

Corrigendum-1 to GeM Bid ref: GEM/2024/B/4917620 dated 13/05/2024 for Selection Vendor for End-to-End Implementation of Comprehensive Offsite Transaction Monitoring (OTM) Solution for a period of 5 years.

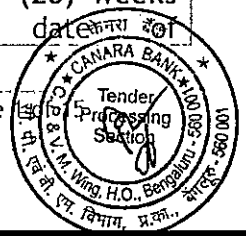
It is decided to amend the following in respect of the above RFP:

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

Description	Existing details	Amended details
Bid End Date/Time	04/06/2024, 15:00:00	<u>11/06/2024, 15:00:00</u>
Bid opening Date/Time	04/06/2024, 15:30:00	<u>11/06/2024, 15:30:00</u>

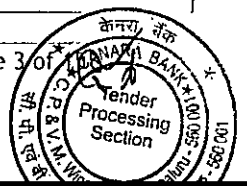
b.

Sl No	Section/Annexure/Appendix of GeM Bid	Clause No.	Existing Clause	Amended Clause
1.	Annexure-8 Scope of Work	31. Onsite Resources	Any customization requiring efforts up to 20 man days should be done by onsite resources and Bank will not pay separately for this customization. No ATS/AMC is payable on such customizations. Man days for any customization will be decided mutually.	<u>This clause stands deleted.</u>
2.	Annexure-8 Scope of Work	31. Onsite Resources	Additional Clause	The Selected Bidder should ensure, a <u>minimum of 30% of the Implementation Resources shall be from OEM</u> who shall handle critical responsibilities of the implementation such as installation, configuration, platform administration etc. <u>(Bidder to submit a declaration from OEM to this effect)</u>
3.	Section C - Deliverable and Service Level Agreements	1.3 Delivery, Installation, Integration, Implementation and Go-Live	1.3.1 The selected bidder should complete the Delivery, Installation, Integration, Implementation and Go-Live of the entire proposed Offsite Transaction Monitoring (OTM) Solution within sixteen (16) weeks	The selected bidder should complete the Delivery, Installation, Integration, Implementation and Go-Live of the entire proposed Offsite Transaction Monitoring (OTM) Solution within twenty (20) weeks from the date





			per clause no. 1.3.3) for each ordered location.	each ordered locations or <u>twenty (20) weeks from the date of acceptance of Purchase Order or twenty one (21) weeks from the date of issue of Purchase Order</u> .
7.	Section C - Deliverable and Service Level Agreements	1.3 Delivery, Installation, Integration, Implementation and Go-Live	Additional Clause	<u>1.3.5. The selected bidder should complete the implementation of AI/ML on the proposed OTM solution within 24 weeks from the Go Live of OTM solution</u>
8.	Section C - Deliverable and Service Level Agreements	5. Uptime	The selected bidder shall guarantee a 24x7x365 availability with monthly uptime of 99.90% for the solution as per Scope of Work (Annexure-8) and Technical and Functional requirements (Annexure-9), during contract period, which shall be calculated on monthly basis.	The selected bidder shall guarantee a 24x7x365 availability with <u>monthly uptime of 99.00%</u> for the solution as per Scope of Work (Annexure-8) and Technical and Functional requirements (Annexure-9), during contract period, which shall be calculated on monthly basis.
9.	Section C - Deliverable and Service Level Agreements	6. Penalties/Liquidated damages	Existing Penalties/Liquidated damages	<u>Amended Penalties/Liquidated damages attached to this corrigendum</u>
10.	Section C - Deliverable and Service Level Agreements	8. Payment Terms	Existing Payment Terms	<u>Amended Payment Terms attached to this corrigendum</u>
11.	Section C - Deliverable and Service Level Agreements	10. Annual Maintenance Contract (AMC) / Annual Technical Support (ATS)	Existing Annual Maintenance Contract (AMC) / Annual Technical Support (ATS)	<u>Amended Annual Maintenance Contract (AMC) / Annual Technical Support (ATS)</u>
12.	Annexure-2 Pre-Qualification Criteria	Annexure-2 Pre-Qualification Criteria	Existing Annexure-2 Pre-Qualification Criteria	<u>Amended Annexure -2 Prequalification Criteria attached to this corrigendum</u>
13.	Annexure-10 Technical	Annexure-10 Technical	Existing Annexure-10 Technical Criteria	<u>Amended Annexure-10 Technical Evaluation</u>



