



Corrigendum-1 to GeM bid ref no. GEM/2024/B/5258226 dated 07/08/2024 for Selection of service provider for End-to-End implementation of AR/ VR immersive training solution for the employees of Canara Bank on OpEx Model for the period of one (01) year.

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	29/08/2024, 15:00:00	<u>02/09/2024, 15:00:00</u>
Bid opening Date/Time	29/08/2024, 15:30:00	<u>02/09/2024, 15:30:00</u>

Sl. No.	Section/ Annexure/ Appendix of the RFP	Clause No.	Existing	Amended
a.	Annexure-2	Pre-Qualification Criteria	Pre-Qualification Criteria	<u>Amended Pre-Qualification Criteria</u>
b.	Annexure-8	Scope of Work	Scope of Work	<u>Amended Scope of Work</u>
c.	Section E - Selection of Bidder	Clause-4	Bidders presentation/ Site visits/ Product demonstration	<u>Amended Bidders presentation/ Site visits/ Product demonstration</u>

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: 26/08/2024

Place: Bengaluru


Deputy General Manager





Annexure-2Pre-Qualification Criteria

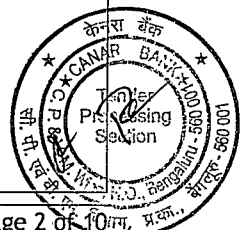
(Should be submitted on Company's letter head with company seal and signature of the authorized person)

SUB: Selection of service provider for End-to-End implementation of AR/ VR immersive training solution for the employees of Canara Bank on OpEx Model for the period of one (01) year

Ref: GEM/2024/B/5258226 dated 07/08/2024.

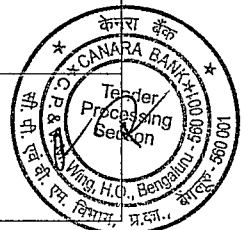
We have carefully gone through the contents of the above referred RFP along with replies to prebid queries & amendment, if any and furnish the following information relating to Pre-Qualification Criteria.

Sl. No.	Pre-Qualification Criteria	Documents to be submitted In compliance with Pre-Qualification Criteria	Bidders Response
1.	Signing of Pre-Contract Integrity Pact	The bidder should submit signed Pre Contract integrity pact on Non Judicial Stamp Paper of Rs.500/- or more (as per respective state Stamp Act) as per Appendix-F.	
2.	The bidder (including OEM and OSD/OSO, if any) should either be Class-I or Class-II local supplier as defined in Public Procurement (Preference to Make in India) Revised Order (English) dated 16/09/2020.	Certificate of local content to be submitted as per Annexure-5 as applicable.	
3.	The bidder should provide confirmation that any person/ Partnership/ LLP/ Company including any subsidiary or holding company/ proprietorship connected to-bidder directly or indirectly has not participated in the bid process.	The bidder should submit letter of confirmation on the Company's letter head to this effect.	
4.	The Company operating should be legally compliant company and can be: a. A partnership firm or a Limited Liability Partnership duly registered under the Limited Liability Partnership Act, 2008. (OR) b. Company duly registered in India as per Indian Companies Act, 1956 or Indian Companies Act, 2013. (OR) c. Proprietorship firm duly registered under the applicable shops and commercial Establishments Act and should be	Copy of Certificate of FIRM/LLP registration. (OR) Copy of Certificate of Incorporation and Certificate of Commencement of business in case of Public Limited Company or Certificate of Incorporation in case of Private Limited Company, issued by the Registrar of Companies. (OR) Copy of Certificate of registration under and Certificate of Commencement of	



