

REQUEST FOR PROPOSAL [RFP]
FOR
“SUPPLY, IMPLEMENTATION AND SUPPORT
FOR
E-LEARNING SOFTWARE SYSTEM, CONTENT DEVELOPMENT AND HOSTING
SERVICES
IN
CANARA BANK”

Issued by: Canara Bank,
AP&M Group, 1st Floor,
DIT Wing, Naveen Complex,
14, MG Road, Bengaluru -560 001



Bid Details in Brief

Sl. No.	Description	Details
1.	RFP No. and Date	RFP 06/2017-18 dated 07/07/2017
2.	Brief Description of the RFP	Supply, Implementation and Support for e-Learning Software System, Content Development and Hosting Services in Canara Bank
3.	Bank's Address for Communication and Submission of Tender	Deputy General Manager Canara Bank, AP&M Group, 1st Floor, DIT Wing, Naveen Complex, 14 MG Road, Bengaluru -560 001
		Tel - 080-25590070,25584873 Fax- 080-25596539 Email: hoditapm@canarabank.com Senior Manager, Asset Procurement & Management Group
4.	Date of Issue	07/07/2017, Friday ✓
5.	Last Date of Submission of Queries for Pre Bid Meeting	17/07/2017, Monday, 3.00 PM
6.	Date of Pre Bid Meeting	18/07/2017, Tuesday, 3.00 PM
7.	Last Date of Submission of Bids	28/07/2017, Friday upto 3.00 PM ✓
8.	Date and time of Opening of Part A- Conformity to Eligibility Criteria.	28/07/2017, Friday, 3.30 PM
9.	Date and time opening of Technical Bid Part-B/Commercial Bid	Will be intimated at a later date.
10.	Application Fees (Not Refundable)	Rs.11,800/- (10,000 Application Money and 18 % GST)
11.	Earnest Money Deposit(Refundable)	Rs.5,00,000/-
<p>This document can be downloaded from Bank's website http://canarabank.com/english/announcements/tenders. In that event, the bidders should pay the Application Fee for tender document by means of DD drawn on any scheduled Commercial Bank for the above amount in favour of Canara Bank, payable at Bengaluru and submit the same along with the Bid document.</p>		





DISCLAIMER

The information contained in this Request for Proposal ("RFP") document or information provided subsequently to bidders or applicants whether verbally or in documentary form by or on behalf of Canara Bank (or Bank), is provided to the bidder(s) on the terms and conditions set out in this RFP document and all other terms and conditions subject to which such information is provided. This RFP document is not an agreement and is not an offer or invitation by Canara Bank to any parties other than the applicants who are qualified to submit the bids (hereinafter individually and collectively referred to as "Bidder" or "Bidders" respectively). The purpose of this RFP is to provide the Bidders with information to assist the formulation of their proposals. This RFP does not claim to contain all the information each Bidder requires. Each Bidder may conduct its own independent investigations and analysis and is free to check the accuracy, reliability and completeness of the information in this RFP. Canara Bank makes no representation or warranty and shall incur no liability under any law, statute, rules or regulations as to the accuracy, reliability or completeness of this RFP. The information contained in the RFP document is selective and is subject to updating, expansion, revision and amendment. It does not purport to contain all the information that a Bidder requires. Canara Bank does not undertake to provide any Bidder with access to any additional information or to update the information in the RFP document or to correct any inaccuracies therein, which may become apparent.

Canara Bank reserves the right of discretion to change, modify, add to or alter any or all of the provisions of this RFP and/or the bidding process, without assigning any reasons whatsoever. Such change will be published on the Bank's Website (<http://canarabank.com/english/announcements/tenders>) and it will become part and parcel of RFP.

Canara Bank in its absolute discretion, but without being under any obligation to do so, update, amend or supplement the information in this RFP. Canara Bank reserves the right to reject any or all the Request for Proposals received in response to this RFP document at any stage without assigning any reason whatsoever. The decision of Canara Bank shall be final, conclusive and binding on all the parties.



Abbreviations used in this Document:

1.	AICC	Aviation Industry Computer Based Training Committee
2.	Alpha Version	Draft version of e-Lesson with sample voice over where applicable and other functionalities
3.	AMC	Annual Maintenance Contract
4.	ATS	Annual Technical Support
5.	Beta Version	Draft Version of the e-Lesson with full voice over where applicable and other functionalities
6.	BG	Bank Guarantee
7.	BOM	Bill of Material
8.	CBT	Computer Based Training / Tutorial
9.	CD	Course Director
10.	CD Version	Final version of the e-Lesson with full voice over where applicable and other functionalities for run without using LMS
11.	CSD	Course Specification Document - Document containing details about the lesson like number of screens, types of screens, Proposed Project Cost, etc.,
12.	DD	Demand Draft
13.	DIT	Department of Information Technology
14.	EMD	Earnest Money Deposit
15.	e-Lesson	Lesson Prepared for administration through electronic media
16.	e-Capsule	Short duration lessons of 10 to 15 minutes (<i>without voice over</i>) of size less than 10 MB
17.	FTP	File Transfer Protocol
18.	Gold CD	CD containing all the files pertaining to CD version, LMS version, audio files, source files, Approved Story Board
19.	HO	Head Office
20.	HTTP	Hyper Text Transfer Protocol
21.	HTTPS	Hyper Text Transfer Protocol Secure
22.	ISDN	Integrated Services Digital Network
23.	LAN	Local Area Network
24.	LD	Liquidated Damage
25.	LST	Local Service Tax
26.	MAF	Manufacturer Authorisation Form
27.	MSME	Micro Small & Medium Enterprises
28.	NEFT	National Electronic Funds Transfer
29.	NI Act	Negotiable Instruments Act
30.	OEM	Original Equipment Manufacturer
31.	OS	Operating System
32.	PERT	Project Execution and Review Technique
33.	RFP	Request For Proposal [Interalia the term 'Tender' is also used]
34.	RTGS	Real Time Gross Settlement
35.	SME	Subject Matter Expert