	Evaluation Criteria	Evaluation Criteria		<u>Criteria attached to this corrigendum</u>
14.	GeM bid document ref. no. GEM/2024/B/4 917620 dated 13/05/2024	Buyer Added Bid Specific Terms and Conditions	New Annexure	<u>Annexure-9A Hardware / Software requirement Specifications for the proposed solution</u>

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

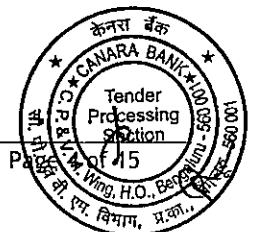
Please take note of the above amendments while submitting your response to the subject RFP.

Date: 01/06/2024

Place: Bengaluru


Deputy General Manager







6. Penalties/Liquidated Damages

6.1 Penalties/Liquidated damages for delay in Delivery, Installation, Integration, Implementation, Go-Live of Solution and Implementation of AI/ML would be as under:

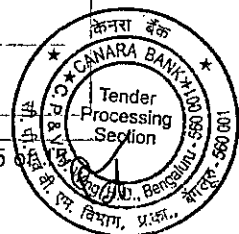
- 6.1.1 Non-compliance of the delivery of Hardware & Other items (including OS) as per clause 1.3.2 will result in imposing penalty of 0.50% of the total cost mentioned in Table-A on delay in delivery per week or part thereof by the Bank.
- 6.1.2 Non-compliance of the Installation, Integration and Commissioning of Hardware & Other Items (including OS) at each ordered locations as per clause 1.3.3 will result in imposing penalty of 0.50% of the total cost mentioned in Table-A on delay in installation per week or part thereof by the Bank.
- 6.1.3 However, the total Penalty/LD to be recovered under clause 6.1.1 and 6.1.2 shall be restricted to 10% of the total cost mentioned in Table-A of Annexure -17 Bill of Material.
- 6.1.4 Non-compliance of the delivery of Enterprise Licenses for Offsite Transaction Monitoring Solution, installation, integration, implementation and go-live as per clause 1.3.4 will result in imposing penalty of 0.50% of the total cost of Offsite Transaction Monitoring (OTM) Solution excluding AMC/ATS, Additional requirement /customization Cost, Onsite resource costs on delay in delivery and implementation per week or part thereof by the Bank.
- 6.1.5 Non-compliance of implementation of AI/ML as per clause 1.3.5 will result in imposing penalty of 0.50% of the total cost of Offsite Transaction Monitoring (OTM) Solution excluding AMC/ATS, Additional requirement /customization Cost, Onsite resource costs on delay in delivery and implementation per week or part thereof by the Bank.
- 6.1.6 However, the total Penalty/LD to be recovered under clause 6.1.4 and 6.1.5 shall be restricted to 10% of the total cost of Offsite Transaction Monitoring Solution excluding AMC/ATS, Additional requirement /customization Cost, Onsite resource costs.

6.2 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 monthly resource cost for the respective Resident resource for each week and part thereof of absence. However, total penalty under this clause will be limited to 20% on the monthly Resident resource charges payable to the selected bidder.

