

Corrigendum-1 to GeM Bid ref. no: GEM/2024/B/4965915 dated 22/05/2024 Selection of Vendor for Supply, Installation and Maintenance of Cash Receipt Printers in PAN India Branches/Offices of Canara Bank.

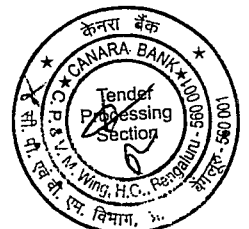
It is decided to amend the following in respect of the above GeM bid:

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

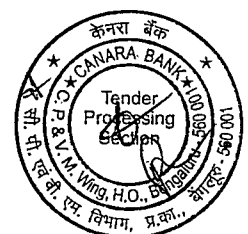
Description	Existing details	Amended details
Bid End Date/Time	14/06/2024, 15:00:00	<u>20/06/2024, 15:00:00</u>
Bid opening Date/Time	14/06/2024, 15:30:00	<u>20/06/2024, 15:30:00</u>

b.

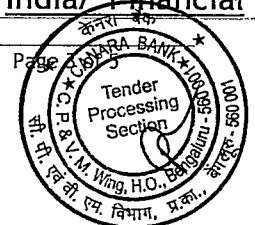
Sl No	Section/Annexure/Appendix of GeM Bid	Clause No.	Existing Clause	Amended Clause
1.	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS	1. Project Timelines	<p>1.3. Sl No 1. Activity Details Delivery of Cash Receipt Printers (including Additional Printer Cartridge Ribbon and Paper Roll adaptable to the proposed Cash Receipt Printer (Pack of 10))</p> <p>Timelines Within 5 Weeks from the date of acceptance of the Purchase Order</p> <p>Cumulative 5 Weeks</p>	<p>1.3. Sl No 1. Activity Details Delivery of Cash Receipt Printers (including Additional Printer Cartridge Ribbon and Paper Roll adaptable to the proposed Cash Receipt Printer (Pack of 10))</p> <p>Timelines Within <u>9 Weeks</u> from the date of acceptance of the Purchase Order</p> <p>Cumulative <u>9 Weeks</u></p>
2.	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS	1. Project Timelines	<p>1.3. Sl No 2. Activity Details Installation and Configuration of Cash Receipt Printers</p> <p>Timelines 3 Weeks from the date of Delivery of Cash Receipt Printers</p> <p>Cumulative 8 Weeks</p>	<p>1.3. Sl No 2. Activity Details Installation and Configuration of Cash Receipt Printers</p> <p>Timelines <u>4 Weeks</u> from the date of Delivery of Cash Receipt Printers</p> <p>Cumulative <u>13 Weeks</u></p>



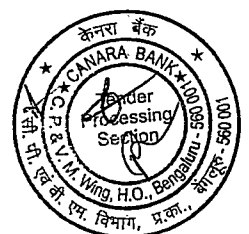
3.	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS	3. Acceptance	<p>3.1. Post Delivery Test: Bank reserves the rights to test i.e., one machine for each location after delivery at site. The selection of the machine for testing shall be random selection at Bank's discretion. The cost of such testing and related expenses shall be borne by the Bidder. Any failure of the machines to meet the terms and conditions of RFP as a result of post-delivery tests either fully or partially, will Empower Bank to reject all the machines supplied / installed at the identified branches against the purchase order of this RFP. (Post-delivery Inspection will be conducted by Bank/ Bank Staff).</p>	<p>3.1. Post Delivery Test: <u>Bank reserves the right to undertake post-delivery test ie, one machine for every 250 machines delivered, by its officials or through any NABL accredited laboratory.</u> The selection of the machine for testing shall be random selection at Bank's discretion. The cost of such testing will be borne <u>by the Bank.</u> Any failure of the machines to meet the <u>specifications, terms and conditions of RFP as a result of post-delivery tests either fully or partially, will empower Bank to reject all the 250 machines of that specific lot supplied / installed under the</u> purchase order of this RFP. <u>Further, the bidder has to replace all the rejected machines within the timelines stipulated in the RFP, failing which LD will be applicable in terms of RFP.</u></p>
4.	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS	5. Penalties & Liquidated damages	<p>5.2. In case of defect Cash Receipt Printer (including Additional Printer Cartridge Ribbon and Paper Roll adaptable to the proposed Cash Receipt Printer), If the bidder does not rectify either by repair or replacement, such defects and put back the machine into satisfactory operation within 2 working days from the date of notice by the Bank or does not complete the said rectification with reasonable diligence, Bank</p>	<p>5.2. In case of defect Cash Receipt Printer (including Additional Printer Cartridge Ribbon and Paper Roll adaptable to the proposed Cash Receipt Printer), If the bidder does not rectify either by repair or replacement, such defects and put back the machine into satisfactory operation within 2 working days from the date of notice by the Bank or does not complete the said rectification with</p>



			shall impose a penalty of Rs. 1000/- per day or part thereof on the respective cost of Cash Receipt Printer. However, the total Penalty/LD to be recovered under this clause shall be restricted to maximum of cost of printer will be levied and deducted from the performance security or such other/any other sums payable to the bidder.	reasonable diligence, Bank shall impose a penalty of Rs. 200/- per day or part thereof on the respective cost of Cash Receipt Printer. However, the total Penalty/LD to be recovered under this clause shall be restricted to maximum of cost of printer will be levied and deducted from the performance security or such other/any other sums payable to the bidder.
5.	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS	5. Annual Maintenance Contract (AMC) / Annual Technical Support (ATS)	7.10. Any breakdown of the machine/ shortfall in its performance will be intimated to the selected bidder by Bank and the selected bidder shall attend to the fault and rectify the same within 2 working days of reporting the fault. If the machine is not put back into satisfactory operation within 2 working days, a penalty at the rate of Rs. 1000/- per working day per machine subject to a maximum of 10 % of Quarterly AMC Cost per Machine will be imposed and the same will be deducted from the AMC cost	7.10. Any breakdown of the machine/ shortfall in its performance will be intimated to the selected bidder by Bank and the selected bidder shall attend to the fault and rectify the same within 2 working days of reporting the fault. If the machine is not put back into satisfactory operation within 2 working days, a penalty at the rate of Rs. 200/- per working day per machine subject to a maximum of 10 % of Quarterly AMC Cost per Machine will be imposed and the same will be deducted from the AMC cost
6	Annexure-2 Pre-Qualification Criteria	Annexure-2 Pre-Qualification Criteria	6. The Bidder should have supplied & installed at least 500 cash receipt printers (Dot Matrix/ Thermal) in a single order or in cumulative orders in any one of the FY to the same entity during the last 3 years from the date of RFP in Scheduled Commercial Banks in India/ Financial Regulatory	6. The Bidder should have supplied & installed at least 500 receipt printers (Dot Matrix/ Thermal) in a single order or in cumulative orders in any one of the FY to the same entity during the last 3 years from the date of RFP in Scheduled Commercial Banks in India/ Financial



			bodies/ Foreign Banks in India	<u>Regulatory bodies/ Foreign Banks in India/ Government/Railways/PS US</u>
7	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS	18. Local support	18.3. Response Time and Meantime to Restore [MTTR] 18.3.1. Response Time shall be 6 hours for Urban/Metro Branches and 8 hours for other locations. MTTR shall be next Business day. 18.3.2. Time specified above is from lodging of complaint.	18.3. Response Time and Meantime to Restore [MTTR] 18.3.1. Response Time shall be 6 Business hours for Urban/Metro Branches and 8 Business hours for other locations. MTTR shall be next Business day. 18.3.2. Time specified above is from lodging of complaint.
8	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS	6. Warranty	6.3. During the said warranty period of 3 Years, the bidder shall without any extra cost, carry out all routine and special maintenance of the Cash Receipt Printers and attend to any difficulties/defects/replacements that may arise in the operation of the system. There should be regular preventive maintenance at least once in three months	6.3. During the said warranty period of 3 Years, the bidder shall without any extra cost, carry out all routine and special maintenance of the Cash Receipt Printers and attend to any difficulties/defects/replacements that may arise in the operation of the system.
9	SECTION-C /Deliverables and Service Level Agreement.	7. Annual Maintenance Contract (AMC) / Annual Technical Support (ATS)	7.4. Support for maintenance of Cash Receipt Printers and Other Items supplied should be available for a minimum period of two (2) years after completion of warranty period, covering all parts, maintenance and support, after expiry of warranty period. The bidder/vendor has to replace all the defective spares during Warranty and AMC Period (if contracted). All parts should be covered except	7.5. Support for maintenance of Cash Receipt Printers and Other Items supplied should be available for a minimum period of two (2) years after completion of warranty period, covering all parts, maintenance and support, after expiry of warranty period. The bidder/vendor has to replace all the defective spares during Warranty and AMC Period (if contracted). All parts



			consumables. Consumables means Ribbon cartridge and Paper Roll.	should be covered except consumables. Consumables means Ribbon cartridge, <u>Paper Roll and Printer Head during AMC.</u>
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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: 11/06/2024

Place: Bengaluru

Grant
Deputy General Manager
[Signature]