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A. INTRODUCTION

1. About Canara Bank

CANARA BANK, a body Corporate and a premier Public Sector Bank established in the Year 1906 and nationalized under the Banking Companies (Acquisition and Transfer of Undertakings) Act, 1970, having its Head office at 112, J C Road Bengaluru-560002 and among others, having DIT Office at Naveen Complex, No.14, M G Road, Bengaluru-560001. The Bank is having pan India presence of more than 6000 branches, 21 Circle offices and 118 Regional Offices situated across the States. The Bank is working on Core Banking System using Flex cube solutions. The Bank is a forerunner in implementation of IT related products and services and continuously making efforts to provide the state of art technological products to its customers.

2. Definitions

- 2.1. 'Bank' means unless excluded by and repugnant context or the meaning thereof, shall mean 'Canara Bank', described in more detail in paragraph 1 above and which has invited bids under this Request for Proposal and shall be deemed to include its successor and permitted assigns.
- 2.2. 'RFP' means Request for Proposal for Supply, Implementation and Support for e-Learning Software System, Content Development and Hosting Services in Canara Bank.
- 2.3. 'Bidder' means a vendor submitting the proposal in response to RFP.
- 2.4. 'Solution' means Supply, Implementation and Support for e-Learning Software System, Content Development and Hosting Services in Canara Bank.
- 2.5. 'Contract' means the agreement signed by successful bidder and the Bank at the conclusion of bidding process, wherever required.
- 2.6. 'Successful Bidder' / 'L1bidder' means the Bidder who is found to be the lowest bidder after conclusion of the bidding process, subject to compliance to all the Terms and Conditions of the RFP, etc.

3. About RFP

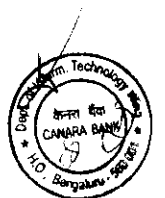
Bank intends to procure e-Learning Software System in by selecting a vendor for Supply, Implementation and Support for e-Learning Software System, Content Development and Hosting Services in Canara Bank. In this connection, Bank invites sealed offers ('Conformity to Eligibility Criteria', 'Technical Proposal' and 'Commercial Bid') for Supply, Implementation and Support for e-Learning Software System, Content Development and Hosting Services in Canara Bank as per the Terms & Conditions, Technical Specifications and Scope of Work described elsewhere in this document.

4. Objective

The Bank proposes to procure e-Learning Software Systems. Bank also intends to select a vendor for designing and developing of e-Learning Lessons, e-Capsules, which has to be developed in HTML5 and /or SWF (Flash) formats based on the contents provided by the Bank for hosting on the e-Learning portal proposed. The Lessons, capsules will be on various topics related to Banking, Management, Technology, Soft skills, HR and Marketing of Banking products etc. as per the Terms & Conditions, Technical Specifications and Scope of Work described elsewhere in this document.

5. Eligibility Criteria:

- 5.1. A vendor submitting the proposal in response to this RFP shall hereinafter be referred to as 'Bidder' and Supply, Implementation and Support for e-Learning Software System, Content Development and Hosting Services in Canara Bank in the Bank shall hereinafter be referred as "Solution".





5.2. Interested Bidders, who can Supply, Install, Implement, and Maintain the Solution in the Canara Bank and meeting the Eligibility Criteria as per Annexure-3 may respond.

6. Participation Methodology:

- 6.1. In a tender either the partner/distributor/System Integrator on behalf of the OEM or OEM itself can bid but both cannot bid simultaneously for the same item/product in the same tender.
- 6.2. If a partner/distributor/System Integrator bids on behalf of the OEM, the same partner/distributor/System Integrator shall not submit a bid on behalf of another OEM in the same tender for the same item/product.
- 6.3. In the event partner/distributor/System Integrator fails in their obligations to provide the product updates (including management software updates and new product feature releases) within 30 days of release/announcement, the OEM should assume complete responsibility on behalf of the partner/distributor/System Integrator to provide the same to the bank at no additional cost to the bank and will directly install the updates, upgrades and any new product releases at the Bank's premises. To this effect Bidder should provide a dealer/distributor certificate as per Annexure-15.