6.3 Penalties/Liquidated damages for not maintaining uptime:

6.3.1 If the selected bidder fails to maintain the guaranteed monthly uptime of 99.00% for the solution as per Scope of Work (Annexure-8) & Functional and Technical requirements (Annexure-9) during Warranty and AMC/ATS period, the penalty for monthly Uptime will be deducted as under:

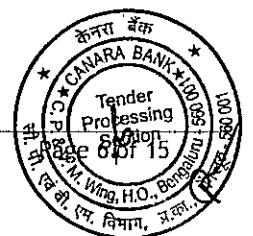
Level of availability calculated on monthly basis	Penalty Amount
99.00% and above	No penalty



Above 98.00% and below 99.00%	0.10% of Total cost of Ownership* for every hour or part thereof.
Above 97.00% and upto 98.00%	0.20% of Total cost of Ownership* for every hour or part thereof.
Above 96.00% and upto 97.00%	0.30% of Total cost of Ownership* for every hour or part thereof.
Above 95.00% and upto 96.00%	0.50% of Total cost of Ownership* for every hour or part thereof.
Less than 95.00%	1.00% of Total cost of Ownership* for every hour or part thereof.

*Total cost of Ownership excluding onsite resources charges, AMC/ATS, any additional requirements/ customization/ enhancement man-days charges.

- 6.3.2 The maximum penalty levied under above clause 6.3.1 shall not be more than 10% of the Total cost of Ownership.
- 6.3.3 If in any month during the contract period, the uptime is less than 95%, the Bank shall levy penalty as above and shall have full right to terminate the contract under this RFP and invoke Performance security. The right of termination shall be in addition to the penalty. The above penalty shall be deducted from any payments due to the selected bidder during contract period.

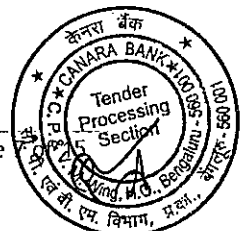




8. Payment Terms

- .1. The payment schedule will be as under and will release after execution of contract agreement:

Sl. No.	Payment Stages	% of Payment	Condition/Remarks
1.	Hardware cost (including OS)	70%	On delivery of Hardware and required Software items for the setup of infrastructure for the proposed solution and on submission of Invoice and Acceptance/Sign off by the Bank and on production of relevant documents.
		20%	On successful go-live of the proposed solution and on submission of Invoice and Acceptance/Sign off by the Bank and on production of relevant documents.
		10%	On completion of warranty or on submission of BG for the equivalent amount.
2.	Enterprise License cost	70%	On delivery and successful implementation in UAT, DC and on submission of Invoice and Acceptance/Sign off by the Bank on production of relevant documents.
		30%	On successful implementation in DR and go-live of the proposed solution and on submission of Invoice and Acceptance/Sign off by the Bank and on production of relevant documents.
3.	One time implementation cost	30%	On successful implementation in UAT and on submission of Invoice and Acceptance/Sign off by the Bank on production of relevant documents.
		<u>55%</u>	<u>On successful implementation in DC, DR and go-live and on submission of Invoice and Acceptance/Sign off by the Bank on production of relevant documents.</u>
		10%	On successful completion of DR Drill and on submission of Invoice and Acceptance/Sign off by the Bank on production of relevant documents.
		<u>5%</u>	<u>On successful implementation of AI/ML and on submission of Invoice and Acceptance/Sign off by the Bank on production of relevant documents.</u>
4.	AMC/ATS		Payment will be made Quarterly in arrears after deducting applicable penalties and Liquidated damages.
5.	Additional requirements/ additional customization/ enhancement		100% payment will be released after Successful Go Live and on production of relevant documents.
6.	Dedicated Onsite Resources		Payment will be monthly in arrears after deducting applicable penalties and Liquidated damages.



10. 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 (including OS), 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, 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 99.00%
 - 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 Security (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-17). 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.



Annexure-2

Pre-Qualification Criteria

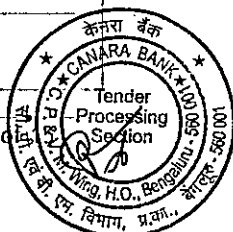
(Should be submitted on Company's letter head with company seal and signature of the authorized person)

SUB: Selection of Vendor for end to end Implementation of Comprehensive Offsite Transaction Monitoring (OTM) Solution for a period of 5 years.

Ref: GEM/2024/B/4917620 dated 13/05/2024.

