



REQUEST FOR PROPOSAL



Prepaid Card System

Managed Services Model

Alternate Distribution Channels
Payment Services Group

4C-Lane 4, Shahbaz Commercial, Off-26th Street, Phase VI, DHA, Karachi
Tel: +92-21-35243446, +92-21-35205022 Fax: +92-21-35243451
Web: www.bop.com.pk

APPROVAL SECTION

Name	Title	Signature	Date
Mr. Muhammad Amjad Khan	Head - Alternate Distribution Channels		
Mr. Muhammad Faraz Khan	Manager- e-Channels (ADC)		
Mr. Zeeshan Ahmed	Assistant Manager- e-Channels (ADC)		
Mr. Muhammad Arbab	Head – Products (PSG)		
Mr. Wasif Naeem	Manager- ATM (IT Division)		
Mr. Azhar Hussain Dilawari	Head- IT Division		
Mr. Irfanuddin	Group Head – Operations		
Mr. Mustafa Hamdani	Group Head- Payment Services		
Mr. Tariq Maqbool	Chief Risk Officer		
Mr. Shahid Waqar Mahmood	Group Head- Retail Banking		
Mr. Khalid Tirmizey	DCEO		
Mr. Naeemuddin Khan	President & CEO		

TABLE OF CONTENTS

GENERAL TERMS AND CONDITIONS	6
PROJECT DETAILS.....	10
BACKGROUND	10
SCOPE OF WORK (MANDATORY).....	10
MACRO-LEVEL SCOPE	10
SCOPE OF CONTRACT AND DELIVERABLES.....	12
COMPLIANCE AND CONFIRMATION	13
DELIVERABLES.....	14
THE PRE-PAID CARD MANAGEMENT AND PROGRAM MANAGEMENT SERVICES SHALL INCLUDE THE FOLLOWING:	14
ESSENTIAL CRITERIA.....	15
COMPANY PROFILE.....	15
ELIGIBILITY COMPLIANCE	16
DETAILS OF TRACK RECORD ON PREPAID CARD MANAGEMENT	17
DETAILS OF TEAM DEDICATED FOR THE PROJECT	17
COMPANY INFORMATION, SUPPORT AND DEVELOPMENT.....	17
ASSESSMENT QUESTIONNAIRE	18
COSTING TEMPLATE.....	25
WEIGHTAGE	25
PROJECT PAYMENT TERMS	25
DOCUMENT CHECKLIST:.....	26

INVITATION FOR PROPOSAL

- i. The Bank of Punjab (Bank) requests Tender/Bids/Proposal in sealed envelopes for the equipment/application/services mentioned in this document. Proponents applying for bids/proposal should submit two separate sealed envelopes, one containing Technical Proposal and other containing Financial Proposal.
- ii. The Technical Proposal should contain all the bid items without quoting the price and must list support during warranty period. Financial proposal of the bidders not selected on technical basis will not be opened.
- iii. All bids must be accompanied by a call deposit of two percent (2%) of total bid amount in favor of Bank and must be included in financial bid envelop.
- iv. All prospective bidders are required to register themselves with the Procurement Manager, BOP at given address else wise the bid will stand rejected.
- v. “Bid Opening Date” referred to the date on which “Financial Bids” of all “Technically Qualified Bidders” will be opened.
- vi. The Bank will not be responsible for any costs or expenses incurred by bidders in connection with the preparation or delivery of bids.
- vii. Bidders shall submit Bids, which comply with the Bidding Documents. Alternative Bids will not be considered.
- viii. All prices quoted must include Taxes applicable, such as GST, Income Tax, etc. Failure to supply items at such prices would lead to cancellation of order & forfeiture of 2% call deposit money.
- ix. Failure to supply items/services within the stipulated time period will invoke penalty as specified in clause xxii of ‘General Instructions for Bidders’. In addition to that, 2% Call Deposit (CDR) amount will be forfeited.
- x. Please make sure, the company seal/stamp is with you at the time of bid opening.
- xi. Rights reserved by Bank:
 - a. If at any future point of time, it is found that the bidder had made a statement which is factually incorrect, Bank reserves the right to debar the bidder from bidding prospectively for a period to be decided by Bank and take any other action as may be deemed necessary.
 - b. Further, Bank shall have the right to cancel the Tender process at any time without assigning any reason, prior to finalization of the bidding process; without thereby incurring any liability to the affected bidder or bidders. Reasons for cancellation will be determined by Bank at its sole discretion.
 - c. The decision of Bank in all matters will be final and binding on all bidders participating in this bid.
- xii. Evaluation criteria:
 - a. Bank may call for any additional information / document by way of seeking clarification before the finalization of this tender process. It may also conduct visits at the existing customer of the vendors to verify the information or take any other such measure to ascertain the capabilities of the bidder.
 - b. The bidders will be short-listed on the basis of information submitted by them (and verified by Bank as per its own procedures) in their Technical bids. Subsequently, the financial bids of technically qualified bidders will be opened and compared for selection of the successful bidder based upon package quoted. The entire process will be completely at the discretion of Bank and will be binding on the bidders. Its decision shall be final and no correspondence about the decision shall be entertained by Bank.
 - c. The Amount should be quoted in words and figures. In case any amount is quoted in words and figures and there is a discrepancy in the amounts quoted in words and figures, the amount quoted in words will

