

**Corrigendum-2 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. GeM bid document (Bid End date/ Bid Opening Date, EMD Detail Page no. 1 to 7)**

Description	Existing details	Amended details
Bid End Date/Time	30/12/2025, 15:00:00	05/01/2026, 15:00:00
Bid opening Date/Time	30/12/2025, 15:30:00	05/01/2026, 15:30:00
EMD Amount	Rs.12,50,00,000/-	<b><u>Rs.8,00,00,000/-</u></b>

**b. GeM Bid Document/ATC Clauses:**

Sl No.	Section/Annexure/ Appendix of GeM Bid	Clause No.	Existing Clause	Amended Clause/ New Addition
1.	Annexure-8 Scope of Work	Clause:21	Successful bidder has to provide the access of Database, Infrastructure & Application to the Bank	<b><u>Clause stands deleted</u></b>
2.	SECTION F - OWNERSHIP & AWARDDING OF CONTRACT	12.Order Cancellation/Termination of Contract	12.1. The Bank reserves its right to terminate this CONTRACT at any time without assigning any reasons, by giving a 30 day's notice.	12.1. The Bank reserves its right to terminate this CONTRACT at any time without assigning any reasons, by giving a <b><u>90</u></b> day's notice.
3.	Appendix-G DRAFT CONTRACT AGREEMENT	24.ORDER CANCELLATION/TERMINATION OF CONTRACT:	24.1. The Bank reserves its right to terminate this CONTRACT at any time without assigning any reasons, by giving a 30 day's notice.	24.1. The Bank reserves its right to terminate this CONTRACT at any time without assigning any reasons, by giving a <b><u>90</u></b> day's notice
4.	SECTION F - OWNERSHIP & AWARDDING OF CONTRACT	Clause:11 Pricing & Payments	11.2. From the date of placing the order till the delivery of the solution, if any changes are brought in the duties such as excise/customs etc., by the Government resulting in reduction of the cost of the solution, the benefit	<b><u>Clause stands deleted</u></b>



			arising out of such reduction shall be passed on to the Bank.	
5.	Annexure-10 Technical Evaluation Criteria	Clause: 3 Particulars	<p>The proposed Solution (hosted in Private Data Centre/ Private Cloud) should have been implemented and being maintained in any Public Sector Banks (PSBs)/ Private Sector Indian Banks/ NBFC/ Private Sector Foreign Banks in India /Banks outside India as on the date of submission of bid.</p> <p>Note: The solution should be in operational state as on the date of submission of bid.</p>	<p>The proposed Solution (hosted in Private Data Centre/ <u>Private Cloud Implementation</u>) should have been implemented and being maintained in any Public Sector Banks (PSBs)/ Private Sector Indian Banks/ NBFC/ Private Sector Foreign Banks in India /Banks outside India as on the date of submission of bid.</p> <p>Note: The solution should be in operational state as on the date of submission of bid.</p>
6.	Section-D Deliverables and Service Level Agreements	1. Project Timelines	1.4 The selected bidder shall be responsible for PA-DSS 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	1.4 The selected bidder shall be responsible for <u>PCI-S3 certification</u> 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.
7.	Section G General Conditions	Clause: 25 Responsibilities of the Bidder	25.7 The selected bidder should also abide by the provisions of Digital Data Protection Bill	25.7 The selected bidder should also abide by the provisions of <u>Digital Data Protection Act.</u>
8.	Annexure-2 Pre- Qualification Criteria	Clause: 8 The proposed Solution should have handled atleast 50 lakhs Monthly Transactions (Credit Card Financial transaction count) in	Draft format for email reference from Client	Attached as Annexure-A



		<p>last one year as on the date of bid submission.</p> <p><b><u>Documents to be submitted</u></b></p> <p><b><u>In compliance with Qualification Criteria:</u></b></p> <p>The bidder has to provide relevant purchase order/ work order / engagement letter along with satisfactory project completion certificate/ Reference letter from the Concerned Organization/Email reference from the client clearly specifying number of credit card financial transaction clearly mentioning the number of financial transactions and month and year.</p> <p><i>Kindly note that that Client's Email should be from their official Email IDs only, containing their name, designation &amp; Contact number and duly marking a copy to 'dittenders@canarabank.com'</i></p>		
9	Annexure-10 Technical Evaluation Criteria	Annexure-10 Technical Evaluation Criteria	Existing Annexure-10 Technical Evaluation Criteria	Amended Annexure-10 Technical Evaluation Criteria attached with this Corrigendum

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: 22/12/2025  
Place: Bengaluru

  
Deputy General Manager





**Annexure-10**

**Modified Technical Evaluation Criteria**

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

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.

Bank will evaluate the technical proposals of all eligible Bidders based on the documents submitted for the below mentioned criteria:

Sl. No.	Particulars	Scoring methodology	Max Marks	Documents to be submitted For award of mark
1.	The Bidder/OEM should have provided complete implementation experience in atleast one Public Sector Banks (PSBs)/ Private Sector Indian Banks/ NBFC/ Private Sector Foreign Banks in India/ Banks outside India as on the date of submission of bid.  Note: The solution should be in operational state as on the date of submission of bid.	No. of Organisation (incl outside India):  More than 6 Organisations :10 marks  5 to 6 Organisations: 8 marks  3 to 4 Organisations: 6 marks  1 to 2 Organisations: 4 marks	10	The bidder has to provide relevant purchase order/ work order / engagement letter along with satisfactory project completion certificate/ Reference letter from the Concerned Organization/Email reference from the client.  Kindly note that that Client's Email should be from their official Email IDs only, containing their name, designation & Contact number and duly marking a copy to 'dittenders@canarabank.com'
2.	Solution should have maintained atleast 10 Lakh Active Credit Cards in one Public Sector Banks (PSBs)/ Private Sector Indian Banks/ NBFC/ Private Sector Foreign Banks in India during last 1 year as on the date of submission of bid.  OR  Solution should have maintained atleast 20 Lakh Active Credit Cards in one Bank outside India	No. of Cards (Domestic):  More than 25 lakhs : 12 marks  More than 20 lakhs & upto 25 lakhs: 10 marks  More than 15 lakhs & upto 20 Lakhs: 7 marks  10 lakhs and above & upto 15 Lakhs: 5 marks  OR	12	The bidder has to provide relevant purchase order/ work order / engagement letter along with satisfactory project completion certificate/ Reference letter from the Concerned Organization/Email reference from the client clearly specifying number of active credit card.  Kindly note that that Client's Email should be from their official Email IDs only, containing their name, designation & Contact number and duly marking a copy to 'dittenders@canarabank.com'



	during last 1 year as on the date of submission of bid.	<p>No. of Cards (Outside India):</p> <p>More than 50 lakhs : <b>12 marks</b></p> <p>More than 40 lakhs &amp; upto 50 lakhs: <b>10 marks</b></p> <p>More than 30 lakhs &amp; upto 40 Lakhs: <b>7 marks</b></p> <p>20 lakhs and above &amp; upto 30 Lakhs: <b>5 marks</b></p>		
3.	<p>The proposed Solution (hosted in Private Data Centre/ Private Cloud Implementation) should have been implemented and being maintained in any Public Sector Banks (PSBs)/ Private Sector Indian Banks/ NBFC/ Private Sector Foreign Banks in India /Banks outside India as on the date of submission of bid.</p> <p>Note: The solution should be in operational state as on the date of submission of bid.</p>	<p>No. of Cloud Implementations:</p> <p>More than 3 implementations: <b>5 marks</b></p> <p>2 &amp; 3 implementations: <b>3 marks</b></p> <p>1 implementation: <b>1 marks</b></p>	5	<p>The bidder has to provide relevant purchase order/ work order / engagement letter along with satisfactory project completion certificate/ Reference letter from the Concerned Organization/Email reference from the client clearly specifying the detailed cloud implementation.</p> <p>Kindly note that that Client's Email should be from their official Email IDs only, containing their name, designation &amp; Contact number and duly marking a copy to 'dittenders@canarabank.com'</p>
4.	<p>The Bidder/OEM must have successfully implemented and the proposed solution should be operational in Public Sector Banks (PSBs)/ Private Sector Indian Banks/ NBFC/ Private Sector Foreign Banks in India for a period of atleast 3 years as on the date of submission of bid</p> <p>OR</p>	<p>Total No. of years:</p> <p>More than 10 years: <b>10 marks</b></p> <p>Above 7 years &amp; upto 10 years: <b>7 marks</b></p> <p>Above 5 years &amp; upto 7 years: <b>5 marks</b></p> <p>3 years and above &amp; upto 5 years: <b>3 marks</b></p> <p>OR</p>	10	<p>The bidder has to provide relevant purchase order/ work order / engagement letter along with satisfactory project completion certificate/ Reference letter from the Concerned Organization/Email reference from the client.</p> <p>Kindly note that that Client's Email should be from their official Email IDs only, containing their name, designation &amp; Contact number</p>



	The Bidder/OEM must have successfully implemented and the proposed solution should be operational in Banks outside India for a period of atleast 5 years as on the date of submission of bid	Above 10 years: 10 marks Above 7 years & upto 10 years: 6 marks 5 years and above & upto 7 years: 3 marks		and duly marking a copy to 'dittenders@canarabank.com'
5.	Average of Monthly Financial Transactions (Credit Card Financial transaction count) during the last one year as on the date of submission of bid.	Above 1 crore: 8 marks Above 70 lakh & upto 1 crore: 5 marks 50 lakhs and above & upto 70 lakhs: 3 marks	8	The bidder has to provide relevant purchase order/ work order / engagement letter along with satisfactory project completion certificate/ Reference letter from the Concerned Organization/Email reference from the client clearly mentioning the number of credit card financial transaction and month and year.  Kindly note that that Client's Email should be from their official Email IDs only, containing their name, designation & Contact number and duly marking a copy to 'dittenders@canarabank.com'
6.	<b><u>Bidder should have valid accreditation as below:</u></b> 1. <b><u>Latest Information security ISO/IEC 27001:2022 or above as and when standards updated.</u></b> 2. <b><u>SOC 2 Type II Audit Report</u></b> 3. <b><u>ISO 9001(Quality Management System - QSM)</u></b> 4. <b><u>ISO/IEC 20000 (IT Service Management - ITSM)</u></b>	<b><u>Each certification contains 1.25 marks</u></b>	5	<b>Copy of valid certificate shall be enclosed.</b> (Certificates with more than one year from the issue date will only be considered)
7.	Compliance to Technical and Functional Specifications as per Section-B of Annexure-9	As per Functional & Technical Compliance based on the responses from the	30	Bidder to note that all features must be available for demonstration during Presentation/ Product





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 :

