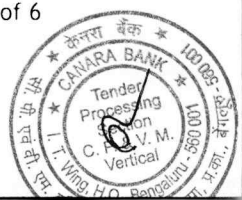# केनरा बैंक ◁ Canara Bank

Corrigendum-3 to GeM bid ref no. GEM/2024/B/4548934 dated 29/01/2024 for Selection of vendor for end to end implementation of Digital Insurance Solution in Bank for a period of 3 years.

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	07-03-2024, 15:00:00	11-03-2024, 15:00:00
Bid Opening Date/Time	07-03-2024, 15:30:00	11-03-2024, 15:30:00

Sl. No.	Page No.	Section/ Annexure/ Appendix of the RFP	Clause No.	Existing	Amended
b.	14	Section C- Deliverables and Service Level Agreements	Project Timelines	Existing Project Timelines	Modified Project Timelines.
c.	62	Annexure-2 Pre-Qualification Criteria.	Clause No: 1	Qualification Criteria: Signing of Pre-Contract Integrity Pact **Documents to be submitted in compliance with Qualification Criteria:** 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.	Qualification Criteria: Signing of Pre-Contract Integrity Pact Documents to be submitted in compliance with Qualification Criteria: 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.
d.	63	Annexure-2 Pre-Qualification Criteria.	Clause No: 7	Qualification Criteria: The Bidder should have successfully implemented / maintaining the proposed solution / any similar solution during the last 5 years from the date of RFP in any Scheduled Commercial Banks in India.	Qualification Criteria: The Bidder/ **OEM should be in the process of implementing**/should have successfully implemented / maintaining the proposed solution / any similar solution during the last 5 years from

Internal

				Documents to be submitted in compliance with Qualification Criteria: The bidder should submit Satisfactory performance certificate from clients/ copies of purchase order/work order/ reference letter from the clients to this effect.	the date of RFP in any Scheduled Commercial Banks in India /BFSI. **Documents to be submitted in compliance with Qualification Criteria:** The bidder should submit Satisfactory performance certificate from clients/ copies of purchase order/work order/ reference letter from the clients to this effect.
e.	72	Annexure-8 Scope of work	Scope of work clause-1.15	The solution should be hosted as Managed Services with entire responsibility of developing, running and maintaining the solution to be handled by Solution provider.	The solution should be hosted on-premises. The proposed solution should be cloud ready.
f.	82	Annexure-9 Technical Evaluation Criteria	Technical Evaluation Criteria	Existing Technical Evaluation Criteria	Modified Technical Evaluation Criteria
g.	94	Annexure-16 Bill of Material.	Table-G heading: Bill of Material.	Total Cost for 5 Years Contract Period	Total Cost for 3 Years Contract Period

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: 01/03/2024
Place: Bengaluru

Deputy General Manager

Internal

1. Project Timelines

1.1. Bank shall provide the address and contact details for end to end implementation of Digital Insurance Solution in Bank as per the RFP terms while placing the order.

1.2. The proposed services will be hosted on-premises model. The selected bidder has to complete the end to end implementation of Digital Insurance Solution as per RFP and Go-Live of the proposed solution within **Twenty-Four (24) weeks** from the date of acceptance of the Purchase Order or **Twenty-Five (25) weeks** from the date of issuance of the Order.

1.3. The bidder has to deliver the hardware as per Annexure-8A, system software, required tools, accessories and all other components along with the enterprise license for Digital Insurance Solution within **Nine (09) weeks** of the issuance of the purchase order or **Eight (08) weeks** from the date of acceptance of the purchase order.

1.4. The bidder has to complete the configuration, integration, implementation as well as the customization of the solution in DC, DRC & UAT within the **Eight (08) weeks** from the date of delivery of the hardware, application software, enterprise license etc.,

1.5. Bidder has to complete User Acceptance Test (UAT) within **Four (4) weeks** from the date of delivery of customized solution.

1.6. The solution provider has to complete production movement within **Four (4) Weeks** from the date of UAT completion and acceptance of the customized solution by the Bank.

1.7. Partial or incomplete or damaged delivery of materials will not be considered as delivered of all the ordered materials. Date of delivery shall be treated as date of last material delivered to the ordered locations if materials are not damaged. In case materials are delivered with damage, Date of delivery shall be treated as date of replacement of damaged material with new one. Delivery payment shall be paid against completion of delivery of all the ordered materials without any damage and proof of delivery duly certified by Bank's Officials, along with delivery payment claim letter.

1.8. End to End implementation of the solution will be deemed as complete only when the same is accepted by the Bank in accordance with the terms & conditions of this RFP.

1.9. The solution will be accepted after complete integration and satisfactory working of the solution.

Canara Bank

केनरा बैंक

Annexure-9
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 Digital Insurance Solution in Bank for a period of 3 years.
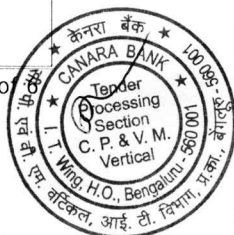
Ref: GEM/2024/B/4548934 dated 29/01/2024.

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

Sl. No.	Criteria	Evaluation Parameters	Documents to be submitted	Max marks	Marks Obtained
1.	Bidder/OEM should have implemented and made go-live /should be in the process of **Implementing** the proposed Solution in BFSI. (Banking, Financial services and Insurance)	proposed Solution and made go-live in BFSI: More than 6 BFSIs- 15 Marks More than 3 BFSI and up to 6 BFSI- 10 Marks More than 1 BFSI and up to 3 BFSI- 6 Marks In one BFSI only- 3 Marks	Documentary evidence of contracts executed along with completion certificate. Reference from customer along with customer contact details are required.	15	
2.	Availability of dashboard for monitoring end to end insurance software package	Yes: 10 Marks No: 0 Marks	Documentary proofs/artefacts to verify the end to end insurance dashboards	10	
3.	Integration with Bank's various functionalities.	• Whatsapp - 3 Marks • CBS - 2 Marks • IB/MB - 2 Marks • CRM, SMS & Email gateway - 2 Marks • Complaint Management System - 1 Marks	Documentary proofs/artefacts or Reference letter from existing implemented organizations complying all the functionality.	10	

Canara Bank, IT Wing, HO - Corrigendum-3 to GeM bid ref no. GEM/2024/B/4548934   Page 4 of 6

Internal

4.	Presence of following parameters in the proposed solution • Reconciliation Mechanism. • Revival of Policy and Reversal of Payment. • Auto Debit Mandate and Commission credit. • Bulk upload and Historical Data • Compliance of IRDAI Regulation	Yes: 10 Marks (2 Marks to each) No: 0 Marks	Reference letter from existing implemented organizations complying all the parameters.	10	
5.	Digitalized delivery of Insurance Products through various channels: • Mobile Application • Web Channel • Net Banking • Tablet Banking	Yes: 10 Marks (2.5 Marks to each) No: 0 Marks	Reference letter/Undertaking letter from the existing implemented organization for implementation of proposed solution in various channels	10	
6.	Experience in integration of new insurance partners with the Bank.	More than 6 Partners: 10 Marks More than 4 and upto 6 partner: 6 marks More than 1 and upto 3 Partners: 2 Marks Less than 1 Partners: 0 Marks	Letter /certificates along with the artefacts from the existing Bank/FIs to verify the integration capability.	10	
7.	Maximum Number of data/transactions handled by the solution in any Banks/FI for any Financial Year.	**For every 1 million records - 2 marks**	Letter /certificates along with the artefacts from the existing Bank/FIs to verify the data/transactions handled by the solution.	10	
8.	Technical Proposal & Presentation by the Bidder: Note: The Presentation is as per	Technical presentation will be evaluated on the following parameters: • Proposed Solution	Bidder to present / showcase the Demo.	25	

	the technical & functional requirement/scope of work/other terms as mentioned in RFP to the Bank	• IT architecture, Approach and Methodology • Project Governance • Security Aspects • Any Other features as per RFP Document.			
9.	Total Marks			100	

Note: The bidder should score minimum 75% marks (i.e., 75 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.

*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 GeM bid is liable for rejection.

Date:

Signature with Seal
Name:
Designation: