

**Corrigendum-5 to GeM Bid ref no. GEM/2025/B/6912679 dated 21/11/2025 for Selection of Service provider for End-to-End Management of Credit Card Management Software Solution under OPEX Model for a Period of Five (05) Years in Canara Bank.**

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

**a. ATC Clauses:**

SI No.	Section/ Annexure/ of ATC	Clause No.	Existing Clause	Amended Clause/ New Addition
1.	Section- B Introduction	5.Requirement Details	5.2. The term of contract will be for a period of Five (05) years. However, Bank reserves the right to have an annual review on completion of every year from the date of acceptance of purchase order. If the services are found to be unsatisfactory Bank reserves the right to discontinue the Services.	5.2. The term of contract will be for a period of Five (05) years. However, Bank reserves the right to have an annual review on completion of every year from the date of acceptance of purchase order. If the services are found to be unsatisfactory Bank reserves the right to discontinue the Services by <b><u>providing a cure period upto 15 days or as per the tenure defined in the notice whichever is earlier.</u></b>
2.	Section C Deliverables and Service Level Agreements	1.Project Timelines	1.4 The selected bidder shall be responsible for PCI-S3 certification within 3 months from the date of acceptance of the Purchase Order and PCI-DSS Successful certification/compliance of solution within 6 months from the date of Go-Live at bidder's cost. (As per Corrigendum-2)	<b><u>1.4 The selected bidder shall be responsible for certification/compliance of PCI-DSS for its environment and solution within 6 months from the date of execution of agreement. The relevant AOC/Certificate to be submitted</u></b>
3.	Section C Deliverables and Service Level Agreements	3.Security	3.3 The Bank may conduct security audit in the proposed solution after complete implementation.	<b><u>3.3 The Bank may conduct security audit in the proposed solution at any time with prior intimation to the Bidder as per Bank's discretion.</u></b>



4.	Section C Deliverables and Service Level Agreements	11. Subcontracting	11.1 VENDOR/ SERVICE PROVIDER shall not subcontract or permit anyone other than its personnel to perform any of the work, service or other performance required of the VENDOR/ SERVICE PROVIDER under the contract without the prior written consent of the BANK.	<u>11.1 VENDOR/ SERVICE PROVIDER if subcontracting to perform any of the work, service or other performance required of the VENDOR/ SERVICE PROVIDER under the contract should ensure Due Diligence, Protection of Data and submit a Quarterly Information Report to the Bank on the same failing which the Bank is bound to take appropriate action towards the bidder.</u>
5.	Section G General Conditions	19. Protection of Data	19.3. Data privacy and security of the customer's personal information shared by the Bank shall always be ensured by Vendor/Service Provider. The personal information of customers shall not be stored and processed by the vendor except certain basic minimal data (viz. name, address, contact details of the customer etc.) as required for the performance of its obligations under this Agreement.	<u>19.3. Data privacy and security of the customer's personal information shall always be ensured by Vendor/Service Provider in accordance to PCI/DPDP/RBI/regulatory guidelines released from time to time.</u>
6.	Section G General Conditions	21. Indemnity	Existing Indemnity Clause	<u>Amended Indemnity Clause as attached in this Corrigendum.</u>
7.	Appendix-G	28. Indemnity	Existing Indemnity Clause	<u>Amended Indemnity Clause attached in this Corrigendum.</u>



8.	Section G General Conditions  &  Appendix G Draft Contract Agreement	17.Hiring of Bank Staff or Ex-Staff  &  35. Hiring of Bank Staff or Ex-staff	The VENDOR/ SERVICE PROVIDER or subcontractor(s) shall not hire any of the existing/ ex/retired employee of the Bank during the contract period or after the closure/termination of contract even if existing/ ex/retired employee actively seek employment from the VENDOR/ SERVICE PROVIDER or sub-contractor(s). The period /duration after the date of resignation/ retirement/ termination after which the existing/ex/retired employee shall be eligible for taking up such employment shall be governed by regulatory guidelines/HR policies of the Bank.	The VENDOR/ SERVICE PROVIDER or subcontractor(s) shall not hire any of the existing/ ex/retired employee of the Bank during the contract period or after the closure/termination of contract even if existing/ ex/retired employee actively seek employment from the VENDOR/ SERVICE PROVIDER or sub-contractor(s). The period /duration after thejj date of resignation/ retirement/ termination after which the existing/ex/retired employee shall be eligible for taking up such employment <u>only with prior written consent/permission from the Bank.</u>
9.	Section G General Conditions	23. General Conditions to Contract	23.1. The VENDOR/ SERVICE PROVIDER shall during the validity of this contract, provide access to all data, books, records, information, logs, alerts and business premises relevant to the service provided under this agreement to the Bank.	23.1.The VENDOR/ SERVICE PROVIDER shall during the validity of this contract, provide access to all data, books, records, information, logs, alerts and business premises <u>pertaining to our Bank only</u> and relevant to the service provided under this agreement to the Bank.
10.	Appendix-G Draft Contract Agreement	30. Business Continuity Plan	30.2. The service provider/vendor shall periodically test the Business Continuity and Management of Disaster Recovery Plan. The Bank may consider joint testing and recovery	<u>30.2.The service provider /vendor shall periodically test the Business Continuity and Management of Disaster Recovery Plan. The Bank may consider joint testing and recovery exercise with the Service provider/vendor.</u>




