

Corrigendum-1 to GeM Bid ref no. GEM/2022/B/2209220 dated 26/05/2022 to provide Helpdesk Services for Core-Banking-Solution and allied applications in Canara Bank for the period of Three (3) years.

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

a. Bid Document (Serial No. 1 & 2, Page no. 1):

Description	Existing details	Amended details
Bid End Date/Time	17-06-2022, 15:00:00	<u>28-06-2022</u> , 15:00:00
Bid Opening Date/Time	17-06-2022, 15:30:00	<u>28-06-2022</u> , 15:30:00

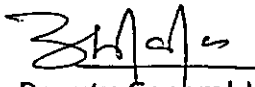

Sl. No.	Section/ Annexure/ Appendix of the GeM bid	Clause No.	Existing	Amended
b.	Annexure-1 Scope of Work	B. Bidder's Responsibility:	<p>A. Bidder's Scope</p> <p>18. Resignation and New Resource On boarding:</p> <p>Resource to serve 1-month notice period before quitting. If not, penalty equivalent to <u>1 month's</u> salary of the resource needs to be levied by the Bank from the Bidder.</p> <p>Bidder should ensure that attrition in the project is kept to minimum.</p>	<p>A. Bidder's Scope</p> <p>18. Resignation and New Resource On boarding:</p> <p>Resource to serve 1-month notice period before quitting. If not, penalty equivalent to <u>15 day's</u> salary of the resource needs to be levied by the Bank from the Bidder.</p> <p>Bidder should ensure that attrition in the project is kept to minimum.</p>
c.	ATC Document	10. Deploying Resources for Help Desk:	<p>10.2. Bidder should ensure deployment of Resources within 1 month from the date of acceptance of the order (or the date specified by the Bank) to the address given in the purchase order/sent separately through email.</p>	<p>10.2. Bidder should ensure deployment of Resources within 1 month from the date of acceptance of the order (or the date specified by Bank beyond 1 Month at the discretion of Bank) to the address given in the purchase order/sent separately through email.</p>

d.	Annexure - 10 Technical Evaluation Parameter	Technical Evaluation Parameter:	Existing Clause	Amended Technical Evaluation Parameter is attached as annexure-1 to this corrigendum.
e.	Annexure -2 PAYMENT TERMS	2. Penalties/ Liquidated Damages:	Existing clause	Amended clause is attached as per annexure-2 to this corrigendum.

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: 16/06/2022
Place: Bengaluru


Deputy General Manager


Annexure -1

Amended Technical Evaluation Parameter

Table A

Sl. No.	Criteria	Evaluation Parameters	Documents to be submitted	Max marks
1	Bidder should be in line of resource mobilization activity in BFSI sector in India.	Number of years in the activity - 2 mark per year of the activity.	Documentary evidence of contracts executed.	10
2	Number of CBS <u>Helpdesk</u> related projects supported in scheduled commercial Banks in India during the last 2 years AND Exposure of having resources involved in working in providing Helpdesk Services in Flexcube environment or any Industry Standard CBS Product suites during last 2 years.	Project should have Helpdesk services in CBS as its scope. 1. Marks per institution/ organization - 1 mark (Max Marks - 5) AND 2. Flexcube Product Suites - 5 marks OR Non Flexcube but exposure to other Core Banking Solutions - 2.5 marks (Max Marks - 5)	Documentary evidence of contracts executed. References from customer/SI along with customer contact details are required. Proof of clients who have engaged resources from bidder firm either directly or through SI for working in such platforms should be provided. Should clearly specify the Core Banking Solution being used.	10
3	Experience of bidder of working with Scheduled Commercial Bank (providing <u>Helpdesk services for CBS</u>) in India having minimum Branches	1. Bank with more than 5000 branches - 10 marks 2. Bank with 2000-5000 branches - 5 marks 3. Bank with 500-2000 Branches - 2 marks	Documentary evidence of contracts executed. References from the customer along with customer contact details are required. <u>Proof of clients who have engaged resources from bidder firm either directly or through SI for working in such platforms should be provided. Should clearly specify the Core Banking Solution being used.</u>	10
4	Number of resources from Bidder who are engaged in providing Helpdesk services in CBS or allied	1. More than or equal to <u>30 resources</u> - 15 Marks 2. More than or equal to <u>20 resources and less</u>	Documentary evidence of contracts executed. Proof of clients who have engaged	15

	applications in a scheduled commercial Bank in India during the last 2 years.	<u>than 30 resources- 10 marks</u> 3. <u>More than or equal to 15 resources and less than 20 resources- 5 marks</u> 4. <u>More than or equal to 10 resources and Less than 15 resources- 3 marks</u>	resources from bidder firm either directly or through SI for working in such platforms should be provided.	
5	Presentation of the bidder on approach, work plan and methodology, and experience.	Evaluation will depend upon the presentation made to the Bank's panel covering activities/tasks/Initiatives/ project planning, etc., and experience.		15
Total Marks (Sl. No. 1 to 5 of Table A)				60

Table B: Additional Parameter

Sl. No.	Criteria	Evaluation Parameters	Documents to be submitted	Max marks
1.	Exposure of having resources involved in working in any Industry Standard Loan Origination System (LOS) in a scheduled commercial Bank in India during last 2 years.	<p>Industry Standard Loan Origination System (LOS) -</p> <p>5 marks per Scheduled Commercial Bank in India</p>	<p>Proof of clients who have engaged resources from bidder firm either directly or through SI for working in such platforms should be provided.</p> <p>Should clearly specify the Loan Origination System (LOS) being used.</p>	10
Total Marks of Table B				10

Table C:

Sl. No.	Description - Marks for Technical evaluation Parameters	Max marks
1.	Total Marks of Table A	60
2.	Total Marks of Table B	10
3.	Total Marks (Sum of Sl. No. 1 & 2 of Table C)	70

Note: The bidder should score minimum 35 marks out of 70 marks for qualifying under Technical Evaluation.

Annexure-2

Amended Penalties/Liquidated Damages

1. Penalties/Liquidated Damages

- 1.1. In case the resources goes 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 branch/office does not hamper. In case replacements are not arranged, bank shall pay only the proportionate amount of Resident resource charges during the particular month. The Bank shall also impose a penalty as per the below matrix.

Sl. No.	Attendance of Resources as per the number mentioned in PO	Penalty Applicable
1	90 % and above	No Penalty
2	85 % and above & less than 90 %	0.5% of the total monthly Billing for the respective month on each instance.
3	80 % and above & less than 85 %	1% of the total monthly Billing for the respective month on each instance.
4	75 % and above & less than 80 %	1.5% of the total monthly Billing for the respective month on each instance.
5	<75 %	2 % of the total monthly Billing for the respective month on each instance.
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.

- 1.2. However, total penalty under this clause will be limited to 20% (Plus GST) of the payment to be made to the vendor for an year (Exclusive of GST) payable for Resident Resource charges.
- 1.3. The Bidder shall perform its obligations under the agreement entered into with the Bank, in a professional manner.
- 1.4. Penalty/Liquidated Damages may be calculated separately if decided so by the Bank for all projects in which project in which Helpdesk agents are deployed.
- 1.5. If any act or failure by the bidder under the agreement results in failure or inoperability of systems and if the Bank has to take corrective actions, to ensure functionality of its property, the Bank reserves the right to impose penalty, which may be equal to the cost it incurs or the loss it suffers for such failures.
- 1.6. If the Bidder fails to complete the due performance of the contract in accordance with the scope and conditions of the offer document, the Bank reserves the right either to cancel the order or to recover a suitable amount as deemed reasonable as Penalty / Liquidated Damage for non-performance.
- 1.7. Any financial loss to the Bank on account of fraud taking place due to Successful Bidder, its employee or their services provider's negligence shall be recoverable from the Successful Bidder along with damages if any with regard to the Bank's reputation and goodwill.



- 1.8. Bank may impose penalty to the extent of damage to its any equipment, if the damage was due to the actions directly attributable to the staff of the Bidder.
- 1.9. The liquidated damages/penalties shall be deducted / recovered by the Bank from any money due or becoming due to the bidder under this purchase contract or may be recovered by invoking of Bank Guarantees or otherwise from bidder or from any other amount payable to the bidder in respect of other Purchase Orders issued under this contract, levying liquidated damages without prejudice to the Bank's right to levy any other penalty where provided for under the contract.
- 1.10. All the above LDs are independent of each other and are applicable separately and concurrently.
- 1.11. LD is not applicable for the reasons attributable to the Bank and Force Majeure.

*****End of the Corrigendum-1*****