7. Requirement Details

7.1. Bank invite sealed offers ('Conformity to Eligibility Criteria', 'Technical Proposal' and 'Commercial Bid') for Supply, Implementation and Support for e-Learning Software System, Content Development and Hosting Services in Canara Bank for as per the Terms & Conditions, Technical Specifications and Scope of Work described elsewhere in this document.

7.2. The Proposed Solution includes:

Sl. No.	Item details	Quantity
a)	e-Learning Software Systems (e-LSS)	With 1 Year ATS 2 nd year onward rates should be quoted till 6 th Year in BOM
b)	e-learning Content Development	Prices should be fixes quoted in BOM And should be valid for 6 years
c)	Hosting Services	Prices should be fixes quoted in BOM And should be valid for 6 years

7.3. Detailed functional requirement for e-Learning Software Systems (e-LSS) is furnished in Annexure-10.

7.4. Bank reserves the right to increase or decrease the quantum of purchase by 25% in respect to the quantity specified in this tender at the same rate arrived at on the Terms and Conditions of this Tender.

8. Scope of Work:

8.1. **e-Learning Software Systems (e-LSS):** The Bidder should be in a position to provide a complete e-Learning Application software - E-LSS. The proposed Application should support minimum 2,000 concurrent users with scalability to meet future needs. Bank may increase the concurrent user base on certain period up to 10,000, as per the need (for example, during promotion process or online exams). The administrator of the E-LSS should have privilege to restrict or permit access to selected users to selected options.

8.1.1. The bidder has to provide an administrative module for creating/uploading the courses, registration of the users for the courses individually or batch wise. The E-LSS should provide facility to maintain user profile independently and/ or integrated



with Bank's HRMS package. When integrated with HRMS, there should be a facility to modify selected fields in user profile. The E-LSS should have facility to send customized SMS/ email alerts to the users as per requirements. The administrator of E-LSS should have facility for fixing course/lesson wise time frames for completion. The E-LSS should also provide necessary Dashboards/ MIS reports as per BANK's requirements. This entire process should be done with necessary security so that no un-authorized person is able to access the e-learning modules or the contents. Apart from the above the E-LSS should have the capability to host Flash contents, PDFs, MS Office Files, Open Office Files and Audio Video files like mp4, wav, mp3 etc. The E-LSS should have access through intranet and internet.

8.1.2. The E-LSS should also effectively handle any 3rd party courseware, which may or may not be SCORM compliant. The E-LSS should support secure access of the content through HRMS / SAS. The System should facilitate Posting content, assigning a time frame, then conducting online test (objective test), evaluating, and score analysis (dashboard).

8.1.3. The solution should provide the following additional features for collaboration:

8.1.3.1. **Announcements:** Post current, time-critical information

8.1.3.2. **News:** Display custom news content from dynamic online sources

8.1.3.3. **Calendar:** Maintain deadlines, activities and related events

8.1.3.4. **Discussion Forum:** Create, moderate and manage discussion topics and groups within a course and send private messages

8.1.3.5. **Chat:** Engage in real-time conversations with site participants

8.1.3.6. **Online meeting:** Provide video conferencing, movie casting, instant messaging, shared whiteboard, shared desktop.

8.1.3.7. **Recording Training Sessions:** The E-LSS should have the facility to record the training sessions along with the desktop content.

8.1.3.8. **Links:** Provision for direct access/link to various internet and intranet sites.

8.1.3.9. **Online Test:** Provision for conducting online tests based on the question bank with facility for valuation and generation of various reports/dashboards. There should be the facility to upload the questions by bank and it should have the facility for randomization of Questions among candidates based on the requirement of the bank.

8.1.3.10. **Online Quiz:** Provision for conducting online quiz based on the question bank with facility for valuation and generation of various reports/dashboards

8.2. **e-learning Content Development:** The project will result in creation of multimedia information based e-learning Modules (E Learning modules includes E Lessons and E Capsules). The modules should be developed using the state-of-the-art e-learning techniques to deliver simple, and clear information. The modules developed should be compatible with the E-LSS implemented

8.2.1. Content Development Specifications:

a. The successful bidder is required to Work in a collaborative, iterative process to refine and improve each module.

b. Take on all aspects of production, including integrating text, developing graphics (images and animations), and other content, creating a user interface and associated tools, coding and final assembly into a functional product.



- c. The content should be compliant with accessibility guidelines (for differently abled people) and may be offered as an OPTIONAL item.
- d. Design and Development of e-Learning Lessons and e-Capsules based on the content that would be provided by the Bank. The e-Lessons and e-capsules developed also should be of cross platform compatibility (i.e. Android, Windows, IOS and any other mobile platforms) and also compatible with major browsers (i.e. IE, Mozilla Firefox, Google Chrome, etc.,). The design and content will be developed in collaboration with the Bank. The Bank will own it and will have all Intellectual Property Rights on it, exclusively.
- e. The courseware to be developed, should be interactive and have graphics to text, video, audio, animation etc. in the form of charts, graphs and pictorial representations and game based e-learning content overall. The modules should have an option of voice-over on/off in case candidates would like to use the options. The courseware developed should be portable on any standard E-LSS (Learning Management System) and also should run independently on any standard browser.
- f. Modification/ updation of the e-Lessons and e-Capsules from time to time by the Bidder or by the Bank.
- g. Compliance with the guidelines issued by BANK from time to time with respect to the GUI and navigation functionalities.

8.2.2. Content Development Standards

Bidder should be willing to follow the guidelines relating to Design, Naming Conventions, File organisation (size & type etc), Functional Requirements, Content formation, Content presentation and placement of objects etc. as specified by the Bank.

8.2.3. Content Development Methodology

The e-Learning Lessons and e-Capsules must be created in such a way that ensures widespread access and compatibility for users across the Bank.

Various steps involved in the content development for e-Lessons and e-Capsules are as under:

Step-I: Raw Content will be provided by the Subject Matter Experts of the BANK to the Bidder.

Step-II: Bidder will restructure and rewrite contents in text format (by chunking and taking care of Learning Objectives, concepts etc.) to suit the approach to be adopted for development of the e-Lesson. Bidder (represented by Instructional Designers and developers) shall hold a workshop/ discussion with the BANK/ to finalise e-Lesson layout (Course Specification Document- CSD) indicating table of contents, number of screens, e-Learning Lesson duration, dominant learning style and Level of user Interactivity etc., The restructured contents, finalised after discussion with BANK/, will be part of the CSD. Level of user interactivity (level I / II / III/) has to be decided at this (CSD) stage. After approval of the Course Specification Document, work will be awarded to the Bidder, who will advise the BANK, the details of their Project Team associated with the e- Lesson.

Step-III: Submission of Storyboard by the Bidder. It should comprise Screen- wise content and other features details, in visual format (Power point presentation etc.,) to enable the BANK to appreciate the presentation of the content and also in text format for making corrections, if any. The maximum time frame for completing the story board would be 2 weeks from the date of CSD, before which the story board format will have to be submitted to the BANK. After submitting the story board to the BANK, the

representative of the Bidder will have to meet / contact the BANK, with prior appointment, for confirmation of the story board after one week from the date of submitting the story board. The bidder shall submit a revised project cost of development of the lesson to the BANK if necessary (containing the table of contents, number of screens and level of user interactivity etc.). The actual cost of the lesson should not exceed by more than 15% of the revised project cost in any case.

Step-IV: After approval of the Storyboard, Alpha (Draft) version of the lesson with sample voiceovers (to enable the BANK to select the appropriate one) will be developed and delivered by the Bidder. The maximum time frame for completing the Alpha version would be 2 weeks from the date of approval of story board. Thereafter the Beta version of the e-Lesson, with total voice over (which will be equivalent to CD/DVD version of the e-Lesson, provision for multiple languages) will have to be submitted within a period of one week to BANK. The Beta version will be checked for quality (design, contents, presentation and technical) by BANK.

The improvements required if any, have to be carried out by the bidder.

Step-VI: After incorporating the required improvements (which may be in any area e.g. design, contents, presentation and technical etc.) observed by the BANK if any, the final Gold version [CD/DVD version, Bank's E-LSS version final approved CSD - including input contents, story board (both PPT / word and PDF versions) and source code] will have to be delivered by the bidder to BANK. The maximum time frame for completing the final version would be one week from the date of confirmation from BANK with regard to uploading of error free E-LSS version on e-Learning portal.

Step-VII: Deployment support, if needed in view of the Bank's E-LSS specific requirements etc., modification / customization will have to be provided by the Bidder.

8.2.4. Table of time lines for the Bidder:

Sl. No.	Activity	Timeline
a.	Preparation of CSD including workshop with BANKs	1 week
b.	Preparation of Storyboard	2 weeks
c.	Developing Alpha version	2 weeks
d.	Developing Beta version	1 week
e.	Developing Final version	1 week

8.3. Hosting Services: The bidder has to host, manage and maintain the content with E-LSS (Learning Management System) as on turn-key basis for all the said courses irrespective of number of users of these subjects.

8.4. Cost Proposal

8.4.1. Pricing Mechanism and Payment Terms for e-Lessons

The bid price for development of e-Lesson shall be on the basis of types of output screens, as indicated below. The agreed price for development of Screen and price for Type "A" shall be as per the lowest (L1) offer in the Commercial bid finalised in the bidding and price for development of other types would be calculated based on the weighted value as indicated below:

Type of screen	Indicative Description	Weighted value
A	Screens with Text (including animated text), diagrams, graphics, flowcharts, tables etc without animation or with simple animation (generally used for Level-I e-Lessons- as indicated in Appendix-I of RFP)	1



