

Amendment-2 to "RFP 10/2020-21 dated 26/06/2020 for Supply, Installation and Maintenance of Passbook Printers under Rate Contract."

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

a. Bid Schedule (Serial No. 10 & 11, Page no. 2):

Description	Existing details	Amended details
	Date, Time and Venue	Date, Time and Venue
Last Date and Time for Submission of Bids	23/07/2020, Thursday upto 3.00 PM Venue: Canara Bank, First Floor, DIT Wing, HO (Annex), Naveen Complex, 14 M G Road, Bengaluru 560001.	<u>29/07/2020, Wednesday</u> upto 3.00 PM Venue: Canara Bank, First Floor, DIT Wing, HO (Annex), Naveen Complex, 14 M G Road, Bengaluru 560001.
Date, Time & Venue for opening of Part A- Conformity to Eligibility Criteria.	23/07/2020, Thursday at 3.30pm Venue: Canara Bank, Second Floor, Conference Hall, DIT Wing-HO (Annex), Naveen Complex, 14 M G Road, Bengaluru 560001.	<u>29/07/2020, Wednesday</u> at 3.30pm Venue: Canara Bank, Second Floor, Conference Hall, DIT Wing-HO (Annex), Naveen Complex, 14 M G Road, Bengaluru 560001.

Sl. No.	Page No.	Section/ Annexure/ Appendix of the RFP	Clause No.	Existing	Amended
a.	12	<u>Section C - DELIVERABLES & SERVICE LEVEL AGREEMENTS</u>	1. Delivery & Installation	1.2. Delivery of all Passbook Printers should be within Six (6) weeks from the date of acceptance of the Purchase Order or Seven (7) Weeks from the date of issue of Purchase Order, whichever is earlier. Please note that no extra charges will be paid for those locations where road permit is required. Vendor has to arrange for road permit, E-Way bill at his own cost. It will be the sole responsibility of the vendor to submit any form required for release of shipment from the check post.	1.2. Delivery of all Passbook Printers should be within <u>Eight (8) weeks</u> from the date of acceptance of the Purchase Order or <u>Nine (9) Weeks</u> from the date of issue of Purchase Order, whichever is earlier. Please note that no extra charges will be paid for those locations where road permit is required. Vendor has to arrange for road permit, E-Way bill at his own cost. It will be the sole responsibility of the vendor to submit any form required for release of shipment from the check post.




b.	12	<u>Section C - DELIVERABLES & SERVICE LEVEL AGREEMENTS</u>	1. Delivery & Installation	1.3. The successful bidder should ensure installation of the delivered Hardware & Software and complete all the works specified in the Scope of Work at the bank branch/office within 2 weeks from the date of delivery of all the materials for each ordered locations.	1.3. The successful bidder should ensure installation of the delivered Hardware & Software and complete all the works specified in the Scope of Work at the bank branch/office within <u>3 weeks for T1 & T2 cities and 4 weeks for other cities</u> from the date of delivery of all the materials for each ordered locations.
c.	13	<u>Section C - DELIVERABLES & SERVICE LEVEL AGREEMENTS (SLAs)</u>	3. Penalties/Liquidated Damages:	3.2. In case faulty Passbook Printers are not repaired/replaced within a Business day, Bank shall impose a penalty of Rs. 100 (Plus GST) per passbook printer per day of delay. However, the total Penalty/LD to be recovered under this clause shall be restricted to 10% (Plus GST) of the total value of the order during the Contract Period.	3.2. In case faulty Passbook Printers are not repaired/replaced within a Business day for <u>T1 & T2 Cities & 48 hours for other Cities</u> , Bank shall impose a penalty of Rs. 100 (Plus GST) per Passbook Printer per day and part thereof delay. However, the total Penalty/LD to be recovered under this clause shall be restricted to 10% (Plus GST) of the total value of the order during the Contract Period.
d.	15	<u>Section C - DELIVERABLES & SERVICE LEVEL AGREEMENTS (SLAs)</u>	5. Local Support:	5.3. Response Time and Meantime to Restore [MTTR] 5.3.1. Response Time shall be 6 hours for Urban Branches and 8 hours for other locations. MTTR shall be a Business day. 5.3.2. Time specified above is from lodging of complaint.	5.3. Response Time and Meantime to Restore [MTTR] 5.3.1. Response Time shall be 6 hours for Urban Branches and 8 hours for other locations. <u>MTTR shall be within a Business day for T1 & T2 Cities & 48 Hours for other Cities.</u> 5.3.2. Time specified above is from lodging of complaint. <u>5.3.3. However, penalties will be applied as per clause 3.2 (of Section C of the RFP).</u>

e.	17	<u>Section C - DELIVERABLES & SERVICE LEVEL AGREEMENTS (SLAs)</u>	13. Secure Deployment & Security Compliance to Policies and Process:	13.1. All the hardware or required components should be shipped directly from OEM to Bank premises.	13.1. All the hardware or required components should be shipped directly from <u>OEM/Bidder's warehouse</u> directly to Bank premises.
f.	33	<u>Annexure-7</u>	Technical requirements of Passbook printers Point no. 9	9. MPVBF- 10000 POH or more.	9. MTBF-10000 POH or more.
g.	33	<u>Annexure-7</u>	Technical requirements of Passbook printers Point no. 10	10. Input data Buffer: 64KB and above.	10. Input data Buffer: 128 KB and above.

All the other Instructions and Terms & Conditions of the above RFP remain unchanged.
Please take note of the above Amendments while submitting your response to the subject RFP.

Date: 21/07/2020
Place: Bengaluru


Deputy General Manager
