

Corrigendum-3 to GeM Bid ref. no. GEM/2023/B/3840167 dated 17/08/2023 for Selection of Service Provider for Supply, Installation, Implementation and Maintenance of Queue Management System in Canara Bank

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

a. GeM Bid Document, Bid Details (Bid End Date/Time, Bid Opening Date/Time, Page no. 1 of 8):

Description	Existing details	Amended details
Bid End Date/Time	27-09-2023, 15:00:00	<u>03-10-2023, 15:00:00</u>
Bid opening Date/Time	27-09-2023, 15:30:00	<u>03-10-2023, 15:30:00</u>

Sl. No.	Section/Annexure/ Appendix of GeM Bid	Clause No.	Existing Clause	Amended Clause
a.	Annexure 9- Scope of Work	A. Objective of the QMS Solution:	New Caluse	<u>To analyse the transaction carried out by the customers and to migrate traditional/physical transactions to digital transactions. Encourage customers to use online channels or self-service kiosks available.</u>
b.	Annexure 9- Scope of Work	B. Bank intends the following features to be incorporated in the proposed Queue Management System	New Caluse	<u>Application shall have the capability to generate token codes by using SMS, whatsapp, Missed call and also capable of using Geo fencing for the tokens generated by customer.</u>
c.	Annexure 9- Scope of Work	B. Bank intends the following features to be incorporated in the proposed Queue	1.1 Self-service digital kiosk: Self Service Digital Kiosk machine with reasonably large and bright touch	<u>1.1 Self-service digital kiosk: The self Service Digital Kiosk capable of generating digital token and also physical token for</u>



		Management System	screen providing good interactive experience to customer that provides sign-ups with service lists, queries, instructions and relevant information to customers.	<u>the customers who are visiting branch without a smart mobile handset.</u>
c.	Annexure 9- Scope of Work	C. Compliance to Scope of Work	33. The Systems application should not store any data related to customer and only logs to be stored.	Clause stands deleted.
d.	Annexure 9- Scope of Work	C. Compliance to Scope of Work	23. The bidder would be responsible for timely applying/loading of all the software patches into all the Systems and other hardware if any during the warranty and AMC period. This job has to be done as a part of warranty and AMC support services without any extra cost.	23.The bidder would be responsible for timely applying/loading of all the software patches into all the Systems and other hardware if any <u>during the warranty period.</u> This job has to be done as a part of <u>warranty without any extra cost.</u>
e.	Annexure 9- Scope of Work	4.10 Additional Features Required	Booking a video call with Branch staff	Clause stands deleted.
f.	Section C - Deliverable And Service Level Agreements	11.Local support	11.6. Can be integrated with existing banks Ticketing tool/system as per banks requirements.	Clause stands deleted.
g.	Annexure-10 Technical Evaluation Criteria	1. Self-service digital kiosk	<ul style="list-style-type: none"> Interactive touchscreen with 18.5 inch or higher screen size that can support a 	<ul style="list-style-type: none"> Interactive touchscreen with <u>14 inch</u> or higher screen size that can support a minimum of 15



			<p>minimum of 15 counters and support resolution 1024*768 or higher.</p> <ul style="list-style-type: none"> The OS should be Windows 10 Pro or higher to ensure compatibility with the banks security standards. 	<p>counters and support resolution 1024*768 or higher.</p> <ul style="list-style-type: none"> The OS should be Windows <u>10 Pro/13</u> or higher to ensure compatibility with the banks security standards.
h.	Annexure-10 Technical Evaluation Criteria	Integrated Digital Signage	<ul style="list-style-type: none"> The Digital signage management server should provide a user interface to add Foreign exchange rates, term deposit rates etc. through integration with bank's backend system. The system should alternate between rates and other promotional content. Should Provide for two level feedback as per Bank set design. 	<p>Clauses deleted. stands</p>

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

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

Date: 26/09/2023
Place: Bengaluru


Deputy General Manager

