

Chhattisgarh Rajya Sahakari Bank Maryadit
(CG-APEX BANK)

Plot No. 74, Sector 24, Atal Nagar, Nava Raipur (C.G.) - 492002



Request for Proposal

For

**SUPPLY, PRINTING & PERSONALISATION of EMV CHIP Based
RuPay ATM-cum-DEBIT-cum-KISAN Credit Cards**
(Hereafter called "RFP of EMV DEBIT CARDS")

RFP Reference No: CSCB/IT/2022/01

RFP Document Fee: Rs.5000/-

EMD Amount: Rs. 2,00,000/-

RFP Document available on bank's website: 16/02/2022 to 04/03/2022

Pre-Bid Query: till 24/02/2022

Last Date for Bid Submission: 04/03/2022, 05:00 PM

Date of Technical Bid Opening: 05/03/2022, 03:00 PM

Date of Commercial Bid opening: 07/03/2022, 03:00 PM

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RFP Highlights

Sr.No	RFP Reference No. : CSCB/IT/2022/01	
1.	Purpose	"RFP of EMV RuPay DEBIT CARDS"
2.	Cost of RFP Documents	Rs. 5,000/- (Rupees Five Thousand Only) To be submitted as Demand Draft/Pay Order in favour of "Chhattisgarh Rajya Sahakari Bank Maryadit", payable at Raipur.
3.	Earnest Money Deposit (EMD)	Rs.2,00,000/- (Rupees Two Lakhs Only) To be submitted as Demand Draft/Pay Order in favour of "Chhattisgarh Rajya Sahakari Bank Maryadit", payable at Raipur.
4.	No. of Envelopes (Non-window, Sealed) to be submitted	Three (3) Envelopes Envelope 1 Containing: Technical Bids Envelope 2 Containing: Demand Draft/Pay Order against RFP Document Fee and EMD (This is a part of technical bid) Envelope 3 Containing: Commercial bid (Only one bid to be kept). *All above 3 envelopes are to be placed in one common Envelope which is then sealed and submitted to the bank.
5.	Date on which RFP Document will be available on bank's web site " www.cgapexbank.com "	16 th Feb 2022
6.	Last Date and Time of Bid Submission	04 th Mar 2022; 05:00 PM
7.	Venue, Date and Time of Opening of Technical Bids.	05 st Mar 2022; 03:00 PM, Head Office, Chhattisgarh Rajya Sahakari Bank Maryadit, Plot No. 74, Sector 24, Atal Nagar, Nava Raipur (C.G.) – 492002
8	Address for Submission of Bids	The Managing Director Chhattisgarh Rajya Sahakari Bank Maryadit, Plot No. 74, Sector 24, Atal Nagar, Nava Raipur (C.G.) – 492002
9	Contact Persons: Designations: Email id: Phone Nos:	1. Avinash Kumar Shrivastava OSD cbs.it@cgapexbank.com 9425254090 2. Vinay Mishra Manager cbs.it@cgapexbank.com 9826199079

PART I– TECHNICAL BID

A. GENERAL INFORMATION AND INTRUCTIONS FOR BIDDERS

Introduction

Chhattisgarh Rajya Sahakari Bank Maryadit, Raipur is an APEX Bank of Chhattisgarh State. The bank is having 12 **branches and** Head Office at Naya Raipur. The Bank has computerized entire operation using Core Banking Solution of TCS/C-Edge and ATM switch of TCS/C-Edge to meet the present and future needs of the Bank.

Objective

The objective of this RFP is to select and finalize the vendor for the SUPPLY, PRINTING & PERSONALISATION of EMV CHIP Based RuPay ATM-cum-DEBIT-cum-KISAN CREDIT CARDS along with pin-mailer & Welcome Kit, herein under referred as DEBIT CARDS under RuPay mechanism.

Purpose of RFP Document

The purpose of RFP Document is to short list Bidder for providing Non Personalized and Personalized EMV Chip based **RU**PAY Debit Card along with pin mailer and Welcome Kit.

In this connection, CG-APEX bank is inviting proposals in sealed envelopes from reputed, authorized and experienced Debit card vendors who can provide integrated service of Supplying, Printing and Personalization of the EMV CHIP based RuPay ATM-cum-DEBIT-cum-KISAN Credit Cards along with pin-mailer & Welcome Kit. The vendors would be evaluated based on following BID system.

- a) Technical BID
- b) Commercial BID.

Information Provided

The RFP document contains statements derived from information that is believed to be relevant at the date but does not purport to provide all of the information that may be necessary or desirable to enable an intending contracting party to determine whether or not to enter into a contract or arrangement with CG-APEX BANK. Neither CG-APEX BANK nor any of its employees, agents, contractors, or advisers gives any representation or warranty, express or implied, as to the accuracy or completeness of any information or statement given or made in this document.

Disclaimer

Subject to any law to the contrary, and to the maximum extent permitted by law, CG-APEX BANK and its officers, employees, contractors, agents, and advisers disclaim all liability from any loss or damage (whether foreseeable or not) suffered by any person

acting on or refraining from acting because of any information including forecasts, statements, estimates, or projections contained in this RFP Document or conduct ancillary to it whether or not the loss or damage arises in connection with any negligence, omission, default, lack of care or misrepresentation on the part of CG-APEX BANK or any of its officers, employees, contractors, agents, or advisers.

Costs to be borne by Respondents

All costs and expenses incurred by Respondents in any way associated with the development, preparation and submission of responses including but not limited to; the attendance at meetings, discussions, demonstrations, etc. and providing any additional information required by CG-APEX BANK, will be borne entirely and exclusively by the Respondent.

No Legal Relationship

No binding legal relationship will exist between any of the Respondents and CG-APEX BANK until execution of a contractual agreement.

Recipient Obligation to Inform Itself

The Recipient must conduct its own investigation and analysis regarding any information contained in the RFP Document and the meaning and impact of that information.

Evaluation of Bids

Each Recipient acknowledges and accepts that CG-APEX BANK may in its absolute discretion apply selection criteria specified in the document for evaluation of proposals for short listing / selecting the eligible Audit firm(s). The RFP Document will not form part of any contract or arrangement, which may result from the issue of this document or any investigation or review, carried out by a Recipient.

Errors and Omissions

Each Recipient should notify CG-APEX BANK of any error, omission, or discrepancy found in this RFP Document.

Acceptance of Terms

A recipient will, by responding to CG-APEX BANK for RFP Document, be deemed to have accepted the terms of this Introduction and Disclaimer.

Bid Validity Period

The proposal must remain valid and open for evaluation according to their terms for a period of at least 6 months (180 days) from the time the Bid closes on the deadline.

Notification

CG-APEX BANK will notify all short-listed Respondents in writing as soon as practicable about the outcome of their Proposal. CG-APEX BANK is not obliged to provide any reasons for any such acceptance or rejection.

Disqualification

Any form of canvassing/lobbying/influence/query regarding short listing, status, etc. will be a disqualification.

Execution of Agreement:

The bidder should execute Service Level Agreement, which would include all the services and terms and conditions of the services to be as may be prescribed by the 'CG-APEX BANK' and Non-disclosure Agreement.

Professionalism: The Bidder should provide professional, objective and impartial advice at all times and hold the Bank's interests paramount and should observe the highest standard of ethics while executing the assignment.

Adherence to Standards: The Bidder should adhere to laws of land and rules, regulations and guidelines prescribed by various regulatory, statutory and Government authorities.

B. Broad Scope of Work (SoW)

1. This RFP is for supplying the DEBIT CARDS to CG-APEX bank.
2. Designing of Rupay Debit Card, Pouch, Pin mailer and Welcome Kit.
3. Preparation of Welcome Kit for Rupay Debit Card & ATM Card Pouch.
4. Bank's (Application Service Provider) ASP and ATM switch vendor is M/S C-Edge.
5. It will be the responsibility of card printing vendor to provide complete solution related to Debit card viz card printing pouch, welcome kit and pin-mailer printing. Delivery and dispatch.
6. Debit Card Printing Vendor will also ensure that process of entire card printing will be as per NPCI guide lines.
7. It will be the responsibility of Debit Card Vendor to do the required Integration, Mapping of cards with ATM switch and getting access of database related to pin- mailer from bank's ASP Vendor and ATM Switch Vendor i.e. C-Edge. Any expenses/cost incurred for carrying out these activities will be borne by the Card Vendor.
8. The vendor will also ensure all the security norms prescribed by NPCI and all associated standard practices.
9. NPCI certification charges will be paid directly by Bank to NPCI.
10. Quantity will as per the requirement of CG-APEX Bank only.

C. Requirement of Debit Cards:

The detailed scope of works include supply of EMV Contact Card plastic, personalization, supply of collaterals (welcome kit stationery), inventory control of

card and all the relevant stationery its administration and making them ready for dispatch and coordination with courier, India post with details as under:

- i. Projected volumes of card requirement for a period up to March 2023 for Bank:

Sr.No.	Type	Variant	Quantity
1	RuPay (NonPersonalized)	Debit card	70000
2	RuPay(Personalized)	Debit card	5000

- ii. The above quantity includes personalized and non-personalized cards.
- iii. The above quantity includes both Rupay Debit Card & Rupay Kisan Card (Rupay KCC).
- iv. The bidders have to bid for rates based on supply of cards in lots size up to 10,000 cards.
- v. **Change of Quantities:** The projected volumes for different card variants mentioned in this RFP are only indicative requirements up to March 2023 and based on the current consumptions and not a commitment by the Bank. However, the actual requirement may vary widely due to any reasons and Bank may not procure any variant also. The Bank has right to change the quantities for cards and stationery specified herein between variants, in the event of changes in Banks' plans/ policies/ regulatory guidelines etc.

D. Specifications of the EMV Chip RuPay debit or KCC card:

1. RuPay EMV – Base Card

The specifications of the EMV card plastic to be supplied are as under:

- i. Manufactured by a RuPay, NPCI certified EMV card manufacturer.
- ii. As per the design provided by the Bank and guidelines by respective card scheme.
 - a) **Magnetic stripe:** HICO 2750 Oersted and ISO standards for encoding & location of Track 1, 2 & 3, ISO/IEC 7813.
 - b) **White Plastic Standard:** ISO/IEC 7810- ID1
 - c) **Signature panel :** Tamper evident signature panel with security pattern of respective card scheme with CVV/ CVC/CVD number printed as per card scheme requirements
 - d) Laminated finish
 - e) **EMV Chip Specifications Contact card:**
 - Compliant to ISO/IEC 7816 Standards
 - Physical Card ID1 format
 - Card- PVC Material with 800 micron thickness (+ / - 5%) as per NPCI Specification

- Microprocessor based IC Card 12 KB JAVA DDA on FLASH / EEPROM or higher color: gold plated
- Minimum 8 bit CPU
- RAM 6 KB
- Secure Hardware Crypto Coprocessor RSA /ECC, 3DES /3KTDDES, AES
- Common Criteria (EAL): EMVCo and CC(EAL5+)
- Memory secure encryption for RAM, ROM and EEPROM
- Counter Measures against side channel attacks (SPA & DPA)
- Write Endurance: 300000 cycles or more
- Data Retention: more than 10 years
- Unique ID for each chip
- Operating System should be hard masked on ROM or Flash based
- Operating system should be Java 2.2.x or higher
- Platform should be Global Platform 2.1.x or higher version
- EMV Authentications Method Supported – DDA/CDA
- Support for EMV financial applications using Chip and PIN: RuPay DPAS v1.1
- Milling and embedding the chip on the card as per Visa, MasterCard, NPCI guidelines as the case may be

2. Card plastic personalization, administration of welcome kit and making ready for dispatch:

The card plastic personalization process to be followed is as under:

- a) The card personalization should be done strictly as per RuPay and NPCI guidelines for EMV chip cards including data preparation. Bank will provide data multiple times through SFTP up to 7 PM. The personalized cards as per process detailed herein will have to be handed over to the courier/ India Post designated by the bank on next working day of receipt of data.
- b) The encrypted card production file for the cards generated from the card management software will be sent by Bank through a secured FTP channel (to be provided by the selected bidders) to the selected bidders for personalization including data preparation.
- c) Personalization of the card plastic includes Magnetic Stripe & EMV Chip encoding, Front indenting and Rear Indenting.
- d) Welcome Letter personalization-The selected bidders have to print the customer details (such as Account number (masked), Customer name, Customer full address, Branch name, contact no., batch details, AWB no. – in case of direct dispatch of cards to customers etc.) on the welcome letter, print the card number in the space provided in welcome letter and the full branch address on the top right hand side.
- e) Personalized Card to be pasted on the welcome letter.

