



HEAD OFFICE: BANGALORE

RFP FOR

**“ENGAGEMENT OF CONSULTANT FOR IMPLEMENTATION OF
DATA WAREHOUSE WITH BUSINESS INTELLIGENCE IN CANARA BANK”**

TENDER REFERENCE NO : RFP - 04/11-12

DATE OF TENDER DOCUMENT : 10.05.2011
DATE OF PRE-BID MEETING : 19.05.2011
LAST DATE FOR SUBMISSION OF TENDER : 02.06.2011 (UPTO 03.00 PM)
DATE OF OPENING OF TECHNICAL BID : 02.06.2011 (AT 03.30 PM)
COST OF TENDER DOCUMENT : Rs 5,000/-
EARNEST MONEY DEPOSIT / BG IN LIEU OF EMD: Rs 5,00,000/-
NO. OF PAGES : 21 Pages

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ISSUED BY : GENERAL MANAGER
CANARA BANK
ASSET PROCUREMENT & MANAGEMENT GROUP
DIT WING, HEAD OFFICE
NAVEEN COMPLEX, 14, M G ROAD
BANGALORE 560 001

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(Senior Manager, Asset Procurement & Management Group)

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This document can be downloaded from Bank's website <http://www.canarabank.com/English/Scripts/Tenders.aspx>. In that event, the suppliers should pay the cost of the tender document by means of DD drawn on any scheduled Commercial Bank for ₹ 5,000/- in favour of Canara Bank, payable at Bangalore and enclose the same to Technical Bid of this tender.

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This RFP is restricted to Empanelled Consultants with Canara Bank

INTRODUCTION

Canara Bank intends to build an Enterprise Wide Data Warehouse (EDW) with Business Intelligence (BI) Solution covering all the business areas of the Bank to provide better access to information for decision support system, besides providing data for statutory reporting and MIS for the bank.

The Bank intends to engage a consultant who can provide professional advice to the Bank on the best practices in Enterprise Wide Data Warehouse Technology including hardware, software and services and in its implementation.

The sealed offers (Technical Bid and Commercial Bid) for ENGAGEMENT OF CONSULTANT FOR IMPLEMENTATION OF DATA WAREHOUSE WITH BUSINESS INTELLIGENCE IN CANARA BANK are invited, as described elsewhere in this document.

This RFP is restricted to the following consultants who are empanelled with Canara Bank.

1. M/s Deloitte Touche Tohmatsu India Pvt. Ltd.
2. M/s K P M G
3. M/s Price Waterhouse Coopers
4. M/s Ernst & Young

The quote from consultants other than above will not be accepted.

Before submission of the offer the empanelled consultant is requested to go through the following instructions and terms and conditions detailed below. The Consultants submitting the proposal in response to RFP herein after will be referred to as Bidder.

A. INSTRUCTIONS.

1. TWO BID SYSTEM OFFER

There should be two separate bids (Technical Bid and Commercial Bid). Both Technical and Commercial Bids shall be submitted in English language in font size 12 point in separate sealed envelopes, superscribing “**Technical Bid for Engagement of Consultant for Implementation of Data Warehouse with Business Intelligence in Canara Bank**” on the top of the cover of Technical Bid and “**Commercial Bid for Engagement of Consultant for Implementation of Data Warehouse with Business Intelligence in Canara Bank**” on the top of the cover of Commercial Bid. The sealed envelopes containing Technical and Commercial Bid shall be submitted in another sealed envelope superscribing “**Offer for Engagement of Consultant for Implementation of Data Warehouse with Business Intelligence in Canara Bank in response to RFP-04/11-12 Dt.10.05.2011** (includes separately sealed Technical Bid and Commercial Bid)” on the top of the envelope. The Name of the Bidder and the last date for submission of the RFP are to be specified on the top of the envelope.

The bid/s should be deposited in the **Tender Box** kept at Canara Bank, DIT Wing, First floor, Naveen Complex, 14 M G Road, Bangalore - 560 001, **on or before Thursday, 2nd June 2011, 03:00 pm**. If last day of submission of bids is declared a holiday under NI Act by the Government subsequent to issuance of RFP the next working day will be deemed to be the last day for submission of the RFP. The Bid/s which is/are deposited after the said date and time shall not be considered. No offer will be accepted directly.

The Technical Bid/s will be opened in the presence of the bidder's representative on the offer due date **Thursday, 2nd June 2011, 03:30 pm** at Canara Bank, Conference Hall, II Floor, Naveen Complex, 14 M.G Road, Bangalore-560 001. Bidder's representative may be present in the venue well in time along with an authorization letter, as per the format attached (Annexure -B) and should sign in Register of Attendance.

