Karnataka Grameena Bank

(Scheduled Bank Owned by Government)
Canara RRBs Project Office,
Asset Procurement & Management Team
Above Canara Bank Regional Office Metro II,
South end Road, Basavanagudi, Bengaluru – 560 004.
email: apmgroup@kgbk.in

AMENDMENT-1 to RFP Ref: GEM/2026/B/7783416 dated 14.07.2026 for SUPPLY, INSTALLATION, IMPLEMENTATION AND MAINTENANCE OF ENTERPRISE FRAUD RISK MANAGEMENT (EFRM) SOLUTION FOR A PERIOD OF FIVE YEARS IN KARNATAKA GRAMEENA BANK".

It is decided to amend the following Clauses of RFP:

Document/Section	Page Number	Section no and RFP clause	Clause/technical Specification (as per RFP)	Amended Clause
RFP Ref: GEM/2026/B/7783416 dated 14.07.2026	7	S.no 6 of Bid Details in SECTION A – BID DETAILS & ABBREVIATIONS	Application Fees (Not Refundable) - ₹ 29500/- (₹ 25000 + GST @ 18%)	Application Fees- Nil
RFP Ref: GEM/2026/B/7783416 dated 14.07.2026	8	Last Date and Time for Submission of Bids	31.07.2026 at 03.00 PM	05.08.2026 at 03.00 PM
RFP Ref: GEM/2026/B/7783416 dated 14.07.2026	8	Date & Time for Opening of Conformity to Eligibility Criteria and Technical Bid (Part-A & Part-B)	31.07.2026 at 03.30 PM	05.08.2026 at 03.30 PM
RFP Ref: GEM/2026/B/7783416 dated 14.07.2026	8	S.no 10 of SECTION A – BID DETAILS & ABBREVIATIONS	Response should be submitted in GeM portal and physical documents should be submitted at below mentioned address before due date/time:	The Bids should be submitted in GeM portal only

RFP Ref: GEM/2026/B/7783416 dated 14.07.2026	21	S.no 8 of Section 8 Eligibility Criteria/ Pre-Qualification Criteria:	Satisfactory certificate from the Scheduled Commercial Bank/s to be provided that proposed solution is live with more than 700 TPS (Transaction per second).	Satisfactory certificate from the Scheduled Commercial Bank/s to be provided that proposed solution is live with more than 700 TPS (Transaction per second). OR Submit a self-declaration certified by the bidder and duly notarized confirming that the proposed solution is live with more than 700 TPS (Transaction per second).
RFP Ref: GEM/2026/B/7783416 dated 14.07.2026	28	Clause 9.3.4.4 of 9.3. Sizing Of Hardware, Software and Infrastructure	Response Time for Online Transaction (for real time alerts): should be less than 100 millisecond.	Response Time for Online Transaction (for real time alerts): should be less than 200 millisecond.
RFP Ref: GEM/2026/B/7783416 dated 14.07.2026	30	Clause 1.4.a of Section-C - Deliverables & Service Level Agreements (SLAs)	T denotes the date of release of the PO to the bidder, for example: T+3 represents that the solution needs to be implemented within 3 months from the release of the PO.	T denotes the date of acceptance of Purchase Order by the bidder, for example: T+3 represents that the solution needs to be implemented within 3 months from the date of acceptance of Purchase Order
RFP Ref: GEM/2026/B/7783416 dated 14.07.2026	31	Clause a of 1.5.1 Delivery Schedule:	Supply of Hardware (including OS): Within 4 weeks from the date of acceptance of Purchase Order.	Supply of Hardware (including OS): Within 6 weeks from the date of acceptance of Purchase Order.
RFP Ref: GEM/2026/B/7783416 dated 14.07.2026	40	Clause a & b of 6.6 Penalties / Liquidated Damages for Low Response	Response time of 100 Milliseconds	Response time of 200 Milliseconds

		to Source Channels		
RFP Ref: GEM/2026/B/7783416 dated 14.07.2026	69	S.No 14.4 of 14. Submission of Bids	Bids sent through post/courier will not be accepted/evaluated. Bids should be deposited in the Tender Box.	The Bids should be submitted in GeM portal only
RFP Ref: GEM/2026/B/7783416 dated 14.07.2026	135	clause 2.72.17 of section 2.72- Server Hardware, Operating System, other Infrastructure and RDBMS Database, Middleware & Application Software etc.	The bidder must provide Solution for replication of the data between DC and DRC and vice-versa. The recovery point objective should not exceed 15 minutes and recovery time objective should not exceed 30 minutes. This apart, they must furnish the details of procedure for bringing up the DRC within the Recovery Time Objective when the DC is down & during DC-DR activities. The vendor should also provide Onsite Resource/s support during such time and whenever bank requires.	The bidder must provide Solution for replication of the data between DC and DRC and vice-versa. The recovery point objective should not exceed 15 minutes and recovery time objective should not exceed 90 minutes. This apart, they must furnish the details of procedure for bringing up the DRC within the Recovery Time Objective when the DC is down & during DC-DR activities. The vendor should also provide Onsite Resource/s support during such time and whenever bank requires.
RFP Ref: GEM/2026/B/7783416 dated 14.07.2026	173	S.no 227 of Compliance statement of Technical and Functional Requirements	The solution should handle peak transaction throughput of 500 TPS and should be scalable to meet projected five-year growth. The bidder should submit detailed sizing for application, database, storage, IOPS, network and failover requirements based on Bank published transaction volumes, peak TPS and growth assumptions.	The solution should handle peak transaction throughput of 700 TPS and should be scalable to meet projected five-year growth. The bidder should submit detailed sizing for application, database, storage, IOPS, network and failover requirements based on Bank published transaction volumes, peak TPS and growth assumptions.
RFP Ref: GEM/2026/B/7783416 dated 14.07.2026	238	Appendix-G - Proforma of Bank	We (Name of the issuing Bank), undertake to indemnify you and	We (Name of the issuing Bank), undertake to indemnify you and

		Guarantee for Contract Performance	keep you indemnified from time to time to the extent of Rs___ (Rupees___________) an amount equivalent to 10% of the Contract Price against any loss or damage caused to or suffered by or that may be caused to or suffered by you on account of any breach or breaches on the part of the CONTRACTOR of any of the terms and conditions contained in the Contract and in the event of the CONTRACTOR default or defaults in carrying out any of the work or discharging any obligation in relation thereto under the CONTRACT or otherwise in the observance and performance of any of the terms and conditions relating thereto in accordance with the true intent and meaning thereof, we shall forthwith on demand pay to you such sum or sums not exceeding the sum of Rs__________ (Rupees____________ ________) may be claimed by you on account of breach on the part of the CONTRACTOR of their obligations in terms of the CONTRACT.	keep you indemnified from time to time to the extent of Rs__________ (Rupees___________) an amount equivalent to 3% of the Contract Price against any loss or damage caused to or suffered by or that may be caused to or suffered by you on account of any breach or breaches on the part of the CONTRACTOR of any of the terms and conditions contained in the Contract and in the event of the CONTRACTOR default or defaults in carrying out any of the work or discharging any obligation in relation thereto under the CONTRACT or otherwise in the observance and performance of any of the terms and conditions relating thereto in accordance with the true intent and meaning thereof, we shall forthwith on demand pay to you such sum or sums not exceeding the sum of Rs__________ (Rupees____________ ________) may be claimed by you on account of breach on the part of the CONTRACTOR of their obligations in terms of the CONTRACT.

The Transaction Details in page No 18

Sl No	Channel		No of Transactions FY 2024-25	No of Transactions FY 2025-26
1	CBS		29704344	45816102
2	IB		143815	203207
3	MB	Financial	531963	1393290
		Non-Financial	30479168	103014406
4	UPI	Financial	513068069	761246290
		Non-Financial	291874748	432129350
5	AEPS		20410995	22623194

The above table is amended as below

Sl No	Channel		No of Transactions FY 2024-25	No of Transactions FY 2025-26
1	CBS		771441213	905222837
2	IB		143815	203207
3	MB	Financial	531963	1393290
		Non-Financial	30479168	103014406
4	UPI	Financial	513068069	761246290
		Non-Financial	291874748	432129350
5	AEPS		20410995	22623194

The amendments to the RFP are covered in this document.

All other instructions, terms & conditions of the above RFP remain unchanged. Please take note of the above amendments and the replies to pre-bid queries thereon while submitting your response to subject RFP.

Sd/-

Date: 24.07.2026 **General Manager**