

Reference Number: PNB HO/DBTD/LoyaltyRewards/RFP/02/2022-23

Punjab National Bank



CORRIGENDUM-1

RFP for Implementation of End-to-End Loyalty Rewards Program for Various Digital Channels: Credit Card, Debit Card, UPI, Internet Banking, Mobile Banking (PNB One) etc.

Digital Banking Transformation Division (DBTD HO),
Punjab National Bank, Head Office,
3rd Floor, Plot No 5, Institutional Area
Sector – 32, Gurugram, Haryana – 122001
Email: dbtd.procurement@pnb.co.in
Website: www.pnbindia.in

Dated: 28/11/2022

CORRIGENDUM-1 - RFP Ref No: PNB HO/DBTD/LoyaltyRewards/RFP/02/2022-23 RFP for Implementation of End-to-End Loyalty Rewards Program for Various Digital Channels: Credit Card, Debit Card, UPI, Internet Banking, Mobile Banking (PNB One) etc.

SI	Page No.	Point No	Existing RFP Clause	Amendment in Clause
1	30	Point 10	The Bidder should have a positive Net Worth in the last three Financial Years (2019-20, 2020-21, 2021-22). Further, the bidder should have positive Operating Profit in the preceding financial year	The Bidder should have a positive Net Worth in the last three Financial Years (2019-20, 2020-21, 2021-22).
2	36	Under First Stage: (Technical Evaluation) Point 2	All third party documents must be signed by their authorized signatory and his/her designation, Official e-mail ID and Mobile no. should also be evident. Bidder is also required to substantiate whether the person signing the document is authorized to do so on behalf of his company. Inability of the bidder to prove the genuineness/authenticity of any third party document may make the bid liable for rejection.	Bidder has to seal and sign the documents provided by 3rd party
3	38	Point 5.6.1; SI No. 1	Experience in managing end-to-end loyalty programs for Scheduled Commercial Banks/ Public Sector Banks in India. Proof from all banks in the format as specified in Annexure 18 along with annexure 27 of the RFP document.	Experience in managing end-to-end loyalty programs for Scheduled Commercial Banks/ Public Sector Banks in India. Proof in the format as per Annexure 18 long with Annexure 26 of the said RFP. Revised Format of Annexure 18 and Annexure 26 is given in the Corrigendum 1.
4	43	5.7 last Paragraph	"If a bidder quoting higher prices, higher by more than 40% as compared to the average quoted prices (of all technically qualified bidders) for all items in aggregate, the same bidder shall not be called for reverse auction process". If due to such price variation factor, a bidder is not found eligible to be called for reverse auction and only one bidder is left commercially eligible, in such a situation, Bank reserves the right to negotiate with the L1 bidder.	"If a bidder quoting higher prices, higher by more than 40% as compared to the average quoted prices (of all technically qualified bidders) for all items in aggregate, Bank at its discretion may or may not call the bidder for reverse auction process". If in case, only one bidder is left technically as well as commercially eligible, in such a situation, Bank reserves the right to negotiate with the bidder.

5	49	Point 6.6	<p>PUBLICITY</p> <p>Any publicity relating to the work to be carried out in BANK towards this project is strictly prohibited. No information of any nature related to this project shall be disclosed to any third party unless otherwise necessary and prior permission has been taken from Bank. All the bidders must give a declaration in this regard duly signed by them.</p>	<p>PUBLICITY</p> <p>Any publicity relating to the work to be carried out in BANK towards this project is strictly prohibited. No information of any nature related to this project shall be disclosed to any third party unless otherwise necessary and prior permission has been taken from Bank. All the bidders must give a declaration in this regard as per Annexure 30.</p>
6	77	Annexure 8	Integrity Pact	The Annexure 8 of the RFP (Integrity Pact) must be executed on stamp paper of applicable value and must be signed by all the witnesses also.
7	3	Table A - Activity & Details	<p>₹ 5,00,000/- (Rupees Five Lakhs only (Refundable))</p> <p>Total Security Deposit</p> <p>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 Transformation Division payable at New Delhi. BG should be valid up to 12 months from the last date of submission. Please mention ‘RFP for Loyalty Rewards – EMD Fee’</p> <p>IFSC Code: PUNB00522800</p> <p>Bank & Branch: Punjab National Bank, Centralized ATM cell, New Delhi</p> <p>Account No 0153002200175716 (16 digits) Imprest account –Digital Banking Transformation Division.</p> <p>Bidder should deposit EMD and Tender Fee separately. The EMD of the unsuccessful Bidder(s) would be refunded by the Bank within 2 weeks of the Bidder being notified as being unsuccessful.</p> <p>2. Performance Security Deposit of 3% of tender amount to be submitted by successful bidder within thirty days of award of work.</p>	<p>₹ 5,00,000/- (Rupees Five Lakhs only (Refundable))</p> <p>Total Security Deposit</p> <p>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 Transformation Division payable at New Delhi. BG should be valid up to 12 months from the last date of submission.</p> <p>Please mention ‘RFP for Loyalty Rewards – EMD Fee’</p> <p>IFSC Code: PUNB0522800</p> <p>Bank & Branch: Punjab National Bank, Centralized ATM cell, New Delhi</p> <p>Account No 0153002200175716 (16 digits) Imprest account –Digital Banking Transformation Division.</p> <p>Bidder should deposit EMD and Tender Fee separately. The EMD of the unsuccessful Bidder(s) would be refunded by the Bank within 2 weeks of the Bidder being notified as being unsuccessful.</p>

