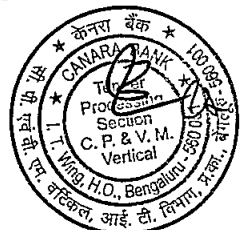


Corrigendum-2 to GeM Bid ref: GEM/2023/B/4172845 Dated 06/11/2023 for Selection of Service Provider for Supply, Installation, Commissioning and Maintenance of Account Opening Kiosk with Debit Card Issuance facility in Canara Bank.

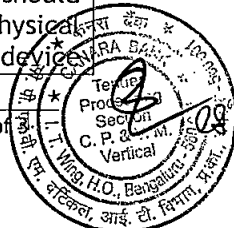
It is decided to amend the following in respect of the above RFP:

a.

Sl No.	Section/Annexure/Appendix of GeM Bid	Clause No./Sl. No.	Existing Clause	Amended Clause
1.	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS	2. Project Timelines	1.2 Delivery of Account Opening Kiosk with Debit Card Issuance facility should be within Five (5) weeks from the date of acceptance of the Purchase Order or Six (6) Weeks from the date of issue of Purchase Order, whichever is earlier	1.2 Delivery of Account Opening Kiosk with Debit Card Issuance facility should be within Nine (9) weeks from the date of acceptance of the Purchase Order or Ten (10) Weeks from the date of issue of Purchase Order, whichever is earlier
2.	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS	2. Project Timelines	1.4. Delivery, Installation and Commissioning of Account Opening Kiosk with Debit Card Issuance facility should be within Seven (7) weeks from the date of acceptance of the Purchase Order or eight (8) Weeks from the date of issue of Purchase Order, whichever is earlier.	1.4. Delivery, Installation and Commissioning of Account Opening Kiosk with Debit Card Issuance facility should be within Eleven (11) weeks from the date of acceptance of the Purchase Order or Twelve (12) Weeks from the date of issue of Purchase Order, whichever is earlier.
3.	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS	2. Project Timelines	1.5. The successful bidder should ensure Delivery, Implementation, Configuration, Integration, UAT & successful Go Live of Centralized Monitoring tool within Seven (7) weeks from the date of acceptance of the Purchase Order or eight (8) Weeks from the date of issue of Purchase Order, whichever is earlier.	1.5. The successful bidder should ensure Delivery, Implementation, Configuration, Integration, UAT & successful Go Live of Centralized Monitoring tool within Eleven (11) weeks from the date of acceptance of the Purchase Order or Twelve (12) Weeks from the date of issue of Purchase Order, whichever is earlier .



4.	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS	2. Payment terms	2.1. Payment schedule: 6. Onsite Resources - Payment will be Quarterly basis in arrears after deducting applicable penalties and Liquidated damages (if any).	2.1. Payment schedule: 6. Onsite Resources - Payment will be Monthly basis in arrears after deducting applicable penalties and Liquidated damages (if any).
5.	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS	9. Annual Maintenance Contract (AMC) after Three Years of Warranty Period	9.8. Downtime report should be collected from the respective locations duly certified by Bank's officials. In case of any disputes in downtime, it should be resolved amicably/mutually agreed upon. However, the bidder shall submit the necessary proof that the failures are not on account of hardware/software of the Account Opening Kiosk with Debit Card Issuance facility.	9.8. Downtime report should be collected from the respective locations duly certified by Bank's officials/ attested copy of report from RMMS. In case of any disputes in downtime, it should be resolved amicably/mutually agreed upon. However, the bidder shall submit the necessary proof that the failures are not on account of hardware/software of the Account Opening Kiosk with Debit Card Issuance facility
6.	Annexure-9 Scope of Work	Scope of Work	3.3. The system spare parts/services as and when required, and complete maintenance of the kiosk shall be supported by the Vendor during AMC. The Vendor shall replace all the defective spares during the AMC Period. All parts should be covered except consumables.	3.3. The system spare parts/services as and when required, and complete maintenance of the kiosk shall be supported by the Vendor during AMC. The Vendor shall replace all the defective spares during the AMC Period. All parts should be covered except consumables. If any parts or software or operating system has become defective due to the reasons attributed to bank reasons then such part, software or operating system will be replaced on chargeable basis as per the mutually agreed rates
7.	Annexure-9 Scope of Work	Scope of Work	3.7. Preventive maintenance shall be compulsory during AMC period. Preventive maintenance activity should be completed every quarter and report should be submitted by the Vendor. Preventive maintenance activity should take care of physical verification,	3.7. Preventive maintenance shall be compulsory during AMC period. Preventive maintenance activity should be completed every quarter and report should be submitted by the Vendor. Preventive maintenance activity should take care of physical verification,

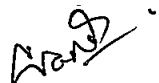


			configuration verification, device health checkup, cleaning of devices, fine-tuning the configuration, security checkup, verification of bugs/patches, earthing etc. The preventive maintenance report format shall be prepared by Vendor, the Vendor shall strictly follow the format of the Bank and submit the same for each location while claiming AMC payment.	configuration verification, device health checkup, cleaning of devices, fine-tuning the configuration, security checkup, verification of bugs/patches, earthing etc. The preventive maintenance report shall be prepared by Vendor, the Vendor shall strictly follow the format of the Bank and submit the same (hard copy/soft copy) for each location while claiming AMC payment.
8.	Annexure-10 Technical & Functional Specifications	2.2 CPU	Minimum 4 GB DDR3 RAM, Windows professional OS (64bit)/Linux, serial port VGA, LAN port.	Minimum 4 GB DDR3 RAM, Windows professional OS (64bit)/Linux, LAN port.
9.	Annexure-10 Technical & Functional Specifications	12.1 Keyboard	Vandal proof keyboard & Track ball	keyboard with trackpad/ Vandal proof keyboard & Track ball
10.	Annexure-10 Technical & Functional Specifications	18.Pinhole camera DVR	Pinhole camera DVR	Pinhole camera DVR/ USB based camera

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: 04/12/2023
Place: Bengaluru


Deputy General Manager