- be taken as final.
- xiii. It is mentioned that the services opted by the procurer, would be awarded accordingly as per rules In line with rule (35) of PPRA-2014:
- a. The procurer may reject all bids or proposals at any time prior to the acceptance of a bid or proposal.
 - b. The procurer shall upon request communicate to any bidder, the grounds for its rejection of all bids or proposals, but shall not be required to justify those grounds.
 - c. The procurer shall incur no liability, solely by virtue of its invoking sub-rule (1) towards the bidders.
 - d. The bidders shall be promptly informed about the rejection of the bids, if any.
- xiv. Bidders must ensure that they submit all the required documents indicated in the Bidding Documents without fail. Bids received without, undertakings, valid documentary evidence, supporting documents and the manner for the various requirements mentioned in the Bidding Documents or test certificates are liable to be rejected at the initial stage itself. The data sheets, valid documentary evidences for the critical components as detailed hereinafter should be submitted by the Bidder for scrutiny.
- xv. Punjab Procurement Rules, 2014 will be strictly followed. These may be obtained from PPRA's website. http://ppra.punjab.gov.pk/sites/ppra.pitb.gov.pk/files/Final%20Notified%20PPR-2014%20_13.01.2014_.pdf
In this document, unless otherwise mentioned to the contrary, "Rule" means a Rule under the Punjab Procurement Rules, 2014.
- xvi. All bids must be accompanied by Bid Security (Earnest Money) as part of Financial bid and as per provisions of the clause "Bid Security" of this document in favor of "The Bank of Punjab". The complete bids as per required under this tender document must be delivered into the Tender Box placed at the Procurement Department of The Bank of Punjab, BOP Tower, Main Boulevard, Gulberg Lahore on or before 1500 hrs on closing date (Closing date will be given on advertisement). The Technical bids shall be publicly opened at The Bank of Punjab, BOP Tower, Main Boulevard, Gulberg, Lahore, at 1600 hours on same day (i.e. bid submission closing date). In case the last date of bid submission falls in / within the official holidays / weekends of the Procurer, the last date for submission of the bids shall be the next business day.

GENERAL TERMS AND CONDITIONS

- i. This Bidding Process will be governed under Punjab Procurement Rules, 2014, as amended from time to time and instructions of the Government of the Punjab received during the completion of the project.
- ii. It will be the responsibility of the Bidder that all factors have been investigated and considered while submitting the Bid and no claim whatsoever including those of financial adjustments to the contract awarded under this Bid Process will be entertained by the Procurer. Neither any time schedule, nor financial adjustments arising thereof shall be permitted on account of failure by the Bidder.
- iii. The Bidder shall be deemed to have satisfied itself fully before Bid as to the correctness and sufficiency of its Bids for the contract and price/cost quoted in the Bid to cover all obligations under this Bid Process.
- iv. The Primary Contact & Secondary Contact for all correspondence in relation to this bid is as follows:

Primary Contact

Zeeshan Ahmed

Email: ahmed.zeeshan@bop.com.pk

Assistant Manager – eChannels, Alternate Distribution Channel

Secondary Contact

Muhammad Faraz Khan

Email: mfaraz.khan@bop.com.pk

Manager – eChannels, Alternate Distribution Channel

Bidders should note that during the period from the receipt of the bid and until further notice from the Primary Contact, all queries should be communicated via the Primary Contact and in writing (e-mail) only. In the case of an urgent situation where the Primary Contact cannot be contacted, the bidder may alternatively direct their enquiries through the Secondary Contact.

- v. Bidders are also required to state, in their proposals, the name, title, contact number (landline, mobile), fax number and e-mail address of the bidder's authorized representative through whom all communications shall be directed until the process has been completed or terminated.
- vi. A Bid not submitted in conformity with the specifications / terms & conditions shall not be considered by the Bank.
- vii. The Bank reserve the right to modify the Bidding Documents at any time prior to the deadline for submission of bids, on the request of the prospective bidders for any clarification or at its own initiative, for any reason. This amendment shall constitute part of the Bidding Documents. In order to afford the prospective bidders a reasonable time to take the amendments into account in preparing its bid, the Bank may at its discretion extend the deadline.
- viii. The bidder shall prepare one Technical and one Financial Proposal, clearly marking each as "TECHNICAL" and "FINANCIAL". The bidder shall seal the Technical proposal and the financial proposal separately in an INNER and an OUTER envelope, duly marking the envelopes as "TECHNICAL" and "FINANCIAL". Bid submitted in single envelop will be disqualified.

- ix. The Financial Bid shall comprise of the following:
- a. The bidder shall complete price schedule clearly for all the items in accordance with the instructions contained in this document.
 - b. The quoted Price shall be inclusive of costs for delivery and installation at the designate sites in Pakistan.
 - c. Financial proposal should contain “Total Cost of Ownership” which should include the price of core system as well as all supporting/surrounding components (i.e. Database licenses, Hardware cost for primary, backup, DR site, middleware application (if required) etc.). Any recommendation from vendor related to additional hardware or application (i.e. active/passive/hot/cold) should be mentioned in the financial proposal as well. The financial proposal should be in conformity of the template mentioned in this RFP document
 - d. The quoted price shall be:
 - i. best / final / fixed and valid until completion of all obligations under the RFP i.e. not subject to variation / escalation;
 - ii. Preferably in Pak Rupees (PKR), however prices may be quoted in US\$ but would be locked at selling exchange rate as notified by the State Bank of Pakistan on financial bid opening date (in Pak Rs.); as per price schedule in line of Rule 32(2) of PPRA-2014.
 - iii. Inclusive of all taxes, duties, levies, insurance, freight, etc.
 - iv. If not specifically mentioned in the Tender(s), it shall be presumed that the quoted price is as per the above requirements.
 - v. Where no prices are entered against any item(s), the price of that item shall be deemed to have been distributed among the prices of other items, and no separate payment shall be made for that item(s).
 - vi. The price hereby quoted by the Bidders would cover the whole scope of services for the contract period.
 - vii. The Price shall be valid for Ninety (90) days from the closing date of the bids
 - e. The bidder shall furnish, as part of its bid, a bid security for the amount of not less than two percent (2%) of the Total Bid Price.
 - f. The bid security shall be denominated in Pak Rupees. It shall be in the form of Call Deposit Receipt (CDR) issued by a scheduled Bank operating in Pakistan.
- x. The Technical Bid shall comprise of the following:
- a. Bidder’s warranty and representation to the satisfaction of the Bank that it has necessary authority and permission from its Principal/Manufacturer for supply and installation of the goods/Software Licenses.
 - b. Documentary evidence that the items are in conformity with the specifications as laid in this document. This may comprise of literature, drawings and data. The Bidder shall also furnish detailed descriptions of the items along with its salient technical and performance features/characteristics.
- xi. The bid not in accordance with the above will be rejected by the Bank as disqualified.
- xii. The bid security may be forfeited:
- a. If the bidder withdraws its bid during the period of bid validity.
 - b. If the bidder does not accept the correction of the Total Bid Price pursuant to Clause xiii.
 - c. If the bidder fails to supply the items within the stipulated time.