If any of the bidders or all bidders who submitted the tender are not present during the specified date and time of opening it will be deemed that such bidder is not interested to participate in the opening of the Bid/s and the bank at its discretion will proceed further with opening of the technical bids in their absence.

In case the Proposal is not received from any bidder/s as required above on or before the said date and time, it will be presumed that they are not interested in participating in this RFP and Bank shall proceed further.

ENVELOPE - I -Technical Bid. (One Copy)

The Technical Bid should be complete in all respects and contain all information sought for, as per Annexure E. Masked Commercial offer should be enclosed to the Technical offer as per Annexure G. The technical Bid should not contain any price information. The Technical Bid should be complete in all respects to indicate that all products and services sought for are quoted. EMD or Bank Guarantee in lieu of EMD and cost of tender document by way of DD should be enclosed along with Technical Bid.

ENVELOPE - II -Commercial Bid. (One Copy)

The Commercial Bid should give all relevant price information as per Annexure G.

Both these envelopes (Technical & Commercial) should be placed in a third envelope and superscribed "Offer for Engagement of Consultant for Implementation of Data Warehouse with Business Intelligence in Canara Bank in response to RFP-04/11-12 Dt.10.05.2011 (includes separately sealed Technical Bid and Commercial Bid)"

2. NON- TRANSFERABLE OFFER.

This tender document is not transferable. Only the empanelled consultants, to whom the RFP is issued, are entitled to submit the offer to the Bank.

3. OFFER VALIDITY PERIOD.

The Offer submitted shall be valid for 6 months from the last date for submission of the offer (BID).

4. MODIFICATIONS AND WITHDRAWAL OF BID/S.

No offer can be modified or withdrawn by a bidder after submission of Bid/s.

5. PRE-BID MEETING

5.1. A pre-tender meeting of the intending bidders will be held at **03.00 PM on Thursday, 19th May, 2011** at Canara Bank, Conference Hall, II Floor, Naveen Complex, 14 M G Road, Bangalore - 560 001 to clarify any point/doubt raised by them in respect of this RFP. No separate communication will be sent for this

meeting. All communications regarding points requiring clarifications and any doubts shall be given in writing to the General Manager, DIT Wing, HO Bangalore by the intending bidders before **2.00 PM IST on Monday, 16th May 2011**.

- 5.2. Authorized representatives of interested bidders shall be present during the scheduled time.
- 5.3. The Bank shall clarify the queries during the pre-bid meeting and the replies along with the queries shall be uploaded in the Bank's website and no individual correspondence shall be made. No individual consultation other than the pre-bid meeting shall be entertained. Bank will not consider any other queries raised by the bidder's representative during the pre-bid meeting without prior notice as specified in 5.1 above.

6. ADDENDUM TO RFP

The Bank may modify the RFP by issuing addenda for any reason, at any time prior to final date to submission of RFP. Any addenda to RFP shall be part and parcel of original RFP document. The addenda shall be uploaded in the Bank's website and the same will be binding on the bidders.

7. PRELIMINARY SCRUTINY.

The Bank will scrutinize the Bid/s received to determine whether they are complete in all respects as per the requirement of RFP, whether technical documentation as required to evaluate the offer has been submitted, whether the documents have been properly signed and whether items are offered as per the tender requirements.

The Bank may, at its discretion, waive any minor non-conformity or any minor irregularity in the offer. This waiver shall be binding on all the bidders and the Bank reserves the right for such waivers.

8. CLARIFICATION OF OFFERS.

During the process of scrutiny, evaluation and comparison of offers, the Bank may, at its discretion, seek clarifications from all bidders/any of the bidders on the offer made by them. The request for such clarifications and the bidder's response will necessarily be in writing and it should be submitted within the time stipulated by the Bank. In the event of any of the bidder fails to submit the response for clarification sought within the time stipulated, his bid is liable to be rejected.

9. NO COMMITMENT TO ACCEPT LOWEST OR ANY OFFER

- 9.1. The Bank is not bound to accept the lowest or any tender or to assign any reason for non-acceptance. It also reserves its right to reject any or all the offers without assigning any reason thereof whatsoever.
- 9.2. The Bank will not be obliged to meet and have discussions with any bidder and /or to entertain any representations in this regard.
- 9.3. The bidder including those, whose tender is not accepted shall not be entitled to claim any costs, charges, damages and expenses of and incidental to or incurred by

him through or in connection with his submission of tenders, even though the Bank may elect to modify/withdraw the tender.

10. DOCUMENTATION.

Technical information in the form of Brochures / Manuals / CD etc. must be submitted in support of the Offer made.

11. SUBMISSION OF TECHNICAL DETAILS.

11.1. It is mandatory to provide the details in the exact format as mentioned in **Annexure E** of this tender.

11.2. The offer may not be evaluated and may be rejected by the Bank without any further reference in case of non-adherence to the format or partial submission of technical information as per the format given in the offer.

11.3. The Bank shall not allow / permit changes in the technical specifications once it is submitted.

12. PRICING & PAYMENTS.

12.1. The Price offered to the Bank must be in Indian Rupees, exclusive of taxes in the commercial bid. The vendor should indicate the individual taxes, and its applicable rate along with the estimated tax amounts to be paid by the Bank.

12.2. The fees quoted by the bidder shall include all expenses including travel, accommodation, out of pocket expenses etc. If the bidder fails to include any other expenditure/item in the tender, no claim thereof will be considered by the bank afterwards.

12.3. No escalation in price quoted is permitted for any reason whatsoever. Prices quoted must be firm till the completion of the contract.

12.4. Bank shall place the Orders on the selected Bidder at cost price excluding tax. Applicable taxes shall be paid by the bank separately.

13. FORMAT FOR TECHNICAL AND COMMERCIAL BID

The Technical Bid and Commercial Bid should be made in an organized, structured and neat manner. Brochures / leaflets etc. should not be submitted in loose form. All the pages of the submitted bids should be filed and paginated (serially numbered) with seal and signature of the authorized signatory. The format for Technical Bid and Commercial Bid is furnished in **Annexure F**.

14. ERASURES OR ALTERATIONS

The Offers containing erasures or alterations will not be considered. There should be no hand-written material, corrections or alterations in the offer. Technical details must be completely filled in. Correct technical information of the product being offered must be filled in. Filling up of the information using terms such as "OK", "accepted", "noted", "as given in brochure/manual" is not acceptable. The Bank may treat such Offers as not adhering to the tender guidelines and as unacceptable.

15. SHORT-LISTING OF BIDDERS.

The Bank will prepare a short-list of technically qualified bidders and the commercial bid/s of only these bidders will be opened. The Bank will intimate the date and time of opening of Commercial Bid/s to the technically qualified bidders.

16. EARNEST MONEY DEPOSIT(EMD)/BANK GUARANTEE IN LIEU OF EMD

- 16.1 The bidder shall furnish Non interest earning Earnest Money Deposit (EMD) of **Rs 5,00,000/- (Rupees Five Lakhs only)** by way of Demand Draft drawn on any scheduled bank in favour of Canara Bank, payable at Bangalore and should be kept along with the Technical Bid only.
- 16.2 No interest will be payable on EMD.
- 16.3 In Case the EMD is submitted in the form of Bank Guarantee the same should be valid for **minimum period of 6 months** from the last date for submission of offer. The format for submission of EMD in the form of Bank Guarantee is as per Annexure D.
- 16.4 Submission of EMD in other than Technical Bid Envelope-I is liable to be rejected on grounds of non submission of EMD.
- 16.5 The EMD of the Bidders not qualified under Technical Bid will be returned within 15 days after opening of the commercial bid of the technically qualified bidders. The EMD of other bidders will be returned upon the selected bidder accepting the order and furnishing the performance guarantee.
- 16.6 The EMD may be forfeited/ Bank Guarantee may be invoked:
- 16.6.1 If the bidder withdraws or amends the bid during the period of bid validity specified in this document.
- 16.6.2 If the selected bidder fails to accept the purchase order within 7 days or fails to sign the contract or fails to furnish performance guarantee in accordance with the terms of the RFP.

B. TERMS AND CONDITIONS.

1. EFFECTIVE DATE

The contract shall be awarded and the order shall be placed on successful bidder (i.e., selected consultant) with whom the Bank finalized the deal. The selected consultant shall submit the acceptance of the order within 7 days from the date of receipt of order.

The effective date of start of the contract with the selected consultant shall be the date of acceptance of the Purchase order by the selected consultant.

2. SCOPE OF WORK

The Bank intends to implement the Enterprise Wide Data Warehouse (EDW) with Business Intelligence (BI) Solution with all the required softwares/tools including softwares/tools for Data cleaning and Data acquisition within a period of 18 months from the date of acceptance of the Purchase order by the selected consultant.