				<p>*MSE (Micro and Small Enterprises) bidder is exempted from payment of EMD Amount if bidder can furnish requisite proof subject to the satisfaction of Bank. However, Traders/ Sole Agents/ Distributors etc. are excluded from this relaxation</p> <p>2. Performance Security Deposit of 3% of tender amount to be submitted by successful bidder within thirty days of award of work.</p>
8	3	Table A - Activity & Details	<p>₹ 10,000/- (Rupees Ten Thousand only + 18% GST (non-Refundable)) should be submitted online only before the last date of bid submission in the following account:</p> <p>IFSC Code : PUNB00522800</p> <p>Bank & Branch : Punjab National Bank, Centralized ATM cell, New delhi</p> <p>Account No: 0153002200175716 (16 digits) Imprest account: Digital Banking Transformation Division.</p> <p>*MSE (Micro and Small Enterprises) bidder is exempted from payment of cost of RFP if bidder can furnish requisite proof subject to the satisfaction of Bank. However, Traders/ Sole Agents/ Distributors etc. are excluded from this relaxation</p> <p>Please mention 'RFP for Loyalty Rewards – RFP Fee'</p>	<p>₹ 10,000/- (Rupees Ten Thousand only + 18% GST (non-Refundable)) should be submitted online only before the last date of bid submission in the following account:</p> <p>IFSC Code : PUNB0522800</p> <p>Bank & Branch : Punjab National Bank, Centralized ATM cell, New delhi</p> <p>Account No: 0153002200175716 (16 digits) Imprest account: Digital Banking Transformation Division.</p> <p>*MSE (Micro and Small Enterprises) bidder is exempted from payment of cost of RFP if bidder can furnish requisite proof subject to the satisfaction of Bank. However, Traders/ Sole Agents/ Distributors etc. are excluded from this relaxation</p> <p>Please mention 'RFP for Loyalty Rewards – RFP Fee'</p>

Annexure 18 - EXPERIENCE IN LOYALTY REWARDS PROGRAM IMPLEMENTATION

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

Ref. No.....

Place: _____

Date: _____

To,

**The Assistant General Manager
Digital Banking Transformation Division (DBTD HO),
Head Office -Punjab National Bank,
3rd Floor, Plot No 5, Sector – 32,
Gurugram, Haryana - 122001**

Dear Sir,

Sub: RFP-.....

Name of the Bidder: _____.

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

Sl.	Organisation Name	Details of the Solution/Service	No. of Loyalty Reward customers managed	Avg. no. of Transactions per month
01.				
02.				

Signature of Authorized Signatory

Name of Signatory:

Designation:

Email ID:

Mobile No:

Telephone No.:

Seal of Company:

(All details should be submitted along with supporting documents)

Annexure 26 – CUSTOMER CREDENTIAL CERTIFICATE

(To be submitted on the letter head of the concerned organization)

To,

**The Assistant General Manager
Digital Banking Transformation Division (DBTD HO),
Head Office -Punjab National Bank,
3rd Floor, Plot No 5, Sector – 32,
Gurugram, Haryana - 122001**

Sir,

Reg.: RFP for Implementation of Loyalty Rewards Programme for various Digital Channels of Punjab National Bank

This is to certify that (Name of the Vendor) has provided Loyalty Rewards Programme for various Digital Channels in our Bank /Organization. The performance of the above said Solution is satisfactory and there are no adverse observations as regards to the performance of the services rendered by the (Name of the Vendor). Their services are prompt and complete.

S. No	Project Details	Platform in which Developed
1		
2		
3		

Place:

Date:

Name and Contact/Email of Authorized Signatory:

Seal & Signature
(of Concerned Bank/ Organization)

Annexure 30 - PUBLICITY

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

To,

**The Assistant General Manager
Digital Banking Transformation Division (DBTD HO),
Head Office -Punjab National Bank,
3rd Floor, Plot No 5, Sector – 32,
Gurugram, Haryana - 122001**

Sir,

Reg.: RFP for Implementation of Loyalty Rewards Programme for various Digital Channels of Punjab National Bank

Any publicity relating to the work to be carried out in BANK towards this project is strictly prohibited. No information of any nature related to this project shall be disclosed to any third party unless otherwise necessary and prior permission has been taken from Bank.

Date: _____

Place: _____

Signature of Authorized Signatory

Name of Signatory:

Designation:

Email ID:

Mobile No:

Telephone No.:

Seal of Company: