

Corrigendum-1 to GeM Bid ref no. GEM/2025/B/6128269 dated 11/04/2025 for Selection of vendor for providing 215 Onsite Resources For Helpdesk Services to CBS, LAPS, Digital Products, Cards and other applications and 20 developers for a period of 3 years in Canara Bank.

**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	02/05/2025, 15:00:00	<u>07/05/2025</u> , 15:00:00
Bid opening Date/Time	02/05/2025, 15:30:00	<u>07/05/2025</u> , 15:30:00

**b. GeM Bid Document/ATC Clauses:**

Sl No.	Section/Annexure/ Appendix of GeM Bid	Clause No.	Existing Clause	Amended Clause/ New Addition
1.	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS	7. Software, Drivers and Manuals	The selected bidder shall supply along with each item all the related documents, Software Licenses loaded in the Hardware items without any additional cost. The documents shall be in English. These will include but not restricted to User Manual, Operation Manual, Other Software and Drivers etc.	<u>RFP Clause stands deleted</u>
2.	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS	3. Penalties & Liquidated damages	Existing clause 3.3	Amended clause 3.3 as per Annexure-A attached.
3.	SECTION G General Conditions	4. Human Resource Requirement	4.6.3. Aadhaar Card - Duly attested photocopy by candidate and bidder HR. 4.6.4. Passport - Duly attested photocopy by candidate and bidder HR.	4.6.3. Aadhaar Card - Duly attested photocopy by candidate and bidder HR. <b>(OR)</b> 4.6.4. Passport - Duly attested photocopy by candidate and bidder HR.

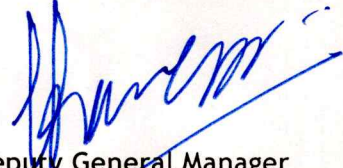


4.	Annexure-9 Scope of Work	CBS Helpdesk, TO Vertical: Point No. 1.1	The Help Desk services have to be provided from 8 AM till branch batch closure of all branches across shifts on all working days except Sundays, 2 <sup>nd</sup> and 4 <sup>th</sup> Saturdays & National Holidays. Services also to be provided in case of planned outages like Disaster Recovery Drill etc., planned during Sundays / 2 <sup>nd</sup> and 4 <sup>th</sup> Saturdays / National holidays.	The Help Desk services have to be provided <b>from 9 AM</b> till branch batch closure of all branches across shifts on all working days except Sundays, 2 <sup>nd</sup> and 4 <sup>th</sup> Saturdays & National Holidays. Services also to be provided in case of planned outages like Disaster Recovery Drill etc., planned during Sundays / 2 <sup>nd</sup> and 4 <sup>th</sup> Saturdays / National holidays.
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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: 28/04/2025  
Place: Bengaluru

  
Deputy General Manager

Internal



**Annexure-A**  
**Other Amendments**

**ATC Clause: 3. Penalties & Liquidated damages**

**3.3. Penalties/Liquidated damages for not maintaining stipulated time limits for responding tickets raised.**

- 3.3.1. Mean Time to Respond (MTTR) to the query shall be 4 hours from the initiation of the ticket.
- 3.3.2. MTTR stipulated above is for worst-case scenario only. In all other cases, Bidder should ensure immediate response and resolution of the issues.
- 3.3.3. Time specified above is from lodging of complaint. SLA for MTTR is not applicable for the reasons attributable to the Bank and Force Majeure.
- 3.3.4. If the bidder fails to maintain the guaranteed Meantime to Respond [MTTR] during the Contract period, the penalty will be deducted as under:

Ticket Resolution Time in a month	Penalty Details
<u>0 Working Hours-4 Working Hours</u>	No Penalty
<u>4 Working Hours-6 Working Hours</u>	1% of cost of total monthly charges of the respective resource responsible for the delay.
<u>6 Working Hours- 8 Working Hours</u>	5% of cost of total monthly charges of the respective resource responsible for the delay
<u>MORE THAN 8 Working Hours</u>	Penalty at an incremental rate of 1% (in addition to a base of 5%) of cost of total monthly charges of the respective resource responsible for the delay for every 1 hour or part thereof subject to the maximum of respective resource's monthly charges.



Sl. No.	Section / Annexure / Appendix	RFP Clause	Sub-Clause/ Technical Specification	Bidder's Query	Bank's Reply
1	Annexure-2 Pre-Qualification Criteria	Bidder should have been providing On Site Technical resources for helpdesk related activities during last three years to at least 1 Scheduled Commercial Bank in India as on the date of submission of bid.	Scheduled Commercial Bank	Please consider the experience in BFSI/PSUs/Regulatory bodies/State Government and Central Government Departments also.	Bidder to comply with RFP terms and conditions
2	Annexure-2 Pre-Qualification Criteria	Bidder should have been providing On Site Technical resources for helpdesk related activities during last three years to at least 1 Scheduled Commercial Bank in India as on the date of submission of bid.	Last three Years	Consider it for 7 Years(Seven Years)	Bidder to comply with RFP terms and conditions
3	Annexure-10 Technical Evaluation Parameter. Point No.1	Bidder should be in the line of providing resources for help desk activity in BFSI sector in India as on date of submission of bid.	BFSI	Please consider the experience in BFSI/PSUs/Regulatory bodies/State Government and Central Government Departments also.	Bidder to comply with RFP terms and conditions
4	Annexure-10 Technical Evaluation Parameter. Point No.2	Number of CBS (Core Banking Solution)/Industry standard loan origination system (LOS)/Debit/Credit card Helpdesk related projects supported in scheduled commercial Banks in India during the last 2 years as on date of submission of bid.	(Core Banking Solution)/Industry standard loan origination system (LOS)/Debit/Credit card	Kindly consider enquiry related and Soft Recovery Help desk services during the last 7 years.	Bidder to comply with RFP terms and conditions



11	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS	1.Project Timelines	1.4 Bank reserves the right to change/modify locations for the deployment of Resources. In the event of any change/modification in the locations, the bidder in such cases shall deliver at the modified locations at no extra cost to the Bank.	Request Canara Bank to consider a one-time reimbursement of the relocation cost for a resource moving from the base location to the new location.	Bidder to comply with RFP terms and conditions
12	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS	1. Penalties & Liquidated damages	3.2.1.Bidder to ensure availability of all the 235 onsite resources as per the Bank's requirement mentioned elsewhere in the RFP. In case the resources go on leave/absent, replacements having equivalent or more experience and qualification has to be arranged by the Bidder to ensure that regular functioning of the branches/offices. In case the number of resources deployed is less than the stipulated and replacements not arranged, the payment shall be made proportionately.	The Bank is requested to share the scope of work and the rationale behind the calculation of the 235-member team size, including 215 Help Desk personnel and 20 Developers. This will enable Bidder to accurately estimate the required effort and resources to manage the project	Details will be communicated to the successful bidder
13	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS	7.Software, Drivers and Manuals	The selected bidder shall supply along with each item all the related documents, Software Licenses loaded in the Hardware items without any additional cost. The documents shall be in English. These will include but not restricted to User Manual, Operation Manual, Other Software and Drivers etc.	The Bank is requested to confirm the existing software used to manage the helpdesk. This will enable the bidder to estimate license requirements and associated costs for the commercial proposal.	Clause stands deleted, Bidder to refer the corrigendum-1
14	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS	Documents, Standard Operating Procedures and Manuals	All related documents, manuals, Standard Operating Procedures (SOPs), best practice documents and information furnished by the Bidder shall become the property of the Bank.	The Bank is requested to confirm whether current documents, manuals, and SOPs exist for managing the helpdesk function, and whether all existing artifacts will be made available to the selected vendor for reference	The relevant documents/SOPs will be shared with successful bidder if required, at Bank's own discretion.
15	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS	10.Right to Audit	Clause 10.1, 10.2 & 10.3	Canara Bank to acknowledge that the vendor will provide the client or its auditor (both bound by applicable confidentiality obligations), upon the client's request, with all information and documents directly related to the engagement, without granting access to the vendor firm's premises.	RFP documents are self explanatory. Bidder to refer to the RFP document.



20	SECTION G - GENERAL CONDITIONS	16.Hiring of Bank Staff or Ex-Staff:	The BIDDER/VENDOR/ SERVICE PROVIDER or subcontractor(s) shall not hire any of the existing/ ex/retired employees of the Bank during the contract period or after the closure/termination of contract even if existing/ ex/retired employee actively seek employment from the Bidder/VENDOR/ SERVICE PROVIDER or sub-contractor(s). The period /duration after the date of resignation/ retirement/ termination after which the existing/ex/retired employee shall be eligible for taking up such employment	We kindly request the Bank to consider not including any non-solicitation obligations in the agreement, as as they limit our ability to solicit or hire personnel. Given the scale and nature of this engagement, these provisions pose significant business constraints and are challenging to hire the best resource for the project.	Bidder to comply with RFP terms and conditions
21	Annexure-9- Scope of Work	Scope of work	RFP for Selection of vendor for providing 215 onsite resources for helpdesk services to CBS, LAPS, Digital products, Cards and other Applications and 20 Developers for a period of 3 years in Canara bank.	Canara Bank to confirm whether vendors are allowed to submit bids for a partial scope of the RFP—for example, bidding only for the 20 Developer roles	Bidder to comply with RFP terms and conditions
22	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS	1.Project Timelines	1.3 Bidder should ensure deployment of Resources within 4 weeks from the date of acceptance of the order to the address given in the purchase order/sent separately through email.	We request Bank to modify the timelines clause as "Bidder should ensure deployment of Resources within <b>10 weeks</b> from the date of acceptance of the order to the address given in the purchase order/sent separately through email.	Bidder to comply with RFP terms and conditions
23	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS	1.Project Timelines	1.1 Bank shall provide the address and contact details for the deployment of required onsite resources while placing the purchase order.	Request bank to share the locations where resources will be deployed	Presently selected resources will be deployed in Bangalore Location. Change of location if any will be decided at Bank's own discretion.
24	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS	3.Penalties & Liquidated damages	3.1.1.Failure to deploy the selected resources within 4 weeks from the date of acceptance of the order, Bank shall impose a penalty of Rs.1000/- per shift per day per resource.	Request Bank to modify the clause as Failure to deploy the selected resources within 10 weeks from the date of acceptance of the order, Bank shall impose a penalty of Rs.1000/- per shift per day per resource.	Bidder to comply with RFP terms and conditions



30	3.1.2	3.1. Penalty for delay in deployment of onsite resource (Including Developers):	3.1.2. However, the total Penalty/LD to be recovered under above clause shall be restricted to 10% of the total monthly invoice.	Requested to modify the Overall Penalty restricted to 1% of the total monthly invoice	Bidder to comply with RFP terms and conditions
31	3.2.2	The Bank shall also impose a penalty as per the below matrix.	Attendance of Resources including Developers (Day Wise) as per the number mentioned in PO	Requested to exclude Supervisors and Developers	Bidder to comply with RFP terms and conditions
32	3.2.2	6. If a resource is absent for more than 1 week and if no replacement is provided.	5 % monthly billing of that resource will be levied for each instance of 1 week or part thereof.	Requested to modify Penalty of 0.5% on monthly billing of that resource instead of 5% which is on higher side	Bidder to comply with RFP terms and conditions
33	3.2.4	The Bank shall also impose a penalty as per the below matrix.	However, the total Penalty/LD to be recovered under clause 3.1.1 and 3.2.2 shall be restricted to 20% of the total monthly invoice.	Requested to modify the total penalty/LD to be recovered under Clause 3.1.1 and 3.2.2 restricted to 10% of the total monthly invoice.	Bidder to comply with RFP terms and conditions
34	3.3.4	Penalties/Liquidated damages for not maintaining stipulated time limits for responding tickets raised.	If the bidder fails to maintain the guaranteed Meantime to Respond [MTTR] during the Contract period, the penalty will be deducted as under:	Requested to reduce the penalties as the same on very very high.	Bidder to comply with RFP terms and conditions
35	6.4	Local Support	The bidder will be responsible for attending complaints on 24*7 basis during the contract period.	Please Clarify this clause as it has mentioned timings as morning 9.00 am to evening 9.00 pm else wherein the RFP.	Shift times already mentioned in the RFP, but Bank may change the timings on needbasis at Banks discretion.
36	4.6.4	Human Resource Requirement	Passport - Duly attested photocopy by candidate and bidder HR.	Requested to Relax as everybody will not have Passport.	Bidder to refer corrigendum-1