- f) Stuffing of the Welcome Letter along with other welcome kit stationary items (i.e. Card pouch, terms and conditions booklet, leaflets, etc.) in the card envelope.
- g) The selected vender is to develop a highly secured system for online submission of different types of requisitions related to card issue, PIN reset, hot-listing, extension of validity etc. from the Bank branches to the Service Providers helpdesk. Details process will be shared with selected vendor.
- h) Printing of list for details of cards branch-wise in case of branch dispatch.
- i) Printing and affixing branch address label on the branch packet with details such as Branch code & full communication address, Batch no., Serviceable mode (Courier/India Post), Barcode/AWB no. of courier, weight of the packet etc. in case of branch dispatch.
- j) Sorting of Branch packets into serviceable by Bank's designated courier and India Post.
- k) Handover of packets to Bank's designated courier/ India Post with details in hardcopy and softcopy as required by the couriers/ India Post.
- l) Batch wise report to be provided on daily basis with all details (batch no, branch-wise cards dispatched count, number of packets) to the Bank.
- m) Selected bidder will build necessary controls and security for card file processing like end to end encryption. After personalization of cards, the selected bidders must have a mechanism in place to ensure that the embossed files are deleted immediately, automatically and permanently as per the security guidelines of RuPay, NPCI etc.
- n) Currently, all the cards and welcome letter are personalized in English. However, in case Bank decides, selected bidder will have to arrange for personalization in other languages also.

Note: All the above-mentioned activities associated with Personalisation and Administration of cards have to be done in-house by the selected bidders and cannot be sub contracted. Please note that the actual payment to the designated courier/ India Posts for dispatch of cards to branches/ customer's communication address will be made by the Bank and should not be factored in the pricing.

3. Welcome Kit stationery items:

S.N.	Product	Specifications
1	Main Plain Envelope	9.14" x 4.25", 80 gsm Maplitho, Single/Double Window, 1 clr printing, Tamper Flap
2	Welcome Letter	210mm x 297mm (A4), 80gsm Maplitho Paper, 4 color Printing on both sides
3	User guide Booklet	3.54" x 8.26", 24 pages, 80 gsm Maplitho Paper, Printing 1+1, Finishing : Saddle Stched

4	Card Pouch	3.54" x 2.36", 130 gsm Art Paper, BOPP Lamination & Pouch Making
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E. Instruction to fill & submit the RFP Document:

1. RFP must be filled & sealed in three separate envelopes –
 - a) Technical Bid,
 - b) Commercial Bid,
 - c) Demand Draft/Pay Order against EMD amount and RFP Document fee.

Later, all 3 envelopes are to be in placed in one common envelope with sealed.

2. Common Envelope must be super-scribed as "RFP of EMV DEBIT CARDS".
3. Technical Bid Envelope must be super-scribed as "Technical bid for EMV DEBIT CARDS".
4. Commercial Bid Envelope must be super-scribed as "Commercial bid for EMV DEBIT CARDS".
5. Envelope for Demand draft/Pay Order against EMD amount and RFP Document fee must be super-scribed as "DD for the RFP of EMV DEBIT CARDS".
6. RFP reference Number, Due Date, Name, Address & Contact Numbers of the vendor/bidder must be written on all envelopes.
7. All Envelopes must be sealed, signed & stamped.
8. The RFP Document must be addressed to:

**To,
The Managing Director,
Chhattisgarh Rajya Sahakari Bank Maryadit,
Plot No. 74, Sector 24, Atal Nagar,
Nava Raipur (C.G.) – 492002**

F. Earnest Money Deposit and RFP Document fees:

Demand Draft of Rs. 2,00,000/- (Two Lakhs rupees Only) as Earnest Money Deposit and Demand Draft/Pay Order of Rs. 5000/- (Five thousand rupees only) as RFP document fee, favoring Chhattisgarh Rajya Sahakari Bank Maryadit, payable at Raipur in separate envelope by mentioning "DD for the RFP of EMV DEBIT CARDS" which is to be placed in common envelope.

G. Technical Eligibility Criteria

(Use following sequence for indexing the bid documents for technical bid)

S.N.	Eligibility Criteria	Self attested documents (Photo-Copies) to be attached in following sequence.
1	The Vendor/Bidder organization must have office in India and should be registered as per Shop & Establishment Act / Partnership Act/Company's Act in India.	Shops & Establishment certificate / Incorporation Certificate /Memorandum & Articles of Association /Startup and MSME Certificate/GST Registration Certificate should be submitted.
2	The average turnover of bidders or bidders in consortium/Joint bidders should be more than INR 10 Crores in last three financial years	Chartered Accountant audited copies of balance sheets and profit and loss should be attached
3	The bidder must have min. 5 years of experience in supplying the Rupay cards	Documentary evidence with copies of work orders
4	The original Manufacturer must be NPCI approved vendor for EMV Chip based cards.	Documentary evidence of Certificate must be attached
5	The Bidder must be RuPay certified for card manufacturing and Personalization	Documentary evidence of the certification must be attached
6	The Bidder should have EMV Card manufacturing and personalization set-up in INDIA.	Documentary evidence of the certification must be attached
7	EMV Card manufacturing and personalization should happen in same premises	Documentary evidence of the certification must be attached
8	The bidder must have supplied EMV chip-based cards to 5 banks from State Cooperatives Banks / UCBs / DCCBs in India	Documentary evidence with copies of work orders
9	The Bidder/Bidder should be authorized by Manufacturer for sales and services	Manufacturers Authorization Form (MAF) must be attached
10	The bidder should not be blacklisted company in any of the government institution /bank.	Self declaration on Bidder's letter head with sign and stamp
11	Declaration to provide Debit/KCC card to the specification as per Annexure-III	Self declaration on Bidder's letter head with sign and stamp
12	Declaration to provide EMV Chip based Debit/KCC cards within 20 days of Work Order given to the selected vendor.	Self declaration on Vendor's/Bidder's letter head with sign and stamp
13	Vendor/Bidder Profile, Infrastructure of firm / Company / Partners, Client list of Rupay Debit and Kisan Credit	Copies of each documents on Bidder's letter head with sign and stamp to be attached

	Cards, Organization Chart.	
14	Supply and installation Schedules to implement this project.	Copies of each documents on Bidder's letter head with sign and stamp to be attached
15	Original RFP Documents	Attach original RFP Document with the signing on each paper with impression of company seal.
16	Self Declarations for acceptance to the RFP Terms and Details of Vendor	Self declarations as per Annexure-I, II on Bidder's letter head with sign and stamp to be attached.

H. RFP Rejection Criteria:

- a) The bidder's details attached to RFP are not found as per eligibility criteria.
- b) Technical and commercial offers found in one single envelope.
- c) Price information provided anywhere other than 'Commercial Bid'
- d) Non –indexed documents attached to RFP document.
- e) RFPs without EMD & RFP Document fee – Pay Order or DD.
- f) Improper Demand Draft/Pay Order for RFP Document Fee or EMD
- g) RFP submitted with false and wrong information.
- h) The bid submitted by Telex / Fax / Telegrams / E-mail or any other similar way other than as mentioned in the RFP.
- i) Submission of more than one bid. In case, bidder is submitting more than one bid, all the bids submitted by the bidder shall be disqualified.
- j) Information requested by CG-APEX bank for this RFP process is not found in Technical and commercial Bid.
- k) Misconduct and influence if any to this RFP process by the bidder OR its representative/s will result into rejection of bid document. No further communication will be entertained in this regard.

