



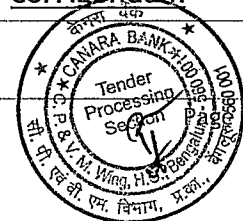
Corrigendum-4 to GeM Bid ref: GEM/2024/B/5121380 for Selection of Service Provider for Supply, Installation, Commissioning and Maintenance of 1500 numbers of Cash Recyclers under Capex Model in Canara Bank.

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

a. GeM bid document (Bid End date/ Bid Opening Date, Page no. 1 of 7):

Description	Existing details	Amended details
Bid End Date/Time	27/08/2024, 15:00:00	<u>03/09/2024</u> , 15:00:00
Bid opening Date/Time	27/08/2024, 15:30:00	<u>03/09/2024</u> , 15:30:00

Sl No	Section/Annexure/Appendix of GeM Bid	Clause No.	Existing Clause	Amended Clause
1.	Annexure-10	Technical & Functional Specifications	8.14. The Solution should be capable of notifying the Switch in case the DVSS camera is covered/ blocked by any means so that the Cash Recycler does not dispense cash.	8.14 The solution should be capable of notifying the switch in case the DVSS camera is covered or blocked by any means so that the cash recycler does not dispense cash. <u>If the Solution is not readily available, the bidder should be able to provide the same in future without any additional cost to the Bank.</u>
2.	Annexure-15	Bill of Material	Existing Bill of Material	<u>Amended Bill of Material attached with this Corrigendum</u>
3.	Annexure-18	Format for Bank Guarantee for Advance Warranty Payment	Entire Annexure-18 Format for Bank Guarantee for Advance Warranty Payment	<u>This Annexure stands deleted</u>
4.	Section C - Deliverable and Service Level Agreements	2.Payment Terms	2. Existing Payment Terms	<u>2. Amended Payment Terms attached with this Corrigendum</u>
5.	3.Penalties & Liquidated damages	3.5 Penalties/Liquidated damages for not maintaining uptime	3.5 Existing Penalties/Liquidated damages for not maintaining uptime	<u>3.5 Amended Penalties/Liquidated damages for not maintaining uptime attached with this corrigendum</u>





6.	Section C - Deliverable and Service Level Agreements	10.Uptime	10. Existing Uptime	<u>10.Amended Uptime</u> <u>attached with this</u> <u>Corrigendum</u>
----	--	-----------	---------------------	---

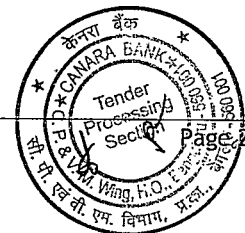
All the other instructions and terms & conditions of the above RFP shall remain unchanged.

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

Date: 27/08/2024

Place: Bengaluru

[Signature]
 Deputy General Manager



Amended Annexure-15
Bill of Material

SUB: Selection of Service Provider for Supply, Installation, Commissioning and Maintenance of 1500 numbers of Cash Recyclers under Capex Model in Canara Bank

Ref: GEM/2024/B/5121380 dated 03/07/2024.

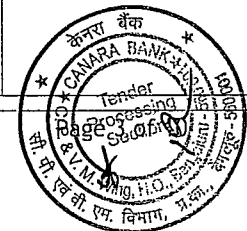
Notes

1. These details should be on the letterhead of Bidder and each & every page should be signed by an Authorized Signatory with Name and Seal of the Company.
2. Please be guided by RFP terms, subsequent amendments and replies to pre-bid queries (if any) while quoting.
3. Do not change the structure of the format nor add any extra items.
4. No counter condition/assumption in response to commercial bid will be accepted. Bank has a right to reject such bid.

Table A
Price Details of Cash Recyclers

[Amount in Rupees]

Sl. No.	Particulars	Unit price with 3 years <u>comprehensive onsite</u> warranty (Excl. of taxes)	Quantity	Total Price with 3 years <u>comprehensive onsite</u> warranty (Excl. Of taxes)	Tax for column 'c'		Total Price with 3 years <u>comprehensive onsite</u> warranty (Incl. Of taxes)
					Tax %	Tax amount	
		a	b	c=a*b	d	e	f=c+e
1.	Cost of Cash Recycler		1500*				
2.	Cost of one additional set of (05) Five Currency Cassettes (4 recyclable cassettes and 1 universal cassette)		1500*				



*Quantity mentioned above is indicative only. Bank may at its discretion place the order in whole or part during the contract period.

Payment will be made on the basis of actual numbers of Cash Recyclers ordered.

Table -B

Post Warranty AMC Charges

Sl. No.	Description	Post Warranty AMC/ATS Charges year wise											
		AMC/ATS Charge per cash recycler (Excl. of tax)				<u>No of cash recyclers</u>	Total AMC/ATS for 4 Years (Excl. of Tax)	Tax for Column for f		Total AMC/ATS for 4 Years (Incl. of Tax)			
		4th Year	5th Year	6th Year	7th Year			% tax	Tax Amt.				
		a	b	c	d						e	f= (a+b+c+d)*e	g
1.	Post Warranty AMC Charges for Cash Recyclers					<u>1500*</u>							
Total AMC Cost													

*Quantity mentioned above is indicative only. Bank may at its discretion place the order in whole or part during the contract period.

Payment will be made on the basis of actual numbers of Cash Recyclers ordered.

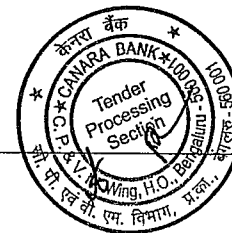


Table C

Charges for Onsite Resources

[Amount in Indian Rupees]

Sl. No	Description	Charges for one resource Per Month [Excl. of Taxes]	No. of Months	No. of Resources	Total Charges for resource s [Excl. of Taxes]	Tax for Column d		Total Charges for resources [Incl. of Taxes]
						% of Tax	Tax Value	
		a	b	c	d=a*b*c	e	f	g=d+f
1.	Onsite Support		84	1*				
Total Cost for Onsite for Remote Monitoring, TSS Support, Complaint Management, Resolving issues, Coordinating between Vendor & Bank and Providing MIS as per bank requirement								

Note: *The quantity mentioned in Table-C is indicative only. Bank at its discretion can avail onsite based on the requirement. Bank can at its discretion decide the number of resources in case of Onsite support. The charges quoted above shall be fixed for the entire contract period.

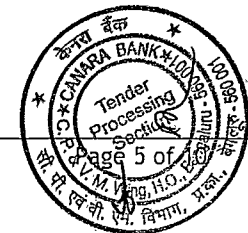


Table-E

Total Cost of Ownership for 7 years Contract Period

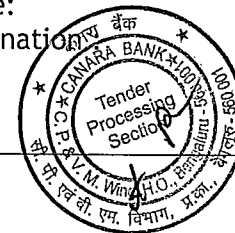
Sl. No.	Details	[Amount in Indian Rupees] Total Cost of Ownership [inclusive of tax]
1.	Total Cost for 1500 Cash Recyclers along with one additional set of cassettes as per Table-A	
2.	Total Cost for AMC/ATS post warranty as per Table-B	
3.	Total Charges for Onsite Resources as per Table-C	
4.	Total Cost of Ownership [Sum of row 1 and 3]	

Undertaking

- i. Bill of material is submitted on the letter head and is signed by an Authorized Signatory with Name and Seal of the Company.
- ii. We confirm that we have gone through GeM bid clauses, subsequent amendments and replies to pre-bid queries (if any) and abide by the same.
- iii. We have not changed the structure of the format nor added any extra items. We note that any such alternation will lead to rejection of Bid.
- iv. We agree that no counter condition/assumption in response to commercial bid will be accepted by the Bank. Bank has a right to reject such bid.
- v. We are agreeable to the payment schedule as per “Payment Terms” of the GeM bid.
- vi. The bidder has to make sure all the arithmetical calculations are accurate. Bank will not be held responsible for any incorrect calculations.

Date:

Signature with seal
Name:
Designation:



2. Amended Payment terms

The payment schedule will be as under and will released after execution of contract agreement:

2.1. Payment schedule:

Sl. No.	Payment Type	Payment Percentage	Condition/Remarks
1	Delivery	70% of cost of per Cash Recycler as per Table-A of Annexure-15	On delivery of Cash Recyclers inclusive of 05 Cassettes and on submission of relevant documents, after deducting applicable penalties and Liquidated damages (if any) as per RFP Terms & conditions. Please note that Originals of invoices (plus One Copy) reflecting Taxes & Duties, Proof of delivery duly signed by Bank officials of the respective Branch/office should be submitted while claiming payment in respect of orders placed
2	Installation and Commissioning	10% of cost of per Cash Recycler as per Table-A of Annexure-15	On installation, commissioning and acceptance by Bank after deducting applicable penalties and Liquidated damages (if any) as per RFP Terms & conditions. The vendor has to submit installation reports duly signed by the Bank officials of the respective Branch/ offices and Manufacturer's / Supplier's Warranty Certificate, while claiming payment. The invoice and installation report should contain the product serial number of the items installed/commissioned. The vendor has to submit the Acceptance Test Reports duly signed by the Bank officials of the respective Branch/offices, while claiming payment.

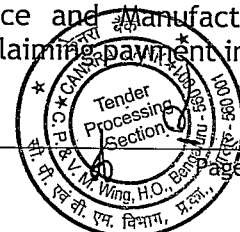


Sl. No.	Payment Type	Payment Percentage	Condition/Remarks
3	Acceptance	10% of cost of per Cash Recycler as per Table-A of Annexure-15	On completion of the acceptance test and after deducting applicable penalties and Liquidated damages (if any) as per RFP Terms & conditions. The vendor has to submit the Acceptance Test Reports duly signed by the Bank officials of the respective Branch/offices, while claiming payment.
4	<u>Warranty</u>	<u>10% of cost of per Cash Recycler as per Table-A of Annexure-15</u>	<u>After Completion of warranty period of 3 years and after deducting applicable penalties and Liquidated damages (if any) as per RFP Terms.</u>
6	Onsite Resources	<u>Monthly</u>	Payment will be <u>Monthly</u> basis in arrears after deducting applicable penalties and Liquidated damages (if any).
7	AMC		The payment of the total amount quoted for AMC shall be made to the selected bidder on Quarterly basis on submission of the preventive maintenance report to the bank official. The total amount quoted for 4 years AMC support for Cash Recyclers in the Table- B of Annexure-15 (Bill of Material) shall be divided into equal amounts and shall be paid under each quarter during the contract period.

*Warranty Certificate should be submitted while claiming payment in respect of orders placed after delivery and installation and acceptance.

The Warranty of the Cash Recycler will start from the date of Go-live of the Cash Recycler.

- 2.2. Please note that Originals of invoices (plus One Copy) reflecting GST, GSTIN, State Code, HSN Code, State Name, Taxes & Duties, Proof of delivery duly signed by Bank officials of the respective Branch/office and Manufacturer's / Supplier's Warranty Certificate should be submitted while claiming payment in respect of orders placed.
- 2.3. Bank will release the payment on completion of activity and on production of relevant documents/invoices. Please note that Originals of invoices (plus One Copy) reflecting GST, GSTIN, State Code, HSN Code, State Name, Taxes & Duties, Proof of delivery duly signed by Bank officials of the respective Branch/office and Manufacturer's / Supplier's Warranty Certificate should be submitted while claiming payment in respect of orders placed.