			exercise with the Service provider/vendor.	
11.	Annexure-1	Bid Covering Letter	Existing Annexure-1 Bid Covering Letter	<u>Amended Annexure-1 Bid Covering letter attached in this Corrigendum.</u>
12.	Annexure-2 Pre-Qualification Criteria	Point No:9	Qualification criteria: The bidder should have an average annual turnover of Rs.200 Crores during last 3 financial years (i.e., 2022-23, 2023-24 and 2024-25). This must be the individual company turnover and not of any group of companies.	Qualification criteria: The bidder should have an <u>average annual turnover of Rs.175 Crores during last 3 financial years</u> (i.e., 2022-23, 2023-24 and 2024-25). This must be the individual company turnover and not of any group of companies
13.	Annexure-8 Scope of Work	1.6.Generation and Dispatch of Monthly Billing Statement:	a) Successful bidder shall manage printing and dispatch of physical statements through existing Personalization vendor onboarded by the Bank.	<u>a)Successful bidder shall manage and coordinate with Bank's Personalization vendor for printing and dispatch of physical statements</u>
14.	Annexure-8 Scope of Work	7. Fraud Risk Management	7.13. System to be have capability to monitor credit card transactions on a real time basis and in certain criteria leave the transactions in pending stage wherein its neither being approved or declined but a manual intervention is required from the analyst to do that. (e.g. one-dollar transaction on overseas sites)	<u>7.13. System to be have capability to monitor credit card transactions on a real time basis and in certain criteria leave the transactions in pending stage wherein its neither being approved or declined but a manual intervention (Bidders' eFRM should have capability to integrate with Bank's Calling System) is required from the analyst to do that. (e.g. one-dollar transaction on overseas sites)</u>
15.	Annexure-8 Scope of Work	8.Integrations	8.9. SIEM Integration: System should integrate with SIEM solution for capturing all types of logs for monitoring.	<u>8.9. SIEM Integration: System should integrate with SIEM solution for capturing all types of logs specific to Bank for monitoring.</u>



16.	Annexure-8 Scope of Work	18. Information and Data Security Measures	18.17. The successful bidder should comply with Payment Card Industry (PCI) prescriptions for comprehensive payment card security as per applicability/ readiness of updated versions of the standards such as -  a. PCI-HSM (securing cardholder-authentication applications and processes including key generation, key injection, PIN verification, secure encryption algorithm, etc.); and PCI-S3 for the solution.	<u>18.17.The successful bidder /OEM should comply with Payment Card Industry (PCI) prescriptions for comprehensive payment card security as per applicability/ readiness of updated versions of the standards such as -</u>  <u>a.PCI-HSM (securing cardholder-authentication applications and processes including key generation, key injection, PIN verification, secure encryption algorithm, etc.)</u>  <u>b. PCI DSS is mandatory to be submitted within 6 months from the date of execution of Agreement</u>
17.	Annexure-8 Scope of Work	18. Information and Data Security Measures	18.39. Efficient and effective dispute resolution mechanism and handling of customer grievance; and Successful bidder should be able to implement all security objectives as per PCI DSS Standards, RBI guidelines, Card Network, Cyber Security Policy and Digital Payment Security Control Policy.	<u>18.39. Successful bidder should be able to implement all security objectives as per PCI DSS Standards, RBI guidelines, Card Network, Cyber Security Policy and Digital Payment Security Control Policy.</u>
18.	Annexure-8 Scope of Work	22.	Successful Bidder has to provide the managed resources which shall be deployed 24*7 at Bank's premises handling day to day operations and issues.	<u>Successful Bidder has to ensure availability of dedicated resources to handle day to day operations and issues 24*7</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: 22/01/2026  
Place: Bengaluru

  
Deputy General Manager



**Annexure-1**  
**Bid Covering Letter**

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

Reference No:

Date:

The Deputy General Manager,  
Canara Bank,  
Centralized Procurement and Vendor Management Vertical, Technology Services Wing,  
Naveen Complex, 14 M G Road,  
Bengaluru - 560 001, Karnataka.

Dear Sir,

**SUB: RFP for Selection of Service provider for End-to-End Management of Credit Card Management Software Solution under OPEX Model for a Period of Five (05) Years in Canara Bank**

**Ref: GEM/2025/B/6912679 dated 20/11/2025**

We have examined the above mentioned RFP document including all annexures the receipt of which is hereby duly acknowledged and subsequent pre-bid clarifications/modifications/amendments, if any, furnished by the Bank and we, the undersigned, offer for subject items are in conformity with the said RFP in accordance with the schedule of prices indicated in the commercial offer and made part of this offer.

The undersigned is authorized to sign on behalf of the Bidder Company and the necessary supporting documents delegating this authority is enclosed to this letter.

If our offer is accepted, we undertake to complete the formalities of deliverables as per timelines mentioned in the RFP for each ordered locations.

If our offer is accepted, we undertake to provide Technical consultancy / Service support / Guidance for the specified scope as per the above referred RFP, during contract period. We enclose a Demand Draft /Bank Guarantee in lieu of EMD as per RFP in favour of Canara Bank as EMD or Exemption certificate in lieu of EMD.

We agree to abide by this offer till 180 days from the date of Commercial Bid opening and for such further period as mutually agreed between the bank and selected bidder, and agreed to in writing by the selected bidder. We also agree to keep the Earnest Money Deposit/Bank Guarantee in lieu of EMD during the entire validity period of the RFP. However, if we withdraw our offer within the said validity period, you shall have the right to forfeit the EMD/invoke the Bank Guarantee in lieu of EMD, without reference to us. We agree to abide by and fulfil all the terms and conditions of the RFP and in default thereof, to forfeit and pay to you or your successors, or authorized nominees such sums of money as are stipulated in the conditions contained in RFP together with the return acceptance of the contract.

We accept all the Instructions, Terms and Conditions and Scope of Work of the subject RFP. We understand that the Bank is not bound to accept the lowest or any offer the Bank may receive without assigning any reason whatsoever.



We hereby unconditionally accept that Bank can at its absolute discretion apply whatever criteria it deems appropriate, not just limiting to those criteria set out in the RFP, in short listing of bidders.

We will not sub-contract works to any contractor from a country which shares a land border with India unless such contractor is registered with the Competent Authority (refer: F/No.6/18/2019-PPD dated 23/07/2020 of Public Procurement Division, Department of Expenditure, Ministry of Finance). We further understand that any false declaration and non-compliance of the above would be a ground for immediate termination of the contract and further legal action in accordance with the laws.

**We also confirm that, if we subcontract to perform any of the work, service or other performance required under the contract and we will ensure Due Diligence, Protection of Data and submit a Quarterly Information Report to the Bank on the same.**

All the details mentioned by us are true and correct and if Bank observes any misrepresentation of facts on any matter at any stage, Bank has the absolute right to reject the proposal and disqualify us from the selection process. Bank reserves the right to verify /evaluate the claims made by the Bidder independently.

We confirm that we have noted the contents of the RFP and have ensured that there is no deviation in filing our response to the RFP and that the Bank will have the right to disqualify us in case of any such deviations.

Date:  
Place:

Signature with seal  
Name:  
Designation:



## Section G- General Conditions

### 21. INDEMNITY:

- 21.1. VENDOR/ SERVICE PROVIDER shall keep and hold the Bank indemnified and harmless from time to time and at all times against all actions, proceedings, claims, suits, liabilities (including statutory liability), penalties, demands, charges, costs (including legal costs) and expenses, damages, losses and any other expenses which may be caused to or suffered by or made or taken against the Bank arising out of:
- 21.1.1. The breach, default or non-performance of undertakings, warranties, covenants or obligations by VENDOR/ SERVICE PROVIDER;
- 21.1.2. Any contravention or Non-compliance with any applicable laws, regulations, rules, statutory or legal requirements by VENDOR/ SERVICE PROVIDER;
- 21.1.3. Fines, penalties, or punitive damages levied on Bank resulting from supervisory actions due to breach, default or non-performance of undertakings, warranties, covenants, or obligations by the Vendor/Service Provider
- 21.2. Vendor/Service Provider shall be liable for any loss caused to the bank due to any wilful negligence /malpractice by the Vendor/Service Provider or any of its officers, employees, agents or representatives which is found to be a causative factor for any fraud in spite of liability under the relevant statute, civil and/ or criminal as the case may be, for any malicious acts, negligent acts, wrongful acts, fraudulent acts and/ or offline transactions committed (including those committed by any of its employees, agents and/or representatives) in the performance of the Services under this Agreement and shall not be deemed to be acting on or behalf of the Bank in any manner whatsoever to the extent of such acts and/ or transactions.
- 21.3. VENDOR/ SERVICE PROVIDER shall indemnify, protect and save the Bank against all claims, losses, costs, damages, expenses, action suits and other proceedings, resulting from infringement of any law pertaining to patent, trademarks, copyrights etc. or such other statutory infringements in respect of Solution supplied by them.
- 21.3.1. All indemnities shall survive notwithstanding expiry or termination of the contract and bidder shall continue to be liable under the indemnities.
- 21.3.2. VENDOR/ SERVICE PROVIDER's aggregate liability shall be subject to an overall limit of the total Cost of the project.
- 21.3.3. All Employees engaged by VENDOR/ SERVICE PROVIDER shall be in sole employment of VENDOR/ SERVICE PROVIDER and the VENDOR/ SERVICE PROVIDER shall be solely responsible for their salaries, wages, statutory payments etc. That under no circumstances shall the Bank be liable for any payment or claim or compensation (including but not limited to compensation on account of injury / death / termination) of any nature to the employees and personnel of the bidder.
- 21.4. The limits specified in above clause shall not apply to claims made by the Bank/third parties in case of infringement of Intellectual property rights or confidential information, fraud or gross negligence or wilful misconduct or for claims relating to the loss or damage to real property and tangible personal property and for bodily injury or death and in these cases the liability will be actual claims.



## Appendix- G Draft Contract Agreement

### 28. INDEMNITY:

- 28.1. VENDOR/ SERVICE PROVIDER shall keep and hold the Bank indemnified and harmless from time to time and at all times against all actions, proceedings, claims, suits, liabilities (including statutory liability), penalties, demands, charges, costs (including legal costs) and expenses, damages, losses and any other expenses which may be caused to or suffered by or made or taken against the Bank arising out of:
- 28.1.1. The breach, default or non-performance of undertakings, warranties, covenants or obligations by VENDOR/ SERVICE PROVIDER;
  - 28.1.2. Any contravention or Non-compliance with any applicable laws, regulations, rules, statutory or legal requirements by VENDOR/ SERVICE PROVIDER;
  - 28.1.3. Fines, penalties, or punitive damages levied on Bank resulting from supervisory actions due to breach, default or non-performance of undertakings, warranties, covenants, or obligations by the Vendor/Service Provider
- 28.2. Vendor/Service Provider shall be liable for any loss caused to the bank due to any wilful negligence /malpractice by the Vendor/Service Provider or any of its officers, employees, agents or representatives which is found to be a causative factor for any fraud in spite of liability under the relevant statute, civil and/ or criminal as the case may be, for any malicious acts, negligent acts, wrongful acts, fraudulent acts and/ or offline transactions committed (including those committed by any of its employees, agents and/or representatives) in the performance of the Services under this Agreement and shall not be deemed to be acting on or behalf of the Bank in any manner whatsoever to the extent of such acts and/ or transactions.
- 28.3. VENDOR/ SERVICE PROVIDER shall indemnify, protect and save the Bank against all claims, losses, costs, damages, expenses, action suits and other proceedings, resulting from infringement of any law pertaining to patent, trademarks, copyrights etc. or such other statutory infringements in respect of **Solution** supplied by them.
- 28.3.1. All indemnities shall survive notwithstanding expiry or termination of the contract and bidder shall continue to be liable under the indemnities.
  - 28.3.2. VENDOR/ SERVICE PROVIDER's aggregate liability shall be subject to an overall limit of the total Cost of the project.
  - 28.3.3. All Employees engaged by VENDOR/ SERVICE PROVIDER shall be in sole employment of VENDOR/ SERVICE PROVIDER and the VENDOR/ SERVICE PROVIDER shall be solely responsible for their salaries, wages, statutory payments etc. That under no circumstances shall the Bank be liable for any payment or claim or compensation (including but not limited to compensation on account of injury / death / termination) of any nature to the employees and personnel of the bidder.
- 28.4. The limits specified in above clause shall not apply to claims made by the Bank/third parties in case of infringement of Intellectual property rights or confidential information, fraud or gross negligence or wilful misconduct or for claims relating to the loss or damage to real property and tangible personal property and for bodily injury or death and in these cases the liability will be actual claims.