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 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	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.	
5.	<u>The bidder should have implemented and maintaining banking related IT solution in any Scheduled Commercial Banks with minimum 2000 branches in India as on RFP date.</u>	<u>The bidder should submit purchase Order/Contract Agreement along with satisfactory performance letter/reference letter from the customer duly mentioning the details of the solution.</u>	
6.	<u>The Offsite Transaction Monitoring (OTM) Solution, or a similar Financial</u>	<u>The bidder should submit purchase Order/Contract</u>	



	Transaction Monitoring Solution for detecting frauds by customers and bank staff in offline mode, proposed by OEMs should have been implemented and maintained in any Scheduled Commercial Banks with minimum 2000 branches in India as on RFP date.	Agreement along with satisfactory performance letter/reference letter from the customer duly mentioning the details of the solution including name of the OEM and sign off.	
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.	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.	
9.	The bidder should have an average annual turnover of Rs. 10 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.	

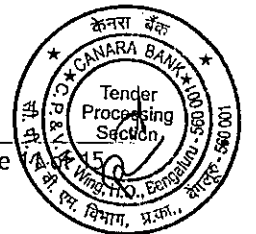


10.	The bidder should have positive Net Worth as on 31/03/2023 and also should have not been eroded more than 30% in the last three financial years ending on 31/03/2023.	The bidder should submit certificate from the Company's Chartered Accountant with UDIN to this effect.	
11.	Bidders should not be under 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.	
12.	The bidder should have support office in Bengaluru or Mumbai for 24x7 supports.	The Bidder should submit the details viz., address, phone no., email id and contact person Name & Mobile no. etc.,	
13.	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.	

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-10

Amended Technical Evaluation Criteria

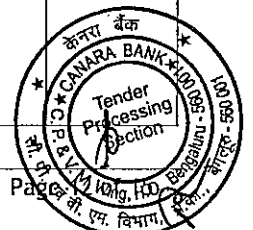
(Should be submitted on Company's letter head with company seal and signature of the authorized person)

SUB: Selection of Vendor for end to end Implementation of Comprehensive Offsite Transaction Monitoring (OTM) Solution for a period of 5 years.

Ref: GEM/2024/B/4917620 dated 13/05/2024.

The technical evaluation of the bidder will be carried as per the details furnished below:

Sl. No.	Evaluation Parameters	Documents to be submitted	Max marks	Marks Obtained
1.	<p>Experience of the Bidder.</p> <p><u>The bidder should have implemented and maintaining any Banking related IT solution in any Scheduled Commercial Banks with minimum 2000 branches in India as on RFP date.</u></p> <p>Implementation Experience</p> <ul style="list-style-type: none"> 3 or more implementations - 20 marks 2 implementations - 15 marks 1 implementation - 10 marks <p>Of the above, at least 1 implementation & maintaining in Scheduled Commercial Banks having at least 2000 branches in India.</p>	<p><u>The bidder should submit purchase Order/Contract Agreement along with satisfactory performance letter/reference letter from the customer duly mentioning the details of the solution.</u></p>	20	
2.	<p>Successful Implementation of Offsite Transaction Monitoring (OTM) Solution proposed by the bidder.</p> <p><u>The Offsite Transaction Monitoring (OTM) Solution, or a similar Financial Transaction Monitoring Solution for detecting frauds by customers and bank staff in offline mode, by the bidder should have been implemented in any Scheduled Commercial Banks having at least 2000 branches in India.</u></p> <p>Implementation Experience</p> <ul style="list-style-type: none"> 3 or more implementations - 25 marks 2 implementations - 20 marks 1 implementation - 10 marks <p>Of the above, at least 1 implementation should have been in Scheduled Commercial Banks having at least 2000 branches in India.</p>	<p><u>The bidder should submit purchase Order/Contract Agreement along with satisfactory performance letter/reference letter from the customer duly mentioning the details of the solution including name of the OEM and sign off.</u></p>	25	





3.	Compliance to Functional and Technical Requirements Functional and Technical specifications compliance as per Annexure-9	As per functional & Technical Compliance based on the responses from the Bidder as per the Annexure-9 and demonstrable at Presentation Demo and assessed by Bank.	30	
4.	Presentation by the Bidder: Note: The Presentation is as per the technical & functional requirement/scope of work/other terms as mentioned in RFP to the Bank.	Points will be assigned by an internal committee based on the methodology, work plan, team composition and presentations. As per Table P-1	25	
5.	Total Marks		100	

Note: The bidder should score minimum 70% marks (i.e., 70 Marks out of 100 marks) total marks for qualifying under Technical Evaluation. The bidders qualified under Technical Proposal Evaluation will be eligible for commercial opening.