B	Screens with Text, diagrams, graphics, flowcharts, cartoons, dynamic screenshots etc with animation, comparative (comparison of user input with correct responses for calculations based on offline calculations) etc (generally used for Level-II e-Lessons-as indicated in Appendix-I of RFP)	1.3
C	Interactive screens having video, online calculation with validations (diagnostic feedback), games, 2D animations & of any other complexities (generally used for Level-III e-Lessons-as indicated in Appendix-I of RFP)	1.5
D	Quiz, feedback/instructions to users and static screenshots, 'INFO' and Lesson/module objective screens, Providing links in the e-lesson: Various documents, which are provided as links under the tabs of GUI like References/Handouts/ FAQs/Dos & Don'ts/Glossary etc, after converting them in PDF or otherwise as desired by the Bank, would be calculated per link.	0.25
E	Screens having internal windows/ popup(s), tabs etc (generally used for reiteration of learning/ highlights; explaining a concept; making an e-Lesson more interesting/attractive/effective).	1.1

8.4.2. The above price includes voice over, creation of graphics and animations, etc. wherever required. (Exclusive of taxes)

8.4.3. The output screens will be critically evaluated by the client and irrelevant screens will be filtered out.

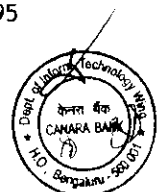
8.4.4. Each output screen should contain a minimum of 100 words. GUI (Graphical User Interface) related screens e.g. welcome/target/ disclaimer/ thanking screens/tabs and internal screens etc. having less than 100 words will **not be counted** for the purpose of pricing. The e-Lesson contents should conform to one of the three levels of user interactivity. The level of the user Interactivity in the e-Lesson has been classified as Level-I, Level-II and Level-III as illustrated in Appendix-I. Suitable tool(s) should be used for achieving the learning objective(s) of the e-Lesson/module.

8.4.5. Modification / Updation of the content

8.4.5.1. The Bank may require modification/updation of the e-Lesson, after final delivery and acceptance by the Bank (after Step-VII under the head 'Content Development Methodology') on any account (design, content, presentation etc). As such, the Bidder will have to provide support for incorporating modifications to/updation of the e-Lesson developed till the Bidder is on the Bank's panel. The charges payable on this count will be based on the changes to be incorporated.

8.4.5.2. In case the Bank desires that an e-Lesson be migrated to new GUI without making any amendment to its contents etc, Bidder will be paid for **10 minutes of efforts/ screen**, as per the rate quoted in the following paragraph.

8.4.5.3. The amount payable for amendments to e-Lessons after final delivery by the Bidder and acceptance by the Bank shall be as per the lowest (L1) offer in the Commercial bid finalised in the bidding. Given below is the matrix for calculation of cost of modification/updation of an e-Lesson:



Effort Estimate for Change Request		
Sl. No	Description of the change request	Estimated Development / Integration effort in man-hours for completed Lessons
1	Textual Change (including changes in labels, in linked documents, Deletion etc)	15 Minutes/ Screen
2	Graphic Change (including increasing and decreasing etc)	01.00 Hour/ screen
3	Audio Change	30 Minutes/screen (with a minimum of 4.00 hours & maximum of 10.00 hours per
4	Adding new functionalities (Applicable in case of GUI Change)	06.00 Hours/ functionality
5	Simulation (Applicable in case of GUI change)	06.00 Hours/ simulation
6	Packaging / SCORMing/ replacement of static graphics / screenshots etc per Lesson (Applicable in case of GUI Change)	03.00 Hours, over and above the efforts computed based on the above matrix

8.4.5.4. This modification/updation of the e-lesson will have to be undertaken and completed by the Bidder within 1 week after approval of the cost estimate given by the Bidder. If the modification/update involves major changes in content/voice over, the Bidder has to obtain permission from the BANK concerned for extension of time.

8.4.5.5. For any additional screen to be developed on account of addition in contents, the charges for development of such contents will be payable as per the actual rate agreed for development of e-lessons.

8.4.5.6. This modification/updation of the e-lesson will have to be undertaken and completed by the Bidder as per the timeline shown below:

8.4.6. Pricing Mechanism and Payment Terms for e-Capsule (short duration lesson):

The price for development of e-Capsules shall be on the basis of types of output screens. The agreed price for development of **screen type "A"** shall be as per the lowest (L1) offer in the Commercial bid finalised in the bidding and price for development of other types of screens will be calculated based on the weighted value, as indicated below:

Type of screen	Indicative Description	Weighted value
A	Screens with Text (including animated text), diagrams, graphics, flowcharts, tables etc without animation or with simple animation	1
B	Screens with Text, diagrams, graphics, flowcharts, cartoons, dynamic screenshots etc with animation, comparative (comparison of user input with correct responses for calculations based on offline calculations) etc	1.3



C	Quiz, feedback/instructions to users and static screenshots, 'INFO' and Lesson/module objective screens, Providing links in the e-capsule: Various documents, which are provided as links under the tabs of GUI like References/Handouts/ FAQs/Dos & Don'ts/Glossary etc, after converting them in PDF or otherwise as desired by the Bank, would be calculated per link.	0.25
D	Screens having internal windows/ popup(s), tabs etc (generally used for reiteration of learning/ highlights; explaining a concept; making an e-capsule more interesting/attractive/effective).	1.1

8.4.7. Modification / updation of the contents:

8.4.7.1. The client may require modification/updation of the e-Capsule, after final delivery and acceptance by the client, on any account (design, content, presentation etc). As such, the Bidder/s will have to provide support for incorporating modifications to/updation of the e-Capsule developed till the Bidder/s is on the client's panel. The charges payable on this count will be based on the changes to be incorporated as provided hereafter.

8.4.7.2. In case the client desires that an e-Capsule be updated, Bidder will be paid for 10 minutes of efforts/ screen, as per the rate quoted in the following paragraph.

8.4.7.3. The amount payable for amendments to e-Capsules after final delivery by the Bidder and acceptance by the Bank shall be as per the lowest (L 1) offer in the Commercial bid finalised in the bidding. Given below is the matrix for calculation of cost of modification/updation of an e-Capsule:

Effort Estimate for Change Request		
Sl. No	Description of the change request	Estimated Development / Integration effort in man-hours for completed lessons
1	Textual Change (including changes in labels, in linked documents, Deletion	15 Minutes/ Screen
2	Graphic Change (including increasing and decreasing etc)	01.00 Hour/ screen or per graphic, whichever is lesser.

8.5. Guidelines for e-Lesson :

The lesson structure should comply with one of the levels of user interaction I, II and III detailed in Appendix-A shown elsewhere in this document. GUI and navigation must be same, as detailed below, for all the e-lessons.

8.5.1. Organisation of the content

Session Layout:

Subject→Sub-topic (Sub-Module) (if needed)→Topic (Module)→Lesson

e-lesson structure:

- a. Each lesson should mention its **objectives**
- b. Each lesson should mention its Target group (Target group should be specifically mentioned and not merely stating 'All staff ', 'All Officers' etc.)



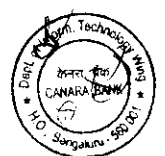
- c. Each lesson should have two or more modules. Each topic (module) should have 10-20 WebPages (expecting users to invest around a maximum of 30 minutes to learn). The Lesson duration (learning time) may not exceed 60 minutes.
- d. Depending on the content, context and user capability a lesson will be categorized as basic, intermediate or advanced level.
 - (a) **Basic level lesson:** Designed for conceptual understanding & clarity and creating awareness among users.
 - (b) **Intermediate level lesson:** Designed for development, operational procedures and implementation.
 - (c) **Advanced level lesson:** Designed for developing higher skills/knowledge, in depth analysis on the topic.
- e. Examples, voice (accent), pictures, names and animation etc all should be Indian.
- f. On start, user should be able to choose between the Book-marked page or the first page: When the user logs-in again, a **message box** should prompt stating whether he wants to view the lesson from beginning or from where he has last left (*the Book marking to be done automatically when a user exits the e-lesson*)
- g. One 'info' screen (with required voice over) should be provided for each lesson. This should have details like the topic names, the no. of screens and their duration, Date as on which the e-lesson has been updated, BANK's name, Bidder name, email address for feedback, message from the BANK (A **message box** should be provided for the BANK to key in his comments on the lesson)
- h. In the case of **Hyperlinks**, use link text that is easy to understand in a given context. All link texts should be self-explanatory.
- i. **Page audio: Voice over** should be only about the topic and important points; some special instructions etc. and not to read the whole text. However, whatever is spoken should be displayed in a collapsible window (as **Audio Text**). Provision for Audio playback/ repeat controls should be made so that learner can listen to the audio again if needed. By default Audio Text Box should be in closed form.
- j. If there are no audio systems with the user, he should be suggested to keep the **audio transcript button on** so that he can read the audio text.
- k. Lesson screen should start maximised: The lesson should be launched in **full-screen mode on the landing page of the E-LSS (leaving provisions for accommodating default bars, if any)**.
- l. Every lesson will have a welcome screen with name of the "e-lesson", lesson objectives, target group and Disclaimer clause. This page should be as light as possible
- m. Only one topic/concept/subject should be discussed on a screen.
- n. Sub-topic will be a Shareable Content Object (SCO). One SCO should address one learning objective. Each Learning Objective may have many learning objects (LO). SCORMing to be done preferably at sub-topic level.
- o. Percentage of the completion of the sub-topic (SCO) (reporting of progress) to be shown only when the user has reached the last screen of the sub-topic/module and not when the user has only attempted the 1st or any other page of the sub-

topic/module.

- p. Clicks *generally* should not exceed more than 4 to 5 in one screen except in exceptional situation wherever required **Key Points/Tips/Additional** information needs to be added.

8.5.2. Content formation:

- a. Proper chunking and sequencing should be adopted.
- b. Clear and simple language should be used for the text.
- c. Appropriate Graphics/animation suiting the content to be used.
- d. As far as possible photographs of individuals are to be avoided and animated photographs are to be used.
- e. Bubbles/tip up is to be provided for underlying instructions/guidelines.
- f. Each e-lesson should have various sections to address a particular concept.
 - Introduction to the topic.
 - Main discussion of the topic.
 - Quiz after each topic.
 - Self-assessment test after each topic/ lesson.
 - Glossary
 - FAQs/ Dos and Don'ts/ Key Learnings
 - Reading materials
 - Help
 - Others (e.g. Notes)
- g. Include **Notes feature** (with save, print, close options), where the user can take down important notes (Notepad).
- h. **Practice questions** need to be added in-between the screens. Feedback needs to be provided for correct and incorrect answers. One or two **quiz questions** should be after each Learning Object (every 6 or 7 screens) to create interest among the learners.
- i. Wherever more than one attempt is permitted **Number of attempts** permitted should be indicated as well as **Reset button** should also be provided (True/False needs no reset).
- j. **Assessments** need to be added at the end of the lesson.
- k. User should be provided with feedback as to the performance in the lesson assessments with answers.
- l. Appropriate **Encouraging words/gesture** to be used at the end of the lesson/*topic*.
- m. **Print** version of lesson material may be considered by the SME(BANK)s depending on the nature of the e-lesson: Print the onscreen text including all the content text (e.g. on-screen, tabbed screen content, bullets, etc. in text format only and **not the screenshot** or a copy of the **storyboard**).
- n. Glossary items and important words in the lesson content as identified by the SME need to be **italicised**.
- o. **Bubble help** for italicise words/abbreviations/acronyms/the terms required to be defined/glossary items etc. across the lesson should be provided.
- p. Glossary words should have a **reference** to the page of their first appearance.
- q. **Help screen** to show the complete screenshot. The detailed help information about the items should be grouped on the basis of its function and should be displayed



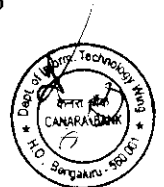
on mouse over. Like any popup box, Help screen should also have a close button (text + icon) at the bottom right hand corner of the help screen.

8.6. Guidelines for e-Capsule:

The guidelines shown above for standards of content development for e-Lesson may be followed for e-Capsules also, but the following additional guidelines must be strictly followed:

- 8.6.1. Voice over/Audio is not required for e-Capsule and hence it should not be added in the capsule.
- 8.6.2. Maximum duration of the capsule should be 15 minutes.
- 8.6.3. The e-Capsule must contain only a single module and the maximum number of screens must be restricted to 20 as far as possible.
- 8.6.4. Maximum size of the capsule should be 10 MB.
- 8.6.5. The capsule may contain Assessment as an integral part of it.

- 8.7. **Implementation** - The e-Learning Software System should ideally be in a state of readiness - like an off-the-shelf solution with all ingredients specified above ready for implementation and thus no-customization and a long duration for implementation. However, in the event the bank wants any customization in the future - the Bidder should possess a team to do so and the cost (man days) of such customization should be specified now. The solution should be available online on tab/mobile/PCs etc independent of browser/platform.
- 8.8. **Restricted Access** - Data download option should be enabled on the discretion of administrator. LDAP/AD verification for user access to be provided. User-wise/Time-wise content access restriction facility for the administrator.
- 8.9. **Training** - The training duration for the usage of the above tools should be very clearly specified and this one-time training should be imparted free of charge for as many individuals as the Bank specifies - In case of any Training requirements in the future - the cost of such training to be specified now. Bidder/consortium shall provide 30 days of training for 100 users at Bank's Bangalore or/and Gurgaon premises.
- 8.10. **Software & Hardware Requirements** - The system should be a hosted model. All details of software & hardware system requirements should be specifically mentioned with respect to each of the above - namely for Lecture Capture System, Screen-flow Capture System and Learning Management System including details of web-camera, handwriting tablets and other software required. The bank will provide the necessary software hardware specified.
- 8.11. **Internet Bandwidth Requirements** - All of the above should be in a position to use the existing 256 kbps bank network (the available bandwidth may be substantially lower) and shall not demand anything more than what the bank currently has at this point in time. The Bidder should be in a position to demonstrate his e-Learning Software System at short notice.
- 8.12. **Annual Maintenance Charges & Support** - The Bidder should clearly state the AMC & other support costs that would be levied from 'Day One' and commit himself in writing that he would not alter the same upwards under any circumstances and that all upgrades and releases in the future would be made available during the validity of the AMC period.
- 8.13. **License Cost** - 'Enterprise License' wherein unlimited usage of the above software exists, the cost of the same may be specified. All costs connected with the implementation, training, AMC and support charges, customization charges, etc., should be specified in a detailed manner. Anything not specified or disclosed now will not be entertained in the future under any circumstances.
- 8.14. **Other Requirements** - This RFP is not for a "Content Management System" nor just for a "Learning Management System" but truly for an Integrated Solution - comprising of a



complete e-Learning Software System (e-LSS) to generate content, manage training delivery & effectiveness and to measure results. Canara Bank should have absolute control of development of content and deployment of the same without any external interference.

