

Corrigendum-9 to GeM Bid ref. no: GEM/2025/B/5781717 dated 04/01/2025 for Selection of Service Provider for Supply, Installation, Implementation, Integration, Customization and Maintenance of Document Management Solution for Global Trade Processing Centre for a period of five 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 | 18/03/2025, 15:00:00 | <u>21/03/2025</u> , 15:00:00 |
| Bid opening Date/Time | 18/03/2025, 15:30:00 | <u>21/03/2025</u> , 15:30:00 |

b.

| Sl No | Section/ Annexure/ Appendix of GeM Bid | Clause No. | Existing Clause | Amended Clause |
|-------|---|---|--|--|
| 1. | Annexure-10 Technical Evaluation Criteria | Annexure-10 Technical Evaluation Criteria | Existing Annexure-10 Technical Evaluation Criteria | <u>Amended Annexure-10 Technical Evaluation Criteria attached with this Corrigendum</u> |
| 2. | Annexure-8 (A) Sizing of Hardware including Software/OS for UAT, DC & DRC | Annexure-8 (A) sizing of Hardware including Software/OS for UAT, DC & DRC | Existing Annexure-8 (A) sizing of Hardware including Software/OS for UAT, DC & DRC | <u>Amended Annexure-8 (A) sizing of Hardware including Software/OS for UAT, DC & DRC</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: 14/03/2025

Place: Bengaluru


Deputy General Manager



Amended Annexure-8 (A)
Sizing of Hardware including Software/OS for UAT, DC & DRC

(to be submitted on the letter head of the company/firm with authorized signatory seal and sign)

Quoted Hardware/Software/OS details for proposed Document Management Solution for Global Trade Processing Centre in UAT, DC & DRC Locations:

- 1) The bidder shall be responsible for Supply, Installation, Integration, Implementation and Go-Live of the proposed Document Management Solution for Global Trade Processing Centre including the necessary Licenses, Hardware, Storage, Software, Middleware, Database, Operating System, Warranty support. Warranty Support shall be available for the period of 3 years and AMC Support for the period of 2 years thereafter.
- 2) The bidders are required to quote for the entire solution including any Licenses, Hardware, Software, Middleware, Database, Operating System, Warranty support, etc. as may be required to fulfil the entire scope and requirements of the GeM bid.
- 3) The details of all such Licenses, Hardware, Software, Middleware, Database, Operating System, etc. as quoted by the bidder should be provided in the below format along with the Technical Bid.
- 4) The customer facing web server is to be placed inside the DMZ (De-militarized zone).
- 5) The branch and GIFT city facing web server is to be placed inside the MZ (militarized zone). Hence, Separate setup is required for branch and GIFT City/international branches.
- 6) The Web, application and database servers is to be logically separated in case the virtualization is proposed.
- 7) The high availability configuration should be with two separate hardware at DC.
- 8) The DRC should be exact replica of DC in terms of hardware /software / virtualization/ other related components etc.
- 9) The bidder has to ensure that the application/DB traffic is routed through the bank's existing load balancer. For this purpose, bank will not procure any additional load balancer.
- 10) The bidder has to ensure that the required number of application/web/DB servers are factor to take care of volumetric.
- 11) The UAT setup should be exact replica of production environment.
- 12) The proposed hardware should be capable of creating multiple test environments/setups as per requirement for UAT testing.
- 13) The bank branches/centralized user office/international branches/GIFT City will user internal application.
- 14) The public facing application and bank internal application hosting shall be in separate setup.
- 15) The bidder has to cater necessary hardware requirement for proposed architecture.
- 16) The centralized office user/customer portal/Gift city are different users of the respective applications and will be accessing different permitted functionalities.
- 17) The application, based on nature of the transactions, is required to be having its own design and functionality, further integrating with different core banking solution(CBS)/other systems of the Bank.
- 18) The core back office application used by the centralized office users is required to be integrated with the Bank's CBS/other systems (such as FCC/FCUBS/MIS/ etc.)
- 19) The Gift City/International Branches application is required to integrate with the CBS/FCUBS/ other systems of the Bank.



- 20) The Database server for the centralized office/GIFT City/customer portal application is expected to be the same. Front end web application is expected to be different for centralized office, customer portal, GIFT city/international branch users.
- 21) Required number of application servers are to be setup separately for centralized office, customer portal, GIFT city/International branch users.

| Sl. No. | Components (Hardware/ Software) (specify the list of items) | Qty | Item Description With Specification Details | OEM of the Product | Model/ Version Name | Date of Release of Product | Date of End of Sale | End of Life (EOL) detail of the offered Product | End of Support (EoS) detail of the offered Product |
|---------|---|-----|--|--------------------|---------------------|----------------------------|---------------------|---|--|
| 1. | Hardware/ Appliance including OS for DC | | App Server | | | | | | |
| | | | Web Server | | | | | | |
| | | | Data base Server | | | | | | |
| | | | Any other (add more rows of required) | | | | | | |
| | | | Necessary SSL Certificate for all Applications | | | | | | |
| 2. | Hardware/ Appliance including OS for DRC | | App Server | | | | | | |
| | | | Web Server | | | | | | |
| | | | Data base Server | | | | | | |
| | | | Any other (add more rows of required) | | | | | | |
| | | | Necessary SSL Certificate for all Applications | | | | | | |
| 3. | Hardware/ Appliance including OS for UAT | | App Server | | | | | | |
| | | | Web Server | | | | | | |
| | | | Data base Server | | | | | | |
| | | | Any other (add more rows of required) | | | | | | |
| | | | Necessary SSL Certificate for all Applications | | | | | | |
| 4. | Database Licenses | | | | | | | | |
| 5. | Any other Software/ Licenses | | | | | | | | |
| 6. | Any other Items | | | | | | | | |



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DC (Should be in onsite) & DRC Site (High Availability and in Sync with DC Setup) - Bidder should suggest the architecture in consultation with solution architect along with justifications and should provide reasonable hardware components as per the requirements. DRC should be the replica of the DC site.

In case proposed database is Oracle, then Bank will provide the License. If Database is other than Oracle, Licenses to be provided by Bidder. Bidder has to quote the same in the Bill of Material.

Note: At any point of time during the contract period, the resource utilization like CPU, Memory, Database etc. should not exceed 60 % of the total capacity.

Date:

Signature with seal

Name:

Designation:



| | | | | |
|----|---|---|----|---|
| 4. | The number of professionals (L1, L2 resources) employed full time by the bidder/OEM with experience of working in the proposed solution in Scheduled commercial Banks in India. | No. of professionals: ≥25 professionals: 5 marks <25 professionals: 2 marks | 5 | Letter from HR/company secretary and relevant certificates to be submitted. (Resource with more than two years of experience will only be considered) |
| 5. | Bidder/OEM should have valid accreditation as below: 1. Latest Information security ISO/IEC 27001:2022 or above as and when standards updated. 2. ISO 9001(Quality Management System - QSM) 3. ISO/IEC 20000 (IT Service Management - ITSM) 4. ISO/IEC 25010: Software Quality Model 5. ISO/IEC 12207: Software Lifecycle Processes | Each Certification contains 2 marks | 10 | Copy of valid certificate shall be enclosed. |
| 6. | Compliance to Technical and Functional Specifications as per Section-II and Section -III of Annexure-9 Technical and functional specifications as specified in Annexure-9 readily available in the proposed Solution. | As per functional & Technical Compliance based on the responses from the Bidder as per the Annexure-9 and demonstrable at Presentation Demo and assessed by Bank. | 30 | The modules should be live on the date of bid submission. The bidder to submit certificate from the Bank along with the copy of engagement letter/ work order/ letter of award along with project completion certificate with relevant details for each assignment/ tools/ module. Note Bidder to note that all features must be available for demonstration during Presentation/ Product Demonstration. During evaluation, if any of the criteria mentioned as compliant is not found in the solution, marking will be modified in the respective category as evaluated by the Bank & Bank's decision shall be binding on the bidders. It is mandatory for Bidders to have all functionalities listed. Any non-compliance may lead to bidder's disqualification at the sole discretion of Bank. |



| | | | | |
|----------------------------|---|--|------------|---|
| 7. | Bidder's Presentation/ Demonstration | Points will be assigned by an internal committee as per Table P-1 | 25 | Presentation to be conducted as per the schedule provided by Bank. |
| Total Maximum Marks | | | 100 | |

Note: The bidder should score minimum 70% of marks out of 100 marks for qualifying under Technical Evaluation. The bidders qualified under Technical Evaluation will be eligible for commercial opening.

Presentation of proposal:

Canara Bank will schedule the presentations and intimate the time and locations to the bidders. Failure of a bidder to complete a scheduled presentation may result in the rejection of that Bidder's proposal.

Table P-1

| Sl. No. | Presentation Agenda | Maximum Marks |
|---------------------------------------|---|---------------|
| 1. | Work plan and methodology covering complete scope of work | 7 |
| 2. | Best IT architecture with latest technology, Approach and Methodology | 7 |
| 3. | Solution's capabilities | 5 |
| 4. | Compliance, Security & Risk Management | 3 |
| 5. | Future Scalability | 3 |
| Maximum Marks for Presentation | | 25 |

Terms & Conditions

- a. Bidder to note that all features must be available for demonstration during Presentation/ Product Demonstration. During evaluation, if any of the criteria mentioned as compliant is not found in the solution, marking will be modified in the respective category as evaluated by the Bank & Bank's decision shall be binding on the bidders. It is mandatory for Bidders to have all functionalities listed. Any non-compliance may lead to bidder's disqualification.
- b. Bank reserves the right to conduct interviews of the proposed team members.
- c. In case of absence of the allotted resource, the standby should perform the job of the absentee.
- d. Bank may reject such manpower if bank is not satisfied with his/her performance.

Declaration: We hereby confirm that the information submitted above is true to the best of our knowledge. We understand that in case any discrepancy is found in the information submitted by us, our response to this RFP is liable for rejection.

Date:

Signature with seal

Name:

Designation :