The Successful Bidder (i.e., selected consultant) has to carry out all the Scope of Work defined in Annexure H and any other related works/activities and ensure that the EDW & BI project will be completed within 18 months. The consultant shall submit a project progress report every fortnight.

Duration of the Contract

The entire project of implementation of EDW & BI Solution in Bank is to be completed within a period of 18 months from the date of acceptance of Purchase Order by the selected consultant. Hence, the contract to be executed with the consultant is valid for a period of 18 months from the date of acceptance of Purchase Order or till the completion of the project whichever is later.

3. EXECUTION OF CONTRACT AGREEMENT

- 3.1. Within 21 days from the date of acceptance of the order by the selected consultant, the selected consultant shall sign a stamped “Contract Agreement” referred to as “Contract” in this RFP, with the Bank at the time, place and in the format prescribed by the Bank.
- 3.2. Failure to execute the Contract Agreement makes the EMD liable for forfeiture at the discretion of the Bank and also rejection of the selected bidder.
- 3.3. The Contract Agreement shall include all terms, conditions and specifications of RFP and also the Bill of Material and the final price quoted by the bidder and accepted by bank. The Contract shall be executed in English language in one original, the Bank receiving the duly signed Original and the selected Bidder receiving the photocopy. The contract shall be valid till all contractual obligations are fulfilled.

4. SECURITY DEPOSIT / PERFORMANCE BANK GUARANTEE

- 4.1 The successful bidder should submit a Security Deposit / Performance Guarantee for 10% value of the contract (i.e., consultancy fees) within **Fourteen days** from the date of receipt of the order.
- 4.2 If the Security Deposit / Performance Guarantee is not submitted within the date stipulated above, penalty at 0.50% per week on the value of the Contract will be deducted from the payments due to the selected Consultant for the delay in submission of Bank Guarantee.
- 4.3 Security Deposit should be submitted by way of DD drawn on Canara Bank payable at Bangalore OR Bank Guarantee may be obtained from any of the Scheduled Banks excluding Canara Bank.

- 4.4 Security deposit shall be retained till completion of consultancy period. Similarly bank guarantee should be valid / extended till completion of consultancy period. The guarantee should also contain a claim period of three months from the last date of validity.
- 4.5 The selected bidder shall be responsible for extending the validity date and claim period of the Bank guarantees as and when it is due, on account of incompleteness of the project.
- 4.6 The security deposit / bank guarantee will be returned to the selected consultant on completion of consultancy period.
- 4.7 The Bank shall invoke the Bank guarantee before the expiry of validity or during claim period, if work is not completed and the guarantee is not extended, or if the selected bidder fails to complete his obligations under the contract. The Bank shall notify the selected bidder in writing before invoking the Bank guarantee.

5. PAYMENT TERMS.

- 5.1 Payment shall be released at DIT Wing, HO on production of invoices and other documents, if any. Payment shall be released within 30 days of submission of valid invoice/s and other documents, if any.
- 5.2 Payment towards consultancy services to be provided as per Scope of Work shall be made in stages as indicated below:

Stage No.	Payment Stage	% of contract amount (i.e., Consultancy Fees)
1	On signing the contract agreement including submission of performance bank guarantee.	10%
2	On acceptance of First Stage of Consultancy Work as mentioned in Annexure H - Scope of Work.	10%
3	On acceptance of Second Stage of Consultancy Work as mentioned in Annexure H - Scope of Work.	20%
4	On acceptance of Third Stage of Consultancy Work as mentioned in Annexure H - Scope of Work.	20%
5	On acceptance of Fourth Stage of Consultancy Work as mentioned in Annexure H - Scope of Work.	40%

- 5.3 The Consultant should provide a certificate from the concerned user Group of DIT Wing handling the subject project for having satisfactorily completed the works entrusted in each stage along with the Invoices while claiming Payments as mentioned above.
- 5.4 Applicable tax shall be paid in addition to the above subject to production of satisfactory proof.

- 5.5 Applicable TDS shall be deducted at source while releasing payments. The bidder shall submit the stamped receipt for the amount including TDS deducted.

6. LIQUIDATED DAMAGES

The selected Consultant is requested to adhere to the timelines mentioned in the Scope of Work.

Bank shall recover 0.50% of the total Cost of the Project (ie., Consultancy Fee) payable to the selected Consultant for each week of delay or part thereof if the selected Consultant does not comply with the timelines specified for Stage one and two mentioned in the Scope of Work. The recovery shall be made out of the payments due to the Consultant.

