

Corrigendum-1 to GeM Bid ref: GEM/2024/B/4865899 dated 17/04/2024 for Selection of Vendor for Providing End-to-End Cash Management Services in 300 CAPEX ATMs for the Period of 3 Years.

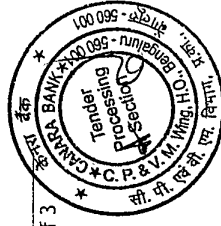
It is decided to amend the following in respect of the above RFP:

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

Description	Existing details	Amended details
Bid End Date/Time	08/05/2024, 15:00:00	16/05/2024, 15:00:00
Bid opening Date/Time	08/05/2024, 15:30:00	16/05/2024, 15:30:00

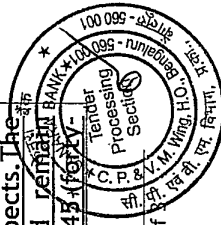
b.

SI No	Section/Annexure/Appen dix of GeM Bid	Clause No.	Existing Clause	Amended Clause
1.	Annexure-8 of Scope Work	3. First Level Maintenance Services	3.7 Video Surveillance: Reporting problems related to the Video surveillance system (VSS)-and taking backup/retrieval of Video images as per requirements and submission to Bank. The CRA shall take back-up of the video images for each location as and when required by the Bank. The CRA to take the backup of images ONLY in the presence of Canara Bank Officials - Nodal branch.	<u>This clause stands deleted.</u>
2.	Section C - Deliverable and Service Level Agreements	5. Uptime	5.3. The selected bidder should consider high-availability at DC & DR with RPO of 15 minutes and RTO of 120 minutes	<u>The selected bidder should have Business Continuity Plan(BCP) in place for availability of all services at all times. Selected Bidder shall conduct Quarterly DR Drill and share compliance certificate as per the guidelines issued by Regulatory Bodies.</u>





3.	Annexure-8 Scope of Work	Annexure-8 Scope of Work	2.17 Cash shall be replenished in ATM-supervisory mode. Two authorized officials shall undertake the job. A single person shall not be allowed to replenish cash. Dual control system should be followed. The security code of the ATM Chest lock has to be changed periodically	2.17. Cash shall be replenished in ATM-supervisory mode. Two authorized officials shall undertake the job. A single person shall not be allowed to replenish cash. Dual control system should be followed. <u>The ATM vault lock to be operated with Digital OTC only as per RBI guidelines.</u>
4.	Annexure-8 Scope of Work	Annexure-8 Scope of Work	2.23 The CRA shall change the ATM passwords periodically and on every occasion of change in their personnel dealing with the service, the passwords need to be immediately changed and kept under safe custody	<u>This clause stands deleted.</u>
5.	Annexure-8 Scope of Work	3. First Level Maintenance Services	3.4. The BIDDER shall load ATM screens as and when the Bank decides to modify/ add to the existing screens.	<u>This clause stands deleted</u>
6.	SECTION D BID PROCESS	6. Earned Money Deposit (EMD)/Bank Guarantee in lieu of EMD	6.1. The bidder shall furnish Non interest earning Earnest Money Deposit (EMD) amount as mentioned in the Bid Schedule by way of Insurance Surety Bonds, account payee demand draft drawn on any Scheduled Commercial Bank in India in favour of Canara Bank, payable at Bengaluru, fixed deposit receipt, or banker's cheque or Bank Guarantee from any of the Commercial Banks or payment online in an acceptable form, safeguarding the Bank's interest in all respects. The bid security should remain valid for a period of 45 (forty-five) days.	6.1. The bidder shall furnish Non interest earning Earnest Money Deposit (EMD) amount as mentioned in the Bid Schedule by way of Insurance Surety Bonds, account payee demand draft drawn on any Scheduled Commercial Bank in India in favour of Canara Bank, payable at Bengaluru, fixed deposit receipt, or banker's cheque or Bank Guarantee from any of the Commercial Banks or payment online in an acceptable form, safeguarding the Bank's interest in all respects. The bid security should remain valid for a period of 45 (forty-five) days.



				<u>five) days beyond the final bid validity period.</u>
7.	SECTION F - OWNERSHIP & AWARDDING OF CONTRACT	9. Performanc e Security	9.4. Security Deposit should be submitted by way of DD drawn on Canara Bank payable at Bengaluru / Bank Guarantee may be obtained from any of the Scheduled Banks (other than Canara Bank).	9.4. Security Deposit should be submitted by way of <u>Insurance Surety Bond, DD drawn on Canara Bank payable at Bengaluru, fixed deposit receipt from a commercial bank, Bank Guarantee (including e-Bank Guarantee) from a Commercial bank or online payment in an acceptable form safeguarding the Bank's interest in all aspects.</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: 08/05/2024
 Place: Bengaluru


 Deputy General Manager

