



ಕರ್ನಾಟಕ ವಿಕಾಸ ಗ್ರಾಮೀಣ ಬ್ಯಾಂಕ್

ಕೆನರಾ ಬ್ಯಾಂಕ್ ಪ್ರವರ್ತಿಸಲಾಗುವ ಸರ್ಕಾರಿ ಸ್ವಾಮ್ಯದ ಶಿಷ್ಯಾಲ್ಯ ಬ್ಯಾಂಕ್

Karnataka Vikas Grameena Bank

A Scheduled Bank Owned by Government- Sponsored by Canara Bank

ಪ್ರಧಾನ ಕಛೇರಿ : ಧಾರವಾಡ

Head Office : Dharwad

Corrigendum-1 to GeM Bid Ref. no. GEM/2023/B/3057448 dated 31/01/2023

Responses to bidders' queries:

Date: 20-02-2023

Sl. no.	RFP Page No.	RFP Clause No.	RFP Clause Title	RFP Clause	Bidder's Queries	Bank Remarks
1	1	9,10,11,12	Scope of Work	<p>1.The onsite resource should ensure weekly backup of Application, Configuration files & Data Base.</p> <p>2. The onsite resource should monitor the system health and take corrective measures to ensure the smooth functioning of application.</p> <p>3. The onsite resource should ensure that all the OS patches, DB Patches, Application patches related to vulnerabilities are updated as and when released by the Original software developer /OEM.</p> <p>4. The Onsite resource should carry out performance tuning of solution on regular basis</p>	Bank to specify the number and the level of onsite support required for the same. Bank to detail out L1 & L2 requirements for both Infra support and application support if any.	Initially each Bank will have one resource. If required Bank will increase the number of resources at later stage.

2	11	29.4	Security Deposit/ PBG	All the services should be available for 3 years	Bank requires the Bank Guarantee validity for 5 years and 3 months. The ATS requested is for 2 years only. We request bank to clarify on the PBG duration. As per our understanding the PBG should be provided by the successful bidder only for the period of the contract period and not beyond.	Clause Ammeded as:- Security Deposit/Performance Bank Guarantee should be valid for three years from the date of acceptance of project and shall be retained till the completion of contract period. The guarantee should also contain a claim period of Three months from the last date of validity.
3	12	28.1 & 28.2	Project Execution - agreement to be signed in 21days	28.1. Within 21 days from the date of acceptance of the Order, the selected bidder shall sign a stamped "Agreement" with the Bank at Dharwad & Kadappa as per the format to be provided by the Bank. Failure to execute the Agreement makes the EMD liable for forfeiture at the discretion of the Bank and also rejection of the selected Bidder.	This is too short a period for signing a legal agreement. There should be review of agreement from the bidder's side and bank should be able to take reasonable requirements of bidder on project execution and based on our experience at least 2 months time may be required for such execution. Bank to kindly consider the same.	Bidder to comply RFP terms.
4	12	31.1	Implementation, Integration, Migration and Commissioning: The successful bidder should ensure implementation of the	Successful bidder to ensure implementation of the entire solution within one month from the date of Purchase Order	The timelines as mentioned in the clause is challenging given the requirements. It is requested that the implementation period be increased to minimum 3 months.	Clause Ammeded as:- 31.1. The successful bidder should ensure implementation of the entire solution within three months from date of PO.

			entire solution within one month from date of PO.			
5	13	34	Penalties /LD	Multiple clauses	We request bank to consider having the penalty discussion during the agreement execution process including any penalties related to delay in implementation.	Bidder to comply RFP terms.
6	15	36. Payment Terms:	Help Desk resource cost.	Payment shall be made quarterly in arrears by deducting LD if any & taxes .	We request the Bank to consider the payment to be made monthly in arrears.	Clause Ammended as:- Payment shall be made monthly in arrears by deducting LD if any & taxes.
7	15	36. Payment Terms:	Annual Technical Support Cost for Application and other licenses.	Payment Shall be made in arrears after deducting LD if any & taxes .	We request Bank to revisit the ATS payment terms and all the payments to be made in advance	Clause Ammended as:- Payment Shall be made in advance after submitting advance payment guarantee by the successful bidder and after deducting LD if any & taxes.
8	15	36.2.	Penalty/ Liquidated Damages for Non-Availability of Onsite Engineer :-	In case the resources goes on leave/absent, replacements having equivalent or more experience and qualification have to be arranged by the selected bidder to ensure that regular functioning of the solution does not hamper. In case replacements are not arranged, Bank shall pay only the proportionate amount of resident resource charges during the quarter. The Bank shall also impose a penalty of	We request the bank to consider 90%age adherence before the penalty can be imposed.	Clause Ammended as:- In case the resources goes on leave/absent, replacements having equivalent or more experience and qualification have to be arranged by the selected bidder to ensure that regular functioning of the solution does not hamper. In case replacements are not arranged, Bank shall pay only the proportionate amount of resident resource charges during the quarter. The Bank shall also

				Rs.1,000.00/- plus GST per day per resource. However, total penalty under this clause will be limited to 10% plus GST of the total charges payable for Resident Resource charges for that quarter .		impose a penalty of Rs.500/- plus GST per day per resource. However, total penalty under this clause will be limited to 10% plus GST of the total charges payable for Resident Resource charges for that quarter.
9	16	37.2.1	Order Cancellation/Termination of contract	Non submission of acceptance of order within 7 days of order	This is too short period and not practicable. Bidder who got the order should be in a position to review terms and conditions of PO and to respond, may require at least 3 weeks from the receipt of PO. Bank to suitably amend the same.	Sub Clause Ammended as: Non submission of acceptance of order within 15 days of order.
10	17	40	Training	Bidder has to provide hands on OEM training to few identified Bank officials which should cover in-depth operational and troubleshooting features of the solution. The training should be held in Dharwad & Kadapa. Bidder has to provide user manual and Technical documentation both in hard and soft copies to the Bank .	We request bank to please confirm on the number of the session and the mode of the session. Whether it should be done online or onsite.	Training should be done for one day (8 hrs) onsite for one batch consisting of 30 staff of each Bank (8 hrs) at Dharwad & Kadappa.
11	18	44.4	IPR	44.4. The bidder acknowledges that business logics, work flows, delegation and decision making processes of Bank are of business	The solution is product based and hence there should not be any restriction of such usage to other clients of the successful bidder,	Bidder to comply RFP terms.

				sensitive nature and shall not be disclosed/referred to other clients, agents or distributors of Hardware/Software.	when similar requirements are to be met independently for others.	
12	18	45.1.	45. Roles & Responsibility during Project Implementation	All tools, tackles, testing instruments, consumables, vehicles, etc., as required during all operations such as transport, installation, testing, commissioning maintenance during contract period etc., shall be provided by the Bidder at no extra cost to the Bank for completing the scope of work as per this RFP .	We request Bank to confirm the location of the implementation and support. Additionally Bank to confirm that all development activity can be undertaken at bidders location and implementation and testing be carried out in the bank specified location. Onsite support will accordingly be provided there.	1. Implementation has to be done at Bank's Data Center in Mumbai. 2. Development activity can be carried out at Bidder location. 3. Onsite support shall be provided at Bank's HO at Dharwad & Kadappa.
13	19	46.3	Indemnity	46.3. Bidder's aggregate liability shall be subject to an overall limit of the total Cost of the project.	Bidder's aggregate liability shall be subject to an overall limit of 2% of the total Cost of the project (or) amount received by the successful bidder during implementation till termination whichever is lower. Bank to consider the same.	Bidder to comply RFP terms.
14	21	57.2	Force Majeure	Force Majeure shall mean	We request Bank to consider and include the Pandemic situation with Govt. lockdowns. Such uncertainty to be included in the RFP.	Clause Ammended as: 57.2. For the purpose of this clause, "Force Majeure" shall mean an event beyond the control of the bidder, due to or as a result of or caused by acts of God, wars, insurrections, riots, earth quake,

						pandemic and fire, events not foreseeable but does not include any fault or negligence or carelessness on the part of the bidder, resulting in such a situation.
15	23	61.2	Responsibilities of selected bidder	Selected bidder to provide audited balance sheet of selected bidder at any point of time during the contract period	Bank may seek accounts relating to only its project and not entire accounts of the company. Bank is requested to dispense with the requirement.	Clause stands deleted.
16	23	61.2.		The Bank will call for Audited Balance Sheet of the selected Bidder at any point of time during contract period and the selected Bidder shall provide the same.	We request the Bank to give us the at least a week prior information on this to align the relevant people involved in it and block their calendar accordingly.	Clause stands deleted.
17	23	62.2.	62. Human Resource Requirement:	The Bidder shall confirm that every person deployed by them on the project has been vetted through a third-party background check prior to their engagement . The Bidder shall manage the activities of its personnel or others engaged in the project, etc. and shall be accountable for all the personnel deployed/engaged in the project.	Bidder concurs to manage the activities of its personnel or others engaged in the project, etc. and shall be accountable for all the personnel deployed/engaged in the project. however, bidder may have its own mechanism to undertake background verifications as part of its HR policies and not necessarily through a third party. Bank to modify the clause accordingly.	Clause Ammended as:- 62.2. The Bidder shall confirm that every person deployed by them on the project has been vetted through a third-party background check or own mechanism prior to their engagement. The Bidder shall manage the activities of its personnel or others engaged in the project, etc. and shall be accountable for all the personnel deployed/engaged in the project.

18	34	Annexure-9	Annexure-9: Technical & functional Requirements.	3. The Bidder shall provide all services, whether or not explicitly mentioned in this RFP, to ensure the intent of specification, completeness, operability, maintainability and upgradability .	Bidder cannot anticipate implicit requirements and shall abide by the RFP functional requirements alone. We request Bank to kindly revisit the clause please.	Bidder to comply RFP terms.
19	34	Annexure-9	Functional Requirement for Jan Samarth Integration.	(the list of requirement is indicative, not exhaustive, as the actual requirements will be determined during SRS/gap study phase)	Since the list of requirement is non exhaustive. It is recommended to the Bank that the additional man-days for change request is included in the RFP to cater to any undefined enhancements during the course of the project.	Any additional undefined enhancement shall be mutually discussed and additional man days shall be requested by the Bank.
20	34	Annexure -9	Note all the points	1. The solution should define and support all loan categories like Education Loan, Agri Infrastructure Loan, Business Activity Loan, and Livelihood Loan as defined in National Portal for Credit-Linked Government Schemes .	This will be applicable as available on the National Portal as on the date of the floating of this RFP.	Annexure-9, refers to the schmes available as on 15/02/2023

21	34	Annexure -9	Note all the points	The Solution should support all the Loan Scheme such as Central Sector interest Subsidy (CSIS), Dr. Ambedkar Central Sector Scheme (Dr. Ambedker), Agri Clinics & Agri Business Centers Scheme (ACABC), Agriculture Marketing Infrastructure (AMI), Agriculture Infrastructure Fund (AIF), Prime Minister's Employment Generation programmed (PMEGP), Weaver Mudra Scheme (WMS), Pradhan Mantri Mudra Yojna (PMMY), Pradhan Mantri Street Vendor Aatmanirbhar Nidhi Scheme (PM SVANidhi), Self Employment Scheme for rehabilitation of Manual Scavengers (SRMS), Stand up India (Standup India), Deendayal Antyodaya Yojana- National Rural Livelihoods Mission (DAY-NRLM) from day one	This will be applicable as available on the National Portal as on the date of the floating of this RFP.	Annexure-9, refers to the schemes available as on 15/02/2023.
22	35	4	Specification		We request Bank to kindly share the list of activities to be performed in the application and share the list of APIs that are intended or available for CBS interface.	

23	35	5 & 6	Specification		We request Bank to kindly confirm the list of underwriting activities which will be done manually or needed to be undertaken by this application.	Underwriting activities will be done manually.
24	35	12	Specification		We request bank to please share the list of MIS Reports requirements as part of the RFP.	Leads from jansamarth per branch over a period, Leads sanctioned & rejected per branch scheme wise.
25	35	16	Specification		We request bank to kindly share the list of the existing platform that bank is having currently.	Bank is using BANCS24 CBS.
26	35	33.1	Specification	33.1. The bidder shall guarantee 24x7x365 availability with monthly uptime of 99.9% for the solution as specified in Annexure-9, during the period of the Contract, if contracted, which shall be calculated on monthly basis.	Bank to reconsider the uptime %age. Also specify how the routine maintenance activities will be excluded for the decided uptime %age.	Scheduled maintenance activity is excluded for uptime calculation.
27	37		Scope of work- Annexure 10	The Bidder shall conduct the site survey and submit approach paper for integration of Jan Samarth Portal with CBS along with pre requisite	We request the Bank to please provide the below listed details: 1. List of schemes 2. Whether we need to provide LOS or to integrate with existing LOS 3. If yes, does it involve workflow 4. Up to what extent the data is going to be handled in Jansamrath portal Ex: Up to In Principle sanction or Final sanction or	1. All Schemes available in Jansamarth portal as on 15/02/2023. 2. Bidder may provide LOS or any other middleware application. 3. Only maker & Checker workflow. 4. Final sanction without documentation.

					Final sanction with document execution	
28		1. Payment Terms	Payment term: License cost Application software , OS, DB etc.	General	We request bank to kindly consider and revise the payment 100% in advance for the OS, DB and middleware along with the PO.	Payment shall be made in advance after submission of Advance Payment Guarantee by the successful bidder.
29		Payment Terms	Payment shall be made in Arrears after implementation & acceptance of the Solution.	General	We request bank to kindly consider the following payment terms as follows - 1. Along with PO - 50 % 2. - SRS sign off - 25%, 2. UAT sign off 25%	Payment shall be made in advance after submission of Advance Payment Guarantee by the successful bidder.
30		1.2.- Payment term document	Penalty/ Liquidated Damages for Non-Availability of Onsite Engineer		1. Penalty is recommended only on breach of 90 %age attendance. 2.It is recommended that the cumulative should not be more than 2% of the total billing for that month.	Clause Ammended as:- In case the resources goes on leave/absent, replacements having equivalent or more experience and qualification have to be arranged by the selected bidder to ensure that regular functioning of the solution does not hamper. In case replacements are not arranged, Bank shall pay only the proportionate amount of resident resource charges during the quarter. The Bank shall also

						impose a penalty of Rs.500/- plus GST per day per resource. However, total penalty under this clause will be limited to 10% plus GST of the total charges payable for Resident Resource charges for that quarter.
31		3	Annexure-9 Technical & functional Requirements		It is difficult for the bidder to anticipate implicit requirements and shall abide by the RFP functional requirements alone. Since the list of requirement is non exhaustive. It is recommended that additional man-days for change request is included in the RFP to cater to any undefined enhancements during the course of the project	Any additional undefined enhancement shall be mutually discussed and additional man days shall be requested by the Bank.
32					Need Document for API integration for Jan Samarth Portal	Please refer Annexure 18
33					Whether CBS vendor shall provide api for data submission. (will need api documentation).	Details will be shared with Successful Bidder.
34					Number of on-site resources required.	One
35				Additional Information		Integrity pact as per Annexure -19.

The following annexures are included as part of the GeM bid. Bidder shall refer the same before submitting compliance to scope of work.

1. Annexure 18 - Jan Samarth (National) portal web links.
2. Annexure 19 - Integrity Pact.

Annexure -18

Jan Samarth (Nation) portal web links:

Schemes	Wireframe		User Manual		Functional Kit		API
	Borrower	Lender	Borrower	Lender	Borrower	Lender	
CSIS	https://capitaworld-my.sharepoint.com/:b:/g/personal/somnath_dey_onlinepsbloans_com/EflzFOB_wO9OnLHEkADgCloBLvEv_g5yfbn9xcEIH7uB9Kg?e=gUjqOH	https://capitaworld-my.sharepoint.com/:f:/g/personal/somnath_dey_onlinepsbloans_com/EuGrH9w8WnpLjZk7C5ZKY94BrXo09hie1DRon-jimYo3Mw?e=1RQicV	https://capitaworld-my.sharepoint.com/:w:/g/personal/somnath_dey_onlinepsbloans_com/EZCdU8V3DJhJoph7iSBS3lMBFlhjRI0gAwj0GiqwHK4Onw?e=x5xaWz	https://capitaworld-my.sharepoint.com/:f:/g/personal/somnath_dey_onlinepsbloans_com/EgHZxTAPkB1EvqlrcVnvjccBBnpcsW9VOhnl6SgYek_ycA?e=ZGHNp8	https://capitaworld-my.sharepoint.com/:p:/g/personal/somnath_dey_onlinepsbloans_com/EfMvynlZzJBOjFSP83YF12kB5E_qf58_l2tWwtHkKwY9oaw?e=jTLw0Z	https://capitaworld-my.sharepoint.com/:f:/g/personal/somnath_dey_onlinepsbloans_com/EnqtqlhoCQFJutLBDEnXKJ4BfPLTUa6J1wRLkZvVfYtLdQ?e=gU9TZO	Swagger UI (instancetmseloans.in)
DR. AMB EDK AR	https://capitaworld-my.sharepoint.com/:b:/g/personal/somnath_dey_onlinepsbloans_com/EfQMj6Rx9xOjYK2JGdklyoBTaUkSdSuLbq828McaJ8wuA?e=BtCf62	https://capitaworld-my.sharepoint.com/:f:/g/personal/somnath_dey_onlinepsbloans_com/EsrsQ3OiXHFC hC8MxZSQ8kQBxjftbbvJ07QFNEgI35XrJw?e=6cfzIN	https://capitaworld-my.sharepoint.com/:w:/g/personal/somnath_dey_onlinepsbloans_com/EQvEaZlxti5PoCvSm mZrGJoBzW0d62a31Zqi0fniNhV2Dg?e=vZrfyg	https://capitaworld-my.sharepoint.com/:f:/g/personal/somnath_dey_onlinepsbloans_com/EgTqAhsXm5hliahpO4_s9YBRn8NMoo4PPNzTJoJ00pC1w?e=Cxb0MH	https://capitaworld-my.sharepoint.com/:p:/g/personal/somnath_dey_onlinepsbloans_com/EXkBprmd4y9HtEpAP80cnQBvzYRiRuJBBLLARnigvA_dw?e=8Lf9KE	https://capitaworld-my.sharepoint.com/:f:/g/personal/somnath_dey_onlinepsbloans_com/EkVfXo5osTpLr8K7IDwL9HcBR-6qOc9us4l1vxo1bzKw7g?e=e0Hz16	Swagger UI (instancetmseloans.in)
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AMI	https://www.sharepoint.com/:b:/g/personal/somnath_dey_onlinepsbloans_com/Eetyjk15ZHpGuMT37ziOviABKZ_rPyGjMcp2QZmZZMxGBg?e=hSpAqZ	https://www.sharepoint.com/:f:/g/personal/somnath_dey_onlinepsbloans_com/EpfhmNl3M3hGnhek6j9VnBQBbWGpt4AVeFHnPMH9B4znyQ?e=51psWa	https://www.sharepoint.com/:w:/g/personal/somnath_dey_onlinepsbloans_com/ESlSNcYJFD9Mq_VQDgXerKABojCqkP-ixjgBITMbivwroOQ?e=mrTWbC	https://www.sharepoint.com/:f:/g/personal/somnath_dey_onlinepsbloans_com/EgZSXXz0daVCnJv0ahFTK4oBzREv85qLVZM7gzgfhWfboQ?e=LV6Kh9	https://www.sharepoint.com/:p:/g/personal/somnath_dey_onlinepsbloans_com/Ea_574scMntOqk_Lu5R6258BI7rqa17YBj7OQ3UehuE7Uw?e=bYxlQV	https://www.sharepoint.com/:f:/g/personal/somnath_dey_onlinepsbloans_com/EjlsJDDeynJFk10yPoilLVy8BGBH5PPteSMti3TcRkDZqCg?e=jjwtTk	Swagger UI (instantmselans.in)
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NULM	https://capitaworld-my.sharepoint.com/:b:/g/personal/somnath_dey_onlinepsbloans_com/EW94EY2H23ROn6LaZuZdjV9gBmNAZ6mpGUK7aomJ8CPq5lg?e=loMsMg	https://capitaworld-my.sharepoint.com/:f:/g/personal/somnath_dey_onlinepsbloans_com/EjAbEEFKiJdKhlORJCpZE-YBWI4-lldo5i5JGv6A760ZjQ?e=ghhEkJ	https://capitaworld-my.sharepoint.com/:w:/g/personal/somnath_dey_onlinepsbloans_com/EaVAukfdJntBkgQ8lwSnHFwB8c_lxDdu2LQz0V7B9NP7mw?e=5SN9pR	https://capitaworld-my.sharepoint.com/:f:/g/personal/somnath_dey_onlinepsbloans_com/EieY1RANLkFDkb5pQ2fn_xsBA6zDEuu-eifxLHuV2uhZ0Q?e=HRuj0c			Swagger UI (instancelans.in)
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Annexure -19

Integrity Pact:

1. The pact essentially envisages an agreement between the prospective bidders and the Bank, committing the persons/officials of both sides, not to resort to any corrupt practices in any aspect/stage of the contract.
2. Only those bidders, who commit themselves to the above pact with the Bank, shall be considered eligible to participate in the bidding process.
3. The Bidders shall submit signed contract integrity pact along with part A conformity to eligibility criteria. Those bids which do not contain the above are liable for rejection.
4. Foreign Bidders to disclose the name and address of agents and representatives in India and Indian Bidders to disclose their foreign principles or associates.
5. Bidders to disclose the payments to be made by them to agents/brokers or any other intermediary. Bidders to disclose any transgressions with any other company that may impinge on the anti-corruption principle.
6. Integrity pact in respect to this contract would be operative from the stage of invitation of the Bids till the final completion of the contract. Any violation of the same would entail disqualification of the bidders and exclusion from future business dealings.
7. The Integrity pact agreement submitted by the bidder during the bid submission will automatically form the part of the contract agreement till the conclusion of the contract that is the final payment or the duration of the warranty/guarantee/AMC/ATS/ if contracted whichever is later.
8. Integrity pact shall be signed by the person who is authorized to sign the Bid.
9. The Name and contact details of the Independent External Monitor (IEM) nominated by the Bank are as under:

1. Shri Rakesh Jain, IA&AS (Retd.) Email: rakeshjain18@hotmail.com	2. Shri D R S Chaudhary, IAS (Retd) Email: dilip.chaudhary@gmail.com
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GENERAL MANAGER