41	Annexure-10 Technical Evaluation Parameter.	Number of resources from Bidder who are engaged in providing Helpdesk services in CBS or allied applications in a scheduled commercial Bank in India during the last 2 years as on date of submission of bid.	1. More than or equal to 100 resources - 15 Marks 2. More than or equal to 70 resources and less than 100 resources- 10 marks	Requested to modify the following clause : More than or equal to 70 resources and less than 100 resources- 10 marks as <b>More than or equal to 40 resources and less than 100 resources - 10 marks.</b>	Bidder to comply with RFP terms and conditions
42	Annexure-10 Technical Evaluation Parameter.	Bidders should have deployed Developers for application development in a scheduled commercial Bank in India during last 2 years as on date of submission of bid.	5 marks each for per Scheduled Commercial Bank in India. Marks per institution/ organization - 3 marks (Max Marks - 15)	Please clarify the following : 1. Applications Developed for Bank Specific Request will be considered as deployment of Developers. 2. Is it 5 marks each for SCB or 3 marks per institution. Both are contradicting.	RFP documents are self explanatory. Bidder to refer to the RFP document.
43	Annexure-2	Pre-Qualification Criteria	8. Bidder should have been providing On Site Technical resources for helpdesk related activities during last three years to at least 1 Scheduled Commercial Bank in India as on the date of submission of bid	<b>Request for modification:</b> 8. Bidder should have been providing On Site Technical resources for helpdesk related activities during last three years to at least 1 Scheduled Commercial Bank/ BFSI in India as on the date of submission of bid	Bidder to comply with RFP terms and conditions
44	Annexure-10	Technical Evaluation Parameter.	2. Number of CBS (Core Banking Solution)/Industry standard loan origination system (LOS)/ Debit/Credit card Helpdesk related projects supported in scheduled commercial Banks / BSFI Sector / Any Bank in India during the last 2 years as on date of submission of bid.	<b>Request for modification:</b> 2. Number of CBS (Core Banking Solution)/Industry standard loan origination system (LOS)/ Debit/Credit card / AML (Anti Money Laundering) /API Banking/ CRM/ DMS /APM(application programming management) Helpdesk related projects supported in scheduled commercial Banks / BSFI Sector / Any Bank in India during the last 2 years as on date of submission of bid.	Bidder to comply with RFP terms and conditions



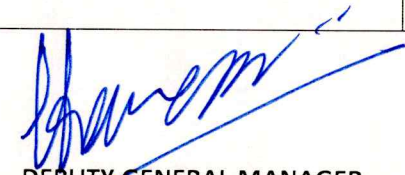


49	Annexure-9	Point No. 1.1	The Help Desk services have to be provided from 8 AM till branch batch closure of all branches across shifts on all working days except Sundays, 2 <sup>nd</sup> and 4 <sup>th</sup> Saturdays & National Holidays. Services also to be provided in case of planned outages like Disaster Recovery Drill etc., planned during Sundays / 2 <sup>nd</sup> and 4 <sup>th</sup> Saturdays / National holidays	We request you to clarify <b>Negotiable Instrument Act</b> holidays are also considered as holiday for agents & Supervisors	No,as Helpdesk services are extended to branches all over India, Services to be extended irrespective of NI Act holidays.
50	Annexure-9	Point No. 1.5.4	The Company shall ensure that the Help Desk agents deployed in the project should be a graduate and have relevant working experience of minimum 1 year. Candidate's on boarding will be subject to approval from Bank, who will be interviewing candidates for basic skills and trainability.	We request Bank to consider as the Help Desk agents deployed in the project should be a graduate and have relevant working experience of minimum 6 months. Candidate's on boarding will be subject to approval from Bank, who will be interviewing candidates for basic skills and trainability.	Bidder to comply with RFP terms and conditions
	Annexure-9	Point No. 1.6.2	Supervisors must be a graduate and have a minimum of 5 years of relevant domain experience.	We request Bank to consider as Supervisors must be a graduate and have a minimum of 2 years of relevant domain experience.	Bidder to comply with RFP terms and conditions
51	Annexure-10	Point No. 2	Number of CBS (Core Banking Solution)/Industry standard loan origination system (LOS)/ Debit/Credit card Helpdesk related projects supported in scheduled commercial Banks in India during the last 2 years as on date of submission of bid.	We request Bank to consider number of Marks per institution/ organization - 5 marks	Bidder to comply with RFP terms and conditions
			1. Marks per institution/ organization - 4 mark		



58	GENERIC	GENERIC	GENERIC	We request Bank to consider One Day Casual Leave (CL) in a month for all the Agents / Supervisors / Developers engaged by the Bidder as per the Minimum Wages Act and Labour Law.	Bidder to ensure avialbloty of reources as per RFP terms and conditions
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28-04-2025  
BANGALORE

  
- DEPUTY GENERAL MANAGER  
