

Corrigendum-1 to GeM Bid ref no. GEM/2025/B/6263978 dated 22/05/2025 for Selection of vendor for end-to-end implementation and management of Digital One Time Combination (OTC) locks in Capex ATMs and Cash recyclers under OPEX model for a period of 3 years in Canara bank.

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

- a. GeM bid document (Bid End date/ Bid Opening Date, Page no. 1 of 7)

Description	Existing details	Amended details
Bid End Date/Time	12/06/2025, 15:00:00	<u>20/06/2025</u> , 15:00:00
Bid opening Date/Time	12/06/2025, 15:30:00	<u>20/06/2025</u> , 15:30:00

- b. GeM Bid Document/ATC Clauses:

Sl No.	Section/Annexure/ Appendix of GeM Bid	Clause No.	Existing Clause	Amended Clause/ New Addition
1.	Annexure-9 Scope of Work	Clause 2 Sub clause 2.7	<u>Existing Annexure-9 Scope of Work</u>	<u>Amended Annexure-9 Scope of Work</u>

All the other instructions and terms & conditions of the above RFP shall remain unchanged.

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

Date: 12/06/2025  
Place: Bengaluru

  
Deputy General Manager  
Sui



**Annexure-9**  
**Amended Scope of Work**

**SUB: Selection of vendor for end-to-end implementation and management of Digital One Time Combination (OTC) locks in Capex ATMs and Cash recyclers under OPEX model for a period of 3 years in Canara bank**

Ref: GEM/2025/B/6263978 dated 22/05/2025.

Bidder has to mandatorily comply with each individual point of the below Scope of Work without any deviation. Non-compliance to any of the individual point leads to rejection of Bidder under Technical Proposal evaluation.

1. Enabling / configuring the existing One Time Combination (OTC) locks of Bank's ATMs at each ATM locations for Digital OTC Lock Management Solution. (There shall not be any dependency on OEMs for this activity.)
2. Providing the lock management services (LMS), i.e., Generation, Sending and Validation of the OTC pass code under OPEX model.
3. Supply of physical keys required for activation of the locks, opening / closure of the locks and management of combination passwords.
4. Web portal for updating the mobile numbers of the authorized Bank custodians for generations through various channels such as telephone call, SMS, E-Mail and also through mobile app & web portal.

	Proposed Scope	Compliance
		Yes/No
1	<b>General</b>	
1.1	The solution should be hosted in Vendor's Data Centre and DR center.	
1.2	The offered solution and environment should be PA-DSS and PCI-DSS certified, wherever applicable.	
1.3	The offered solution should have the capability of generating & processing minimum 9,500 numbers of One Time Combination pass codes per day, with a peak volume of 300 pass codes per minute.	
1.4	Bidders should have arrangement with more than one SMS Gateway service provider to send the OTC pass code to the registered mobile number of bank custodian. Bidders to mention the names of 2 SMS Gateway service providers who are providing services to the bidder.	
1.5	Bidders should have a dedicated help line number for the bank custodians to contact and avail support for 24*7*365 days. Also, for key management (if applicable) 5 onsite experienced resources should be available at Bank premises from 9.00 AM to 8.00 PM on all working days. They should have experience in activation and deactivation of OTC mechanism, lock management system, OTC red key and black key configuration, resolving issues of OTC enabled lock, OTC portal/application technical issue resolution.	
2	<b>Lock Management Solution (LMS) Related</b>	
2.1	LMS should support OTC pass code generation and validation for all models of OTC lock.	
2.2	The OTC pass codes should be a numeric code and should be sent to the mobile number registered against the terminal via SMS/	



	automated voice call.
2.3	The solution should maintain required details such as Mobile number, E mail- ID, Date of Birth or any other relevant information required for verifying the identity of the custodian before for sending OTP to Bank custodian.
2.4	The solution should have provisions for receiving requests for OTC pass code generations through various channels such as telephone call, SMS, E-Mail and also through mobile app & web portal.
2.5	The pass code generation messages should have provision to specify a unique terminal ID for which pass codes are generated.
2.6	Irrespective of the mode of receiving the pass code generation requests, the generated pass codes shall be communicated to the bank custodians only through SMS/ automated voice call sent to the mobile number registered against the unique terminal ID.
2.7	<b>LMS should identify the terminal only based on the unique ID and registered mobile number.</b>
2.8	Central solution should provide role (Supervisor & Operator) based user access for activation of physical keys and for pass code generation.
2.9	The solution shall allow supervisor/ administrator to define different roles for operators and assign each of them specific user rights.
2.10	The solution should support time bound pass code management. i.e., it should be possible to configure and change the duration of validity of pass codes at any time. Bidders to specify the minimum and maximum duration supported for validity of pass codes
2.11	The generated pass code shall expire and should not be accepted for opening or closure of the safe door on expiry of the pass code or after the first successful use of the pass code, whichever is earlier.
2.12	Electronic Touch key should be disabled when lock is in opened state and should be enabled once lock is closed.
2.13	Successful bidder should carry out customizations in the software solution at no additional cost to the Bank as and when new guidelines are issued by regulatory authorities (RBI, IBA & Government of India) on OTC lock management.
<b>3</b>	<b>Portal/Application for Bank's Use</b>
3.1	The successful bidder shall provide a Web Based/ App based interface for the Bank to monitor the activities related to LMS provided to the bank.
3.2	The web portal/ application should have a provision to update the unique terminal ID and registered mobile number of bank's custodians through maker-checker validation.
3.3	Successful bidder should create up to 50 users for Bank for carrying out the above activities. These users should not have access to any other data or activities.
3.4	Complete Audit trail and user activity tracking should be available for monitoring the user activities.



3.5	The web portal should have provisions to generate various MIS reports, including but not limited to: (i) List of terminals where OTC lock is activated; (ii) List of terminals for which OTC pass codes are generated between any 2 dates; (iii) List of terminals on which OTC locks were deactivated between any 2 dates; (iv) List of updation done in the terminal and custodian details by the portal users between any 2 dates.
3.6	The bidder should provide the audit logs of the OTC periodically, and as and when demanded by the Bank (i) List of terminals for which OTC pass codes are used for opening / closure doors between any 2 dates; (ii) List of terminals for which OTC pass codes are not used for opening / closure doors between any 2 dates;
4	<b>Information Security &amp; Audit Related</b>
4.1	Successful bidder should ensure implementation and maintenance of all industry best practices and stringent data security standards related to services provided under this RFP.
4.2	There should not be any manual intervention in the process of dispatching of pass codes. The pass codes generated in LMS shall be sent to SMS gateway automatically.
4.3	The successful bidder should get the solution and facilities audited from time to time as per the requirements of the Bank, Reserve Bank of India and / or any other statutory body, wherever applicable. Cost of such audits should be borne by the Successful Bidder throughout the contract period. Copies of such audit / compliance reports should be submitted to the Bank on demand.
4.4	Successful bidder should provide unrestricted access to the employees of the Bank, Reserve Bank of India and 3 <sup>rd</sup> party agencies appointed by the Bank or Reserve Bank of India to conduct audits at the premises of the successful bidder. The cost of such audits will be borne by the Bank.
4.5	Successful bidder should conduct DR Drill activity twice a year to ensure business continuity and uninterrupted services to the Bank.
4.6	Successful bidder should ensure that all logs related OTC pass code generation and dispatch are stored in servers located within India.

We hereby comply with each point mentioned above without any deviations.

Date:

Signature with seal

Name:

Designation:

