--|---------------------------------|-------------|---------------------------------|-------|------------|---------------------------------|
| | | A | B | C=A*B | D | E | F=C+E |
| 1. | Welcome Letter | | 1,00,00,000 | | | | |
| 2. | Debit Card Non-personalized (all three variants MasterCard, VISA, RUPAY with DI and Contact/Contactless Cards) | | 1,00,00,000 | | | | |
| 3. | Cheque book with Account No with printer's MICR paper (10 leaves) Non-Personalized Cheque books | | 50,00,000 | | | | |
| 4. | Cheque book with Account No with printer's MICR paper (5 leaves cheque book) Non-Personalized Cheque books | | 50,00,000 | | | | |



| | | | | | | | |
|-----|---|--|-------------------|--|--|--|--|
| 5 | Collaterals containing activation procedure for Net banking /Mobile Banking solution. | | 1,00,00,000 | | | | |
| 6. | Card pouch to be got approved the quality of the pouch as per the specifications furnished. | | 1,00,00,000 | | | | |
| 7. | Any other material per page (colour) | | 1,00,00,000 ** | | | | |
| 8. | Welcome Kit Bag/Cover | | 1,00,00,000 | | | | |
| 9. | Welcome Kit envelope | | 1,00,00,000 | | | | |
| 10. | Total Cost of Non-Personalized Welcome Kit (total of Sl. No. 1 to 9) | | | | | | |

**** indicative only, Bank may order based on requirement.**

Table-B

Cost for the Personalized Welcome Kit

[Amount in Indian Rupees]

| Sl. No. | Description of the Item | Unit Price Per Item for 3 Years | Quantity | Total Cost (Exclusive of taxes) | Tax % | Tax Amount | Total Cost (Inclusive of taxes) |
|---------|--|---------------------------------|-----------|---------------------------------|-------|------------|---------------------------------|
| | | A | | | | | |
| 1. | Welcome Letter | | 50,00,000 | | | | |
| 2. | Debit Card personalized (all three variants MasterCard, VISA, RUPAY with DI and Contact/Contactless Cards) | | 50,00,000 | | | | |
| 3. | Cheque book with Account No with printer's MICR paper (10 leaves) Personalized Cheque books | | 25,00,000 | | | | |
| 4. | Cheque book with Account No with printer's MICR paper | | 25,00,000 | | | | |

| | | | | | | | | |
|-----|---|--|-----------|--|--|--|--|--|
| | (5 leaves cheque book) Personalized Cheque books | | | | | | | |
| 5 | Collaterals containing activation procedure for Net banking /Mobile Banking solution. | | 50,00,000 | | | | | |
| 6. | Card pouch to be got approved the quality of the pouch as per the specifications furnished. | | 50,00,000 | | | | | |
| 7. | Any other material per page (colour) | | 50,00,000 | | | | | |
| 8. | Welcome Kit Bag/Cover | | 50,00,000 | | | | | |
| 9. | Welcome Kit envelope | | 50,00,000 | | | | | |
| 10. | Total Cost of Personalized Welcome Kit (total of Sl. No. 1 to 9) | | | | | | | |

Table -C

Total cost for logistics

| Sl. No. | Description of the Item | Rate per Kit | Quantity | Total Cost (Exclusive of taxes) | Tax % | Tax Amount | Total Cost (Inclusive of taxes) | |
|---------|---------------------------------------|--------------|-------------|---------------------------------|-------|------------|---------------------------------|--|
| | | A | B | C=A*B | D | E | F=C+E | |
| 1. | Cost per Non-Personalized Welcome Kit | | 1,00,00,000 | | | | | |
| 2. | Cost per Personalized Welcome Kit | | 50,00,000 | | | | | |
| 3. | Total Cost (total of Sl. No. 1 to 2) | | | | | | | |

*The projected quantity mentioned in the above table is only indicative requirements for arriving the Total Cost of Ownership (TCO). Please note that the volume of the few activities/Item mentioned above may change drastically or may not be used at all.

Table -D

Total cost of Procurement of Welcome Kit for a period of 3 Year

[Amount in Indian Rupees]

| Sl. No. | Requirement details | Total cost of Welcome Kit for a period of 3 Years (Inclusive of taxes) |
|---------|---|--|
| 1. | Total cost of Table-A (Cost for the Non-Personalized Welcome Kit) (Sl. No. 10 of Table A) | |
| 2. | Total cost of Table-B (Cost for the Personalized Welcome Kit) (Sl. No. 10 of Table B) | |
| 3. | Total cost of Table-C (Cost for logistics) (Sl. No. 3 of Table C) | |
| 4. | Total cost of Table-D (Total Cost for both Personalized and Non-Personalized Welcome Kit) (Total of Sl. No 1, 2 and 3 of Table D) | |

- i. **Change of Quantities:** The quantity and number of pages specified in the commercial template are solely for computing TCO and based on the current consumptions and not a commitment by the Bank. However, the actual requirement of each item may be more or less due to any reasons and Bank may not procure any item(s) / service(s). The Bank has right to change the quantities for items specified herein, in the event of changes in Bank's plans / policies / regulatory guidelines, vendor performance etc.
- ii. The variant of Debit Card and the no. of leaves for the cheque books for the customers will be shared by Bank while providing the details to the successful vendor.

Undertaking

- 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 RFQ 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 RFQ.

Date

Signature with seal

Name :

Designation :