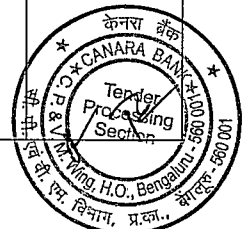


Sl. No.	Pre-Qualification Criteria	Documents to be submitted In compliance with Pre-Qualification Criteria	Bidders Response
	compliant to all the applicable laws.	business in case of Public Limited Company or Certificate of Incorporation in case of Private Limited Company, issued by the Registrar of Companies. For (c) Documentary proof for confirming registration of Proprietorship firm (e.g. Copy of Certificate of registration under shops and commercial Establishments Act., GST etc.)	
5.	Bidder to provide undertaking that none of the proprietor/ partners/ directors of the bidder(s) is/are relatives of any member of the Bank's Board of directors.	Letter of Undertaking in company's letter head.	
6.	Bidder should be the Original Equipment Manufacturer (OEM)/ Original Software Owner (OSO)/ Original Software Developer (OSD) of Solution. (OR) An authorized dealer/distributor of the proposed Solution	If the applicant is OSD/OSO, an Undertaking Letter has to submit in this effect. (OR) If the bidder is an authorized dealer/ distributor, an authorization letter from their OEM and OSO/ OSD to deal/market their product in India and it should be valid for entire contract period from the date of submission of the bid.	
7.	The bidder should have an average annual turnover of Rs.3 Crores during last 3 financial years (i.e., 2020-21, 2021-22 & 2022-23) from Indian operations. This must be the individual company turnover and not of any group of companies.	Bidder should submit Audited Balance Sheet copies for last 3 financial years i.e., 2020-21, 2021-22 & 2022-23 along with certificate from the Company's Chartered Accountant to this effect with Unique Document Identification Number.	
8.	The bidder should have positive Net Worth as on 31/03/2023 and also should have not been eroded more than 30% in the last three financial years ending on 31/03/2023.	The bidder should submit certificate from the Company's Chartered Accountant with UDIN to this effect.	
9.	Bidders must have successfully implemented atleast two modules in AR/VR/ Metaverse based solutions/ applications to any	The bidders has to provide relevant purchase order/work order / engagement letter & signoff along with satisfactory	





Sl. No.	Pre-Qualification Criteria	Documents to be submitted In compliance with Pre-Qualification Criteria	Bidders Response
	organization in India in the last 3 years as on date of RFP.	project completion certificate/ Reference letter from the client clearly substantiating the completed implementation of module, which is acceptable to bank against each reference regarding capability in implementation of modules in Metaverse/AR/VR based solutions in India.	
10.	Bidders should not be under debarment/blacklist period for breach of contract/fraud/corrupt practices by any Scheduled Commercial Bank/ Public Sector Undertaking / State or Central Government or their agencies/ departments on the date of submission of bid for this RFP.	The bidder should submit self-declaration on the Company's letter head to this effect.	
11.	Any bidder (including OEM and OSD/OSO, if any) from a country which shares a land border with India will be eligible to bid, only if the bidder (including OEM and OSD/OSO) are registered with the Competent Authority. Bidder (entity) from a country which shares a land border with India means: a. An entity incorporated, established or registered in such a country; or b. A subsidiary of an entity incorporated, established or registered in such a country; or c. An entity substantially controlled through entities incorporated, established or registered in such a country; or d. An entity whose beneficial owner is situated in such a country; or e. An Indian (or other) agent of such an entity; or f. A natural person who is a citizen of such a country; or g. A consortium or joint venture where any member of the consortium or joint venture falls under any of the above.	A declaration stating "We have read the clause regarding restrictions on procurement from a bidder of a country which shares a land border with India. We further certify that we and our OEM are not from such a country or if from such a country, has been registered with Competent Authority. We hereby certify that we and our OEM fulfills all requirements in this regard and are eligible to be considered" to be submitted in Company's letter head. [Where applicable, evidence of valid registration by the Competent Authority shall be attached.]	



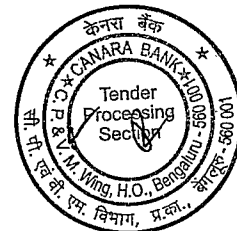


Sl. No.	Pre-Qualification Criteria	Documents to be submitted In compliance with Pre-Qualification Criteria	Bidders Response
12.	Authorization Certificate - Whether the Bid is authenticated by authorized person.	Bidder to submit a copy of the Power of Attorney or the Board Resolution and KYC documents evidencing the authority delegated to the authorized signatory along with signed copy of agreement share us the Notarized POA , Board resolution copy and Self attested KYC of authorized signatory	

We confirm that the information furnished above is true and correct. We also note that, if there are any inconsistencies in the information furnished above, the bid is liable for rejection. All documentary evidence / certificates confirming compliance to Pre-Qualification Criteria should be part of the RFP.