7. ORDER CANCELLATION.

The Bank reserves its right to cancel the entire / unexecuted part of the Purchase Order at any time by assigning appropriate reasons in the event of one or more of the following conditions:

- i) Failure of the consultant to accept the order within the time stipulated.
- ii) Delay/ failure in executing the contract agreement.
- iii) Failure to furnish a performance bank guarantee/security deposit within the time stipulated.
- iv) Delay in completing either any activity or the project in time.
- v) Serious discrepancies in implementation of the project.
- vi) Breaches in the terms and conditions of the Order.

In addition to the cancellation of purchase order, the Bank reserves its right to invoke the Bank Guarantee or forfeit the Security Deposit given by the selected bidder towards non-performance/non-compliance of the terms and conditions of the contract, to appropriate the damages.

8. TERMINATION OF CONTRACT

Bank will have the right to terminate the contract at its discretion by giving three months notice. In the event of termination of contract, bank shall have the right to avail the services of any other person for the purpose without any let or hindrance from the successful bidder besides claiming the liquidated damages as specified above.

9. INDEMNITY.

The vendor 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 the Consultancy Services provided by the Vendor.

10. NEGLIGENCE.

In connection with the work or contravenes the provisions of General Terms, If the Contractor neglects to execute the work with due diligence or refuses or neglects to comply with any reasonable order given to him in writing by the Bank, in such eventuality, the Bank may after giving notice in writing to the Contractor calling upon him to make good the failure, neglect or contravention complained of, within such times as may be deemed reasonable and in default of the said notice, the Bank shall have the

right to cancel the Contract holding the Contractor liable for the damages that the Bank may sustain in this behalf. Thereafter, the Bank may make good the failure at the risk and cost of the Contractor.

11. PUBLICITY.

Any publicity by the bidder in which the name of the Bank is to be used will be done only with the explicit written permission of the Bank.

12. NON-DISCLOSURE INFORMATION:

The bidder shall not, without the Bank's written consent, disclose any specification or information furnished by or on behalf of the Bank, to any person other than a person employed by the bidder in the performance of the work assigned to them. The bidder shall be required to sign a Non Disclosure Agreement with the Bank as per the prescribed format provided in Annexure C.

13. NON SOLICITATION

During the pendency of the Contract and for a period of two years after any expiration, termination or cancellation of the Contract, neither Party shall employ or solicit for employment, directly or indirectly, any employee(s), who is / are in the Project, of the other Party, unless the other has either terminated the employment of the employee or granted written permission for the employment, or the employee has not been in the employment of the other for more than one year.

14. FORCE MAJEURE.

The vendor shall not be liable for default or non-performance of the obligations under the contract, if such default or non-performance of the obligations under this contract is caused by any reason or circumstances or occurrences beyond the control of the vendor, i.e. Force Majeure.

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 and fire, events not foreseeable but does not include any fault or negligence or carelessness on the part of the vendor, resulting in such a situation.

In the event of any such intervening Force Majeure, the bidder shall notify the Bank in writing of such circumstances and the cause thereof immediately within five calendar days. Unless otherwise directed by the Bank, the bidder shall continue to perform / render / discharge other obligations as far as they can reasonably be attended / fulfilled and shall seek all reasonable alternative means for performance affected by the Event of Force Majeure.

In such a case, the time for performance shall be extended by a period (s) not less than the duration of such delay. If the duration of delay continues beyond a period of three months, the Bank and the bidder shall hold consultations with each other in an endeavor to find a solution to the problem. Notwithstanding above, the decision of the Bank shall be final and binding on the Vendor.

15. RESOLUTION OF DISPUTES.

All disputes and differences of any kind whatsoever, arising out of or in connection with this Offer or in the discharge of any obligation arising under this Offer (whether during

the course of execution of the order or after completion and whether beyond or after termination, abandonment or breach of the Agreement) shall be resolved amicably. In case of failure to resolve the disputes and differences amicably the matter may be referred to a sole arbitrator mutually agreed upon after issue of at least 30 days notice in writing to the other party clearly setting out their in the specific disputes. In the event of absence of consensus about the single arbitrator, the dispute may be referred to joint arbitrators; one to be nominated by each party and the said arbitrators shall appoint a presiding arbitrator. The arbitration proceeding shall be governed by the provisions of the Indian Arbitration and Conciliation Act, 1996.

In case the Proposal is not received as required above on or before the said date and time, we shall presume that you are not interested in supply of the item/s now and decision will be taken by us accordingly.

16. THE JURISDICTION OF THE COURT.

The jurisdiction of the court is at Bangalore.

Yours faithfully ,

R Rajendran
DEPUTY GENERAL MANAGER

[NOTE: THE ANNEXURES TO BE SUBMITTED ALONG WITH THE RFP SHOULD BE IN BIDDER'S LETTER HEAD]

Annexure A - Covering Letter

Offer Reference No:

Date:

The General Manager,
Canara Bank,
Asset Procurement & Management Group,
Department of Information and Technology,
Naveen Complex, 14 M G Road,
Bangalore - 560 001
Karnataka

Dear Sir,

REF: RFP 04/11-12 Dated 10.05.2011 for Engagement of Consultant for Implementation of Enterprisewide Data Warehouse and Business Intelligence in Canara Bank.

We wish to inform that after examining the subject tender document including all annexure, the receipt of which is hereby duly acknowledged. We, the undersigned, offer to deliver services in conformity with the said tender and in accordance with the total cost / consultancy fees indicated in the commercial offer and made part of this offer.

If our offer is accepted, we undertake to deliver the services and complete the project in accordance with the scheduled timelines. We shall also provide the guarantee as specified in the RFP for the due performance of the contract in the form prescribed by the Bank.

We agree to abide by this offer till 6 months from the date of submission of bid/s.

We accept all the Instructions, Terms & Conditions and Scope of Work of the subject RFP.

Until a formal contract is prepared and executed, this bid, together with the bank's written acceptance thereof and bank's notification of aware, shall constitute a binding contract between us.

We understand that the Bank is not bound to accept the lowest or any offer the Bank may receive without assigning any reason whatsoever.

Dated this _____ day of _____ 2011

Authorised Signatory's Signature _____

Name of the company with seal

Annexure B - Authorization Letter Format

The General Manager,
Canara Bank,
Asset Procurement & Management Group,
Department of Information and Technology,
Naveen Complex, 14 M G Road,
Bangalore - 560 001
Karnataka

Dear Sir,

SUB: Authorization Letter for attending the Bid Opening

REF: RFP 04/11-12 Dated 10.05.2011 for Engagement of Consultant for Implementation of Enterprisewide Data Warehouse and Business Intelligence in Canara Bank

This has reference to your above RFP for engagement of consultant for Implementation of Data Warehouse in Canara Bank.

Mr./Miss/Mrs. _____ is hereby authorized to attend the bid opening of the above RFP on _____ on behalf of our organization.

The specimen signature is attested below:

Specimen Signature of Representative

Signature of Authorizing Authority

Signature of Attesting Authority

Name of Authorizing Authority

**Annexure - C
Non-Disclosure Agreement**

WHEREAS, we, _____,
having Registered Office at _____, hereinafter referred
to as the Consultant, are agreeable to provide consultancy services, for implementation
of Enterprise-wide Data Ware Housing with Business Intelligence, to Canara Bank, having
its registered office at 14,Naveen complex, HO(annex), M.G Road Bangalore -1
hereinafter referred to as the BANK and,

WHEREAS, the COMPANY understands that the information regarding the Bank's
implementation of Enterprise-wide Data Warehousing shared by the BANK in their
Request for Proposal is confidential and/or proprietary to the BANK, and

WHEREAS, the COMPANY understands that in the course of submission of the offer for
ENGAGEMENT OF CONSULTANT FOR IMPLEMENTATION OF DATA WAREHOUSE IN CANARA
BANK and/or in the aftermath thereof, it may be necessary that the COMPANY may
perform certain jobs/duties on the Banks properties and/or have access to certain plans,
documents, approvals or information of the BANK; NOW THEREFORE, in consideration of
the foregoing, the COMPANY agrees to all of the following conditions, in order to induce
the BANK to grant the COMPANY specific access to the BANK's property/information. The
COMPANY will not publish or disclose to others, nor, use in any services that the
COMPANY performs for others, any confidential or proprietary information belonging to
the BANK, unless the COMPANY has first obtained the BANK's written Authorisation to do
so.

The COMPANY agrees that notes, specifications, designs, memoranda and other data
shared by the BANK or, prepared or produced by the COMPANY for the purpose of
submitting the offer to the BANK for the said Mobile banking Solution, will not be
disclosed to during or subsequent to submission of the offer to the BANK, to anyone
outside the BANK.

The COMPANY shall not, without the BANKs written consent, disclose the contents of this
Request for Proposal (Bid) or any provision thereof, or any specification, plan, pattern,
sample or information (to be) furnished by or on behalf of the BANK in connection
therewith, to any person(s) other than those employed/engaged by the COMPANY for the
purpose of submitting the offer to the BANK and/or for the performance of the Contract
in the aftermath. Disclosure to any employed/engaged person(s) shall be made in
confidence and shall extend only so far as necessary for the purposes of such
performance.

Authorised Signatory

Name:

Place: Designation:

Date: Office Seal:

Annexure D

BANK GUARANTEE FORMAT FOR EARNEST MONEY DEPOSIT

To

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WHEREAS _____ (Name of Tenderer) (hereinafter called "the Tenderer" has submitted its tender dated _____ (Date) for the execution of (Name of Contract) _____ (hereinafter called "the Tender") in favour of _____ hereinafter called the "Employer";

KNOW ALL MEN by these presents that we, _____ (name of the issuing Bank), a body corporate constituted under the _____ having its Head Office at _____ amongst others a branch/office at _____ (hereinafter called "the Bank" are bound unto the employer for the sum of Rs _____ (Rupees _____ only) for which payment well and truly to be made to the said Employer, the Bank binds itself, its successors and assigns by these presents;

THE CONDITIONS of this obligation are:

- (a) If the Tenderer withdraws its Tender during the period of Tender validity specified in the Tender; or
- (b) If the Tenderer having been notified of the acceptance of his Tender by the Employer during the period of Tender validity;
 - (i) fails or refuses to execute the Agreement, if required; or
 - (ii) fails or refuses to furnish the performance security, in accordance with clause _____ of conditions of Contract.

We undertake to pay to the Employer up to the above amount upon receipt of his first written demand without the Employer having to substantiate his demand, provided that in his demand the Employer will note that the amount claimed by him is due to him owing to the occurrence of one or both of the two conditions, specifying the occurred condition or conditions.

Notwithstanding anything contained herein

- i) Our liability under this Bank Guarantee shall not exceed Rs. _____ (Rupees _____ only)
- ii) This Bank Guarantee is valid up to _____ and

- iii) We are liable to pay the guaranteed amount or any part thereof under this Bank Guarantee only and only if you serve upon us a written claim or demand on or before _____(mention period of guarantee as found under clause (ii) above plus claim period)

Dated _____ day of _____ 20____

SIGNATURE OF THE BANK

Annexure E

Technical Specifications

The technical Offer format is as follows:

No.	Description	Documents to be submitted
1	Consultant Basic Profile detailing	<ol style="list-style-type: none"> 1. Year of Establishment 2. Certified copy of establishment like Partnership Deed, Certificate of Incorporation/Commencement of Business 3. Balance Sheets for last two financial years
2	Proof of consultancy services provided for implementation of EDW & BI in Banks in India.	Certificates for having provided consultancy services for implementation of Data Ware House and Business Intelligence Solutions in at least one Bank in India during last two years.
3	<p>Project Plan [Bidder's approach for providing consultancy services to the Bank with reference to RFP and Scope of Work in respect of the following stages -</p> <ol style="list-style-type: none"> a. Study b. Assessment c. RFP Floating & Procurement d. Implementation e. Closure of Project f. Any other details like Training] 	Detailed Project Plan with Approach for implementation of EDW & BI Solution in Bank within a period of 18 months from the date of acceptance of Order. Individual stages of the project should be covered.
4	Experience Certificate	References / Experience Certificate from Bank/s in India for providing consultancy services for successful implementation EDW in their institution (Certificate should not be older than one year from the date of RFP)
5	Experience of Banking Professionals in team	Bio Data with qualifications and experience of Banking professionals who are on the permanent rolls of the organization.
6	Experience of IT Professionals in team	Bio data of IT Professionals on the pay rolls of the organization on permanent basis with EDW experience.

Annexure - F

A. Format for Technical Bid

The Technical Bid should be made in an organized, structured, and neat manner. Brochures / leaflets etc. should not be submitted in loose form. All the pages of the submitted bids should be filed and paginated (serially numbered) with seal and signature of the authorized signatory.

The suggested format for submission of Technical Offer for this RFP is as follows:

1. Index of all the documents submitted with page numbers.
2. Earnest Money Deposit (EMD)/Bank Guarantee in lieu of EMD as per **Annexure D**.
3. Cost of Tender document by way of DD payable at Bangalore.
4. Vendor's Covering letter. This should be as per **Annexure A**.
5. Technical Offer as per Specifications given in **Annexure E** should be complete.
6. The masked Commercial Offer should be enclosed to the Technical Offer as per **Annexure G**.
7. Terms and Conditions compliance Table in the following format as under. **This table must cover bidder's response to all the terms and conditions specified in the offer document i.e. Part B (Terms and Conditions).**

Sl. No.	Term No.	Short Description of Term	Complied (Yes or No)
1			
2			
3			

B. Format for Commercial Offer

The Commercial offer must not contradict the Technical Offer in any manner. The suggested format for submission of commercial offer is as follows:

1. Covering Letter.
2. Commercial Bid shall be submitted as per Bill of Materials and other terms and conditions of RFP on prices. This annexure must contain all Price information, including taxes. (Please refer annexure G)

Annexure - G
Bill of Material

Note:

1. This bill of material must be attached in technical offer as well as commercial offer. The format will be identical for both Technical and Commercial Offers, **except that the Technical Offer should not contain any price information.** Technical offers without the Bill of Materials will be liable for rejection.
2. Bidder must take care in filling price information in the Commercial Offer, to ensure that there are no typographical or arithmetic errors. All fields must be filled up correctly.
3. The cost / fees indicated is fixed which includes all costs including travel, accommodation, boarding, out of pocket expenses etc. All Applicable taxes shall be paid separately. If the bidder fails to include any other expenditure/item in the tender, no claim thereof will be considered by the bank afterwards.
4. No escalation in price quoted is permitted for any reason whatsoever. Prices quoted must be firm till the completion of the contract.

(Price Details of the Required Items)

Item	Total Cost /Consultancy Fees (in Rupees)
The Consultancy Fees (for the complete term of assignment) for providing technical consultancy services as per the Scope of Work	
Taxes (nature of Tax and % of tax)	
Total	

The Commercial Bid will be evaluated based on the Total Cost of Consultancy Fees including taxes. Basing on the same, Ranking of the Bidders will be determined.

We understand that the above-mentioned figure is for price-comparison purpose only and the bank will pay actual to the maximum of taxes indicated in this Bill of Material.

We understand that Bank shall be placing Order to the Selected Bidder exclusive of taxes only and that all applicable taxes like Service Tax will be paid at actual against production of invoice / bills.

We agree to the Payment Schedule as per the terms of RFP.

Date:

Place:

Signature

(Name)

On behalf of

(Name of the Bidder)

**Annexure - H
Scope of Work**

The Bank is intending to engage a consultant who can provide professional & objective advice to the bank on the best practice in Enterprise-wide Data Warehouse Solution with Business Intelligence including Hardware, Software and Services for building an Enterprise-wide Data Ware House with Business Intelligence and also procurement of Data Cleaning and Data acquisition tools etc. Consultant to make presentations/ demos / workshops to different groups of users/committees as and when required by the Bank.

The Scope of Work of consultant includes but not limited to the following which are divided into different stages as below:

Stage	Scope of Work	Deliverables	Time line
1	<ul style="list-style-type: none"> • Requirement study of EDW & BI etc. By studying the existing systems of our Bank Discussing with all the business heads/teams and determining the Functionalities required from the Data warehousing. • Defining the Enterprisewide Data Warehouse architecture. • Identification of a suitable Enterprise-wide Data WareHouse (EDW) and Business Intelligence (BI) solution. • Defining the Network architecture. • Defining the Enterprisewide Data Warehouse Security architecture. • Preparing the RFP for procurement of the EDW&BI solutions 	<p>Requires Document.</p> <p>Document on EDW architecture</p> <p>Document on the comparison/analysis made and the EDW/BI identified.</p> <p>Document on NW architecture</p> <p>Document on EDW Security Architecture</p> <p>RFP Document</p>	3 months

2	<ul style="list-style-type: none"> Evaluating proposals received from system integrators/vendors for EDW&BI Assisting the Bank in selection of the system integrator/s / vendor/s. Assisting the Bank in price discovery, price negotiation Assisting Bank in finalizing the agreement between the Bank and the System Integrator/s / Vendor/s 	Evaluation Report	2 months
3	<ul style="list-style-type: none"> Assist the Bank in collecting and finalizing the System Requirements Specifications/Statement of Works proposed by the System Integrator. Defining UAT plan and methodology for UAT. Reviewing the UAT Results and suggest corrective measures. Assist Bank in the User Acceptance Sign off. Assisting the Bank in End to End implementation of the EDW and BI Manage the Project and monitor the implementation stage by stage and ensure successful implementation of the Project. Assist the Bank Guiding and providing required advice to the bank for successful implementation of the project. To draw a training plan based on the solution requirements 	<p>UAT Plan</p> <p>Progress report as mutually agreed.</p> <p>Training Plan</p>	9 months
4	<ul style="list-style-type: none"> Live operation of EDW 	Progress report as mutually agreed.	4 months