- xiii. The bid shall contain no interlineations, erasures or overwriting except as necessary to correct errors made by the bidder, in which case such corrections shall be authenticated by the person or persons signing the bid.
- xiv. The INNER and OUTER envelopes shall:
- a. be addressed to the following address:

Procurement Manager
The Bank of Punjab
1st Floor, BOP Tower
10-B, Block E-II, Main Boulevard
Gulberg III. Lahore
Pakistan
 - b. bear the following identification: **Proposal for “Prepaid Card Services”**
 - c. The INNER Envelopes will bear the Name and address of the Bidder, in case it is to be returned unopened.
- xv. Every Bid shall be scrutinized by the Bank to see that it meets the criteria as laid down in the Bidding Documents, Prior to the detailed evaluation of the same. A substantially responsive bid is one which:
- a. is accompanied by the acceptable securities;
 - b. meets the major technical criteria specified in the schedule:
 - c. meets the delivery period
 - d. offers clear Price i.e. the bid do not offer an escapable price quotation;
 - e. is otherwise complete and generally in order
 - f. Conforms to all the terms, conditions and specifications of the documents.
- xvi. The acceptability of a Bid shall be determined on the basis of the contents of the bid itself, without needing recourse to any extrinsic evidence.
- xvii. The Bidder shall not be provided any opportunity to correct the Bid so as to bring it in consonance with the requirements of the Bidding Documents.
- xviii. A Bid found substantially in accordance with the Bidding Documents shall be checked by the Bank for any arithmetic errors. If any discrepancy is found between the unit rate and the total Price resulting from multiplying the unit rate by the quantity, the unit rate as quoted will prevail and the total price shall stand corrected. Unless in the opinion of the Bank, there is an obvious gross misplacement of the decimal point in the unit rate, in such a case the total price as quoted will prevail and the unit rate will be corrected, and where there is a discrepancy in the total price quoted in the Price Schedule vis-à-vis addition of each item, the total of the itemized prices will govern.
- xix. The Bid shall be evaluated on the basis of the items referred in the document in the Price Schedule.
- a. It will be examined in detail whether the items offered by the Bidder comply with the Specifications of the Documents. The Specifications will be compared with the Data submitted in the technical bid.
 - b. It will be examined whether the bidder has the capability to provide after sale services properly.
- xx. Any pressure by a Bidder to influence the Bank in its decision making shall result in the rejection of its bid.
- xxi. The Bank reserves the right to accept or reject any of the bids and to annul the bidding process at any time prior to award of mandate, without thereby incurring any liability to the bidder or any obligation to inform the bidder of the grounds for its action.
- xxii. The Bank will determine to its satisfaction whether the bidder has offered Prices consistent with the current prevailing market Prices.

- xxiii. The Bank reserves the right to change the requirement/specifications (functional or non functional), without any change in the unit price or other terms and conditions.
- xxiv. The Bidder shall be responsible for the supply, delivery, and Installation of items at its own risk and cost at the sites to be specified by the Bank.
- xxv. The bid security of successful bidder will be refunded after successful installation of product. Bid security of unsuccessful bidders will be refunded after the project is awarded to successful bidder.
- xxvi. Payments by the Bank shall be made subject to Withholding Tax and other Government levies, in accordance with law.
- xxvii. If the Bidder fails to deliver any or all of the items within the stipulated time specified, the Bank may deduct from the Bid Price a sum of money equal to the 0.25% of the Bid Value for every day or part of a day between the scheduled delivery date and the actual delivery date(s).
- xxviii. It shall be Bidder's responsibility to seek clearances, permissions etc. from the Government / Departments whatsoever with regard to all matters including sales tax, custom duties, surcharge(s) and any other tax, levy etc. as may be applicable for the time being.
- xxix. Payment will be made by the Bank, as per payment terms agreed after receipt of Bank Guarantee not less than 10% of total contract cost.
- xxx. The contract will be awarded to the bidder who has technically qualified and is lowest in the price.
- xxxi. Bidders shall be asked to arrange a detailed presentation/demo of their product/solution/proof of concept etc.
- xxxii. Award Criteria:
 - a. At first step, eligible tenderer(s) meeting eligibility criteria and fulfilling mandatory and technical evaluation criteria requirements will stand technically qualified.
 - b. At second step, technically qualified tenderer whose financial bid has the lowest Net Present Value (NPV) computed at discount rate of 12% per annum (p.a.) will be selected irrespective of its score in the previous step. The vendors are required to mention the expected dates and amounts of payment against each year. The formula to calculate net present value (NPV) is as under:

$$= \frac{\text{Payment}}{1.12^{(n/i)}}$$

- i = number of payment in chronological order e.g. 1, 2, 3, ...
- Payment = amount payable to bidder through payment no. i
- n = number of days from inception of contract to payment no. i

PROJECT DETAILS

The following requirements are planned to be implemented on a phase-wise basis.

BACKGROUND

The Bank of Punjab (BOP) head quartered in BOP tower, Main Boulevard, Gulberg, Lahore is one of the prominent financial institutions of the country with PACRA Ratings: AA – Long Term and A1 Short Term. The Bank has transformed its reputation to be at the forefront in the usage of cutting edge technologies. Currently, the bank has a nationwide presence in Pakistan with a network of 334 online branches and 167 ATMs.

BOP has deployed an ATM switch Phoenix (by TPS) at its Data Center. Furthermore, the bank has also implemented middleware Rendezvous, An Enterprise wide Unison 2.0 CRM Solution by Avanza Solutions along with Interact V CTI/IVR solution by IT Complete Pvt. Limited that is being used by its phone banking department. The bank also has a dedicated SMS Gateway, used for SMS Banking Solution by M3-Technologies.

BOP is presently issuing BOP Debit MasterCard (Silver, Gold and Platinum) to its nationwide customers (Accountholders) via availing the services of 1Link (Guarantee) Limited as third party processor. Besides using the MasterCard processing services, Phoenix is also connected with 1Link (Guarantee) Limited for local ATM switching services and has services such as IBFT (Inter-Bank Funds Transfer) and UBPS (Utility Bills Payment Services) in Future. The Bank may also avail other interchange agencies or local Gateways besides MasterCard in future.

SCOPE OF WORK (MANDATORY)

MACRO-LEVEL SCOPE

1. The selected vendor has to provide Pre-paid card management and also offer end-to-end services in prepaid card solution including back-end services of switch maintenance/authorization, network management, authorization, MIS, Settlement services and Dispute resolution (investigative services in coordination with BOP's Dispute Resolution Department). The vendor also should provide program management services (PIN Based, PIN Less and Proof of Life through biometric authentication etc.) to the bank for end-to-end Pre-Paid card business.
2. The Bank desires to offer the Pre-paid card products of different variants to its customers to be distributed through Branches located across the country or through designated agencies with which the Bank may forge tie-ups.
3. The vendor should host services with switching infrastructure located in Tier- II Data Centre, fully functional, with sufficient scalability to accommodate growth in volume of transactions in future for authorization, authentication and settlement of transactions originating from Pre-paid cards issued by the Bank through various communication protocols.
4. The switch functionalities and features should support single message, dual message, ATM, POS, Mobile, Internet, e-Commerce, m-Commerce, electronic fund transfers etc. The Switch solution should provide for clearing and settlements separately for each category of transactions/pre-paid products or for all categories of transactions/pre-paid products.
5. The solution should be highly parameterized for issue of any type of Pre-paid product on BIN Range, validity of the card, enable only ATM or POS transaction or both, Merchant Category code/Terminal ID wise authorization or blocking.
6. The solution should include functionalities like, interchange accounting and necessary reporting tools and interfaces with subsequent bank's selected solutions for exposure management / risk management / Fraud

Management and Anti Money Laundering (AML) Tools with web enabled MIS for Branches/Card Centre of the Bank.

7. The system should support configurable limit management for pre-paid cards. This includes transactional throughput limits and number of transaction limits on daily, weekly, monthly, quarterly and yearly basis. The system should support multiple cycle limits simultaneously.
8. All product definitions, parameterizations and configurations should be available through a web-based interface.
9. The solution should support features such as interfacing with SMS Gateway for instant alerts on all transactions.
10. The solution should be EMV and PA/DSS compliant. It should support transactions, key management, PIN Management, address verification, card verification, encryption features such as 3DES.
11. The solution should have system security functionality in terms of user authentication; access management, audit trails and data backup.
12. The solution should support standard messaging formats including ISO 8583 Web Services (SOAP & REST) and Fixed Length Message format. It should provide for seamless Hardware and Firmware upgrades; Operating System and Middleware upgrades.
13. The solution should be supported by a robust Dispute Resolution Management System and provide Charge Back, Re-presentment and Debit / Credit adjustment features.
14. The solution should also be capable of providing interface/API with the Core Banking Host, Branchless Banking and/or Middleware solution of the Bank, any of the third party systems that the Bank is using currently, Switch driving the POS terminals of the Bank and real time electronic funds transfer Applications. The interfacing formats should support all standard options such as ISO 8583, Web Services.
15. The solution should be capable of routing message based electronic fund transfer transactions.
16. The solution should provide wide range of global switching interfaces such as MasterCard, Visa and China UnionPay (based on the bank's choice) etc and other EFT switches including domestic switching networks like 1Link etc through standard interfaces (i.e. API, Web Services, ISO-8583)
17. The solution should have the capability to configure to set product verification criteria (i.e. PIN based (on ATM and POS), Signature based (on POS) and/or Biometric verification (on POS).
18. The solution should provide for off-card (i.e. Card Not Present) authentication of e-commerce transactions and also capability to interface with BOP SMS Gateway for SMS alerts to the cardholders in case of card not present (CNP) transactions of a set threshold and above. Furthermore, time bound enablement of e-commerce services would be required.
19. The dispute resolution of the cardholder's disputes should be done within 12 days from the date of receipt of complaint as per SBP directives. The system should support time/event based actions
20. The Pre-paid will issue both EMV Chip Card and magnetic-stripe cards (both can be Personalized and Non-Personalized cards of MasterCard, Propriety, Visa or CUP etc.). For any EMV chip Card, the value should be stored on the chip for offline authentications (as it will be reserved for biometric authentication and loyalty based initiatives)

21. The solution should provide web-based access to bank for issuance and activation of Pre-paid cards with user authentication and authorization for such issuance, activation (Maker & Checker).
22. The solution should integrate with BOP Ancillary infrastructure and interface enabling BOP Phone Banking and Back-office to access and check balances and other queries relating to the card account including closure of the card account.
23. All user interfaces at Branches/BOP Phone Banking/Customer Access through Internet should also be GUI based and should be consistent across modules / application within the system and across all delivery channels to give uniform look and feel to the user/customer.
24. The solution should allow web based consumer self-service portal through which card customer himself can check his balances, last 5 transactions, and can also report stolen card in case of emergency.
25. The system should allow for bulk creation of prepaid cards and bulk disbursement through web-based GUI.
26. The system should provide a comprehensive Card Inventory Management module, through which bank can manage and monitor the issuance of cards through various card issuance touch points/channels of the bank
27. The solution should be flexible enough to cater Bank's requirement from time to time both during Implementation and post-implementation.
28. The Pre-paid card should be capable of being used for cash withdrawal at ATMs and POS or for POS transactions at EDC terminals or any of the transactions within the overall guidelines stipulated by State Bank of Pakistan (SBP). Furthermore, existing services on Debit Cards such as IBFT (inter Bank Funds Transfer) and UBPS (Utility Bills Payment System) should also be enabled on the Prepaid Card.
29. The vendor should be capable to provide the following program management related to every stage of roll-out and support and also guide the bank about the prepaid card market Pakistan, and help in launching innovative prepaid card products to the market.

SCOPE OF CONTRACT AND DELIVERABLES

1. The Bank is inviting offers from Vendors capable and experienced in all aspects relating to Prepaid Card Management and Program Management Services.
2. The vendor shall provide necessary reports to the Bank for settlement of the daily transactions with MasterCard, CUP & VISA etc networks and also the data files on daily basis for affording credits to the cardholders maintaining account with the Bank through host file upload option for card accounts closed or disputes resolved after closure of card accounts etc. The reports/ data files duly encrypted shall be sent to the Bank online through secured mode.
3. The solution deployed should provide for automated reversal and re-credit of the amount of unsuccessful transactions and manual reversals where the switch has failed to send a reversal or the host has failed to respond for reversal messages.
4. The vendor should assist the bank in investigation and resolution of the Dispute Resolution and other related activities, including Chargeback, Re-presentment, Pre-compliance, Compliance, Pre-Arbitration and Arbitration, etc as per MasterCard, VISA and CUP etc operating regulations.
5. The vendor should provide 24 X 7 hours Helpdesk with UAN at the Bank/Vendor's location for Hot-listing of Cards and attending to the queries of the Bank representatives.

COMPLIANCE AND CONFIRMATION

The Vendor shall comply with / provide confirmation on the following:

1. Compliance/certification required by Master Card/VISA/CUP or other industry standard requirement for card business in Pakistan or any other country.
2. The solution should have capability to collect, aggregate and transmit transactions received through any connecting media. The services shall include network monitoring and ensuring connectivity between the switch and host systems.
3. The third party processor switch should be duly certified and authorized by MasterCard/CUP/VISA etc and comply with all administrative formalities and documentation requirements of these brands in Pakistan or globally.
4. The transactions would be routed directly to MasterCard/VISA/CUP in case of off-us transactions generating from POS Channels in Pakistan and international POS or ATMs
5. Testing of Pre-paid test cards at various ATMs/POS terminals of different network are to be carried out for all types of transactions and copies of the test reports must be made available to the Bank on successful testing before commercial launch of the products.
6. The vendor should provide for Transaction Monitoring reports for monitoring of frauds and any suspicious transactions. The vendor is solely liable for all fraud transactions perpetrated by using data/cards stolen from their infrastructure.
7. The vendor should provide customized solutions to specific groups of cardholders or closed user groups for issue of co-branded cards etc for usage at specific MCC/Terminal ID.
8. The solution provided should be capable of providing MIS for loyalty programs, campaign programs etc.
9. The vendor should have DRS (Disaster Recovery Site) facility of the entire infrastructure with standard failover time of two (2) hours within which the DRS facility should become fully operational in case of failure of DC. The DRS facility should be located in different latitudes/non seismic zones.
10. The vendor has to carry out BIN set up and certification at their processing centre.
11. The vendor has to carry out Chargeback and back office processing in co-ordination with the bank.
12. The vendor has to carry out Transaction processing and Data Centre operations.
13. The Vendor shall provide extensive training, on its product, to users including branch officials.
14. The training should cover features of hardware, software, communication devices, security devices, interfaces etc. including hands-on training and exercises. The training will have to be provided at Bank's premises or external sites acceptable to Bank, at vendor's cost. It should include training on the Operating Systems, Middleware, associated system utilities and other products etc. for a period determined by Bank. The training module should comprise, Schedules as per Bank's convenience, sufficient copies of comprehensive material, books and hand-outs, Copies of video/slide, Courseware meeting Bank's needs.

DELIVERABLES

The deliverables shall also include the following

- A. Providing end-to-end maintenance for the Pre-paid card issuance including network connectivity. This should be quoted optionally.
- B. Processing of settlement files from the shared networks
- C. Processing of interchange settlement files
- D. Reconciliation of transactions
- E. Generating the exceptions and taking appropriate action with the approval of the Bank.
- F. Handling chargeback and re-presentation and other dispute resolutions
- G. Generating and sending standard reports and other reports / MIS as defined by the Bank from time to time.
- H. Timely escalation to the Bank on exceptions
- I. Provide Pre-paid Card switching services

THE PRE-PAID CARD MANAGEMENT AND PROGRAM MANAGEMENT SERVICES SHALL INCLUDE THE FOLLOWING:

- A. Account Setup – Issuer Bin and Product Setup, Account/Card creation, PIN Management.
- B. Card Management-Inventory, Personalization File generation, Renewals & Replacements
- C. Authorization and Host management
- D. Interchange file processing, Reconciliation, Settlement.
- E. Disputes, Chargeback, Representment etc
- F. Report Generation, MIS reporting, settlement reports.
- G. Suspect Activity Risk Management reports and tools, AML, OFAC compliance, Periodic Account Review
- H. Customer Service with Call Centre and 24 Hour UAN helpdesk
- I. The selected vendor shall assist the Bank in framing the Pre-paid Card Programs standards (given below) as part of the Pre-paid card management activities in tune with the best practices available in the industry:
- J. Improving processes through inputs.
- K. Provide reports for Business analysis of various products under various parameters and Profitability improvement.
- L. Preparing a job card showing detailed workflows for set up, authorization processing, monitoring and review of card activity, suspect activity and hot listing of cards
- M. Accounting and reconciliation of transactions and chargeback's made on behalf of cardholder's accounts.
- N. Training in all areas for Branch staff and Card Centre staff of the Bank or Bank mandated companies

The scope of work also includes Card Management, Transaction authorization, Settlement of transactions to be reconciled with bank's settlement, MasterCard/VISA/CUP etc card accounts and managing External Interfaces (MasterCard/VISA/CUP etc (VAP/MIP), SMS alerts and Transaction Monitoring. Scope of work also includes managing an online 24x7 Monitoring and one helpdesk UAN.

The vendor must guarantee that all the Hardware/Software used for this project is technologically up-to-date. In the case of software, the vendor should guarantee that the software used for this project is legally obtained.

The above scope of work and other details of compliance would be documented as a Service Level Agreement (SLA) before awarding contract to the identified bidders.

ESSENTIAL CRITERIA

The below mentioned form must be part of the technical proposals and must be accompanied by sufficient documentary evidence, in order to verify the correctness of the information.

COMPANY PROFILE

S.NO	ITEM	DETAILS	DOCUMENTS TO BE SUBMITTED (Please mention section & Page Number & highlight the key attribute)
1	Name of the Company		
2	Postal Address		
3	Physical Address of the Main Office		
4	Telephone and Fax Number		
5	Constitution of the Company Sole Proprietorship/Partnership/Ltd Co./Others		
	Company Registration Number (Please submit Registration Certificate)		
6	Name and designation of the person authorized to make commitments to the Bank of Punjab		
7	Mobile, Telephone, Email Address of the person authorized to make commitments		
8	Whether any of the family members of Directors/ Majority share holder/ Authorized signatory working with Bank of Punjab	Please provide complete details if yes	
9	Year of commencement of Business		
10	Sales Tax Number		
11	Income Tax Number/PAN Number		
12	Brief Description of other facilities available with the Firm (Related to Prepaid Card Management)		
13	Income Tax Clearance Certificate		
14	Copies of Income Tax Returns filed during Last -2- years.		
15	Copies of the Audited Balance sheet and Profit & Loss Accounts of last -2- years		
16	Average turnover of last -2- year's period from Prepaid Card Management business. (Please submit auditor certificate if not clear from Audited balance sheet.		

ELIGIBILITY COMPLIANCE

S.NO	ELIGIBILITY CRITERA	COMPLIANCE (YES / NO)	SUPPORTING DOCUMENT DETAILS
1	The bidder should be in existence for a minimum period of 2 years in Pakistan.		Section No –
			Page No –
2	The bidder should be a registered company/ Partnership Firm in Pakistan		Section No –
			Page No –
3	The bidder shall be the owner /certified or authorized agent / reseller / partner of the solution offered.		Section No –
			Page No –
4	The bidder/bidder’s solution provider should be in this line of activity and should have executed projects of Prepaid Card during last three years in a minimum of one Public/ Private Sector Bank in Pakistan or abroad. The solution offered should be currently running successfully.		Section No –
			Page No –
5	The solution/product offered should be compatible with all the guidelines issued by regulatory/ government bodies from time to time.		Section No –
			Page No –
6	The Bidder should have capability to manage a Pan-Pakistan rollout with program management capabilities.		Section No –
			Page No –
7	Company is in existence for the last 2 years		Section No –
			Page No –
8	The Bidder should have a stable prepaid card platform having experience in issuing in either/both Visa and MasterCard prepaid cards, to be able to roll out the products immediately with minimum customization and testing		Section No –
			Page No –
9	The bidder should provide the solution where by the application and data both primary and DR must be hosted in PA-DSS certified solution		Section No –
			Page No –
10	The bidder should not have been blacklisted by any Government /Government agency.		Section No –
			Page No –

DETAILS OF TRACK RECORD ON PREPAID CARD MANAGEMENT

S.NO	NAME OF CLIENT(S)	CONTACT PERSON'S NAME, TELEPHONE NUMBER, FAX & ADDRESS	MENTION PROGRAM MANAGEMENT UNDER REVENUE SHARING MODEL OR PROCESSOR MODEL

DETAILS OF TEAM DEDICATED FOR THE PROJECT

S.NO	ITEM	DETAILS
1	Name of Team Leader (TL)	
2	Contact Details of TL	
3	Overall program/ Prepaid Platform management team	
4	Operations team	
5	Size of the Team	
6	Average Age of the team	
7	Average duration of association with the Bidder	
8	Average industry Experience	
9	Detailed Employee Retention policies	

COMPANY INFORMATION, SUPPORT AND DEVELOPMENT

S.NO	ITEM	DETAILS
1	Total number of employees	
2	Total number of office locations (domestic to corporate office)	
3	Total number of office location (world-wide)	
4	What is the ratio of technical support staff to the number of installations	
5	What percentage of the vendor's total staff is engaged in technical support	
6	How many technical staff is engaged in development of the system	
7	What percentage of the vendor's total staff is engaged in technical development	
8	What type of user interface is available on the system	
9	Project plan/ methodology.	
10	Overall timelines suggested.	
11	Resource availability for project implementation and ongoing support.	
12	Support Centers in Pakistan	