- 2.4. The selected bidder has to submit installation report/Sign off report duly signed by the Bank officials of the respective Branch/offices in originals while claiming payment. The invoice and installation report should contain the product serial number of the items supplied.
- 2.5. Payment shall be released within 30 days from the date of submission of relevant documents as per GeM bid terms and found in order as per GeM bid terms.
- 2.6. The bank shall finalize the installation and acceptance format mutually agreed by the selected bidder. The selected bidder shall strictly follow the mutually agreed format and submit the same for each location wise while claiming installation and acceptance payment.
- 2.7. The payments will be released through NEFT / RTGS after deducting the application LD/Penalty, TDS if any, by centrally by Head Office at Bengaluru and the selected bidder has to provide necessary Bank Details like Account No., Bank's Name with Branch, IFSC Code etc.

3.5. Amended Penalties/Liquidated damages for not maintaining uptime:

- 3.5.1. If the selected bidder fails to maintain the guaranteed monthly uptime of **96.00%** for the Cash Recycler as specified in Annexure-9 (Scope of Work) and Annexure-10 (Technical and Functional requirements) during the contract period, the penalty for monthly Uptime will be deducted as under:

Level of availability calculated on monthly basis	Penalty Amount
<u>96.00% and above</u>	<u>No penalty</u>
<u>94.00% to less than 96.00%</u>	<u>5% of quarterly payable amount for the machine.</u>
<u>92.00% to less than 94.00%</u>	<u>10% of quarterly payable amount for the machine.</u>
<u>90.00% to less than 92.00%</u>	<u>15% of quarterly payable amount for the machine.</u>
<u>Less than 90.00%</u>	<u>25% of quarterly payable amount for the machine.</u>

- 3.5.2. The maximum penalty levied shall limited to 15% of Annual AMC cost.
- 3.5.3. If monthly uptime is less than **90%**, the Bank shall levy penalty as above and shall have full right to terminate the contract under this GeM bid and invoke PBG. The right of termination shall be in addition to the penalty. The above penalty shall be deducted from any payments due to the selected bidder during contract period.
- 3.5.4. If monthly uptime is less than **90%** in three consecutive months, bank may at its sole discretion blacklist the bidder in addition to imposing penalty and invoking the bank guarantee.
- 3.5.5. During warranty period penalty shall be adjusted from the 10% remaining outstanding payment. During AMC period, penalty will be deducted from quarterly submitted invoice.



10. Amended Uptime

- 10.1. The selected bidder shall guarantee a 24*7*365 availability with monthly uptime of 96.00% for the Cash Recyclers as specified in Annexure-9 (Scope of Work) and Annexure-10 (Technical requirements), during contract period and also during AMC/ATS, if contracted, which shall be calculated on monthly basis.
- 10.2. The "Uptime" is, for calculation purposes, equals to the total contracted minutes in a month less Downtime. The "Downtime" is the time between the Time of Failure and Time of Restoration within the contracted minutes. "Failure" is the condition that renders the Bank unable to perform any of the defined functions on the Cash Recyclers. "Restoration" is the condition when the selected bidder demonstrates that the Cash Recycler is in working order and the Bank acknowledges the same.
- 10.3. The Downtime calculated shall not include any failure due to bank/ Non-availability of Network and down time during the time of preventive maintenance activity and Force Majeure. The bidder shall inform the Bank 7 days in advance before doing preventive maintenance or pre-planned activity.
- 10.4. The selected bidder should consider high-availability (active-passive) at DC & DR with RTO of 120 minutes.
- 10.5. Provide a robust, fault tolerant infrastructure with enterprise grade SLAs with an assured uptime of 96.00%.
- 10.6. If the selected bidder is not able to attend the troubleshooting calls on solution/product working due to closure of the office/non-availability of access to the solution/product, the response time/uptime will be taken from the opening of the office for the purpose of uptime calculation. The selected bidder shall provide the monthly uptime reports during contract period.
- 10.7. The downtime calculated shall not include any failure due to bank, third party and Force Majeure.
- 10.8. The percentage uptime is calculated on monthly basis as follows:

$$\frac{(\text{Total contracted hours in a month} - \text{Downtime hours within contracted hours})}{\text{Total contracted hours in a month}} * 100$$

10.9. Contracted hours of a month = No. of days in that month * 24.

10.10. The Downtime calculated shall not include any failure due to Bank and Force Majeure.