Presentation of proposal:

Canara Bank will schedule the presentations and intimate the time and locations to the bidders. Failure of a bidder to complete a scheduled presentation may result in the rejection of that Bidder's proposal.

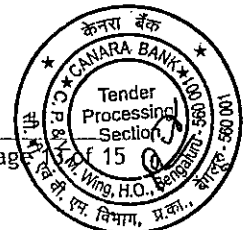
Table P-1

Sl. No.	Presentation Agenda	Maximum Marks
1	Proposed Solution	5
2	IT architecture, Approach and Methodology	5
3	Project Governance.	5
4	Security Aspects.	5
5	Team Profile	5
	Maximum Marks for Presentation	25

Declaration: We hereby confirm that the information submitted above is true to the best of our knowledge. We understand that in case any discrepancy is found in the information submitted by us, our response to this RFP is liable for rejection.

Date:
Place:

Signature with seal
Name:
Designation:



Annexure-9 (A)

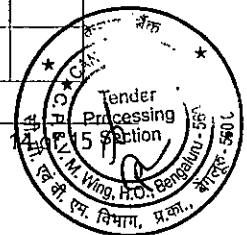
Sizing of Hardware including Software/OS for UAT, DC & DRC

(to be submitted on the letter head of the company/firm with authorized signatory seal and sign)

Quoted Hardware/Software/OS details for proposed OTM solution in both UAT, DC & DRC Locations:

- 1) The bidder shall be responsible for Supply, Installation, Integration, Implementation and Go-Live of the proposed OTM Solution including the necessary Licenses, Hardware, Storage, Software, Middleware, Database, Operating System, Warranty support. Warranty Support shall be available for the period of 3 years and AMC Support for the period of 2 years thereafter.
- 2) The bidders are required to quote for the entire solution including any Licenses, Hardware, Software, Middleware, Database, Operating System, Warranty support, etc. as may be required to fulfil the entire scope and requirements of the GeM bid.
- 3) The details of all such Licenses, Hardware, Software, Middleware, Database, Operating System, etc. as quoted by the bidder should be provided in the below format along with the Technical Bid.

Sl. No.	Components (Hardware/ Software) (specify the list of items)	Qty	Item Description With Specification Details	OEM of the Product	Model/ Version Name	Date of Release of Product	Date of End of Sale	End of Life (EOL) detail of the offered Product	End of Support (EoS) detail of the offered Product
1.	Hardware/ Appliance including OS for DC		App Server						
			Web Server						
			Data base Server						
			Any other (add more rows of required)						
2.	Hardware/ Appliance including OS for DRC		App Server						
			Web Server						
			Data base Server						
			Any other (add more rows of required)						
3.	Hardware/ Appliance including OS for UAT		App Server						
			Web Server						
			Data base Server						
			Any other (add more rows of required)						
4.	Database Licenses								
5.	Any other Software/ Licenses								
6.	Any other Items								



DC (Should be in High Availability) & DRC Site (High Availability and in Sync DC Setup) - Bidder should suggest the architecture in consultation with solution architect along with justifications and should provide reasonable hardware components as per the requirements. DRC should be the replica of the DC site.

In case proposed database is Oracle, then Bank will provide the License. If Database is other than Oracle, Licenses to be provided by Bidder. Bidder has to quote the same in the Bill of Material.

Note: At any point of time during the contract period, the resource utilization like CPU, Memory, Database etc. should not exceed 60 % of the total capacity.

Date:

Signature with seal

Name:

Designation:

