

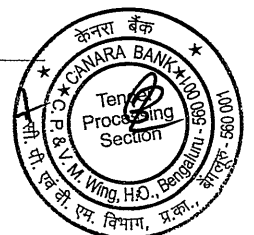
Corrigendum-1 to GeM Bid ref. no. GEM/2024/B/4799912 dated 20/03/2024 for Selection of Vendor for providing Bulk Email Solution on OPEX model for the period of 5 years in Canara Bank.

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

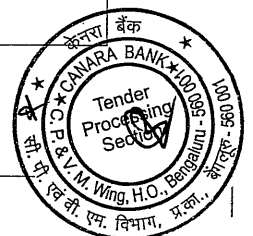
- i. GeM Bid Document, Bid Details (Bid End Date/Time, Bid Opening Date/Time, Page no. 1 of 7):

Description	Existing details	Amended details
Bid End Date/Time	15-04-2024, 15:00:00	<u>19-04-2024, 15:00:00</u>
Bid opening Date/Time	15-04-2024, 15:30:00	<u>19-04-2024, 15:30:00</u>

Sl. No	Section/ Annexure/ Appendix of GeM Bid	Clause No.	Existing Clause	Amended Clause
a.	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS	1.Project Timelines	2. Delivery, installation and commissioning of necessary hardware components at DC and DR locations for on-premises hardware set up- 8 weeks from the date of acceptance of purchase order.	2. Delivery, installation and commissioning of necessary hardware components at DC and DR locations for on-premises hardware set up. - <u>10 weeks</u> from the date of acceptance of purchase order.
b.	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS	1.Project Timelines	3. Implementation of bulk mailing solution, Integration of Bank's applications to the solution- 12 weeks from the date of acceptance of purchase order.	3. Implementation of bulk mailing solution Integration of Bank's applications to the solution - <u>14 weeks</u> from the date of acceptance of purchase order.



c.	Annexure-8 Scope of Work	B. Bulk mailing solution	28. The solution should be able to integrate with banks on premises Active Directory (AD) for user authentication	28.The proposed solution should be able to integrate with banks on premises Active Directory (AD) for user authentication <u>to login to the proposed solution's admin console.</u> <u>Bidder to comply with IT Security guidelines of the Bank.</u>
d.	Annexure-8 Scope of Work	B. Bulk mailing solution	34. Each application connecting to the solution for triggering mails should be enabled with a separate authentication user id and password.	34. Each application connecting to the solution for triggering mails should be enabled with a separate authentication user id and password. <u>However, the solution should also have alternate mechanism to permit mail flow from applications which does not support such authentication. Solution to have proper logging / monitoring mechanism to monitor such mail flows.</u>
e.	Annexure-8 Scope of Work	D. Implementation and planning.	2.Delivery, installation and commissioning of necessary hardware components at DC and DR locations for on-premises hardware set up - No.of Weeks - 8 weeks from the date of acceptance of purchase order.	2.Delivery, installation and commissioning of necessary hardware components at DC and DR locations for on-premises hardware set up. - <u>10 weeks</u> from the date of acceptance of purchase order.
f.	Annexure-8 Scope of Work	D. Implementation and planning.	<ul style="list-style-type: none"> • Implementation of bulk mailing solution • Integration of Bank's applications to the solution -12 weeks from the date of acceptance of purchase order.	<ul style="list-style-type: none"> • Implementation of bulk mailing solution • Integration of Bank's applications to the solution - <u>14 weeks</u> from the date of acceptance of purchase order.





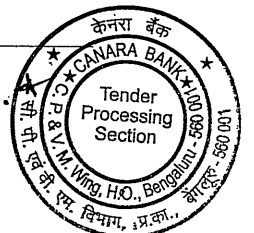
g.	Annexure-10 Technical Evaluation Criteria	Annexure- 10 Technical Evaluation Criteria	Existing Annexure-10 Technical Criteria	Evaluation <u>Amended Annexure-10 is attached to this corrigendum.</u>
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All the other instructions and terms & conditions 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: 12/04/2024
Place: Bengaluru


Deputy General Manager




Amended Annexure-10
Technical Evaluation Criteria

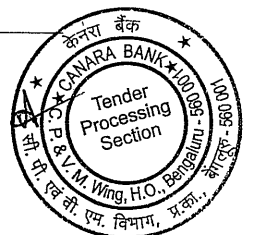
SUB: Selection of Vendor for providing Bulk Email Solution on OPEX model for the period of 5 years in Canara Bank

Ref: GEM/2024/B/4799912 dated 20/03/2024

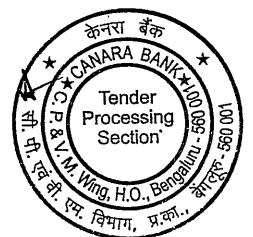
This evaluation will be carried out on a total score of 100 on the basis of the following evaluation parameters defined in this section.

Technical Evaluation Parameters

Sl. No.	Criteria	Evaluation Parameters	Documentation/ Evaluation method	Max marks
1.	The OEM/Bidder should have active experience in implementation and maintenance of Bulk Mailing Services in any Scheduled Commercial Banks/PSUs/ Government Departments/ Public Sector Enterprises/Corporates in India.	<p>Number of Years active experience:</p> <ul style="list-style-type: none"> • More than 5 years: 25 Marks • More than 3-5 years: 20 Marks • 1-3 years: 15 Marks • Less than 1 years: 0 Marks <p>Note:</p> <ul style="list-style-type: none"> • Purchase Orders issued on or before 31/03/2024 will be considered. • Multiple purchase orders will be considered for calculation of active years. • At least one Purchase order should be active during the last 3 financial years i.e since 01/04/2021. 	The bidder should submit Purchase Order with proof of completion/ Reference Letter/ Satisfactory Letter from the customer duly mentioning the details of the services.	25



Sl. No.	Criteria	Evaluation Parameters	Documentation/ Evaluation method	Max marks										
2.	The OEM/Bidder should have experience in providing Bulk mail in any Scheduled Commercial Banks/PSUs/Government Departments/ Public Sector Enterprises/Corporates in India during the financial years (2020-21, 2021-22, 2022-23 & 2023-24).	Number of clients: <ul style="list-style-type: none"> • 5 or more Clients: 25 Marks • 3-4 clients: 15 Marks • 1-2 clients : 10 Marks 	The bidder should submit Purchase Order with proof of completion/ Reference Letter/ Satisfactory Letter from the customer duly mentioning the details of the services.	25										
3.	The OEM/Bidder should have experience of having managed the Bulk mail Solution with a minimum of 75,00,000 mails per day in a single implementation in any Scheduled Commercial Banks/PSUs/Government Departments/ Public Sector Enterprises /Corporates in India during the financial years (2020-21, 2021-22, 2022-23 & 2023-24).	Number of mails per day: <table border="1" data-bbox="635 920 1102 1554"> <thead> <tr> <th>Bulk e-Mail solution implementation</th> <th>Proposed Bulk e-Mail solution implementation</th> </tr> </thead> <tbody> <tr> <td>• More than 1,25,00,000: 20 marks</td> <td>• More than 1,25,00,000: 30 marks</td> </tr> <tr> <td>• 1,25,00,000-1,00,00,000: 15 marks</td> <td>• 1,25,00,000-1,00,00,000: 25 marks</td> </tr> <tr> <td>• 75,00,000-1,00,00,000: 10 marks</td> <td>• 75,00,000-1,00,00,000: 20 marks</td> </tr> <tr> <td>• Less than 75,00,000: 0 Marks</td> <td>• Less than 75,00,000: 0 Marks</td> </tr> </tbody> </table>	Bulk e-Mail solution implementation	Proposed Bulk e-Mail solution implementation	• More than 1,25,00,000: 20 marks	• More than 1,25,00,000: 30 marks	• 1,25,00,000-1,00,00,000: 15 marks	• 1,25,00,000-1,00,00,000: 25 marks	• 75,00,000-1,00,00,000: 10 marks	• 75,00,000-1,00,00,000: 20 marks	• Less than 75,00,000: 0 Marks	• Less than 75,00,000: 0 Marks	The bidder should submit Purchase Order with proof of completion/ Reference Letter/ Satisfactory Letter from the customer duly mentioning the details of the services.	30
Bulk e-Mail solution implementation	Proposed Bulk e-Mail solution implementation													
• More than 1,25,00,000: 20 marks	• More than 1,25,00,000: 30 marks													
• 1,25,00,000-1,00,00,000: 15 marks	• 1,25,00,000-1,00,00,000: 25 marks													
• 75,00,000-1,00,00,000: 10 marks	• 75,00,000-1,00,00,000: 20 marks													
• Less than 75,00,000: 0 Marks	• Less than 75,00,000: 0 Marks													
4.	Presentation of the bidder on approach, work plan and methodology	Evaluation will depend upon the presentation made to the Bank's panel based on the parameters mentioned as per Table - II.		20										
Total				100										



Bidders achieving the minimum passing mark i.e.,50% will be considered eligible for Commercial evaluation process.

Presentation of proposal:

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

Table-II
Presentation parameters

Sl. No.	Presentation and Customer (references) feedback	Marks
1	Presentation of the bidder on approach and methodology, use cases of prior implementation	5
2	OEM vetted IT architecture (scalability & flexibility)	10
3	Project governance & team/ resource plan/ Implementation timelines	5
Max - Relative Technical Evaluation Marks		20

Date:

Signature with seal

Name:

Designation:

