



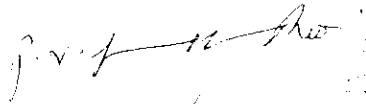

**Amendment-2 to "RFP 08/2018-19 dated 29/08/2018 for Supply, Installation, Implementation, Maintenance and Support for Chatbot & Social Media Banking Solution"**

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

Sl. No.	Page No.	Clause No.	Existing	Amended
1.	13	8. <u>Scope of Work</u>	8.1.43. Industry compliance (FINRA, PCI, etc.) is a must.	This RFP Clause stands deleted.
2.	14	8. <u>Scope of Work</u>	8.1.54. Bidder shall provide a dedicated Project Manager during and post deployment and should have a 24 x 7 x 365 monitoring, technical and functional support team based out of India with skilled man power for support, monitoring and operations.	8.1.54. Bidder shall provide a dedicated Project Manager during and post deployment and should have a 24 x 7 x 365 monitoring, technical and functional support team based <u>in India</u> with skilled man power for support, monitoring and operations.
3.	32	40. <u>Supply, Implementation &amp; Commissioning and Acceptance:</u>	40.2. Bidder has to install the customized solution within 8 weeks from the date of acceptance of the order.	40.2. <u>The implementation will be in a phased manner and the entire implementation should be completed within 4 months from the date of Purchase Order.</u>
4.	60 - 61	<u>Annexure-11</u>	Bill of Material	Amended Annexure -11(Bill of Material) is attached as Annexure.

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: 24/09/2018  
Place: Bengaluru

  
Deputy General Manager  




Annexure- 11  
Bill of Material

SUB: RFP for Supply, Installation, Implementation, Maintenance and Support for Chatbot & Social Media Banking Solution through e-Procurement in Canara Bank.

Ref: Your RFP 08/2018-19 dated 29/08/2018

Table A - Price details of Chat Bot & Social Media Banking

[Amount in Indian Rupees]

Sl. No.	Item Details	Cost Price				AMC/ATS (if any)*			Total Cost for 2 years(Incl. of tax)	
		Cost with 1 year warranty & support (Excl. of Taxes)	Tax for Column A		Cost with 1 year warranty & support (Incl. of Taxes)	1 year AMC/ATS charges after warranty period (Excl. of Tax)	Tax for Column E			Total AMC/ATS for 1 year incl. of tax
			A	B % of tax			C Tax Amt	D =A+C		
1.	Enterprise License Cost for Chat Bot & Social Media Banking Solution as per Annexure-7 and Scope of Work with 1 year warranty									
2.	Implementation/ Integration/ interface Cost				xxx	xxx	xxx	xxxx		
3.	Total Cost [total of column I of 1 and 2]									

Table B - Cost for Cloud Set-Up and Subscription

[Amount in Indian Rupees]

Sl. No.	Item Details	Cost Price			
		Cost (Excl. of Taxes)	Tax for Column A		Cost (Incl. of Taxes)
			A	B % of tax	
1.	One-Time Cloud Set-Up Cost (if any)				
2.	Cloud Subscription Recurring Cost & Premium Managed Service for 24 months (approx. 1 million users)				
3.	Total Cost [total of column D of 1 and 2]				

**Table-C**  
**Cost for any additional requirements additional customization/ enhancement**

[Amount in Indian Rupees]

Description	Charges Per Man day [Excl. of Tax]	Tax %	Tax Value	Charges Per Man day [Incl. of Tax]	No. of man days*	Total Cost [Incl. of Tax]
	a	b	c	d=(a+c)	e	f=(dxe)
Cost for any additional requirements additional customization/ enhancement					10	

\*Number of man days mentioned above is indicative only. However, the no. of man days may vary from time to time in total.

**Table-D**  
**Total Cost for 2 Years Contract Period**

[Amount in Indian Rupees]

Sl. No.	Details	Cost inclusive of tax
1.	Total Price details of Chat Bot & Social Media Banking as per Table-A [Total of Column I]	
2.	Total Cost for Cloud Set-Up and Subscription as per Table-B [Total of Column D]	
3.	Total Cost for any additional requirements additional customization/ enhancement as per Table-C [column f]	
4.	Total Cost of Ownership [Total of 1, 2 and 3]	

**Declaration:**

- Bill of material is submitted on the letter head and is signed by an Authorised Signatory with Name and Seal of the Company.
- We confirm that we have gone through RFP clauses, subsequent amendments and replies to pre-bid queries (if any) and abide by the same.
- We have not changed the structure of the format nor added any extra items. We note that any such alternation will lead to rejection of Bid.
- We agree that no counter condition/assumption in response to commercial bid will be accepted by the Bank. Bank has a right to reject such bid.
- We are agreeable to the payment schedule as per "Payment Terms" of the RFP.

Date

Signature with seal

Name :

Designation

