

**Amendment II alongwith Additional Clauses to RFP No: FIW/BCS/01/2021 dated 03.05.2021 (BUSINESS CORRESPONDENT SERVICES-HYBRID OPEX MODEL (KIOSK & MOBILE) - USING TABLETS FOR SIXTEEN CLUSTERS**

Sl.No.	Page No.	Clause/Sub-Clause	Description	Existing Details	Amended Details
1	2	Table Sl.No.7	Bid details in Brief- Last date of Submission of Bids	24.05.2021, Monday 3 PM	10.06.2021, Thursday 03.00 PM
2	2	Table Sl.No.8	Date and time of Opening of Part A- Technical Bid.	24.05.2021, Monday 3 PM	10.06.2021, Thursday 03.00 PM
3	2	Table Sl.No.10	Application Fees (Not Refundable)	Rs. 29,500/- (25000/- Application Money plus 18 % GST)	Currently waived (Bidder has to submit declaration as per Annexure-XV )
4	2	Table Sl.No.11	Earnest Money Deposit(Refundable)	Rs. 10,00,000.00 ( Ten Lakhs only) for each Cluster. Maximum FOUR clusters.	Currently waived (Bidder has to submit declaration as per Annexure-XV)
5	11	Point No.3.2 Table Sl.No.1.	Criteria	Bidder should be a registered company in India under Companies Act 1956 or 2013 and should have been in operation for at least Three years as on the date of RFP	Bidder should have been in operation for atleast 3 years as on date of RFP and should be: i) a registered company in India under Companies Act 1956 or 2013 excluding Non Banking Financial Companies (NBFCs) (or) ii) NGOs/ MFIs set up under Societies/ Trust Acts and Section 25 Companies ; (or) iii) Cooperative Societies registered under Mutually Aided Cooperative Societies Acts/ Cooperative Societies Acts of States/Multi State Cooperative Societies Act.
6	11	Point No.3.2 Table Sl.No.1.	Documents to be submitted	Copy of Certificate of Incorporation & 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	Copy of Certificate of Incorporation & 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. OR Trust/Society deed, registration certificate, Bye law AND/OR Any other document which is deemed fit to make it a legitimate entity.



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7	11	Point No.3.2 Table Sl.No.2.	Documents to be submitted	Supported by documentary evidence such as purchase order/ copies of the Service Contracts wherever entered. Letter from the concerned organization confirming successful implementation of FI project with them is to be submitted with following details: -Name of the client -Number of Locations -Type of Model -Scope of Project -Name of the person who can be referred to from Clients' side, with Name, Designation, Postal Address, Phone and Fax numbers, E-Mail IDs, etc., The bank reserves the right to inspect such installations while evaluating the Technical Bid.	Supported by documentary evidence such as purchase order/ copies of the Service Contracts wherever entered. in case of newly amalgamated SCBs, purchase order/ copies of the Service Contracts of pre-amalgamated entity to be submitted. A Letter from the concerned organization (from Amalgamated entity, in case of newly amalgamated SCB) confirming successful implementation of FI project with them is to be submitted with following details: -Name of the client -Number of Locations -Type of Model -Scope of Project -Name of the person who can be referred to from Clients' side, with Name, Designation, Postal Address, Phone and Fax numbers, E-Mail IDs, etc., The bank reserves the right to inspect such installations while evaluating the Technical Bid.
8	12	Point No.3.2 Table Sl.No.7.	Criteria	Bidder should also have internal control and audit measures in place.	<Deleted>
9	13	3.2.4.	Criteria	The bidder should have proven capability to provide robust and scalable hardware/software technology to provide services mentioned in this RFP. Successful implementation of a related project (such as delivery of financial services / products / Biometric solutions, Card Based solutions etc.) with a Bank / Financial Institution / Micro Finance Institution either on its own OR if the bidding Service Provider has an agreement with another Technology Service Provider, the agreement should not be less than 365 days old with Technology service provider. A copy of such agreement should be enclosed.	The bidder should have proven capability to provide robust and scalable hardware technology to provide services mentioned in this RFP. Successful implementation of a related project (such as delivery of financial services / products / Biometric solutions, Card Based solutions etc.) with a Bank / Financial Institution / Micro Finance Institution either on its own OR if the bidding Service Provider has an agreement with another Technology Service Provider, the agreement should not be less than 365 days old with Technology service provider. A copy of such agreement should be enclosed.





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10	13	4.4.	ENGAGEMENT OF MULTIPLE BIDDERS	The human resources and infrastructure (systems architecture, support services, facility, and hardware, network and security systems) required for end-to-end solution would belong to, be maintained, managed and operated by the Bidder.	The human resources and infrastructure (support services, facility, hardware & connectivity) required for end-to-end solution would belong to, be maintained, managed and operated by the Bidder.
11	13	4.6.	ENGAGEMENT OF MULTIPLE BIDDERS	The technology (TAB) solution provided under this project shall have provision to interface with bank's CBS through intermediate server and Banks Gateway.	The TAB (Hardware) solution provided under this project shall have provision to interface with bank's CBS through intermediate server and Banks Gateway.
12	14	5.4	Requirement details:	TAB based solution will be provided by the Bank. There will be no separate solution for Kiosk and service at field, it will be a common application and the TAB to be used.	TAB based solution will be provided by the Bank. There will be no separate solution for Kiosk and service at field, it will be a common application (For both KIOSK & services at Field) and the same TAB to be used in both the places.
13	14	6.3	RESPONSIBILITIES OF THE BIDDER:	Bidder shall use the solution & interface provided by the bank and provide an integrated end-to-end solution which includes services like integration of various technological and functional components, supporting organizational structures and skilled human resources to educate, facilitate and deliver financial services to the targeted customers, apart from technological solution and technical services.	Bidder shall use the solution & interface provided by the bank and provide front end solution which includes services like delivering financial services to the targeted customer through TAB solution, supporting organizational growth and train the human resources.
14	15	6.14	RESPONSIBILITIES OF THE BIDDER:	Bidder shall confirm that every person deployed by them on the project has been vetted through third-party background check prior to their engagement. Reference from two respectable persons of that area known to the bank should be submitted to the bank prior to their engagement.	Reference from two respectable persons of that area known to the bank should be submitted to the bank prior to their engagement.



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15	15	6.17	RESPONSIBILITIES OF THE BIDDER:	In case the performance of the Business Correspondents, their agents or personnel engaged in the project is not satisfactory or is detrimental to the interests of the Bank, the Bidder shall have to replace the said person within 15 days or any such time limits stipulated by the Bank. Failing which, Bank shall impose Rs.10000/- per case per month.	In case the performance of the Business Correspondents, their agents or personnel engaged in the project is not satisfactory or is detrimental to the interests of the Bank, the Bidder shall have to replace the said person within 15 days or any such time limits stipulated by the Bank. Failing which, Bank shall impose Rs.5000/- per case per month.
16	16	7.3	COMPLIANCE REQUIREMENTS	Information Security standards for end-to-end solution would conform to ISO 27001, CERT-In guidelines, IT Act 2000, RBI, GOI, IBA, IDRBT and Bank's policies.	Information Security standards for end-to-end solution would conform to ISO 27001, CERT-In guidelines, IT Act 2000, RBI, GOI, IBA, IDRBT and Bank's policies. Software(FI TAB Solution) will be provided by Bank . Information Security w.r.t Software will be taken care by Bank . Corporate BC to ensure the device hardening and Hardware devices should be complied with CERT-In , UIDAI,NPCI,IBA..etc
17	17	7.10.	COMPLIANCE REQUIREMENTS	Bidder shall indemnify the Bank from transaction risk (from system error, human error, negligence and mismanagement) and fraud risk (loss to earnings or capital due to intentional deception by employees, customers, agents, external entities, etc).	Bidder shall indemnify the Bank from transaction risk (from hardware system error, human error, negligence and mismanagement) and fraud risk (loss to earnings or capital due to intentional deception by employees, customers, agents, external entities, etc).
18	18	8.6.	TECHNICAL DELIVERABLES	Bidder shall Supply, Maintain and Operate Kiosks, TAB/Tablet devices, support equipment and application software that can support online transactions, other operations at the BCO.	Bidder shall Supply, Maintain and Operate Kiosks, TAB/Tablet devices and periperal hardware devices that can support online transactions & other operations at the BC Outlets.
19	21	12.3.12.	Customer Account Operations	All transactions are to be logged and the logs are to be preserved securely for future reference for time-periods stipulated by the Bank.	All financial transactions done through TAB are to be logged in a separate transaction register duly signed by the customer against each transaction and the logs are to be preserved securely for future reference for time-periods stipulated by the Bank.



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Sl.No.	Page No.	Clause/Sub-Clause	Description	Existing Details	Amended Details
20	22	12.4.8	Operations at BC Outlets (BCO) - Kiosk	<p>Following registers to be maintained: to be maintained;</p> <p>a) Records of customers enrolled;</p> <p>b) Account opening forms sent to link branch;</p> <p>c) Account opening forms pending to be sent;</p> <p>d) Customer contact register;</p> <p>e) Applications movement register;</p> <p>f) Visitors/Bank officials visit register.</p> <p>g) Name of grievance redressal official and contact No. to be displayed.</p> <p>h) Ensure provision like Cash box, almirah for safe upkeep of finger print scanner / device etc and other stationery registers.</p> <p>i) List of Do's and Don'ts for customers to be displayed.</p> <p>j) Registers for Hardware/Software</p> <p>k) Register for AMC details</p> <p>l) Complaints register.</p>	<p>Following registers to be maintained:</p> <p>a) Records of customers enrolled;</p> <p>b) Account opening forms sent to link branch;</p> <p>c) Account opening forms pending to be sent;</p> <p>d) Customer contact register;</p> <p>e) Financial transaction register along with customer signature</p> <p>f) Applications movement register;</p> <p>g) Visitors/Bank officials visit register.</p> <p>h) Name of grievance redressal official and contact No. to be displayed.</p> <p>i) Ensure provision like Cash box, almirah for safe upkeep of finger print scanner / device etc and other stationery registers.</p> <p>j) List of Do's and Don'ts for customers to be displayed.</p> <p>k) Registers for Hardware/Software</p> <p>l) Register for AMC details</p> <p>m) Complaints register.</p>
21	23	17.1	MANAGEMENT INFORMATION SYSTEM:	Bidder shall put in place a robust MIS system for effective monitoring of BC activity on a day to day basis. The bidder shall put in place a mechanism to the BCAs to whom the work is intended to.	Bidder should have their own internal software for monitoring the performance of the BC agents . However , bank will provide MIS portal to Corporate Bcs. The bidder shall put in place a effective communication mechanism to its BCAs.
22	26	24.1	Preparation of Bids	The Bid shall be typed or written in English language in Trebuchet MS font style with font size of 12 in indelible ink and shall be signed by the Bidder or a person or persons duly authorized to bind the Bidder to the Contract. The person or persons signing the Bids shall affix signature in all pages of the Bids, except for un-amended printed literature.	The Bid shall be typed or written in English language in Times New Roman font style with font size of 12 in indelible ink and shall be signed by the Bidder or a person or persons duly authorized to bind the Bidder to the Contract. The person or persons signing the Bids shall affix signature in all pages of the Bids, except for un-amended printed literature.

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23	28	24.5.8	Part B: Commercial Bid (Indicative)	New Clause	For a bidder applying for more than ONE cluster (Maximum Four), he/she has to submit single technical bid for all clusters (Maximum Four clusters) and separate commercial bid for each cluster (Maximum Four).
24	28	25.1	Application Money:	This document can be downloaded from Bank's website <a href="http://canarabank.com/english/announcements/tenders">http://canarabank.com/english/announcements/tenders</a> . In that event, the bidders should pay the Application Fee of Rs. 29500/- (non-refundable) (25000/- Plus GST) for tender document by means of DD drawn on any scheduled Commercial Bank in favour of Canara Bank, payable at Bengaluru and submit the same along with Part A –Technical Bids	This document can be downloaded from Bank's website <a href="http://canarabank.com/english/announcements/tenders">http://canarabank.com/english/announcements/tenders</a> . In that event, the application fee for tender document is waived provided the bidder is submitting declaration as per annexure-
25	28	25.2	Application Money:	Submission of the Application Money in other than "Part-A- Technical Bids" is liable to be rejected on grounds of non-payment of the Application Money.	<Deleted>
26	28	26.1	Earnest Money Deposit (EMD)/Bank Guarantee In Lieu Of EMD	The bidder shall furnish Non interest earning Earnest Money Deposit (EMD) of Rs.10,00,000/- (Rupees Ten lakhs Only) for each cluster (Maximum of FOUR clusters) by way of Demand Draft drawn on any Scheduled Commercial Bank In India in favour of Canara Bank, payable at Bengaluru or Bank guarantee from a scheduled commercial Bank ( other than Canara Bank) as per Annexure XV and should be kept along with the Part-A – Technical Proposal.	The bidder shall furnish a declaration as per annexure- in lieu of Non interest earning Earnest Money Deposit (EMD) /Bank guarantee and should be kept along with the Part-A – Technical Proposal.





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27	28	26.2	Earnest Money Deposit (EMD)/Bank Guarantee In Lieu Of EMD	In Case the EMD is submitted in the form of Bank Guarantee the same should be valid for the minimum period of 6 months with additional claim period of 3 months from the last date for submission of offer. Bank at its discretion can demand for extension for the validity of EMD. The format for submission of EMD in the form of Bank Guarantee is as per Annexure XV.	<Deleted>
28	29	26.3	Earnest Money Deposit (EMD)/Bank Guarantee In Lieu Of EMD	Submission of EMD in other than Part A-Technical Bid Envelope is liable to be rejected on grounds of non submission of EMD.	Submission of self declaration as per Annexure XV in lieu of EMD in other than Part A-Technical Bid Envelope is liable to be rejected on grounds of non submission of the above.
29	29	26.4	Earnest Money Deposit (EMD)/Bank Guarantee In Lieu Of EMD	The EMD of the Bidders not qualified under Technical Proposal will be returned within 15 days after opening the Commercial Bid of the Technically Qualified Bidders. The EMD of Technically Qualified bidders will be returned upon the selected bidder accepting the order and furnishing the Performance Bank Guarantee as per Annexure XVI.	<Deleted>
30	29	26.5	Earnest Money Deposit (EMD)/Bank Guarantee In Lieu Of EMD	The EMD may be forfeited/ Bank Guarantee may be invoked: 26.5.1. If the bidder withdraws or amends the bid during the period of bid validity specified in this document. 26.5.2. If the selected bidder fails to accept the purchase order within 7 days or fails to sign the contract or fails to furnish performance guarantee in accordance with the terms of the RFP and as per Annexure XVI.	<Deleted>
31	29	28	Costs & Currency	The Offer must be made in Indian Rupees only as per Bill of Material (Annexure-XII).	The Offer must be made in Indian Rupees only as per Bill of Material (Annexure-XII) for each cluster separately (Maximum FOUR clusters).



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32	30	31.2.	Submission of Bids	The bid/s properly super scribed in the manner prescribed in earlier clauses of this RFP should be deposited in the Tender Box at the Place, Venue, Date and Time mentioned below: Last Date of submission of Bid-24/05/2021 Day-Monday Time-Up to 3.00 PM Time-Canara Bank, BC SECTION, FI Wing, 5th Floor, Head Office Annex, 2nd Cross, Gandhinagar, Bangalore – 560009	The bid/s properly arranged in the manner prescribed in earlier clauses of this RFP should be submitted online (e-tendering) on or before 10.06.2021, Thursday, 03.00 PM.
33	30	31.4	Submission of Bids	Bids sent through post/courier will not be accepted/evaluated. Bids should be deposited in the Tender Box.	Bid/s sent through post/courier will not be accepted/evaluated. Bids should be submitted online (e-tendering) only.
34	30	31.5	Submission of Bids	If the envelopes, including the outer envelope is not sealed and marked in the prescribed manner, the Bank will assume no responsibility for the bid's misplacement or premature opening.	<Deleted>
35	30	31.7	Submission of Bids	In case bid documents are too bulky to be placed inside the tender box, arrangements will be made by the above mentioned officials to receive the tender. However, bidder should reach the venue before the date and time stipulated as per above clause 31.2.	<Deleted>
36	30	32.1	Bid Opening:	<b>32.1</b> The <b>Part A- Technical Proposal</b> shall be opened in the presence of the Bidder's representative/s who may choose to attend the bid opening as per following schedule.	<Deleted>
37	31	32.2	Bid Opening:	<b>32.2.</b> Attendance of all the representatives of the bidders who are present at bid opening will be taken in a register against Name, Name of the Company and with full signature.	<Deleted>



Amendments



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38	31	32.3	Bid Opening:	32.3 The Bidders may note that no further notice will be given in this regard. Further, in case the bank does not function on the aforesaid date due to unforeseen circumstances or declared as holiday then the bid will be accepted up to 3.00 PM on the next working day and bids will be opened at 3:30 PM at the same venue on the same day.	<Deleted>
39	31	32.4	Bid Opening:	32.4 The following details will be announced at the time of bid opening. 32.4.1. Name of the Bidders. 32.4.2. Presence or absence of cost of the Bidding document and Bid security. 32.4.3. Such other details as the Bank at its discretion may consider appropriate.	<Deleted>
40	31	32.5	Bid Opening:	32.5 If any of the bidders or all bidders who has submitted the tender are not present during the specified date, time, and venue of opening it will be deemed that such bidder is not interested to participate in the opening of the Bid/s and the bank at its discretion will proceed further with opening of the Part A - Technical Bid in their absence.	<Deleted>
41	35	33.8.3.7	Online Reverse Auction	<Addition>	Reverse Auction will be conducted for each cluster separately.



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Sl.No.	Page No.	Clause/Sub-Clause	Description	Exisiting Details	Amended Details
42	37	37.1.4	Overview of Evaluation: Submission of Bids	The Bid should be deposited in the Tender Box kept at Canara Bank, BC SECTION, FI Wing, 5th Floor, Head Office Annex, 2nd Cross, Gandhinagar, Bangalore – 560009 within the last date and time for submission of Bids. If last day of the submission of bids is declared a holiday under NI act by the Government subsequent to issuance of RFP, the next working day will be deemed to be the last day for submission of RFP.	The bid/s should be submitted online (e-tendering) within the last date and time for submission of the Bids. If last day of the submission of bids is declared a holiday under NI act by the Government subsequent to issuance of RFP, the next working day will be deemed to be the last day for submission of RFP.
43	38	37.4.1	Opening of Bids and Selection of Service Provider	37.4.1 The technical bids of Bidders who have furnished the EMD as mentioned above will be opened in the presence of authorized representatives of the Bidders at C Canara Bank, BC SECTION, FI Wing, 5th Floor, Head Office Annex, 2nd Cross, Gandhinagar, Bangalore – 560009 on the date and time specified above even if the representative of any bidder does not turn up at the specified date & time.	<Deleted>
44	38	37.4.3	Opening of Bids and Selection of Service Provider	The Bidders' names, withdrawals and the presence or absence of requisite EMD and such other details as the Bank at its discretion, may consider appropriate, will be announced at the time of Technical Bid opening. No bid shall be rejected at bid opening, except for late bids, which shall be returned unopened to the Bidder.	<Deleted>





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45	39	37.4.8	Opening of Bids and Selection of Service Provider	Evaluation of technology and technical bids will be done by a committee. The bidders who qualify in the technical bid will be shortlisted. The commercial bid will be opened in the presence of representatives of bidders who are shortlisted in the technical bid. The Reverse Auction process of bidding will be followed. Only the technically qualified bidders will be asked to participate in the reverse Auction, which will be conducted for this purpose. The minimum bid amount in the commercial bid will be the basis for reverse auction. The business rules, term and conditions of the Reverse Auction process will be provided to the selected bidders in due course.	Evaluation of technology and technical bids will be done by a committee. The bidders who qualify in the technical bid will be shortlisted. The commercial bid will be opened only for the bidders who are shortlisted in the technical bid. The Reverse Auction process of bidding will be followed. Only the technically qualified bidders will be asked to participate in the reverse Auction, which will be conducted for this purpose. The minimum bid amount in the commercial bid will be the basis for reverse auction. The business rules, term and conditions of the Reverse Auction process will be provided to the selected bidders in due course.
46	39	37.4.10.	Opening of Bids and Selection of Service Provider	The bidder quoting the lowest charges (L1) may be selected in the process to be engaged as Service Provider. The lowest charge will be calculated based on the rates quoted through bill of material in the commercial bid comprising of fees for cash handling for first 15 lakhs of eligible financial transaction (after factoring In-eligible transactions as per Appendix VI) done in BC terminal during a month.	The bidder quoting the lowest charges (L1) may be selected in the process to be engaged as Service Provider. The lowest charge will be calculated based on the rates quoted through bill of material in the commercial bid comprising of fee for cash handling for first 15 lakhs of eligible financial transaction (after factoring In-eligible transactions as per Appendix VI) done in BC terminal during a month. During the reverse auction process, at any point a bidder cannot quote less than 0.20% for any cluster, as 0.20% is fixed by the bank for the next slab i.e. 15 to 30 Lakhs slab.
47	40	37.4.12.	Opening of Bids and Selection of Service Provider	In cases where in any successful bidder is unable to start the operations/fail to operate to the satisfaction of the Bank then Bank will at its discretion allocate the entire cluster to one or more service providers who are offering services at other Clusters.	In cases where in any successful bidder is unable to start the operations/fail to operate to the satisfaction of the Bank then Bank will at its discretion allocate the entire cluster to one or more service providers who are offering services at same/ other Clusters.





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48	43	39.2.1	Performance Guarantee	The successful bidder shall provide irrevocable and unconditional performance Bank guarantee in the form and manner prescribed by the Bank equivalent to Rs.15,000/- (Rupees Fifteen thousand only) per allotted KIOSK or Rs.30,00,000/- (Rupees Thirty Lakh only) whichever is higher.	The successful bidder shall provide irrevocable and unconditional performance Bank guarantee in the form and manner prescribed by the Bank equivalent to Rs.10,000/- (Rupees Ten thousand only) per allotted KIOSK.
49	44	40.1.	Organization of Bids: Submission of Bids	The technical bid should be submitted in a sealed cover containing the following:	The technical bid should be submitted online containing the following:
50	44	40.1.10	Organization of Bids: Submission of Bids	DD/BG towards EMD amount as per Annexure XV	Self declaration in lieu of tender application fee & EMD
51	44	40.1.11	Organization of Bids: Submission of Bids	DD towards Application fees if the document is downloaded from bank's Web site.	<Deleted>
52	44	40.1.13	Organization of Bids: Submission of Bids	<Added>	Confidentiality & non-disclosure agreement as per annexure XVIII in non-judicial stamp paper of Rs.200/-
53	45	40.2	Organization of Bids: Submission of Bids	The commercial bid should be submitted in a sealed cover containing the following:	The commercial bid should be submitted online along with the the following:
54	44	40.1.12	Organization of Bids: Submission of Bids	<Added>	Pre-contract integrity pact as per Annexure XIII should be submitted





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55	52	55.2	Human Resources Requirement	The Bidder shall confirm that every person deployed by them on the project has been vetted through a third-party background check prior to their engagement. The Bidder shall manage the activities of its personnel or others engaged in the project etc. and shall be accountable for all the personnel deployed/engaged in the project.	The Bidder shall manage the activities of its personnel or others engaged in the project etc. and shall be accountable for all the personnel deployed/engaged in the project.
56	56	58.6	Time Schedule	Each BC agent has to carryout minimum 100 financial transactions per month, failing which a penalty of Rs.500/- per month per KIOSK will be imposed on the BC at the discretion of the Bank. This clause will not be applicable during first TWO calendar months of generation of terminal ID to BCA.	Each BC agent has to carryout minimum 100 financial transactions per month, failing which a penalty of Rs.500/- per month per KIOSK will be imposed on the BC at the discretion of the Bank. This clause will not be applicable during first TWO calendar months of generation of terminal ID to BCA and to BCAs working in North-east & LWE districts, Andaman & Nicobar and Lakshadweep islands.
57	58	61.2	Payment Terms	The BC is eligible for charges stipulated under Appendix VI & cash handling charges as per the rates mentioned in the following table and BC should pass on a minimum of 80% of fixed charges, cash handling charges & other charges to the BCA. The cash handling charges shall be paid as per the outcome of the RFP, subject to a maximum cap of Rs 25 /- on the individual cash transactions.	The BC is eligible for charges stipulated under Appendix VI & cash handling charges as per the rates mentioned in the following table and BC should pass on a minimum of 80% of fixed charges, cash handling charges & other charges to the BCA. The cash handling charges shall be paid as per the outcome of the RFP, subject to a maximum cap of Rs 25 /- on the individual cash transactions. To recon volume of eligible financial transactions per BCA per month upto 15 lakh, individual cash transaction shall be calculated as (25/L1 Bid price *100) or actual amount which ever is lower.
58	58	61.2	Payment Terms	Upto 15 Lakhs-L1 Bid price (Reverse Auction)	Upto 15 Lakhs-L1 Bid price (Reverse Auction), L1 Bid Price shall not be less than 0.2% as the same is constant variable charge fixed for next slab.





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Sl.No.	Page No.	Clause/Sub-Clause	Description	Exisiting Details	Amended Details
59	2	Appendix II- Technical requirements	TECHNICAL CAPABILITIES:	FI transactions to be done using embedded/non-embedded TAB not below the version 7 which consists of 7 to 8" screen, Thermal Printer, Finger print scanner etc	FI transactions to be done using embedded/non-embedded TAB not below Android version 7 which consists of 7 to 8" screen, Thermal Printer, Finger print scanner etc. It is recommended to use android version 9 and above by considering the end of support for Android version 7 and 8.
60	2	Appendix II- Technical requirements	Tablet:	Operating system : Android version 7 or above	Operating system : Android version 7 or above (Preferably android version 9 or above)
61	2	Appendix II- TAB/TABLET SPECIFICATIONS	Tablet: Battery Back-up	<Added>	Minimum 5100 mAh
62	3	Appendix II- TECHNOLOGY SERVICE LEVEL REQUIREMENTS	Iris scanner:	<Added>	<p>CAPTURE MODE : AUTO/MANUAL CAPTURE</p> <p>CAPTURE DISTANCE : 110mm-120mm from the surface of device,Focal depth=10mm</p> <p>IMAGE FORMAT : ISO Standard 19794-6,640*480 Pixels,8bit Grayscale,full support of K1,K2,K3,K7</p> <p>Dimension &amp; Weight : 92mm*59mm*30mm&amp; Weight: Appx 75gms</p> <p>Power : Single USB Bus Powered</p> <p>Illumination : Infrared LED,Blue LED for indication</p> <p>Resolution : Spatial:&gt;60% @2.0lp/mm,Pixel:&gt;20 Pixels/mm</p> <p>Connectivity : USB 2.0</p> <p>Compliance &amp; Certificates : Eye Safety Standard (Exempt group per IEC 62471:2006-07)</p> <p>Host OS : Windows ,Linux,Embedded Linux and Android.</p>



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Sl.No.	Page No.	Clause/Sub-Clause	Description	Existing Details	Amended Details
63	4	Appendix II- TECHNOLOGY SERVICE LEVEL REQUIREMENTS	Passbook Printer:	Bluetooth Enabled standard Passbook printer of reputed make. Specification will be communicated after completion of successful bid.	Currently, Epson PLQ 20, Epson PLQ 22 and Epson PLQ 30 (make & model) are compatible with Bank software solution. Other Specifications (If any) will be communicated from time to time.
64	4	Appendix II- TECHNOLOGY SERVICE LEVEL REQUIREMENTS	TECHNOLOGY SERVICE LEVEL REQUIREMENTS	SP shall make available a set of equipment for carrying out transactions at the KIOSK/mobile, using Android based Tab/Tablet with biometric enabled device by the BCA as per the specifications of the Bank/UIDAI. It would be the responsibility of SP to keep the equipment in working order ensuring an overall uptime of 98% on a quarterly basis (Taking into consideration the uptime of all equipment in the field) and an uptime of 95% on a quarterly basis for individual sets of equipment in the field. To attain this uptime, SP would store adequate number of spares at convenient Nodal Points and arrange to replace and make operational the set within 72 working hours from the time of reporting depending upon the distance of the BCO location from the Nodal Point.	SP shall make available a set of equipment for carrying out transactions at the KIOSK/mobile, using Android based Tab/Tablet solution with biometric enabled device by the BCA as per the specifications of the Bank/UIDAI. SP shall store adequate number of spares at convenient Nodal Points and arrange to replace & make operational the set within 72 working hours from the time of reporting depending upon the distance of the BCO location from the Nodal Point.
65	6	Appendix II H. TECHNOLOGY CONTROLS	Appendix II H. TECHNOLOGY CONTROLS	The Bidder should provide hardware with a highly reliable and scalable architecture that conforms to international standards and best practices.  ISO 19794 for Biometric, ISO 7816/ISO 14443 for smart card, ISO 8583 for transaction interface with backend systems should be adopted.	The Bidder should provide hardware with a highly reliable and scalable architecture that conforms to international standards and best practices.



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Sl.No.	Page No.	Clause/Sub-Clause	Description	Existing Details	Amended Details
66	6	Appendix II- TECHNOLOGY SERVICE LEVEL REQUIREMENTS	TECHNOLOGY ARCHITECTURE FOR THE SOLUTION	<p>*The IT hardware, software, application, operating systems, security and networking systems that support the requirements of the project shall be preferably based on Open Systems Architecture and support interoperability, portability, scalability and Internet/Intranet and extranet capabilities. The technologies and the solution should support bank's strategy, services and operational capacities to improve productivity and performance and customer service.</p> <p>*The solution should comply with IT Act 2000, ISO 27001 security standards, architecture, guidelines &amp; standards prescribed by Cert-In, RBI, UIDAI and IDRBT for SCOSTA, Internet Technologies, Financial Inclusion, Biometrics, Electronic-Commerce, etc.</p>	<Deleted>
67	13	APPENDIX V Standard Operating procedure for BC	Maintenance of Registers:	<p>1.Records of customers enrolled; 2. Account opening forms sent to link branch; 3. Account opening forms pending to be sent; 4. Customer contact register; 5. Applications movement register; 6. Visitors/Bank officials visit register. 7. Name of grievance redressal official and contact No. to be displayed. 8. Ensure provision like Cash box, almirah for safe upkeep of finger print scanner / device etc and other stationery registers. 9. List of Do's and Don'ts for customers to be displayed. 10. Registers for Hardware/Software 11. Register for AMC details 12. Complaints register</p>	<p>1.Records of customers enrolled; 2. Account opening forms sent to link branch; 3. Account opening forms pending to be sent; 4. Customer contact register; 5. Financial transaction register along with customer signature 6. Applications movement register; 7. Visitors/Bank officials visit register. 8. Name of grievance redressal official and contact No. to be displayed. 9. Ensure provision like Cash box, almirah for safe upkeep of finger print scanner / device etc and other stationery registers. 10. List of Do's and Don'ts for customers to be displayed. 11. Registers for Hardware/Software 12. Register for AMC details 13. Complaints register</p>



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Sl.No.	Page No.	Clause/Sub-Clause	Description	Exisiting Details	Amended Details
68	14	APPENDIX-VI	Fixed & Variable Charges to be paid to the Business Correspondent  Cash Handling Charges: Cash Deposit, Withdrawal (on us & off us) & Cash Withdrawal (On-Us) by SHG account holder under dual authentication.	Upto 15 Lakhs-L1 Bid price (Reverse Auction) max of Rs.25/- per txn Amt	Upto 15 Lakhs-L1 Bid price (Reverse Auction) max of Rs.25/- per txn Amt. <i>L1 bid price shall not be less than 0.20%.</i>
69	14	APPENDIX-VI	Pass book update	Rs.5/- per page or per print	Rs.5/- per page or per print. Fixed Charges of Rs.600 per month with minimum 50 passbook prints per month.
70	15	APPENDIX-VI	Fixed Charges:	B. For the activities mentioned in Table 2 below, Business Correspondent will be paid Fixed remuneration at the following rates:  Fixed Charges: For 150 to 300 financial transactions in a month done by a BCA- Rs. 2500/- Per month For more than 300 financial transactions in a month done by a BCA-Rs.5000/- Per month	B. For the activities mentioned in Table 2 below, Business Correspondent will be paid Fixed remuneration at the following rates:  Fixed Charges: 1. From 150-upto 200 Financial transactions: Rs. 2500/- Per month 2. From 201- Upto 250 Financial transactions: Rs. 3000/- Per month 3. From 251 Upto 300 Financial transactions: Rs. 4000/- Per month 4. >300 Financial Transaction: Rs. 5000/- Per month

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Sl.No.	Page No.	Clause/Sub-Clause	Description	Existing Details	Amended Details
71	15	APPENDIX-VI	Fixed Charges:	<Added>	In NE states & LWE districts fixed commission is paid once agent has met fifty transactions: 1. From 50 to 100 Financial transactions: Rs. 2500/- Per month 2. From 101 Upto 150 Financial transactions: Rs. 3000/- Per month 3. From 151 Upto 200 Financial transactions: Rs. 4000/- Per month 4. >200 Financial Transaction: Rs. 5000/- Per month
72	6	Appendix II	TECHNOLOGY REQUIREMENT TECHNOLOGY CONTROLS:	The Bidder should provide hardwares with a highly reliable and scalable architecture that conforms to international standards and best practices. ISO 19794 for Biometric, ISO 7816/ISO 14443 for smart card, ISO 8583 for transaction interface with backend systems should be adopted.	The Bidder should provide hardwares with a highly reliable and scalable architecture that conforms to international standards and best practices.
73	17	Annexure II, Point 17	Profile of the BC Proposed for the Project	Envisaged role of the Company	Committed role (Commitment) of the Bidder for the proposed project.
74	30	Annexure XII	COMMERCIAL BID - Bill of Material	Rs._____ per Rs 100/-(Rupees one Hundred)** of amount transacted in cash.	Rs._____ per Rs 100/-(Rupees one Hundred)** of amount transacted in cash for _____ cluster. (The Bidder shall not quote less than Rs.0.20/- (20 paisa) per Rs.100/- of amount transacted in cash).
75	37 & 43	Annexure XIV & XVIII	Authorization Letter & Confidentiality Non Disclosure Agreement	Ref. Your No: RFP No. FIW/BCS/01/2021 dated 30.04.2021	Ref. Your No: RFP No. FIW/BCS/01/2021 dated 03.05.2021

Date 17-05-2021  
Place Bengaluru

कृते केनरा बैंक / For CANARA BANK

  
उप महा प्रबंधक / Deputy General Manager  
वित्तीय समावेशन विभाग, प्रधान कार्यालय, बंगलूरु - 560 002  
Financial Inclusion Department, Head Office, Bengaluru - 560 002

Deputy General Manager  
Amendments