

Corrigendum-2 to GeM Bid ref. no. GEM/2023/B/3818190 dated 11/08/2023 for Selection of Service Provider for Supply, Installation, Implementation, Integration, Customization and Maintenance of Corporate Cash Management Solution for 5 years 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	04-09-2023, 15:00:00	<u>16-09-2023</u> , 15:00:00
Bid opening Date/Time	04-09-2023, 15:30:00	<u>16-09-2023</u> , 15:30:00

Sl. No.	Section/Annexure / Appendix of GeM Bid	Clause No.	Existing Clause	Amended Clause
b.	Annexure 2 - Pre Qualification Criteria		Annexure 2- Pre Qualification Criteria	Amended Annexure 2 - Pre Qualification Criteria
c.	Annexure 10 - Technical Evaluation Criteria		<p><u>Bidder Credentials and Experience:</u></p> <p>The Bidder should have experience of having implemented/ implementing Corporate Cash Management Solution in any Govt. organization /Scheduled Commercial Bank in India with atleast 500 branches in India /BFSI Sector/ NBFC's/ Financial Regulatory bodies.</p> <p><u>Documentation to be submitted for evaluation:</u></p> <p>Reference Letter / Mail confirmation to be submitted from the clients with the name of the module(s) implemented and go live date.</p>	<p><u>Bidder Credentials and Experience:</u></p> <p>The Bidder should have experience of having implemented/ implementing Corporate Cash Management Solution in <u>any Global Organization</u>/ Govt. organization /Scheduled Commercial Banks in India with atleast 500 branches in India /BFSI Sector/ NBFC's/ Financial Regulatory bodies.</p> <p><u>Documentation to be submitted for evaluation:</u></p> <p>Reference Letter / Mail confirmation to be submitted from the clients with the name of the module(s) implemented and go live date.</p>

d.	Annexure 10 - Technical Evaluation Criteria	The modules should be live on the date of bid submission. The bidder to submit certificate from the Bank along with the copy of Purchase Order to the effect that the module is implemented and working satisfactorily.	<p><u>Bidder's Experience in implementing the unique modules:</u></p> <p>Experience of successful implementation of at least 2 modules of CCMS (Payments, Collections, Mandates) in any Govt. organization/ Scheduled Commercial Banks in India /BFSI Sector/ NBFC's/ Financial Regulatory bodies.</p> <p><u>Documentation to be submitted for evaluation:</u></p> <p>The modules should be live on the date of bid submission. The bidder to submit certificate from the Bank along with the copy of Purchase Order to the effect that the module is implemented and working satisfactorily.</p>	<p><u>Bidder's Experience in implementing the unique modules:</u></p> <p>Experience of successful implementation of at least 2 modules of CCMS (Payments, Collections, Mandates) in <u>any Global Organization/</u> Govt. organization/ Scheduled Commercial Banks in India /BFSI Sector/ NBFC's/ Financial Regulatory bodies.</p> <p><u>Documentation to be submitted for evaluation:</u></p> <p>The modules should be live on the date of bid submission. The bidder to submit certificate from the Bank along with the copy of Purchase Order to the effect that the module is implemented and working satisfactorily.</p>
e.	Annexure 9 - Scope of Work		15. Provide ATS support during the period of the contract (3-year warranty + 2 years' onsite support)	<u>15. Provide ATS support during the period of the contract (3 Years warranty+ 2 years ATS)</u>
f.	Annexure 9 - Scope of Work		16. Provide facility management support during the period of the contract. (3-year warranty + 2 years' onsite support)	<u>16. Provide Onsite facility management support during the period of the contract. (5 years onsite support)</u>
g.	Annexure 9 - Scope of Work		37. Canara Sweep facility	<u>37. Sweep Facility</u>
h.	Annexure 9 - Scope of Work		38. Canara Fee Collection	<u>38. Fee Collection</u>
i.	Section C - Deliverable and Service Level Agreements		10. Annual Maintenance Contract (AMC) / Annual Technical Support (ATS)	<u>10. Amended Annual Maintenance Contract (AMC) / Annual Technical Support (ATS) - attached</u>



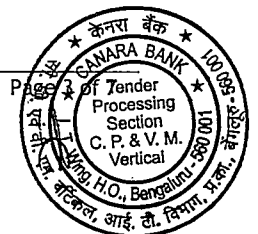
j.	Section G - General Conditions		10. Insurance	<u>This clause stands deleted.</u>
k.	Section C - Deliverable and Service Level Agreements	6. Penalties & Liquidated damages	6.3 Penalties/liquidated damages for Onsite resources: In case the resource goes on leave/absent, replacements having equivalent or more experience and qualification has to be arranged by the selected bidder to ensure that regular functioning of the solution does not hamper. In case replacements are not arranged, Bank shall pay only the proportionate amount of resident resource charges during the particular month. The Bank shall also impose a penalty of 0.5% of the Resident resource charges payable to the selected bidder for that month for each week and part thereof of absence. However, total penalty under this clause will be limited to 20% of the total charges payable for Resident Resource charges for that month.	6.3 Penalties/liquidated damages for Onsite resources: In case the resource goes on leave/absent, replacements having equivalent or more experience and qualification has to be arranged by the selected bidder to ensure that regular functioning of the solution does not hamper. In case replacements are not arranged, Bank shall pay only the proportionate amount of resident resource charges during the particular month. The Bank shall also impose a penalty of 0.5% of the Resident resource charges payable to the <u>respective resource</u> for that month for each week and part thereof of absence. However, total penalty under this clause will be limited to 20% of the total charges payable for Resident Resource charges for that month.