Date:
Place:

Signature with seal
Name:
Designation:



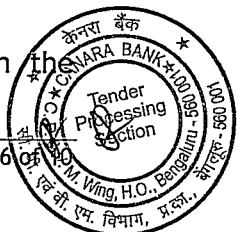
Annexure-8
Scope of Work

(Should be submitted on Company's letter head with company seal and signature of the authorized person)

SUB: Selection of service provider for End-to-End implementation of AR/ VR immersive training solution for the employees of Canara Bank on OpEx Model for the period of one (01) year

Ref: GEM/2024/B/5258266 dated 07/08/2024

1. Through RFP, we are proposing our basic requirements for training in AR/VR metaverse, giving flexibility to the vendors to arrange for required technical stacks
2. Entire setup should be OPEX based model where in Bidder will own the infrastructure and the associated service, maintenance of the VR device, applications, clouds/servers, etc.
3. Develop and integrate specified LLM driven AR/VR module
4. Provide on-going support and maintenance for the training tools
5. The work proposed entails: To create a dashboard for the user of virtual lounge environment where insights into users interests are captured.
6. To put in place safe procedures for confirming identities of users in Metaverse app. Guide the bank personnel in understanding how to use the Metaverse application so as they can gain complete control over their activities.
7. Bidder to ensure that the Metaverse application can work smoothly on different devices, channels and platforms.
8. Enabling the employee to access and control their accounts through immersive virtual banking interfaces that will be part of the Metaverse.
9. Designing and developing immersive learning modules which shall be used in training bank staff while at the same time creating a flow that will be used in assessing VR trainings including feedback from those who have completed these sessions.
10. Creation of VR environment meant to offer numerous sensory perceptions regarding employee induction course for both new and old employees.
11. In such journeys besides banking scenarios supported by audio-visual materials would also be provided with immersive elements.
12. Virtual Lounge (3D Environment) This online showcase provides key pieces of information and visuals on the main products offered by banks.
13. A platform that allows for immersive training for workers to be experienced using a virtual reality device (VR).
14. The employee ought to encounter various banking situations like complicated processes or operational scenarios, complicated transactions etc.
15. The solution should carry out numerous trainings simultaneously for multiple users (employees).
16. Technology needs to be able to keep all employee-customer (Avatar) interactions and records for future purposes.
17. The system should compare past and present interactions for each user and suggest ways of improving the last session of the test.
18. Feedbacks/Evaluation scores from the trainee employees need be shown in the dashboard alongside trend analysis as well as areas which require improvement.





19. Storage capacity of 12 Months logs/ interaction should be provisioned to make comparative analysis of the employee performance in iterative evaluation milestone.
20. After the Interaction, the AI Avatar has to conclude the session or the user has to be given an option to close the interaction.
21. An admin_dashboard should be implemented to monitor interactions, incorporating the following features:

- I. Environment/Scenarios
- II. Avatars
- III. Interactions
- IV. User Analytics

22. Admin roles & responsibility

- 22.1. **User Management:** Manage & authorization of user accounts, ensuring that employees have the appropriate assignment & access of training modules based on their roles and responsibilities.
- 22.2. **Tracking and Reporting:** Administrators monitor the progress of trainees through the training modules. Generate reports on performance metrics and engagement levels to assess the effectiveness of the training programs and identify areas for improvement.
- 22.3. **Technical Support:** As administrators need to ensure that all hardware and software related to AR/VR training are functioning correctly and identify level of the issue in coordination with the vendor.

23. User roles & responsibility

- 23.1. Participate in simulated customer interactions to practice handling different scenarios in banking.
- 23.2. Ensure completion of all assigned training modules and assessments.

24. Web based Dashboard possible comprehensive Users analytical views:

24.1. User Engagement Metrics

- a. **Session Duration:** Track how long users spend in each training module.
- b. **Interaction Frequency:** Monitor how often users interact with various elements within the training environment.

24.2. Performance Analytics

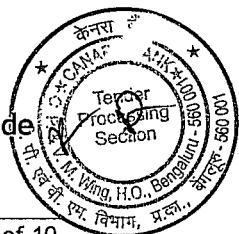
- c. **Assessment Scores:** Analyze scores from quizzes and assessments to gauge understanding and retention of material.
- d. **Post-Training Surveys:** Analyze feedback from users regarding the training experience, content relevance & areas for improvement.

25. Web based Dashboard possible comprehensive Admin analytical views:

- 25.1. **Tracking:** Monitor individual user progress, including module completion and assessment results.

