

S. N	RFP Page no.	RFP Clause Name & No.	RFP Clause	Publish Amendment
1	3	Page 3; Table A	Total Security Deposit 1. Earnest Money Deposit – (Bid Security) 2. Performance Security	Total Security Deposit 1. Earnest Money Deposit – (Bid Security) Rs. 5 lakh. should be submitted online before last date of bid submission or in the form of Bank Guarantee (BG) in favour of Punjab National Bank, Digital Banking Division payable at New Delhi. BG should be valid up to 12 months from the last date of submission. IFSC Code: PUNB0015300 Bank & Branch: Punjab National Bank, Sansad Marg, New Delhi –110 001 Account No 0153002200175716 (16 digits) Imprest account – HO Digital Banking Division. *MSE bidder is exempted from payment of cost of RFP if bidder can furnish requisite proof subject to the satisfaction of Bank. This exemption is not applicable for traders, sole agents, distributors etc. 2. Performance Security
2	19	B – Customer Engagement Module, Sub Clause – j – Marketing	Deploying regular SMS and Emails communication to customers for promoting the program.	Framing regular SMS and Emails templates for customers for promoting the program has to be done by the successful Bidder, whereas actual broadcast shall be done by the Bank's existing vendor.
3	22	Page 22; Point H (v)	Any new technological advancement/market trend followed by peer Banks in providing impetus to the existing Rewards Program will automatically become part of the scope.	Any new technological advancement/market trend followed by peer Banks in providing impetus to the existing Rewards Program will become part of the scope on mutually agreed basis.
4	23	4.4 – Eligibility Criteria, Sub Clause – 2	The Bidder should have expertise in providing an End-To-End Loyalty Program Management Solution for at-least 10 Commercial Banks/ Public Sector Banks within India (at least 5 PSU Banks and/or 5 large private sector banks) including a dedicated interactive secure online website for a loyalty rewards program with SSL which enables customers to register, inquire about loyalty points and request for redemptions.	The Bidder should have expertise in providing an End-To-End Loyalty Program Management Solution) including a dedicated interactive secure online website for a loyalty rewards program with SSL which enables customers to register, inquire about loyalty points and request for redemptions. a) For MSE & Startup - at-least 8 BFSI (Banking, Financial Services and Insurance Sector)/other retail entities dealing in same program within India out of which 4 should be Public Sector banks or Large private banks. b) For other than MSE & Startup - at-least 10 BFSI/other retail entities dealing in same program within India out of which 5 should be Public Sector banks or Large private banks.

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5	24	4.4 – Eligibility Criteria, Sub Clause – 9	The Bidder should have a minimum average annual turnover of INR 50 Crores during the last three financial years i.e 2018–19, 2019–20, 2020–21.	The Bidder should have a minimum average annual turnover of INR 50 Crores during the last three financial years i.e 2018–19, 2019–20, 2020–21. For MSE & Start ups The Bidder should have a minimum average annual turnover of INR 30 Crores during the last three financial years i.e 2018–19, 2019–20, 2020–21.
6	26	Page 26; Point 5.4	5.4. Price Composition a. The commercial should be quoted in the commercial bid form attached to this bid (Annexure L).	5.4. Price Composition a. The commercial should be quoted in the commercial bid form attached to this bid (Annexure 7).
7	30	Page 30 – Point 1 [Clause 5.6.1 – Technical Bid Evaluation Criteria]	Experience in managing end-to-end loyalty programs for Scheduled Commercial Banks/ Public Sector Banks in India. Proof from all banks. 25 marks: More than 12 commercial Banks (5 PSU Bank and/or 5 large private sector bank) in India 10 marks: Equal to 10 but upto 12 commercial Banks (5 PSU Bank and/or 5 large private sector bank) in India	Experience in managing end-to-end loyalty programs for Scheduled Commercial Banks/ Public Sector Banks in India. Proof from all banks. ➤ 25 marks: More than 12 BFSI/ other retail entities dealing in same program ➤ 15 marks: More than 10 but upto 12 BFSI/ other retail entities dealing in same program ➤ 10 marks : Equal to 8 but upto 10 BFSI/ other retail entities dealing in same program
8	30	Page 30 – Point 2 [Clause 5.6.1 – Technical Bid Evaluation Criteria]	Number of Customer Loyalty Accounts managed Proof in the format as specified in Annexure 19	Number of Customer Loyalty Accounts managed Proof in the format as specified in Annexure 18
9	35	Page 35; Point 5.8	5.8 Award of contract On completion of evaluation process of Technical & commercial bids as given in evaluation process, Bank will determine the L1 bidder and contract will be awarded to the bidder.	5.8 Award of contract On completion of evaluation process of Technical & commercial bids as given in evaluation process, Bank will determine the CS1 bidder and contract will be awarded to the bidder.
10	67	Annexure 9 – Methodology and Detailed Plan	Bidder is expected to provide details of the organization structure proposed for the execution of this contract. This should cover the composition of the complete team including Lead Bidder and Consortium members including their escalation matrix.	Bidder is expected to provide details of the organization structure proposed for the execution of this contract. This should cover the composition of the complete team including Lead Bidder and their escalation matrix.
11	77	Annexure 18- EXPERIENCE IN LOYALTY REWARDS PROGRAM IMPLEMENTATION	EXPERIENCE IN LOYALTY REWARDS PROGRAM IMPLEMENTATION	Kindly refer the Annexure 18.(Annexed Below)

Annexure 18 - EXPERIENCE IN LOYALTY REWARDS PROGRAM IMPLEMENTATION

(To be submitted on the letter head of the bidder)

Ref. No.....

Place:

Date: _____

The Divisional Head,
Punjab National Bank,
Digital Banking Department
Plot No. 5, Institutional Area
Sector 32,
Gurugram - 122001
Dear Sir,

Sub: RFP-.....

Name of the Bidder:

_____.

Details of Loyalty Rewards Program Implementation services to meet eligibility criteria:

Sl.	Organization Name	Details of the Solution/Service	No. of Loyalty Reward customers managed
01.			
02.			
03.			
04.			

Signature:

Name and designation:

Office Seal

(All details quoted above to be supported by respective bank's declaration)

GENERAL TENDER DETAILS

<u>Request for Proposal (RFP) For Implementation of Loyalty Rewards Program for Various Digital Channels: Credit Card, Debit Card, UPI, Internet Banking, Mobile Banking etc.</u>		
1.	Last date and time for sale of Bidding Documents	08.06.2022 Till 16:00 Hrs.
2.	Last date and time for Online bid submission (both Technical & Commercial) (Hash submission)	08.06.2022 Till 16:00 Hrs.
3.	Last date and time for Bid Re-Encryption	08.06.2022 from 17:01 Hrs. to 09.06.2022 Till 14:00 Hrs.
4.	Time for submission of technical supporting document (Hard Copy)	08.06.2022 from 17:01 Hrs. to 09.06.2022 Till 14:00 Hrs.
5.	Date and Time of Technical Bid Opening	09.06.2022 16:00 Hrs.

***Rest details are same as per RFP document.**