

Corrigendum-1 to GeM Bid ref: GEM/2024/B/4937289 dated 13/05/2024 for Selection of Service Provider for Supply, Installation, Implementation, Integration, Customization and Maintenance of Software Solution for Current Account and Term Deposit Opening through Assisted and DIY Mode in Canara Bank for a Period of Five (5) Years.

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 6):

| Description | Existing details | Amended details |
|-----------------------|----------------------|------------------------------|
| Bid End Date/Time | 03/06/2024, 15:00:00 | <u>10/06/2024</u> , 15:00:00 |
| Bid opening Date/Time | 03/06/2024, 15:30:00 | <u>10/06/2024</u> , 15:30:00 |

b.



| Sl No | Section/Annexure/ Appendix of GeM Bid | Clause No. | Existing Clause | Amended Clause |
|-------|--|--|---|--|
| 1. | Annexure-9 Technical Evaluation Criteria | Annexure-9 Technical Evaluation Criteria | Existing Annexure-9 Technical Evaluation Criteria | Amended Annexure-9 Technical Evaluation Criteria |

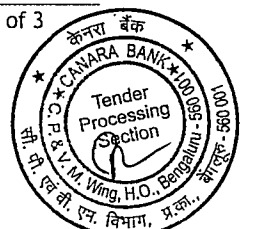
All the other instructions and terms & conditions of the above RFP shall remain unchanged.

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

Date: 01/06/2024

Place: Bengaluru


Deputy General Manager




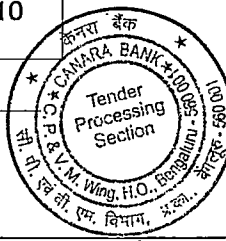
Annexure-9
Amended Technical Evaluation Criteria

SUB: Selection of Service Provider for Supply, Installation, Implementation, Integration, Customization and Maintenance of Software Solution for Current Account and Term Deposit Opening Through Assisted and DIY Mode in Canara Bank for a period of Five (5) Years

Ref: GEM/2024/B/4937289 dated 13/05/2024

Bidder's capability including proven relevant experience and capabilities of identified professionals for the project is given below:

| Sl. No | Particulars | Evaluation Parameter | Documentation/ Evaluation method | Max Marks |
|--------|--|---|---|-----------|
| 1 | Proposed Current account solution and Term Deposit Account opening (Assisted Mode, DIY Mode) must have been implemented for a minimum period of Six months for Schedule commercial Bank/s in India during last 5 years | <p>Schedule Public Sector Bank / Private sector Bank:</p> <ul style="list-style-type: none"> • More than 3 Bank: 10 Marks • More than 1 Bank and Up to 3 Banks- 5 Marks • In one Bank only - 3 Mark <p>Small finance Bank/ Payment Bank:</p> <ul style="list-style-type: none"> • More than 3 SFB /Payment Bank: 5 Marks • More than 1 and up to 3 SFB/ Payment Bank - 3 Marks • In One SFB/Payment Bank: 2 Marks | <u>The bidder should submit purchase Order/ Contract Agreement along with satisfactory performance letter/ reference letter from customer along with customer contact details are required.</u> | 15 |
| 2 | Availability of SDK for proposed solution | <p>Web Interface SDK: 5 Marks</p> <p>Native Android/iOS SDK: 10 Marks</p> <p>No SDK available : 0 Marks</p> | Bidder has to submit Artefacts/documentary proofs to verify the same. | 15 |
| 3 | Implementation experience of APIs as mentioned in Table-F of Annexure-15 (Bill of material) | 1 Mark for each API Implementation | API integration will verify in Live demo. | 15 |
| 4 | Integration experience with various Channels. 1. WhatsApp 2. CRM 3. EMAIL/SMA 4. Web Channel | For each integration - 2.5 Marks | Bidder has to submit Artefacts/documentary proofs to verify the same. | 10 |
| 5 | Current account solution Integration | Yes: 10 marks No: 0 Marks | Bidder has to submit Artefacts /documentary | 10 |



| | | | | |
|-------------|---|---|---|-----|
| | experience with Video KYC Solution | | proofs to verify the same. | |
| 6 | Availability of Dashboard for monitoring of the proposed software. | Yes: 10 marks No: 0 Marks | Bidder has to submit Artefacts /documentary proofs to verify the same | 10 |
| 7 | Technical Proposal & Presentation by the Bidder: Note: The Presentation is as per the technical & functional requirement/scope of work/other terms as mentioned in RFP to the Bank | <u>Points will be assigned by an internal committee based on the methodology, work plan, team composition and presentations. As per Table P-1</u> | Presentation to technical committee. | 25 |
| Total Marks | | | | 100 |

Note: The bidder should score minimum 70% marks out of total marks for qualifying under Technical Evaluation. The bidders qualified under Eligibility cum Technical Evaluation will be eligible for commercial opening.

Presentation of proposal:

Canara Bank will schedule the presentations and intimate the time and locations to the bidders. Failure of a bidder to complete a scheduled presentation may result in the rejection of that Bidder's proposal.

Table P-1

| Sl. No. | Presentation Agenda | Maximum Marks |
|---------|---|---------------|
| 1 | Live Demo of the solution | 5 |
| 2 | IT architecture, Approach and Methodology | 5 |
| 3 | Project Governance. | 5 |
| 4 | Security Aspécts. | 5 |
| 5 | Proposed Solution | 5 |
| | Maximum Marks for Presentation | 25 |

Declaration: We hereby confirm that the information submitted above is true to the best of our knowledge. We understand that in case any discrepancy is found in the information submitted by us, our response to this RFP is liable for rejection.

Date:

Signature with Seal

Name

Designation