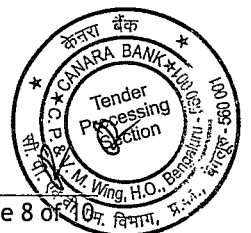
25.2. Reporting Tools

- a. **Custom Reports:** Generate reports on user performance, engagement metrics, and training effectiveness. Performance Metrics should include following parameters (non -exhaustive):
 - I. Accuracy- Task Completion Accuracy





- II. Speed and Efficiency - Time to Complete Tasks, Response Time
 - III. Learning Curve - Improvement Over Time
 - IV. Individual parameters for the score should be displayed once the details will be shared with selected bidders
- b. Data Visualization: Utilize graphs and charts to present data clearly for stakeholders.
26. Design and develop immersive training modules on a wide range of banking-related topics for training employees. These modules should be accessible via VR, web, or application. The script for the modules shall be provided by the Bank (non-exhaustive).:
- 26.1. Housing Loan Scenario
 - 26.2. NRE NRO FCNR & RFC
 - 26.3. Recurring Deposit
 - 26.4. Term Deposit - General
 - 26.5. ATM Cash Uploading
 - 26.6. Locker SOP
 - 26.7. Gold Loan & Gold Appraiser
 - 26.8. Security
 - 26.9. Currency Chest SOPs
27. Ensure the vendor has the capability to develop complex scenarios as needed in the future
28. Presentation by the prospective bidders to understand their technology stack and product maturity. Further, elimination based on the same if required.
- 28.1. Relevant Background and Experience Assess the vendor's experience in developing AR/VR training solutions for your industry or similar sectors.
 - 28.2. Evaluation of the understanding of our specific training requirements
 - 28.3. Architecture and demo of solution & hardware
 - 28.4. Additional point to prove their capabilities
 - 28.5. Any other point which will be critical for bank's requirement for training solution.
29. The bidder shall upgrade the software application from time to time in order to ensure the Service Levels are met.
30. The bidder should either own the software or hold license, with the right to customize the solution if required during the tenure of the contract. No additional cost for any form of customization to meet the scope will be paid by the Bank.
31. Selected bidder has to attend the call and e-mail from the Learning and Development centers, Bank Administrators on the dedicated phone number and e-mail given by the Bank and act promptly on time bound manner.
32. Enabling registration and login for both new and existing employees in the Metaverse environment.

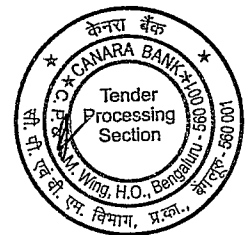


**Notes:**

- a. Bidder should comply with each requirement and non-compliance to any of the requirement as per Scope of work and Technical and Functional requirements (Annexure-8 & Annexure-9) leads to disqualification.
- b. Any specification declared Compliant; however, it is found non-compliant during technical evaluations based on the artefacts presented (if called for) will lead to disqualification.
- c. Bidder has to showcase above specifications / features and provide equivalent document.

Date:
Place:

Signature with seal
Name:



SECTION E - SELECTION OF BIDDER

4. Bidders Presentation /Site Visits / Product Demonstration/POC

- 4.1. The Bank reserves the right to call for a presentation on the features and functionalities as a Part of Technical Proposal evaluation.
- 4.2. Bidders are further required to be in preparedness to demonstrate the proposed solution/services by arranging for service delivery walk-through at their own installations/principals/ R&D labs or specified by Bank duly meeting the specific requirements/issues raised by the Bank. As a part of the technical evaluation the Bank may at its discretion, request either all bidders or any of them to arrange for the demonstration of their solution/services more than once if felt necessary before.
- 4.3. Setting of evaluation criteria for demonstrations shall be entirely at the discretion of the Bank. The decision of Bank in this regard shall be final and in this regard, no correspondence shall be entertained.
- 4.4. All expenses incurred in connection with the above shall be borne by the bidder. However, Bank will bear the travelling, boarding and lodging expenses related to its own personnel and its Consultants, if any.
- 4.5. The presentation/document shared during the presentation/POC shall form the integral part of the offer made by the bidder and features mentioned therein should be delivered as part of the offer by the bidder at no extra cost to Bank, irrespective of the fact that such features are explicitly mentioned in the Bid or not.

