

**Corrigendum-3 to GeM Bid ref: GEM/2021/B/1654109 dated 06/11/2021 for Selection of vendor to provide Helpdesk Services for Corebanking solution and allied applications in Canara Bank**

**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	29-11-2021, 15:00:00	<u>02-12-2021, 15:00:00</u>
Bid Opening Date/Time	29-11-2021, 15:30:00	<u>02-12-2021, 15:30:00</u>

Sl. No.	Section/ Annexure/ Appendix of the GeM bid	Clause No.	Existing	Amended
b	Annexure-1 Scope of Work of the Bidder	B. Bidder's Responsibility: Sl. No. 18 (A. Bidder's Scope) Resignation and New Resource Onboarding:	Help Desk agents deployed in the project shall be required to serve <u>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.</u>	Help Desk agents deployed in the project shall be required to serve <u>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.</u>
c	Annexure-1 Scope of Work of the Bidder	B. Bidder's Responsibility: Sl. No. 23 (A. Bidder's Scope)	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. <u>Non-adherence to the same may invite financial penalty by the bank.</u>	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. <u>Non-adherence to the same by the resource will be considered as non performance and replacement shall be sought.</u>
d	Annexure-1 Scope of Work of the Bidder	Clause C. Technical requirements of Resources: Sl. No. 2 (Manpower, Experience and Qualification):	2. Application Support Engineer:  1. <u>Should have completed Degree from any recognized College/University duly approved by AICTE/UGC.</u> 2. Candidate should have a minimum experience of 12 months as an Application Support Agent in	2. Application Support Engineer:  1. <u>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</u>



			supporting any support project in Scheduled Commercial Bank. Alternatively, should have a minimum experience of 12 months in SQL Development/Administrati on in a reputed IT firm preferably for a project in BFS domain.  Certification in SQL from any reputed institute is preferred.	<u>recognised by the Government.</u> 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/Administrati on in a reputed IT firm preferably for a project in BFS domain.  Certification in SQL from any reputed institute is preferred.
e	ANNEURE -2  PAYMENT TERMS	2. Penalties/Liquidat ed Damages:	Existing penalty Clause	Amended Penalties/Liquidated Damages as attached in annexure to this corrigendum.
f	ANNEURE -2  PAYMENT TERMS	2. Penalties/Liquidat ed Damages:	Existing penalty Clause	Amended Penalties/Liquidated Damages as attached in annexure to this corrigendum.
g	ANNEURE -3 (ATC)  Eligibility Criteria Declaratio n	b. Eligibility Criteria:	The Bidder should have minimum turnover of <u>Rs.20.00 Crore</u> 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. Documents to be submitted for Eligibility Criteria Compliance: 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 Bidder should have minimum turnover of <u>Rs.7.00 Crore</u> 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. Documents to be submitted for Eligibility Criteria Compliance: 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



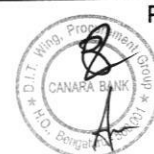
			The documents certified by Chartered Accountants should mandatorily contain Unique Document Identification Number.	Accountant to this effect.  The documents certified by Chartered Accountants should mandatorily contain Unique Document Identification Number.
h	ANNEURE-3 (ATC)  Eligibility Criteria Declaration	d. Eligibility Criteria	<p>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>Documents to be submitted for Eligibility Criteria Compliance: 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 <u>(At least 2 client references are required)</u>.</p>	<p>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>Documents to be submitted for Eligibility Criteria Compliance: 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 <u>(At least 1 client reference is required)</u>.</p>

All the other instructions and terms & conditions of the above GeM bid remain unchanged.

Please take note of the above amendments while submitting your response to the subject GeM bid.

Date: 25/11/2021  
Place: Bengaluru

  
Deputy General Manager



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 quarter. 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	100 % and upto 90%	No Penalty
2	<90 % and upto 85 %	0.5% of the respective monthly Billing on each instance.
3	<85 % and upto 80 %	1% of the respective monthly Billing on each instance.
4	<80 % and upto 75 %	1.5% of the respective monthly Billing on each instance.
5	< 75 %	2% of the respective monthly Billing 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 for that quarter.
- 1.3. The Bidder shall perform its obligations under the agreement entered into with the Bank, in a professional manner.
- 1.4. 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.
- 1.5. 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.
- 1.6. 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.
- 1.7. 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.



- 1.8. 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.
- 1.9. All the above LDs are independent of each other and are applicable separately and concurrently.
- 1.10. LD is not applicable for the reasons attributable to the Bank and Force Majeure.

\*\*\*\*\*End of the Corrigendum-3\*\*\*\*\*

