

**Corrigendum-1 to GeM Bid ref. no GEM/2025/B/6254995 dated 20/05/2025 for Supply, Installation, Implementation, Migration and Maintenance of Unified Payments Interface (UPI) Switch Solution for period of three (03) years in Canara Bank.**

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

Sl No.	Section/ Annexure/ Appendix of GeM Bid	Clause No.	Existing Clause	Amended Clause
1.	Section C - Deliverable and Service Level Agreements	1. Project Timelines  1.3. Delivery, Installation, Implementation , Go-Live and migration:	1.3.1.1 Delivery, Installation, integration and Commissioning of Applications (including OS) at DC, DRC & UAT Locations: The selected bidder should ensure Delivery, Installation, integration and Commissioning of the Application software at the bank office/ordered location within two (2) weeks from the date of Hardware provided by the Bank.	1.3.1.1 Delivery, Installation, integration and Commissioning of other Software Applications including OS at DC, DRC & UAT Locations: <u>The selected bidder should ensure</u>  Delivery, Installation, integration and Commissioning of application software required such as <u>Operating System, middleware, database, Container Platform etc. for running the proposed UPI Switch solution</u> at the bank office/ordered location within two (2) weeks from the date of Hardware provided by the Bank.
2.	Section C - Deliverable and Service Level Agreements	1. Project Timelines	1.6 The Bank will not arrange for any Road Permit / Sales Tax clearance for delivery of hardware to different locations and the selected bidder is required to make the arrangements for delivery of hardware to the locations as per the list of locations /items provided from time to time by the Bank. However, the Bank will provide letters / certificate / authority to the selected bidder, if required.	<u>The clause stands deleted</u>
3.	Section C - Deliverable and Service Level Agreements	8. Payment Terms	8. Existing Payment Terms	<u>8. Amended Payment Terms attached with this Corrigendum.</u>



4.	Section C - Deliverable and Service Level Agreements	9. Warranty/ Support	<p>9.2 The selected bidder has to provide comprehensive on-site warranty for one year from the date go live for the proposed software application.</p> <p>9.3 The comprehensive on-site warranty of Three (3) years for Software, OS, licenses etc., will start from the date of go-live of the solution.</p>	<p>9.2 The selected bidder has to provide comprehensive on-site warranty for one year from the date go live for the proposed <u>UPI solution</u>.</p> <p>9.3 The comprehensive on-site warranty of Three (3) years for <u>other Software</u>, OS, licenses etc., will start from the date of go-live of the solution.</p>
5.	Section G - General Conditions	10. Insurance	<p>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 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.</p>	<p><u>The clause stands deleted</u></p>
6.	Section G - General Conditions	11. Guarantees	<p>The bidder should guarantee that the hardware items delivered to the Bank are brand new, including all components. In the case of software, the bidder should guarantee that the software supplied to the Bank includes all</p>	<p><u>The bidder should guarantee that the software supplied to the Bank includes all patches, updates etc., and the same are licensed and legally obtained. All software must be supplied with their original and complete printed documentation.</u></p>



			patches, updates etc., and the same are licensed and legally obtained. All hardware and software must be supplied with their original and complete printed documentation.	
7.	Annexure-8 Scope of Work	VIII. Monitoring and Management under Annexure-8	3. Development, Support, Monitoring & Management of the UPI Project must be performed from Bank premises only. No VPN/remote access will be allowed.	<u>Support, Monitoring &amp; Management of the UPI Project must be performed from Bank premises only. Development may be done at bidder's location, but no VPN/remote access will be allowed.</u>
8.	Annexure-8 Scope of Work	XI. Facility for Merchants: Point no.3 Customised API / SDK and other integration support to provide following facility to merchant	• Integration with the chat platform where SDKs (Software Developer Kits) and APIs are provided by the Bank and UI is designed by the chat platform.	<u>The clause stands deleted</u>
9.	Annexure-8 Scope of Work	I. Scope of Work	2.The solution should also be capable of handling retail UPI transactions as per bank requirement on a later stage.	2. The solution should also be capable of <u>handling retail UPI transactions (issuer).</u>
11.	Annexure-8 Scope of Work	VI. Enterprise license on proposed Solution (UPI)	Bidder has to manage and maintain including patching, configuration, installation and implementation of the application and other in scope software supplied till contract period.	Bidder has to install, implement, configure, manage and maintain the proposed solution, OS and other in scope software applications <u>supplied including patching, update, upgrade, etc.</u> till contract period.
12.	Annexure-10 Technical Evaluation Criteria	Annexure-10 Technical Evaluation Criteria	GEM/2025/B/XXXXXXX dated 10/01/2025	<u>GEM/2025/B/6254995 dated 20/05/2025</u>