ASSESSMENT QUESTIONNAIRE

S.NO	FUNCTIONALITY	RESPONSE	REMARKS
1	<p>Product Features The system should have following Multi functional cards enabled: Non-Reloadable – Gift Cards, Purchase Card, Employee Benefits card etc. Reloadable- Payroll, Campus Education, General Purpose card etc.</p>		
2	The system must have a work flow based Card holder registration process according to KYC policies with the provision to define pre and post registration parameters.		
3	The system should be highly parameterized for any type of Pre-paid product on BIN Range, validity of the card, enable only ATM or POS transaction or both, Merchant Category Code/ Terminal ID wise authorization or blocking.		
4	The system should have provision for configuring new programs, change parameters, define dormancy parameters and define card values (minimum and maximum).		
5	The system should support configuration on limits based on channels during program setup.		
6	The product set up in Prepaid system should be based on BINs and BIN Range.		
7	The solution should support features such as velocity checking, negative files etc. It should support various transactions including chip based, key management, address verification and card verification etc.		
8	The solution should be 3D secure, (preferably Level-3 (addendum) data) and EMV compliant		
9	<p>The system should provide Access Control facility to:</p> <ul style="list-style-type: none"> a) Issue Agents b) Phone Banking c) Back office/ Card Centre d) Management Review & reports 		

10	The system should provide customized solutions to specific groups of cardholders or closed user groups for issue of cobranded cards etc for usage at specific MCC (Merchant Category Code).		
11	The prepaid system functionalities and features should support single message, dual message, ATM, POS, Mobile, Internet, e-Commerce, m-Commerce and electronic fund transfers etc.		
12	The system should provide for clearing and settlements separately for each category of transactions/ pre-paid products or for all categories of transactions/pre-paid products.		
13	The system should provide Browser Based GUI solution as backup and should interface with BOP Ancillary Systems used by back-office and agents (to issue/activate and enquire) and bank's support team (to enquire, hotlist, report & MIS generation) etc.		
14	The system should provide individual card entry and Batch upload at Card Centre level for bulk issuance/reloading of cards.		
15	The system should provide Communication link between BOP back-office and vendor's location through internet with necessary security at both ends.		
16	The system should provide 24x7 Customer Service for BOP.		
17	The solution should be a 3(three)-tier based architecture and should be based on open on industry-wide used operating system.		
18	The solution should provide for off-card authentication of ecommerce transactions and also integrate with BOP SMS Gateway to provide SMS alerts to the cardholders in case of card not present (CNP) transactions of specified threshold as per security regulations of SBP.		
19	The system should support authorization of transactions based on location of ATM or/and POS terminal: Domestic, International or country specific		

20	<p>The system should support authorization of transactions based on MCC code/Terminal ID of the merchant :</p> <p>Allow operation at Specific Merchant MCC code/Terminal ID or some or all:</p> <p>Allow operation at one or more type of MCC code/Terminal ID:</p>		
21	<p>Authorization of transactions based on usage at ATM or POS (with authentication based on CNIC, PIN and Biometric authentication):</p> <ul style="list-style-type: none"> • Allow operation only at ATM • Allow operation only at POS • Allow operation at ATM & POS • Allow operation only through Internet i.e. e-commerce transactions. • Allow time-bound e-Commerce Transactions 		
22	<p>The Pre-paid card will be EMV chip card and/or magnetic-stripe personalized/Non-personalized card of Propriety/VISA/MasterCard/CUP standards with the value stored in the Host based system.</p>		
23	<p>The system should fund Reloadable cards through Bank's File (provided by the bank), through interface with vendor's solution and Bank's CBS/Middleware/Branchless Banking/Cash Management System application.</p>		
24	<p>The system should use a hardware security module (HSM) for PIN and CVV and CVV2 generation and verification.</p>		
25	<p>The system should support customer selectable PINs via PIN Mailers, PINPads and IVR based on the specified products.</p>		
26	<p>The Prepaid system must support linking of multiple cards to the same Customer ID.</p>		
27	<p>The system should provide a web-based interface to Banks back-offices, Card Centre and agencies with user authentication and authorization for issuance of Prepaid card as well as checking of balances and other details relating to the card account including closure of the card account.</p>		
28	<p>The solution should be consistent across modules/application within the system and across all delivery channels to give uniform look to the user/customer.</p>		

29	The Prepaid card should be capable of being used for cash withdrawal at ATMs and POS terminals as well as POS transactions at EDC terminals.		
30	The system should provide necessary reports to the Bank for settlement of the daily transactions with VISA/MasterCard/CUP etc networks and also the data files on daily basis for affording credits to the cardholders maintaining account with the Bank through host file upload option for card accounts including cases where cards being closed or disputes resolved after closure of card accounts etc.		
31	The solution should undertake daily Settlement of Transactions and should provide relevant reports to bank for exception transactions for reconciliation purposes.		
32	The system should be supported by a robust Dispute Resolution Management System and assist the bank in dispute resolution activities (i.e. Document Retrieval Request, Chargeback, Re-presentment, Debit/Credit adjustment, Pre-compliance, Compliance, Pre-Arbitration and Arbitration etc) as per VISA/MasterCard/CUP etc operating regulations.		
33	The system should provide following Reports & MIS Branch/Agent-wise/Region-wise/Card Centre: (Format to be finalized with the winning Bidder) 1. Card Generation 2. Card status/ activity 3. Inventory balance 4. Card activated/ loads-daily 5. Card closure 6. Card re-fill 7. Card usage 8. Available Balance 13. Settlement reports – daily 14. Negative Balance-daily		
34	The system should allow card ordering, indenting/embossing file via standard transfer protocol for card personalization.		
35	The system should support multiple card activation mechanisms like event based (on first transaction/ on first load), program based and activation on customer verification in person or on IVR.		

36	The system should support features like loading at branch, agent, CRM (account to card transfer).		
37	The system must provide APIs to support PIN change on ATMs, IVR.		
38	The system should support interfacing with the back-office modules via a dedicated portal to provide value added services to cardholders.		
39	The solution should support top-ups using funding files, scratch cards, bank to card transfer from the agent and customer care portal		
40	The solution should have system security functionalities in terms of user authentication, access management, audit trails and data backup.		
41	The system should support Admin function at BOP Back-office, Card Centre and Regional Office level for creation, modification, deletion, suspension of users.		
42	The system should provide Audit trail with user name, activity, , IP number of the terminal etc., of all the activities with date stamp of the server-retrievable for 8 years and in case of legal disputes till the dispute is resolved		
43	The system should support following features/ capabilities in Fee Charging Module: 1. Online debiting with file upload to BOP System 2. Customer group level /card type/ individual/ corporate wise charging capability 3. As percentage of amount or per transaction 4. Transaction type, location of use, ATM or POS wise charging capability 5. Separate fees for PIN based, signature based and biometric authentication based transactions 6. Event based- renewal, replacement etc 7. Charging- Monthly/yearly/Daily/Free for life/taxes 8. System should be flexible to configure any other type of fee.		
44	The system should provide for following Risk Management features – Velocity checks, PIN, CVV validation, card hot-listing and Online alerts for suspect transactions etc.		
45	The system should provide for release (upon bank’s request) of blocked funds for chargeback		

	cases		
46	The vendor should provide operations staff to manage day to day operations of the prepaid card management system and customer help desk		
47	The system should provide Pre-paid card management and also offer end-to-end services in Pre-paid card solution including back-end services of maintenance, Authorization, network management, authorization, MIS, Settlement Services and Dispute resolution.		
48	The system should have hosted services with infrastructure located in a Tier-2 or above Data Centre, fully functional, with sufficient scalability to accommodate growth in volume of transactions in future for authorization, authentication and settlement of transactions etc originating from Prepaid cards issued by the Bank.		
49	The system should have DRS facility of the entire infrastructure with standard failover time of 2 (two) hours in a Tier-2 or above data center.		
50	The solution to be deployed should be compliant to PA – DSS standards and VISA/MasterCard/CUP etc certified.		
51	The deliverables shall also include assistance to the bank in business operations for the following: a. Processing of settlement files from the shared networks b. Processing of interchange settlement files c. Reconciliation of transactions. d. Generating the exceptions and taking appropriate action with the approval of the Bank. e. Generating and sending standard reports and other reports/ MIS as defined by the Bank from time to time. f. Timely escalation to the Bank on exceptions.		
52	The solution should provide EOD reconciliation and settlement i.e. daily reconciliation and settlement of unsuccessful transactions by credit to the cardholders accounts etc.		
53	The solution should provide for following Card actions – Temporary blocking, Hot listing, Re-issuance and Re-issue with existing balance.		
54	System should have Business Continuity Plan(BCP) in place.		

55	The system should provide multiple options for various load strategies i.e. loading at POS, corporate loads (fund transfer from one account to many accounts) and funding from other cards (online, via mobile device, via ATM networks) etc.		
56	The system should support single unique customer ID across products. This link should provide a consolidated view of the customer's activities/transactions		
57	The system should be able to interface with Bank's GL system for various reporting purposes.		
58	The solution should support standard messaging formats including ISO 8583, GDCL and Web Service, provide for seamless Hardware and Firmware upgrades; Operating System and Middleware upgrades.		
59	The solution should also be capable of providing interface/API with the ancillary systems and Core Banking solution of the Bank, any of the third party systems that the Bank is using at the time the contract is awarded to the bidder, Switch driving the POS terminals of the Bank and real time electronic funds transfer Applications.		
60	The solution should directly or indirectly provide wide range of global switching interfaces such as VISA/MasterCard/CUP etc and other EFT switches including domestic switching networks like 1Link, etc through API.		
61	The vendor should implement the project in conformity with the latest VISA/MasterCard/CUP etc implementation guidelines for prepaid card programs.		
62	The vendor should have implemented similar projects in any of the Banks/Financial institutions on Issuance and Operation of Pre-paid Payment Instruments in Pakistan or abroad (vendor has to furnish support document.)		
63	Proposed solution should not violate any guidelines of SBP given to banks as per Outsourcing Guidelines.		
64	The vendor must provide 24 Hours helpline-Toll Free Number with Customer Service for Bank Representatives		

65	The vendor must agree to audit of the facility by Banks own or designated audit teams and SBP officials and any other statutory body.		
----	---	--	--

COSTING TEMPLATE

- The vendors are request to quote the prices in PKR
- The costs should include initial setup costs along with prepaid tier-wise costs which will be charged on monthly basis but paid by the bank on quarterly basis.
- The following template should be followed so as to put consistency in evaluating the costs.

PREPAID CARD (PKR)

SETUP FEE		Including details mentioned in scope
------------------	--	--------------------------------------

PREPAID CARD

RECURRING FEE	CARD ISSUANCE TEIR	MONTHLY FEE (PKR)
1	1 to 100,000	
2	100,001 to 200,000	
3	200,001 to 500,000	
4	500,001 to 1,000,000	
5	1,000,001 to 1,500,000	
6	1.5 Million and over	

WEIGHTAGE

Following is the weightage that will be given to the points in this section. The passing criteria is 90% or over.

CRITERIA	WEIGHTAGE
Functional, Technical Specifications Criteria & Quoted Price	75%
Client Base, Relevant Previous Experience & Local Presence	15%
Company Information/Location Financial Strength & Revenue	10%

PROJECT PAYMENT TERMS

For Software Applications

SNO	MILESTONES	PAYMENT RELEASE
1	Purchase Order Issuance:	NO ADVANCE PAYMENT
2	FSD (Functional Specifications Document) Signoff	20%
3	SIT (Site Integration Testing) Completion Signoff	25%
4	UAT (User Acceptance Testing) Signoff	25%
5	GO LIVE (1 Month Stability Period)	30%

DOCUMENT CHECKLIST:

SNO	DOCUMENTS	SUBMITTED (YES/NO)
1	Copy of Power of attorney in the name of authorized signatory of the bid.	
2	Table of contents	
3	Covering letter in Company's letter head duly signed by authorized signatory with name, title and seal for technical proposal	
4	Bid Security	
5	Bidder's Profile	
6	Eligibility Criteria	
7	Technical Bid	
8	Commercial Bid	