I. Payment Terms and Pricing:

- i. Prices quoted should be exclusive of taxes and inclusive of delivery & support for one year.
- ii. 50% advance along with Purchase Order.
- iii. 50 % on debit card's delivery at Bank's Head Office.
- iv. For supply of Card plastic, the Bank will make payment within 15 days of submission of the invoice (with all required supporting documents) or receipt of written clarifications on the invoice sought by the Bank whichever is later, after proper delivery of the complete order of cards plastics. Part payment shall not be allowed in case of partial delivery. However, safe keeping of the cards' plastic and maintenance of the same will be at the risk and responsibility of the selected bidders.

- v. In the case of Card personalization and welcome kits, the Bank will make payment on a monthly basis after deducting penalty if any as per this RFP within 15 days of submission of the invoices (with all required supporting documents) or receipt of written clarifications on the invoice sought by the Bank whichever is later, after proper completion of the personalization, administration, stuffing and dispatch of the cards pertaining to the data supplied by the Bank.
- vi. The Bank shall have the right to withhold any payment due to the Selected Bidders, in case of delays or defaults on the part of the Selected Bidders. Such withholding of payment shall not amount to a default on the part of the Bank. TDS or any other applicable tax will be deducted at the applicable rate as per provisions of the applicable law.
- vii. The Bidder must accept the payment terms proposed by the Bank. The commercial bid submitted by the vendors must be in conformity with the payment terms proposed by the Bank. Any deviation from the proposed payment terms would not be accepted. If any of the services as mentioned in the price bid is not taken up by the bank during the course of the assignment, the bank will not pay the cost quoted by the bidder in the price bid against such services. There shall be no escalation in the prices once the prices are fixed and agreed by the Bank and the vendors till completion of the contract period. Also, the payments for each month will be made only after the acceptance/verification of the invoice by the Bank for that month. The Bank shall pay the amount due under this RFP and subsequent agreement.
- viii. The Bank shall pay each undisputed invoice raised in accordance with this RFP and subsequent agreement, within fifteen (15) Days after its receipt unless otherwise mutually agreed in writing, provided that such invoice is dated after such Fees have become due and payable under this RFP and subsequent agreement.
- ix. Upon settlement of disputes with respect to any disputed invoice(s), the Bank will make payment within fifteen (15) Days of the settlement of such disputes.

J. General Terms and Conditions.

- 1. Proposals should follow the format established in this RFP Document.
- 2. All bid responses should be in English language.
- 3. Currency quoted must be in INR (Indian Rupee)
- 4. Consortium / joint bidding are allowed
- 5. Eligibility evaluation of Joint bidders will be done on combine figures; therefore involved joint bidders must submit each document along with proposal.
- 6. The bidders have to bid for rates based on supply of cards in lots size up to 10,000 cards.
- 7. The prices offered shall be on a fixed price basis and should not be linked to variables like foreign exchange rate etc. The Bank shall not be responsible for any fluctuations in exchange rate or any other expenses factored in the pricing till the validity period of the contract.

8. The price should be uniform throughout the tenure of the contract. Bid submitted with adjustable price quotation will be treated as non-responsive and will be rejected.
9. The prices offered shall be on a fixed price basis and should not be linked to variables like foreign exchange rate etc. The Bank shall not be responsible for any fluctuations in exchange rate or any other expenses factored in the pricing till the validity period of the contract.
10. Bidder shall not be entitled to charge any additional costs on account of any items or services or by way of any out of pocket expenses, including travel, boarding and lodging etc.
11. The Bank ascertains and concludes that everything as mentioned in the RFP documents published for the Bidders and responded by the Bidders have been quoted for by the Bidders, and there will be no extra cost associated with the same other than the cost quoted by the Bidders.
12. The Bidder must provide and quote for all products and services as desired by the Bank as mentioned in this RFP. Any products / services not proposed to be provided by the Bidder will result in the proposal being incomplete, which may lead to disqualification of the Bidder.
13. Any contradictory information, conditional pricing, exclusion of any item in TCO (Total Cost of Ownership) computation or error in computation may lead to summary disqualification of the bid as per sole discretion of Bank.
14. All correspondence, unless otherwise mentioned, should be addressed to :

**To,
The Managing Director,
Chhattisgarh Rajya Sahakari Bank Maryadit,
Plot No. 74, Sector 24, Atal Nagar,
Nava Raipur (C.G.) – 492002**

15. RFP document is not transferable.
16. **RFP Queries/Clarification/Questions:**
 - a) The Bidder Should carefully examine and understand the specifications /conditions of RFP, intent of the RFP and seek clarifications, if required, to ensure that they have understood all requirements/ specifications/conditions/intent of RFP.
 - b) Bidders shall have the opportunity to get their doubts clarified pertaining to the RFP, prior to finalizing their responses. All questions/Clarifications/queries are to be submitted to the Bank at e-mail address: cbs.it@cgapexbank.com. Questions should be submitted prior Date of bid query as mentioned in RFP highlights so that response shall be provided to all the vendors.
17. As part of this solution and offering, vendor/bidder has to supply RuPay based DEBIT CARDS as per the specifications which are listed in **Section D**.
18. **Work Order:** The Bank will issue work order to the successful Bidder as per the

terms of this RFP after completion of RFP process. Upon issuance of work order, the selected Bidders should submit written acceptance to the Bank within 2 working days of date of receipt of the work order.

19. The interfacing / integration of the cards must be supported with RuPay system connected to CBS and ATM Switch.
20. **Testing / Approval / Certification:** The key exchange activity, test cards/white plastics review, card design preparation & approval process, dispatch of test card/white plastics/sample physical cards for approval or for any other activity as required by RuPay/NPCI in the EMV chip card approval process in force now or in future will be the primary responsibilities of the vendor.
21. **Integration and Mapping of Cards with ATM Switch:** Integration and Mapping of cards with Banks' appointed ATM switch vendor is to be done by the Card vendor in the coordination with the Bank's ATM Switch Vendor. Any expenses or costs incurred in this activity will be borne by the Debit Card Vendor.
22. The Commercial Offer should be quoted as per the given format as mentioned in PART-II Commercial Offer; no changes should be made in this RFP document/Format.
23. The vendor is not liberal to quote for new technical solutions or specifications separately.
24. **The charges debited/ invoiced by RuPay/NPCI or their associate to the Bank for EMV project including for key exchange, testing shall be borne by the Bank.** However, all charges/penalties debited to the Bank by RuPay / NPCI which are attributable to the selected bidder/ their associate (including white plastic test failure due to mistake of selected bidder) shall be passed on to the selected bidder.
25. By submitting a proposal, the Bidder agrees to promptly enter into an agreement with Bank for any work awarded to the Bidder. Failure on the part of the selected Bidder to execute a valid agreement with Bank within 30 days of receiving the work order will relieve Bank of any obligation to the Bidder, and the Bank will be at liberty to select another Bidder based on the selection process of Bank.
26. Sealed BID Document must reach Head Office as per the dates mentioned in RFP Highlights. Bids received after due date & time will not be accepted. Postal / courier delays will not be accepted.
27. The bid submitted by Telex / Fax / Telegrams / E-mail or any other similar manner will not be accepted.
28. The bid may not be withdrawn after submission and shall be valid for a period of 180 days.
29. No Commitment to Accept Lowest bid or Any RFP – Bank shall be under no obligation to accept the lowest price bid or any other offer received in response to this RFP. Bank will not be obliged to meet and have discussions with any Bidder, and / or to listen to any representations in respect of the rejection.
30. By submitting a proposal, the Bidder agrees to promptly enter into an agreement with Bank for any work awarded to the Bidder. Failure on the part of the selected Bidder to execute a valid agreement with Bank within 15 days of receiving the work order will

- relieve Bank of any obligation to the Bidder, and the Bank will be at liberty to select another Bidder based on the selection process of Bank.
31. Bid Document must be arranged in organized, structured and indexed manner as per the sequence mentioned in Technical eligibility Criteria Section-G. Brochures / leaflets and other documents with index, if not organized in index manner and documents not found at the time of RFP scrutiny, bank will reject the RFP. No communication in this regards will be entertained.
32. The vendors must identify by name, title, and telephone number, the person(s) in their organization to whom Bank can address questions during the evaluation of proposals.
33. An authorized officer of the vendor shall sign proposal(s) (supported by appropriate documentation). Any erasures or other changes included on any project submission shall bear the signature of the authorized officer only.
- The proposal should be complete in all respects and contain all information asked for, along with all the technical/product details. The Proposal should include all items asked for in the attached Annexure.
 - Impression of company seal is required on each page of this RFP document and same should signed by company's authorized representative.
 - Each page of original RFP document must duly sign & stamped as a token of acceptance of terms & condition. Original RFP Document must be submitted along with the offer; otherwise the bid will be rejected.
34. **Earnest Money Deposit:**
- Demand Draft/Pay Order of Rs. 2,00,000/- (Two Lakhs rupees Only) as Earnest Money Deposit and Demand Draft/Pay Order of Rs. 5,000/- (Five thousand rupees only) as RFP document fee, favoring Chhattisgarh Rajya Sahakari Bank Maryadit, payable at Raipur along with their offer.
 - RFP made without EMD amount and RFP Document Fee will be rejected.
 - The EMD deposits is non-interest bearing. RFP Document fee is non-refundable.
 - The amount of EMD would be forfeited in following scenarios:
 - The EMD may be forfeited if a bidder withdraws his RFP during the period of bid validity.
 - In case of the successful bidder fails to accept and sign the agreement/ contract within the stipulated timeline for any reason whatsoever; or
 - EMD of unsuccessful bidders will be released in due course.
 - EMD of successful bidder will be discharged upon completion of project /the contract. This amount will be treated as Security/performance deposit.
 - The EMD of successful bidder will be forfeited if he fails to sign the contract on accordance with terms & conditions.
35. If, in the opinion of Bank, a proposal / quote/documents contain false or misleading statements or references that do not support a function, attribute, capability or condition as contended by the vendor, it shall be rejected.

36. The terms and conditions applicable to any resulting contract are those contained herein this RFP. Any different or additional terms contained in bidder's purchase order acknowledgement or other document, are unacceptable to Bank and may be rejected.
37. The bank reserves the right to contact any Vendor, Client/Bank for clarification or information submitted, to contact current and past customers of the vendor and to use other sources of obtaining information regarding the Vendor, which may be deemed appropriate and would assist in the evaluation
38. The vendor should deliver cards at bank's ATM Switch vendor or at bank's Head Office locally OR at Bank Location.
39. The bank reserves the right to enter into a contract based upon proposals received without further discussion on such proposals. Accordingly, proposal should be submitted with the vendor's best and competitive price, delivery and service capabilities. Bank may/if require, will negotiate on price with vendor/s.

40. RFP Evaluation Process:

- a) The Bank will first scrutinize technical offers submitted by vendor to determine whether they are complete and matching with the eligibility criteria and conditions mentioned in RFP document.
 - b) RFPs will be opened in front of bank's Tender Committee and in presence vendor's representative. The date of opening of RFP document will be circulated to all participated vendor by an e-mail, phone call. At the time of opening, bank will open main envelope (Common envelope) containing three (3) envelopes for 1. Technical Bid, 2. Commercial Bid and 3. Demand Draft/Pay Order against EMD and RFP Document fee. Post that, only Technical bid and Envelope of Demand Draft/Pay Order will be opened for technical bid evaluation.
 - c) Post scrutiny of technical bid, commercial bid will be opened. Bank will inform eligible vendors/bidders for negotiation or any decision that bank may take.
 - d) The commercial bid of only technically eligible vendor/s will be opened in front bank's Tender Committee and vendor/s representative.
 - e) The date of commercial offer opening will be decided as per the convenience of bank and accordingly will be informed to vendor/s through e-mail/telephone.
 - f) The non-eligible vendors will be informed by e-mail or postal service, EMD of all such vendors will be returned back.
 - g) The vendor will be selected as per conditions and criteria mentioned in the RFP document.
 - h) Bank reserves all rights related to RFP, whom to award and whom to not.
41. The successful vendor has to start delivery of the DEBIT CARDS within 20 Days from the date of Work Order. The necessary media, documents should be provided by the vendor to bank.
 42. At the discretion of the Bank, there will be acceptance test before delivery inspection as per procedure conducted by the vendor in presence of the bank officials. In case of

serious discrepancy in Debit cards, Bank may cancel the entire work order and return the equipment back to the vendor.

43. The Successful Bidders should adhere to laws of the land and rules, regulations and guidelines issued by the various Regulatory, Statutory and Government authorities, card schemes and especially the guidelines issued by RBI with respect to outsourcing and protection of SPDI (sensitive personal data or information) as per IT (Amendment) Act 2008.

44. Setup and implementation activities:

- a) **Test Key exchange and dispatch of white card plastic for testing:** This activity should be completed within 5 working days from the date of providing all the requirements by Bank for respective variants and card schemes.
- b) **Submission of Card plastic design for approval:** The proof should be submitted within 2 working days to the Bank for approval. Submission to the card scheme should be completed within 2 working days from the date of receipt of design approval from the Bank. This activity has to start in parallel and immediately on receipt of the purchase order. In case of delays beyond 3 days, it should be communicated to the Bank immediately for necessary follow up with the scheme. Approved artwork in .cdr or any other standard format to be provided to the Bank.
- c) **Supply of card plastic:** The card plastic should be available for personalisation within 4 weeks from the date of design approval from respective card scheme.
- d) **Production Key exchange:** This activity should be completed within 2 weeks from the date of receipt of white plastic approval from the respective card scheme including bank dependencies.
- e) **Approval for artwork and sample for welcome kit stationery items:** Upon receipt of the design from the Bank, the selected bidder shall provide the proof for approval to the Bank within 3 working days. Changes to the proofs, if any suggested by the Bank be carried out immediately. The welcome kit should be available well in time before completion of the card plastic approval and delivery. The selected bidders should provide the finalized artwork in .cdr / .ai/ any other appropriate editable format to the Bank. Any changes in between should be carried out and stationery item be changed accordingly.
- f) **Welcome letter personalisation, branch list, and branch address label printing:** The Bank will provide the formats for these activities immediately with the work order. Selected bidders will have to customize all these activities as per requirements within 2 weeks from the date of work order.
- g) **No separate charges:** No separate charges will be payable by the Bank to the selected bidders for the integration and mapping of debit cards with bank's ATM switch and CBS ASP vendor i.e. C-Edge, any key exchange activity, test cards/white plastics, card design approval process, dispatch of test card/white plastics/sample physical cards for approval or for any other activity as required by RuPy Card/NPCI in the EMV chip card approval, welcome kit artwork preparation, changes to the design, etc. during the contract period.

h) MIS Reports:

Selected bidders are required to provide following MIS reports (as per Bank's format for uploading data into Bank's/ third party portal) in softcopy as per the periodicity mentioned:

- Card personalisation and Dispatch report (daily)
- Connection file for all couriers with tracking number details (daily)
- Card plastic and stationery stock report (daily)
- Any other related report required by the Bank (as and when required).

Bidder should provide access of their portal to the Bank to enable bank to have real time updation of card personalisations activities.

i) Cards Quality:

- i. Quality of the plastic cards will be determined on the criterions of quality and position of magnetic Stripe & chip, thickness of the Card plastic, lamination quality, clarity and durability of contents printed on the card, overall look & feel, rejection ratio etc.
- ii. The quality of card personalization will be determined based on the look and durability of the data printed and encoded on the card.
- iii. The quality of welcome kit items will be determined based on the paper quality, GSM of the paper, quality of printing, gumming/ pasting, durability, overall look & feel.
- iv. The bidder should ensure that the welcome kit is handed over to the courier, India post in good condition and ensured it is handed over to them in closed environment and under security.
- v. The selected bidder shall ensure that all materials supplied/ services provided shall be of superior quality, strict compliance with the given specifications and suitable for the intended purpose. The Bank may reject and return at the risk and cost of the selected bidder/s, any defective deliveries or the deliveries not confirming to the specifications/ proofs approved by the Bank and RuPay / NPCI. The Bank's decision will be final regarding quality and acceptability of the goods.

45. Period of Contract: The tenure of the contract for cards plastic supply will be up to December 2024 with an option to further extend the same by a period up to Two year at discretion of the bank. The performance of the bidder during the tenure of the Contract shall be reviewed by the Bank from time to time.

For cards personalization, collaterals supply and administration, the tenure of the contract shall be valid till all ordered cards are personalized and subject to the terms and conditions mentioned in this RFP.

46. Service Level Agreement (SLA): The successful Bidder shall execute Service Level Agreement with the Bank upon signing of the contract agreement.

Service Level Agreement, shall include overall terms of engagement, product level services, deliverables, clauses of confidentiality, non-disclosure, penalty, indemnity

for violation of IPR, trademark, indemnity and terms and conditions of the services to be extended, any other conditions as may be prescribed by the Bank etc. Scope of Service may be enhanced based on Bank's business needs/Regulatory requirement on an ongoing basis; and the effective date of Agreement would be the date from which the services of the selected bidder will be operationalized.

47. The Bank reserves the right to alter the any quantities specified in the RFP.
48. Any publicity by the vendor in which the name of bank is to be used should be done only with the explicit written permission of the bank.
49. The agreement shall be signed between Bank and the successful Vendor for proper installation, operations and maintenance of supplied material.
50. **Expenses:** It may be noted that Bank will not pay any amount / expenses / charges / fees / travelling expenses / boarding expenses / lodging expenses / conveyance expenses / out of pocket expenses other than the "Agreed Professional Fee".
51. The bidder cannot change the 'Team Leader' during entire period of execution of the scope unless consented in writing by the Bank.
52. The bid should contain the resource planning proposed to be deployed for the project which includes, inter-alia, the number of personnel, skill profile of each personnel, duration etc.
53. **Termination:**
 - a) The Bank will also be entitled to terminate any subsequent agreement, if the Vendor breaches any of its obligations set forth in this RFP and any subsequent agreement and such breach is not cured within thirty (30) Days after Bank gives written notice; OR If such breach is not of the type that could be cured within thirty (30) Days and the Vendor fails to provide the Bank, within thirty (30) Days, a reasonable plan acceptable to the Bank to cure such breach.
 - b) Further, the Bank reserves the right to cancel the contract of the selected bidder and recover expenditure incurred by the Bank in the event of any of the defaults occurred and the same is not rectified within 30 days from the date of receipt of intimation from the Bank with respect of occurrence of such default in case of:
 - The selected bidder commits a breach of any of the terms and conditions of the RFP/contract.
 - The execution of the contract by the selected bidder is found to be unsatisfactory.
 - Supply of substandard material/services or delay in implementation, supply & services.
 - Any other appropriate reason.
 - c) After the award of the contract, if the selected bidder does not perform satisfactorily or delays execution of the contract, the Bank reserves the right to

get the balance contract executed by another vendor of its choice by giving one month's notice for the same. In this event, the selected bidder is bound to make good the additional expenditure, which the Bank may have to incur to make alternative arrangements. This clause is applicable, if for any reason, the contract is cancelled.

- d) In the event of termination, card plastics already procured as per Bank's required quality, Bank at its sole option may lift the stock at its own cost and the selected bidder shall co-operate for the same (including providing all information and knowhow required for personalization of these cards) without any additional cost to the Bank.
- e) The Bank reserves the right to recover any dues payable by the selected bidder from any amount outstanding to the credit of the selected bidder, including the pending bills and/or invoking EMD, if any, under this contract or any other contract/order.
- f) In addition to this the RFP and subsequent Agreement shall be deemed to have been terminated by either Party one day prior to the happening of the following events of default:
- The other Party becomes unable to pay its debt as they fall due or otherwise enters into any composition or arrangement with or for the benefit of its creditors or any class thereof;
 - A liquidator or a receiver is appointed over all or a substantial part of the undertaking, assets or revenues of the other Party and such appointment continues for a period of twenty one (21) days;
 - The other Party is subject of an effective resolution for its winding up other than a voluntary winding up for the purpose of reconstruction or amalgamation upon terms previously approved in writing by the other Party; or
 - The other Party becomes the subject of a court order for its winding up.
 - An attachment is levied or continues to be levied for a period of 7 days upon effect of the bid.
- g) The bidders agree and undertake that an exit by the selected bidder at any point in time resulting due to termination of this RFP and subsequent Agreement for any reason whatsoever would be a time consuming process over a period and only after completion of the Vendor's obligations under a transition mechanism. During this period of Transition, the Vendor shall continue to provide the Deliverables and the Services in accordance with this RFP and subsequent Agreement and shall maintain the agreed Service levels.
- h) Immediately upon the date of expiration or termination of the RFP and subsequent Agreement, Bank shall have no further obligation to pay any fees for any periods commencing on or after such date.
- i) Without prejudice to the rights of the Parties, upon termination or expiry of this RFP and subsequent Agreement, Bank shall pay to Vendor, within thirty (30) days

of such termination or expiry and date of receipt of clear undisputed invoice whichever is later, all the undisputed fees outstanding till the date of termination;

- j) Upon the termination or expiry of this contract and subsequent Agreement, the rights granted to Vendor shall immediately terminate.

54. Effect of Termination

- a) The Bank expects the benefits from any un-anticipated decrease in supply or service costs over the term of the contract due to reduction of prices, efficient use of IT infrastructure / reduction of statutory charges, to be passed on to bank through re-negotiation. No conflict between the Selected Bidder and the Bank will cause cessation of services due to this. Only by mutual consent the services can be withdrawn. This would include a transition mechanism, which would normally require 3 to 6 months for migrating to alternate Service Provider.
- b) Notwithstanding termination of the contract in whole or in respect of any part of the Services for any reason, the contract continues in force to the extent necessary to give effect to those of its provisions which expressly or implicitly have effect after termination; and
- c) Where Bank terminates any Part of the contract, the parties shall continue to perform their respective obligations under the contract in respect of other parts where there has been no termination.
- d) In the event of partial termination, amounts will be payable for portions of the supplies/ services not terminated and being provided by the selected vendor after partial termination. However, this payment will be made after providing the supply /services as per the payment terms.

55. Intellectual property rights

- a) The selected bidder shall ensure that it has obtained appropriate rights to provide the Deliverables as per the terms and conditions contained in this RFP.
- b) The selected bidder shall be responsible for obtaining all necessary authorizations and consents from third party licensors of Software used by selected bidder in performing its obligations under this contract.
- c) If a third party's claim endangers or disrupts Bank's activities, the Vendor shall at no further expense, charge, fees or costs to the Bank, obtain a license/ authorisation so that the Bank may continue avail services in accordance with the terms of this RFP and subsequent Agreement.

56. Due diligence on employees before appointment & Staff Retention Program

- a) The Selected bidder should put in place adequate & verifiable process for conducting due diligence on its employees prior to their appointment by way of verifications of their academic/other credentials including police verification wherever necessary. The Selected bidder will put in place systems to ensure that the resources are not changed frequently for its internal reasons.
- b) The Bank reserves the right to seek replacement of any staff whose performance / conduct is not satisfactory or their continuation affects the reputation of the Bank. In all such cases, the selected bidder shall replace the resource.

57. **Insurance Coverage:** Selected bidder needs to insure any damage/loss to bank's assets (cards plastic) stored at their manufacturing and personalisation bureau premises. Also selected bidder need to obtain the transit insurance in case there is a movement of Cards from different locations of the personalisation bureau.
58. **No outsourcing by selected bidder:** The selected bidder will undertake to provide the services required in this RFP to the Bank and will not outsource or subcontract any of the core activities of the contract (like personalization, key management, etc.) offered to Bank to any company.
59. The bidder is expected to quote for the prices of the services exclusive of taxes. All taxes and duties are extra.
60. Conditional price bid will be liable to rejected
61. This RFP is subject to standard Force Majeure and the bank reserves the rights to reject one or all RFPs without assigning any reason.
62. For any dispute, Raipur in Chhattisgarh state will be the sole jurisdiction.
63. Liquidity Damages - The Service Provider shall be required to deliver and implement the debit cards as per following time lines, failing which liquidated damages (LD) as applicable shall be levied:
- Schedule LD in case of default :
 - Supply/Delivery and Integration as per SOW etc.
 - a. In case of delay in delivery of DEBIT Cards, the vendor will be liable to pay an amount equal to 0.5% of the value of undelivered/uninstalled portion of the order value for every week of delay beyond the scheduled delivery date by way of liquidated damages. Cap on liquidated damages shall be 5% of the undelivered/uninstalled value of the order.
 - b. In case the delay exceeds three weeks, Bank reserves the right to cancel the order. In such an event, vendor will not be entitled to or recover from Bank any amount by way of damages, loss or Otherwise. If orders are cancelled due to non delivery, the vendor will be debarred by Bank for participating in any future tenders floated by the Bank. In such circumstance, the bank reserves the right to invoke the submitted EMD.

Annexure-I

Declaration for acceptance to the RFP Terms
(This letter must be printed on vendor's letter head)

To
The Managing Director,
Chhattisgarh Rajya Sahakari Bank Maryadit,
Plot No. 74, Sector 24, Atal Nagar, Nava Raipur (C.G.) – 492002

Date:

Sub: Acceptance to the term mentioned in the RFP.

Dear Sir,

We undersigned, offer to provide the DEBIT CARDS mentioned in this RFP. We are fully aware with RFP conditions mentioned in this RFP document. In accordance with your RFP dated We are hereby submitting our proposal, which includes this Technical Proposal a Commercial proposal, Demand Draft/Pay Order for EMD and RFP Document fee, sealed under a separate envelope and placed in a common envelope.

We hereby declare that we have read the instructions/conditions mentioned in this RFP document and included in the RFP document, and abide by the same. We declare that we are binding on process mentioned in the RFP document and the decisions made by "Chhattisgarh Rajya Sahakari Bank Maryadit"

We hereby declare that all the information and statements made in this proposal are true and accept that any misleading information contained in it may lead to our disqualification. We confirm that all personnel and/or details named in the RFP will be available to undertake the services.

We undertake, if our proposal is accepted, to initiate the services related to the assignment immediately on signing of contract.

We understand you are not bound to accept any RFP and proposal you receive.

Yours faithfully,

Authorized Signature with stamp
Name and Title of Signatory
Place:
Date:

Annexure II:
Details of the Vendor

(This letter must be printed on vendor's letter head)

S.N.	Question	Response
1	Name of Company	
2	Company Status	
3	Date of incorporation	
4	Company Head Office and registered office address	
5	Telephone and Fax numbers	
6	Name and designation of the person authorized to make commitments to the Bank	
7	Email Address	
8	Ownership structure (e.g. Proprietorship, Partnership, Pvt. / Pub Ltd Company)	
9	Company Sales Tax Number, VAT registration number & Service Tax number.	
10	Company PAN & TIN number	
11	Geographical Area covered by the company.	
12	Support center (s):	
13	Number of employees Supporting the Project Marketing / Sales Technical support @ in Maharashtra	
14	Whether adequate number of Engineers can be provided for taking care of every Branch in Urban / Semi Urban / Remote Locations.	
15	Provide the range of services / options offered by you covering service description and different schemes available for: Customization Implementation Support Post-implementation Ongoing Support for:- Helpdesk Training Documentation Others (specify)	
16	Provide Details about your organization setup.	
17	Bankers information	
18	Auditors information	

Authorized Signatory (Signature & Stamp)

Name:

Designation:

Annexure-III

Declaration for conformity to the debit card specification and RFP document attachments

(To be submitted on bidder's letter head)

To

Date:

The Managing Director,

Chhattisgarh Rajya Sahakari Bank Maryadit,

Plot No. 74, Sector 24, Atal Nagar, Nava Raipur (C.G.) – 492002

Subject: Declaration for conformity to the debit card specification and RFP document attachments

We _____ hereby undertake to agree to abide by all the terms & conditions stipulated in the RFP document Ref no.....
.....dated.....

We certify that the Bid Bided by us conform to the Requirement Specifications stipulated in the RFP for supply of RuPay Magstripe Debit Cards and RuPay EMV chip cards.

The following documents/items are enclosed –

S.N.	Eligibility Criteria	Self attested documents (Photo- Copies) to be attached in following sequence.	Document Attached (Yes/No)
1	The Vendor/Bidder organization must have office in India and should be registered as per Shop & Establishment Act / Partnership Act/Company's Act in India.	Shops & Establishment certificate / Incorporation certificate /Memorandum & Articles of Association /Startup and MSME /GST Registration Certificate should be submitted.	
2	The average turnover of bidders or bidders in consortium/Joint bidders should be more than INR 10 Crores in last three financial years	Chartered Accountant audited copies of balance sheets and profit and loss should be attached	
3	The bidder must have min. 5 years of experience in supplying the Rupay cards	Documentary evidence with copies of work orders	
4	The original Manufacturer must be NPCI approved vendor for EMV Chip based cards.	Documentary evidence of Certificate must be attached	
5	The Bidder must be RuPay certified for card manufacturing and Personalization	Documentary evidence of the certification must be attached	
6	The Bidder should have EMV Card manufacturing and personalization	Documentary evidence of the certification must be attached	

	set-up in INDIA.		
7	EMV Card manufacturing and personalization should happen in same premises	Documentary evidence of the certification must be attached	
8	The bidder must have supplied EMV chip-based cards to 5 banks from State Cooperatives Banks / UCBs / DCCBs in India	Documentary evidence with copies of work orders	
9	The Bidder/Bidder should be authorized by Manufacturer for sales and services	Manufacturers Authorization Form (MAF) must be attached	
10	The bidder should not be blacklisted company in any of the government institution /bank.	Self declaration on Bidder's letter head with sign and stamp	
11	Declaration to provide Debit/KCC card to the specification as per Annexure-III	Self declaration on Bidder's letter head with sign and stamp	
12	Declaration to provide EMV Chip based Debit/KCC cards within 20 days of Work Order given to the selected vendor.	Self declaration on Vendor's/Bidder's letter head with sign and stamp	
13	Vendor/Bidder Profile, Infrastructure of firm / Company / Partners, Client list of Rupay Debit and Kisan Credit Cards, Organization Chart.	Copies of each documents on Bidder's letter head with sign and stamp to be attached	
14	Supply and installation Schedules to implement this project.	Copies of each documents on Bidder's letter head with sign and stamp to be attached	
15	Original RFP Documents	Attach original RFP Document with the signing on each paper with impression of company seal.	
16	Self Declarations for acceptance to the RFP Terms and Details of Vendor	Self declarations as per Annexure-I, II on Bidder's letter head with sign and stamp to be attached.	

Authorized Signatory (Signature & Stamp)

Name:

Designation:

Date:

Place:

PART : II - COMMERCIAL OFFER

**Annexure-IV
COMMERCIAL OFFER FORMAT**

(The commercial offer to be given on Bidder's Letter head)

A. Commercials for Non-Personalized Cards

(The bidders have to bid for rates based on supply of cards in a lots size up to 10,000 cards)

Description of Debit Cards	Unit Price (INR)	Qty.	Total Price (INR)
EMV Chip based DEBIT CARDS as per NPCI standard with non-Personalization (Instant Debit Cards) , Welcome kit (Welcome Letter, User Manual, Card Pouch, Card Envelop), Card Stuffing & Fulfillment.		70,000	
PIN Mailer Stationary		70,000	
GST			
Total Amount			

Total Price with GST Rs...../-

In Words (.....)

B. Commercials for Personalized Cards

(The bidders have to bid for rates based on supply of cards in a lots size up to 10,000 cards)

Description of Debit Cards	Unit Price (INR)	Qty.	Total Price (INR)
EMV Chip based DEBIT CARDS as per NPCI standard with Personalization , Welcome kit (Welcome Letter, User Manual, Card Pouch, Card Envelop), Card Stuffing & Fulfillment.		5,000	
PIN Mailer Stationary		5,000	
GST			
Total Amount			

Total Price with GST Rs...../-

In Words (.....)

Terms and Conditions:

Chhattisgarh Rajya Sahakari Bank Maryadit

- a) The bidders have to bid for rates based on supply of cards in lots size up to 10,000 cards.
- b) Card delivery will be at the Head Office of the Bank.
- c) All expenses towards delivery and dispatch of debit cards are born by the vendor/ bidder.
- d) Taxes are additionally applicable at current rate.
- e) NPCI certification charges will be paid directly by Bank to NPCI.
- f) Bidders have to design the Card and welcome kit and get it certified from NPCI.
- g) All other payment and general terms and conditions as mentioned in the RFP are applicable.

Signature of Authorized Signatory & stamp

Name:

Designation:

Place:

Date: