



Amendment-1 to "GeM Bid ref: GEM/2021/B/1557839 dated 28/09/2021 for Selection of Service Providers for providing the Onsite support engineers for ATM Switch in Canara Bank."

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

Sl. No.	Section/ Annexure/ Appendix of the RFP	Clause No.	Existing	Amended
a.	Annexure-2 Pre-Qualification Criteria	Eligibility Criteria Declaration Criteria no.2	<p><u>Eligibility Criteria:</u></p> <p>The Bidder should have a turnover of Rs.10 Crores or more for each year during the last three financial years 2018-19, 2019-20 and 2020-21. This must be the individual company turnover and not of any group of companies.</p> <p><u>Documents to be submitted:</u></p> <p>Bidder has to submit copies of audited Balance Sheets 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.</p> <p>The documents certified by Chartered Accountants should mandatorily contain Unique Document Identification Number.</p>	<p><u>Eligibility Criteria:</u></p> <p>The Bidder should have a turnover of Rs.10 Crores or more for each year during the last three financial years 2018-19, 2019-20 and 2020-21. This must be the individual company turnover and not of any group of companies.</p> <p><u>Documents to be submitted:</u></p> <p>Bidder has to submit copies of audited Balance Sheets for last 3 Years <u>[i.e. 2018-19 (audited), 2019-20 (audited) and 2020-21 (audited/provisional)]</u>. AND Bidder must produce a certificate from the Company's Chartered Accountant to this effect.</p> <p>The documents certified by Chartered Accountants should mandatorily contain Unique Document Identification Number.</p>
b.	Annexure-7 Scope of Work	1. Scope of Work	1.6. Vendor shall not remove the staff from the project without mutual agreement with the bank.	<u>1.6. The vendor shall give an advance notice of 30 days before removing any staff from the project. The staff can be removed from the project on mutual agreement with the bank.</u>
c.	Annexure-7 Scope of Work	1. Scope of Work	1.13. Through this RFP, Bank proposes to select a bidder for availing OTS services for a minimum period of 60 months. However, the arrangement would be subject to yearly review by bank. In case, at any point of time during the 60	1.13. Through this RFP, Bank proposes to select a bidder for availing OTS services for a minimum period of <u>36 months</u> . However, the arrangement would be subject to yearly review by bank. In case, at any point of time during the



			months' period of contract, the services rendered by the successful Bidder are observed by the bank to be deficient in terms of the terms and conditions of the Contract, Bank may choose to take punitive action including but not limited to levy penalties, invocation of Performance Bank guarantee and termination of the contract.	<u>36 months'</u> period of contract, the services rendered by the successful Bidder are observed by the bank to be deficient in terms of the terms and conditions of the Contract, Bank may choose to take punitive action including but not limited to levy penalties, invocation of Performance Bank guarantee and termination of the contract.
d.	Annexure-7 Scope of Work	2. Detailed Scope of Work:	2.1. <u>ATMs Related:</u> e. Provide mobile support through messaging infrastructure managed by ATM Switch Group.	This GeM Bid Clause stands deleted.
e.	Penalties/Liquidated Damages	3. Uptime:	3.1. The bidder shall guarantee a 24x7x365 availability with monthly uptime of 99.90% for the solution as specified in Scope of work in Annexure-7, during the period of the Contract which shall be calculated on monthly basis.	3.1. The bidder shall guarantee a 24x7x365 availability with <u>monthly uptime of 99.99%</u> for the solution as specified in Scope of work in Annexure-7, during the period of the Contract which shall be calculated on monthly basis.
f.	Penalties/Liquidated Damages	New Clause	NA	15. <u>The total Penalty/LD to be recovered under clause 4, 5 & 6 shall be restricted to 20% of the total value of the order (exclusive of Taxes) plus GST.</u>
g.	Special Terms & Conditions of the Contract	3. <u>Local Support</u>	3.2. Software, Drivers and Manuals: All related documents, manuals, catalogues and information furnished by the bidder shall become the property of the Bank.	This GeM Bid Clause stands deleted.
h.	Special Terms & Conditions of the Contract	16. Insurance	The Hardware to be supplied will be insured by the bidder against all risks of loss or damages from the date of shipment till such time, the same is delivered and installed at site and handed over to the Bank/Office. The Bidder has to obtain transit insurance cover for the items to be delivered from their factory/godown to the location and such insurance	This GeM Bid Clause stands deleted.

			cover should be available till installation of the Solution. If there is any delay in the installation which could be attributed to Bank, in such an event the insurance must be available for minimum 30 days from the date of delivery of Solution.	
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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: 13/10/2021
Place: Bengaluru


Deputy General Manager