13.	Annexure-17 Bill of Material	Annexure-17 Bill of Material	Existing Annexure-17 Bill of Material	<u>Amended Annexure-17 Bill of Material attached with this Corrigendum</u>
14.	Annexure-19 Due Diligence Report	Annexure-19 Due Diligence Report	RFP for Selection of Service Provider for Engaging two onsite resources for managing IT-GRC (Information Technology- Governance, Risk & Compliance) Solution for a period of one year in Canara Bank	<u>Supply, Installation, Implementation, Migration and Maintenance of Unified Payments Interface (UPI) Switch Solution for period of three (03) years in Canara Bank</u>

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: 04/06/2025  
Place: Bengaluru

  
Deputy General Manager  




**8. Amended Payment Terms**

8.1 The payment schedule will be as under and will release after execution of contract agreement:

Sl. No.	Payment Stages	% of Payment	Condition/Remarks
	<u>Enterprise License cost</u>	<u>100% as per Table A of Annexure-17</u>	<u>100% After complete delivery, installation and Go Live of proposed solution of license and on production of relevant documents like delivery signoff and invoice with product serial number of the items supplied duly approved by the Bank Officials while claiming the payment and deduction of Liquidated damages (if any) as per RFP Terms &amp; conditions.</u>
	<u>ATS</u>		<u>Payment will be made yearly in advance as per Table-B of Annexure-17 subject to submission of Bank Guarantee of equivalent amount and the applicable penalty and LD, if any, shall be recovered by invoking the submitted Bank Guarantee for this purpose.</u> <u>Or</u> <u>If Bank Guarantee is not submitted, Payment will be made Quarterly in arrears after deducting applicable penalties and Liquidated damages.</u>
1.	<u>Cost of licenses for other application software required for running the UPI Switch solution such as Operating System, middleware, database, Container Platform etc</u>	<u>70% as per Table C of Annexure-17</u>	<u>On delivery of required Software items for the setup of the proposed solution and on submission of Invoice and Acceptance/Sign off by the Bank and deduction of Liquidated damages (if any) as per RFP Terms &amp; conditions.</u>
		<u>20% as per Table C of Annexure-17</u>	<u>On successful go-live of the proposed solution and on submission of Invoice and Acceptance/Sign off by the Bank and deduction of Liquidated damages (if any) as per RFP Terms &amp; conditions.</u>
		<u>10% as per Table C of Annexure-17</u>	<u>On completion of warranty or on submission of BG for the equivalent amount and on production of relevant documents and deduction of Liquidated damages (if any) as per RFP Terms &amp; conditions.</u>
		<u>Subscription license cost-yearly. (wherever applicable)</u>	<u>100% After complete delivery/Renewal of license and on production of relevant documents like proof of delivery/renewal duly approved by the Bank Officials while claiming the payment and after deducting applicable penalties and Liquidated damages.</u>
2.	<u>One time implementation</u>	<u>30% as per Table D of Annexure-17</u>	<u>On successful implementation in UAT and on submission of Invoice and Acceptance/Sign off by the Bank and on production of relevant documents and deduction of Liquidated damages (if any) as per RFP Terms &amp; conditions.</u>
		<u>30% as per Table D of Annexure-17</u>	<u>On successful implementation in DC, DR and go-live and on submission of Invoice and Acceptance/Sign off by the Bank and on</u>



			production of relevant documents and deduction of Liquidated damages (if any) as per RFP Terms & conditions.
		30% as per Table D of Annexure-17	On successful completion of DR Drill and on submission of Invoice and Acceptance/Sign off by the Bank and on production of relevant documents and deduction of Liquidated damages (if any) as per RFP Terms & conditions.
		10% as per Table D of Annexure-17	After 3 Months successful Go-Live both DC/DRC and submission of Invoice and Acceptance/Sign off by Bank and on production of relevant documents and deduction of Liquidated damages (if any) as per RFP Terms & conditions.
3.	<u>Dedicated Onsite Resources</u>	100% payment will be released Monthly in arrears as per Table E of Annexure-17 and on production of relevant documents and deduction of Liquidated damages (if any) as per RFP Terms & conditions.	
4.	<u>Additional requirements/ additional customization/ enhancement</u>	100% payment will be released after Successful implementations and Go-Live of the change request and on production of relevant documents and after deducting Liquidated Damages (if any).	
5.	<u>Migration Cost (if required by Bank)</u>	On successful migration of data as per clause 1.3.2 and on submission of Invoice and Acceptance/Sign off by the Bank and on production of relevant documents and after deducting applicable penalties & Liquidated damages (if any) as per RFP Terms & conditions	

- 8.2 Bank will release the payment on completion of activity and on production of relevant documents/invoices. Please note that Originals of invoices (plus One Copy) reflecting GST, GSTIN, State Code, HSN Code, State Name, Taxes & Duties, Proof of delivery duly signed by Bank officials of the respective Branch/office and Manufacturer's / Supplier's Warranty Certificate should be submitted while claiming payment in respect of orders placed.
- 8.3 The selected bidder has to submit Sign off report duly signed by the Bank officials of the respective Branch/offices in originals while claiming payment.
- 8.4 Bank will not pay any amount in advance unless otherwise specified in this RFP.
- 8.5 Payment shall be released within 30 days from the date of submission of relevant documents as per RFP terms.
- 8.6 The Bank shall finalize the installation and acceptance format mutually agreed by the selected bidder. The selected bidder shall strictly follow the mutually agreed format and submit the same for each location wise while claiming installation and acceptance payment.
- 8.7 The payments will be released through NEFT / RTGS after deducting the application LD/Penalty, TDS if any, by centrally by Head Office at Bengaluru and the selected bidder has to provide necessary Bank Details like Account No. Bank's Name with Branch, IFSC Code etc.



Amended Annexure-17  
Bill of Material

(Should be submitted on Company's letter head with company seal and signature of the authorized person)

SUB: Supply, Installation, Implementation, Migration and Maintenance of Unified Payments Interface (UPI) Switch Solution for period of three (03) years in Canara Bank

Ref: GEM/2025/B/6254995 dated 20/05/2025

**Notes**

1. These details should be on the letterhead of Bidder and each & every page should be signed by an Authorized Signatory with Name and Seal of the Company.
2. Please be guided by RFP terms, subsequent amendments and replies to pre-bid queries (if any) while quoting.
3. Do not change the structure of the format nor add any extra items.
4. No counter condition/assumption in response to commercial bid will be accepted. Bank has a right to reject such bid.
5. Based on the Bank's requirement, Bank will review the project/service during the contract period of three years and may take the service for another three Years on its own discretion with the same price.

**Table - A**  
 Enterprise perpetual License cost for Unified Payments Interface (UPI) Solution with comprehensive Support & Maintenance for One Year

Sl. No.	Requirement Details	Price details (Excl. of Tax)	Tax for Column a		Total Cost (Incl. of tax)
			Tax %	Tax Amt.	
1.	Enterprise-wide Perpetual License cost for Unified Payments Interface (UPI) Software Solution with comprehensive Support & Maintenance for One Year	a	b	c	d=a+c
2.	Total Enterprise Perpetual License cost for Unified Payments Interface (UPI) Software Solution with comprehensive Support & Maintenance for One Year				



**Table - B**  
**ATS cost for the item mentioned in Table-A**

[Amount in Indian Rupees]

Sl. No.	Description	Post Warranty ATS Charges year wise				Total ATS for Two Years (Incl. of Tax)
		ATS Charges per Year (Excl. of tax)	Total ATS for Two Years (Excl. of Tax)	Tax for Column b		
				% tax	Tax Amt.	
	a	$b = a * 2$	c	d	$e = b + d$	
1.	<u>ATS cost for Unified Payments Interface (UPI) Software Solution including configuration, patching, update etc. for OS and other software items supplied</u>					
2.	Total ATS cost					

**Note:** Enterprise License should be valid till the end date of the Contract Period. Based on the Bank's requirement, Bank will review the project/service during the contract period of three years and may take the service for another three Years on its own discretion with the same price.



Table - C  
 Other Application Software Cost

[Amount in Indian Rupees]

S. No	Requirement Details	Qty.	First year license cost.	Unit Cost for subsequent years. Per year license cost/ATS Cost(2 <sup>nd</sup> /3 <sup>rd</sup> year)*	No of Years	Unit Cost for 2 <sup>nd</sup> and 3 <sup>rd</sup> year.	Total Cost for Three Years (Excl. of tax)	Tax for Column for f		Total Cost for Three Years (Incl. of tax)
								% tax	Tax Amt.	
		a	b	c	d	e=c*d	f=a*(b+e)	g	h	i=f+h
1.	Cost of licenses for other application software required for running the UPI Switch solution such as Operating System, middleware, database, Container Platform etc.  For DC and DRC license shall be for premium support and for UAT standard support.				2					
2.	<b>Total Cost of Application software &amp; other items</b>									

\*For subsequent years, based on the licensing model, quote the per year license cost or the yearly ATS cost. Based on the Bank's requirement, Bank will review the project/service during the contract period of three years and may take the service for another three Years on its own discretion with the same price. The cost of ATS for the 4<sup>th</sup>, 5<sup>th</sup> and 6<sup>th</sup> year should be same as column c.

Note: Bidder has to provide the adequate quantity of items in column-a of Table-C as required to cover the entire Scope of Work and Technical Requirements for the entire contract period as mentioned in the RFP document. In future if any additional Software are required for the smooth functioning of the solution the same has to be provided by the bidder at no cost to the Bank. However, Bank at its sole discretion may not purchase one or more of the items from the above table and payment will be made against the actual purchase.



Bidder has to provide the details of all items quoted such as Software, Middleware, Database, Operating System, Licenses, etc. along with its specification details in a separate line item for each software.

DC & DRC should be one to one setup with 100 % capacity. UAT should be 30% of production environment. Bidder should suggest the required hardware for DC, DRC and UAT setup.

**Table-D**  
**One-time Implementation Cost**

Sl. No.	Details	[Amount in Indian Rupees]			
		Total Cost (Excl. of tax)  a	Tax for Column a		Total Cost (Incl. of tax)  d=a+c
			% tax  b	Tax Amt.  c	
1.	One time implementation cost for DC, DRC & UAT infrastructure <u>including installation, configuration, patching, Private on premises Cloud deployment etc. for OS and other software items</u>				
2.	<b>Total cost for One time implementation for DC, DRC &amp; UAT infrastructure</b>				



**Table - E**  
**Charges for Onsite Resources for three Years**

[Amount in Indian Rupees]

Sl. No.	Requirement Details (One month after go-live)	Charges per Resource per month a	No of Months* b	Charges per Resource for three years (Excl. of taxes) c=a*b	No. of Resources# N	Total Cost for resources for three years (Excl. of taxes) d=c*N	Tax for Column d		Total Cost for resources for three years (Incl. of taxes) g=d+f
							% tax e	Tax Amt. f	
1.	On-site Application Resources (L1)		<u>36</u>		8				
2.	On-site Application Resources (L2)		<u>36</u>		5				
3.	On-site Developer Support (L3)		<u>36</u>		1				
4.	Project Manager (L3)		<u>36</u>		1				
5.	Total Cost of Onsite Resources for three Years (Sum of Sl. No. 1 to 4)								

**Note: #Number of resources mentioned above is indicative.** The addition/ deletion of resource (optional) will be availed by the Bank based on the requirement of resources during the contract period of three years and bank may take the service for another 3 Years on its own discretion with the same price. Bank shall intimate the same as and when the requirement arises. In case of any resource addition/ deletion between contract period, the pro-rated payments for such resources cost quoted above will be released on its acceptance sign-off, from the month of such resources addition/ deletion till the remaining period.

The price quoted by the bidder is fixed for entire contract period and the count mentioned is indicative only. Bank at its discretion may place order on the selected bidder at the rates mentioned above during the contract period.

\*The L1, L2, L3 resources will be engaged one month after go-live and continue till contract period.



**Table-F**  
 Cost for any additional requirements /additional customization/ enhancement  
 [Amount in Indian Rupees]

Sl. No.	Description	Charges Per Man day (Excl. of Tax)	No. of man days per year#	No. of Years	Total Cost (Excl. of Tax)	Tax for column d		Total Cost (Incl. of Tax)
						% Tax	Tax amt.	
1.	Cost for any additional requirements/ additional customization/ enhancement	a	b	c	d=(a*b*c)	e	f	g=d+f
2.	Total Cost for Cost for any additional requirements/ additional customization/ enhancement							

# The price quoted by the bidder is fixed for entire contract period and number of man days mentioned above is indicative only. However, the no. of man-days may vary from time to time in total.

**Table-G**  
 Migration Cost

Sl. No.	Details	Total Cost (Excl. of tax)	Tax for Column a		Total Cost (Incl. of tax)
			% tax	Tax Amt.	
1.	Migration Cost	a	b	c	d=a+c
2.	Total cost for Migration				



Table-H  
 Total Cost for 3 Years Contract Period

Sl. No.	Details	Total Cost (inclusive of taxes)
1.	Total License cost for the proposed Unified Payments Interface (UPI) Solution per Table-A	
2.	Total ATS cost as per Table-B	
3.	Other Application and Implementation Cost as per Table-C	
4.	Total One-time implementation cost as per Table-D	
5.	Total Cost for Resources as per Table-E	
6.	Total Cost for any additional requirements/additional customization/enhancement as per Table-F	
7.	Total cost of Migration as per Table-G	
8.	Total Cost of Ownership for a period of 3 years (Sum of Sl. No. 1 to 7)	

[Amount in Indian Rupees]

Note: Bank may extend the contract for further period of 3 years based on the satisfactory performance review with the existing pricing, terms and conditions.

**Undertaking**

- i. Bill of material is submitted on the letter head and is signed by an Authorized Signatory with Name and Seal of the Company.
- ii. We confirm that we have gone through RFP clauses, subsequent amendments and replies to pre-bid queries (if any) and abide by the same.
- iii. We have not changed the structure of the format nor added any extra items. We note that any such alternation will lead to rejection of Bid.
- iv. We agree that no counter condition/assumption in response to commercial bid will be accepted by the Bank. Bank has a right to reject such bid.
- v. We are agreeable to the payment schedule as per "Payment Terms" of the RFP.

**Date:** \_\_\_\_\_  
**Place:** \_\_\_\_\_

**Signature with seal**  
**Name:** \_\_\_\_\_  
**Designation:** \_\_\_\_\_