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: 02/09/2023
Place: Bengaluru


Deputy General Manager



Amended Annexure-2
Pre-Qualification Criteria

[On Firm's / Company's letter head]

SUB: RFP for Selection of Service Provider for Supply, Installation, Implementation, Integration, Customization and Maintenance of Corporate Cash Management Solution for 5 years in Canara Bank

Ref: GEM/2023/B/3818192 dated 11/08/2023.

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 Qualification Criteria.

Sl. No.	Qualification Criteria	Documents to be submitted In compliance with 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.200/- 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 be a partnership firm registered under LLP Act, 2008/ Indian Partnership Act, 1932 or Company in India as per Indian Companies Act, 1956 or Indian Companies Act, 2013 and should have been in operation for a period of at least three years as on RFP date.	Copy of Certificate of 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.	
4.	The bidder has to 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.	Letter of confirmation (self-certified letter signed by authorized official of the bidder)	
5.	<u>The Bidder should have successfully implemented / maintaining the proposed solution i.e., CMS/ any similar</u>	The bidder should submit Satisfactory performance certificate from clients/ copies of purchase order/work order/	

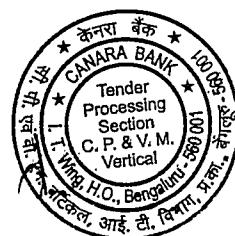
	<u>solution during the last 5 years from the date of RFP in any Global organization/ Govt. Organization/ Scheduled Commercial Banks in India /BFSI Sector/ NBFC's/ Financial Regulatory bodies.</u>	reference letter from the clients to this effect.	
6.	Bidder shall be the Original Equipment Manufacturer (OEM)/ Original Software Owner (OSO)/ Original Software Developer (OSD) of Solution. (OR) An authorized dealer/distributor of the proposed Solution	If the applicant is OEM, an Undertaking Letter has to submit in this effect. (OR) If the bidder is an authorised dealer/ distributor, an authorisation letter from their OEM/ 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.	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.]	
8.	<u>The Bidder should have average annual turnover of Rs.75.00 Crores in the last</u>	Bidder has to submit audited Balance Sheet copies for last 3 Years i.e., 2019-20, 2020-21 and	

	<u>three financial years (i.e., 2019-20, 2020-21 and 2021-22). This must be the individual company turnover and not of any group of companies.</u>	2021-22 along with certificate from the Company's Chartered Accountant to this effect with Unique Document Identification Number.	
9.	<u>The Bidder should have positive Net Worth as on 31/03/2022.</u>	The Bidder should submit certificate from the Company's Chartered Accountant with UDIN to this effect.	
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.	<u>The Bidder shall have local office/representatives in Bengaluru to liaison various activities.</u>	The Bidder has to furnish their details like contact details with postal address, no. of personnel etc., besides Local Contact Person Name, Address, Phone No, Mobile No, Email etc., in Annexure-8.	

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 Qualification Criteria should be part of the RFP.

Date:
Place:

Signature with seal
Name:
Designation:



SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS

10. Amended Annual Maintenance Contract (AMC) / Annual Technical Support (ATS)

- 10.1. At the time of submission of bids, the bidder has to quote AMC/ATS for Hardware (if required)/software, License Items for Two (2) years after completion of Three (3) years warranty period, in the commercial bid separately for comprehensive maintenance contract.
- 10.2. The Bank, at its discretion may enter into Annual Maintenance Contract (AMC)/ Annual Technical Support (ATS) of hardware, software, License supplied with the bidder after completion of respective warranty periods.
- 10.3. Support for maintenance of solution (including Hardware (if required), Software, OS and software license) supplied should be available for a minimum period of Two (2) years, covering all parts, maintenance and support, after expiry of warranty period.
- 10.4. The Bank will pay AMC/ATS charges for Solution (including hardware, software OS and license) after the end of warranty period. Such payment shall be released quarterly in arrears after satisfactory completion of service during the period and submission of reports and invoices.
- 10.5. During the Warranty and AMC/ATS (if contracted) period, the Bidder should extend On Site Service and Support whenever and wherever required. The scope of Warranty and AMC (if contracted) shall include:
 - 10.5.1. Rectification of Bugs/defects if any
 - 10.5.2. Ensuring uptime of 99.95%
 - 10.5.3. Preventive Maintenance
 - 10.5.4. Maintenance of Hardware/Software/License supplied
- 10.6. It may be noted that the Bank reserves the right to demand additional performance Bank Guarantee (as per Appendix-E) to the tune of 10% of the value of the Purchase Order, if AMC/ATS charges quoted by the selected bidder are abnormally low (i.e. AMC/ATS Cost percentage per annum should not be less than 5% of the cost of Hardware, software and License). The Bank has discretion to consider such offer or for seeking clarification from the selected bidder to decide for consideration. This Bank Guarantee will be towards contractual/AMC/ATS obligations of the selected bidder. The bidder shall quote the charges of AMC/ATS as per the Bill of Material (Annexure-15). This Bank guarantee shall be submitted within 15 days from the date of acceptance of the order which shall cover warranty and AMC/ATS period with a claim period of 3 months. The selected bidder has to submit this Bank guarantee in addition to the Security Deposit/Bank Guarantee as specified in clause 9 of Section-F. The selected bidder shall be responsible for extending the validity date and claim period of the Bank guarantees as and when it is due, on account of incompleteness of the project and warranty period.

