

Sl. No.	Document/Annexure Name	GeM Bid Clause/Technical Specification	Bidder's Query	Bank's Reply
1	Annexure-1 Scope of Work of the Bidder	<b>B. Bidder's Responsibility:</b> <b>Sl. No. 5 (A. Bidder's Scope)</b> Details of Mandatory Educational Qualification, Experience Criteria and Skills required are given separately at the end of this Annexure. Resource onboarding the project have to submit all documents viz. educational qualification, experience letters, KYC, Background verification report by the Bidder and any other document desired by the Bank before joining the project	Is the educational qualification documents to be submitted is Original or Copy of the same is sufficient - to be clarified	Authorised signatory should attest the copies of the documents and attested copies of the documents should be submitted after verifying with original.
2	Annexure-1 Scope of Work of the Bidder	<b>B. Bidder's Responsibility:</b> <b>Sl. No. 9 (A. Bidder's Scope)</b> The Bidder shall ensure that the Help desk agents and Supervisors, deployed by them, shall have knowledge of banking routine with good analytical and communication skills. Bidder needs to screen the Candidates first to test the following: Banking Knowledge, Communication, SQL Knowledge	Any Degree completed candidates are eligible of Help Desk Agents. They will not have SQL knowledge - requirement of SQL knowledge may be relaxed.	Basic knowledge in SQL is needed. However Help desk specific SQL knowledge to be imparted in the 15 days training by the Bidder
3	Annexure-1 Scope of Work of the Bidder	<b>B. Bidder's Responsibility:</b> <b>Sl. No. 9 (A. Bidder's Scope)</b> The Bidder shall ensure that the Help desk agents and Supervisors, deployed by them, shall have knowledge of banking routine with good analytical and communication skills. Bidder needs to screen the Candidates first to test the following: Banking Knowledge, Communication, SQL Knowledge	Providing the training by vendor is sufficient or training to be imparted from the external agency - please clarify	Training provided by Vendor will suffice. Vendor needs to issue Training Certificate to the candidates at the end of the training. Training Curriculum needs to be inline with specification in the GeM bid.
4	Annexure-1 Scope of Work of the Bidder	<b>B. Bidder's Responsibility:</b> <b>Sl. No. 11 (A. Bidder's Scope)</b> The bidder needs to provide 15 days training to screened agents prior to their On Boarding. The training should cover Banking Domain knowledge specific to Canara Bank including various modules and functionality. Training should also serve as refresher for the SQL routines used in day-to-day working of Helpdesk. Cost incurred for the training is to be borne completely by bidder only. Candidate needs to be in possession of the Training Certificate at the time of On boarding.	Clarify whether training is to be imparted internally or external . If internal, the certificate issued the bidder is okay.	Training provided by Vendor will suffice. Vendor needs to issue Training Certificate to the candidates at the end of the training. Training Curriculum needs to be inline with specification in the GeM bid.
5	Annexure-1 Scope of Work of the Bidder	<b>B. Bidder's Responsibility:</b> <b>Sl. No. 16 (A. Bidder's Scope)</b> If any of the resource deployed by the Bidder is on leave or absent on any day or part of the day, the Bidder shall substitute them with resource of Equal or Higher qualification and ensure that the help desk works with full strength of staff as agreed. Frequent absence by resources without proper replacement may lead to termination of the Contract	May per permitted to have Leave Reserve resources with lesser experience - (Freshers)	Bidder to comply with GeM bid terms and conditions.
6	Annexure-1 Scope of Work of the Bidder	<b>B. Bidder's Responsibility:</b> <b>Sl. No. 18 (A. Bidder's Scope)</b> Resignation and New Resource Onboarding: Help Desk agents deployed in the project shall be required to serve for minimum duration of 1 year, bond of the same needs to be executed with Bidder by the resource while joining. Bidder will be required to give undertaking yearly for the same	This clause may be deleted as the resources are not ready to provide any bond. Which is not legally binding.	The GeM bid clause is modified as under "Help Desk agents deployed in the project shall be required to serve 1 month notice period before quitting. If not, penalty equivalent to 1 month's salary of the resource needs to be levied by the Bank from the Bidder."



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7	Annexure-1 Scope of Work of the Bidder	<b>B. Bidder's Responsibility:</b> <b>Sl. No. 23 (A. Bidder's Scope)</b> The Bidder should abide by Response SLA of 30 minutes and a MTTR of 4 hours for all cases lodged in Ticketing and Case Management Tool. Non-adherence to the same may invite financial penalty by the bank.	Mean Time To Recovery (MTTR) may not be stipulated as help desk services are catch and depatch services. Hence this may be deleted	The GeM bid clause is modified as under "The Bidder should abide by Response SLA of 30 minutes and a MTTR of 4 hours for all cases lodged in Ticketing and Case Management Tool. Non-adherence to the same by the resource will be considered as non performance and replacement shall be sought."
8	Annexure-1 Scope of Work of the Bidder	<b>B. Bidder's Responsibility:</b> <b>Sl. No. 3 (B. Scope of Help Desk Agent/Supervisors)</b> The helpdesk should have capacity to handle average 5000 (average) Cases logged per day in the tool which may change due to modification in CBS and allied applications. The helpdesk shall be the First Point of Contact (SPOC) for all business users of the Bank and Bank's IT services staff	Normally one resources can handle on an average 60 tickets per day (Help Desk). Attending 5000 tickets with the proposed resources strength of 70 will be on higher side. More over 70 resources are to be worked in shifts - Resource strength may be increased	Bidder to comply with GeM bid terms and conditions.
9	Annexure-1 Scope of Work of the Bidder	<b>C. Technical requirements of Resources:</b> <b>Sl. No. 1 (Manpower, Experience and Qualification):</b> 1. Application Support Supervisor 1. Should have completed Graduation from any recognized College/University duly approved by AICTE/UGC. Should have a minimum experience of 3 years as supervisor in Helpdesk related project of a scheduled commercial bank or 5 years as Support Agent in Helpdesk related project for a scheduled commercial bank. Candidates with knowledge of SQL will be preferred.	Minimum experience of 3 years as supervisor in Helpdesk related project of a schedule commercial bank may be modified as : Minimum experience of 3 years as supervisor in Helpdesk related project of any BFSI sector	Bidder to comply with GeM bid terms and conditions.
10	Annexure-1 Scope of Work of the Bidder	<b>C. Technical requirements of Resources:</b> <b>Sl. No. 2 (Manpower, Experience and Qualification):</b> 2. Application Support Engineer: 1. Should have completed Degree from any recognized College/University duly approved by AICTE/UGC. 2. Candidate should have a minimum experience of 12 months as an Application Support Agent in supporting any support project in Scheduled Commercial Bank. Alternatively, should have a minimum experience of 12 months in SQL Development/Administration in a reputed IT firm preferably for a project in BFS domain.  Certification in SQL from any reputed institute is preferred.	Requested to include Diplo also in Educational Qualification eligibility. Minimum experience of 12 months as an Application Support Agent in supporting any support project in schedule commercial bank may be modified as : Minimum experience of 12 months as an Application Support Agent in supporting any support project in any BFSI sector	The GeM bid clause is modified as under: "2. Application Support Engineer:  1. Should have completed Degree from any recognized College/University duly approved by AICTE/UGC or Should have completed Diploma in Computer Science from any Polytechnic college recognised by the Government. 2. Candidate should have a minimum experience of 12 months as an Application Support Agent in supporting any support project in Scheduled Commercial Bank. Alternatively, should have a minimum experience of 12 months in SQL Development/Administration in a reputed IT firm preferably for a project in BFS domain.  Certification in SQL from any reputed institute is preferred.
11	ANNEURE -2 PAYMENT TERMS	<b>2. Penalties/Liquidated Damages:</b> 2.1. 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 quarter. The Bank shall also impose a penalty as per the below matrix.	May be modified on billing of short fall resources only instead entire monthly billing. Further clarification is required in on each instance.	Bidder to refer corrigendum-3 for updated penalty clause.

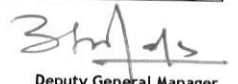


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12	ANNEURE -2 PAYMENT TERMS	<b>2. Penalties/Liquidated Damages:</b> 2.1. In case the resources goes on leave/absent, replacements having equivalent or more experience and qualification has to be arranged by the Bidder to ensure that regular functioning 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 quarter. The Bank shall also impose a penalty as per the below matrix.	This clause is duplication of above clause. Hence this may be deleted	Bidder to refer corrigendum-3 for updated penalty clause.
13	ANNEURE -2 PAYMENT TERMS	<b>2. Penalties/Liquidated Damages:</b> 2.2. 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 for that quarter.	Total penalty of 20% is very high, which may be limited to 3% of the payment to be made to the vendor for an year payable for Resident Resource charges for that month.	Bidder to comply with GeM bid terms and conditions.
14	ANNEURE -2 PAYMENT TERMS	<b>2. Penalties/Liquidated Damages:</b> 2.10. LD is not applicable for the reasons attributable to the Bank and Force Majeure.	Covid 19 pandemic may be included in Force Majeure clause	Bidder to comply with GeM bid terms and conditions.
15	ANNEURE -3 (ATC) Eligibility Criteria Declaration	<b>b. Eligibility Criteria:</b> The Bidder should have minimum turnover of Rs.20.00 Crore each year for the last three financial years (i.e. 2018-19, 2019-20 and 2020-21) from Indian Operations only. This must be the individual company turnover and not of any group of companies.  <b>Documents to be submitted for Eligibility Criteria Compliance:</b> Bidder has to submit audited Balance Sheet for last 3 Years [i.e. 2018-19, 2019-20 and 2020-21]. AND Bidder must produce a certificate from the Company's Chartered Accountant to this effect.  The documents certified by Chartered Accountants should mandatorily contain Unique Document Identification Number.	Requested to Minimum turnover to Rs.7 crores from the stipulated 20 crores for the last three financial years.	The GeM bid clause is modified as under: <b>b. Eligibility Criteria:</b> The Bidder should have minimum turnover of Rs.7.00 Crore each year for the last three financial years (i.e. 2018-19, 2019-20 and 2020-21) from Indian Operations only. This must be the individual company turnover and not of any group of companies.  <b>Documents to be submitted for Eligibility Criteria Compliance:</b> Bidder has to submit audited Balance Sheet for last 3 Years [i.e. 2018-19, 2019-20 and 2020-21]. AND Bidder must produce a certificate from the Company's Chartered Accountant to this effect.  The documents certified by Chartered Accountants should mandatorily contain Unique Document Identification Number.

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16	ANNEURE -3 (ATC) Eligibility Criteria Declaration	<p><b>d. Eligibility Criteria</b> The Bidder should have the experience of providing similar Help Desk Service at a Scheduled Commercial Bank having at least 2000 branches (either directly or through a System Integrator). The help desk services provided to their customer must have CBS as a scope.</p> <p><b>Documents to be submitted for Eligibility Criteria Compliance:</b> The Bidder has to provide reference letter in their name with the duration and type of Services provided from Scheduled commercial Banks or the SI Partner.</p> <p>Client references and contact details (email/ landline/ mobile) of customers for whom the Bidder has executed similar projects in India. (Start and End Date of the Project to be mentioned) in the past (At least 2 client references are required)</p>	Submission of Client reference may be modified to 1 client instead of 2	<p>The GeM bid clause is modified as under: <b>d. Eligibility Criteria</b> The Bidder should have the experience of providing similar Help Desk Service at a Scheduled Commercial Bank having at least 2000 branches (either directly or through a System Integrator). The help desk services provided to their customer must have CBS as a scope.</p> <p><b>Documents to be submitted for Eligibility Criteria Compliance:</b> The Bidder has to provide reference letter in their name with the duration and type of Services provided from Scheduled commercial Banks or the SI Partner.</p> <p>Client references and contact details (email/ landline/ mobile) of customers for whom the Bidder has executed similar projects in India. (Start and End Date of the Project to be mentioned) in the past (At least 1 client reference is required)</p>
17	Amended ATC document	<p><b>4. Deploying Resources for Help Desk:</b> 4.2 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>	Deployment OF resources within 1 month from the date of acceptance of PO is too less. The same is to be increased to 2 months from the date of acceptance of PO.	Bidder to comply with GeM bid terms and conditions.
18	NA	Providing the LAPTOPs to the resources during the work from home if arised.	Whether LAPTOPs will be provided to the resources during the work from home if arised.	Bidder to comply with GeM bid terms and conditions.

Place: Bengaluru

Date: 25/11/2021

  
Deputy General Manager  