- 8.15. The above e-Learning Software System (e-LSS) should not have any boundaries, such as number of Licenses nor should it have any limits to the number of users - it should be one of a perpetual licensing method with no strings attached and the Bidder to merely support the e-Learning Software System (e-LSS) by means of an annual maintenance charge which includes software upgrades in the future.
- 8.16. **Bidder Requirements** - Bidder should be able to demonstrate stringent quality certification. Bidder should provide custom off-the-shelf solution. Bidder should own IPR of the software solution and not to be Resellers.
- 8.17. Canara Bank reserves the right to select all the of the above three software systems namely Learning Management System, Content Development and Hosting Services, one Bidder or one from each Bidder.
- 8.18. **Project Completion and Management**
- 8.18.1. For smooth completion of project the Bidder should identify one or two of its representatives at Bengaluru as a single point of contact for the Bank.
- 8.18.2. Project implementation team should be conversant with local rules and conditions to resolve the issues, if any.

B. BID PROCESS

9. Clarification to RFP and Pre-Bid Queries:

- 9.1. The bidder should carefully examine and understand the specifications, terms and conditions of the RFP and may seek clarifications, if required. The bidders in all such cases should seek clarification in writing in the same serial order as that of the RFP by mentioning the relevant page number and clause number of the RFP as per format provided under Appendix-G.
- 9.2. All communications regarding points requiring clarifications and any doubts shall be given in writing to the Deputy General Manager, Canara Bank, DIT Wing, HO(Annex), 14 MG Road, Naveen Complex, Bengaluru-01 or an email can be sent to hoditapm@canarabank.com by the intending bidders before **03:00 PM on 17/07/2017 (Monday)**.
- 9.3. No queries will be entertained from the bidders after the above date and time.
- 9.4. The Bank will consolidate all the written queries and any further queries during the pre-bid meeting and the replies for the queries shall be made available in the Bank's website (www.canarabank.com) and no individual correspondence shall be made. The clarification of the Bank in response to the queries raised by the bidder/s, and any other clarification/amendments/corrigendum furnished thereof will become part and parcel of the RFP and it will be binding on the bidders.
- 9.5. No oral or individual consultation will be entertained.

10. Pre-Bid meeting:

- 10.1. A pre-bid meeting of the intending bidders will be held as scheduled below to clarify any point/doubt raised by them in respect of this RFP.

Date	Day	Time	Venue
18/07/2017	Tuesday	3.00PM	Canara Bank, Second Floor, Conference Hall, DIT Wing-HO (Annex), Naveen Complex, 14 M G Road, Bengaluru 560001.



No separate communication will be sent for this meeting. If the meeting date is declared as a holiday under NI Act by the Government subsequent to issuance of RFP, the next working day will be deemed to be the pre-bid meeting day. Authorized representatives of interested bidders shall be present during the scheduled time. In this connection, Bank will allow maximum of Two(2) representatives from each Bidder to participate in the pre-bid meeting.

- 10.2. Bank has the discretion to consider any other queries raised by the bidder's representative during the pre-bid meeting.
- 10.3. Bank will have liberty to invite its technical consultant or any outside agency, wherever necessary, to be present in the pre-bid meeting to reply to the technical queries of the Bidders in the meeting.
- 10.4. The Bank will consolidate all the written queries and any further queries during the pre-bid meeting and the replies for the queries shall be made available in the Bank's website (www.canarabank.com) and no individual correspondence shall be made. The clarification of the Bank in response to the queries raised by the bidder/s, and any other clarification/amendments/corrigendum furnished thereof will become part and parcel of the RFP and it will be binding on the bidders.
- 10.5. Non reply to any of the queries raised by the vendors during pre-bid Meeting shall not be considered as acceptance of the query/issue by the Bank.

11. Amendment to Bidding Document:

- 11.1. At any time prior to deadline for submission of Bids, the Bank, for any reason, whether, at its own initiative or in response to a clarification requested by prospective bidder, may modify the bidding document, by amendment.
- 11.2. Notification of amendments will be made available on the Bank's website only (i.e. www.canarabank.com) and will be binding on all bidders and no separate communication will be issued in this regard.
- 11.3. In order to allow prospective bidders reasonable time in which to take the amendment into account in preparing their bids, the Bank, at its discretion, may extend the deadline for a reasonable period as decided by the Bank for submission of Bids.

12. Bid System Offer

This is two bid system which has following 3 (Three) parts:

- 12.1. **Part A- Conformity to Eligibility Criteria:** Indicating their compliance to Eligibility Criteria. The format for submission of Conformity to Eligibility Criteria is as per Appendix-A.
- 12.2. **Part B-Technical Proposal:** Indicating the response to the Technical specification of Supply, Implementation and Support for e-Learning Software System, Content Development and Hosting Services in Canara Bank in Canara Bank. The format for submission of Technical Proposal is as per Appendix-B.
- 12.3. **Part C-Commercial Bid:** furnishing all relevant information as required as per Bill of Material as per Annexure-17. The format for submission of Commercial Bid is as per Appendix-C.

13. Preparation of Bids:

- 13.1. The Bid shall be typed or written in English language with font size of 12 in indelible ink and shall be signed by the Bidder or a person or persons duly authorized to bind the Bidder to the Contract. The person or persons signing the Bids shall affix signature in all pages of the Bids, except for un-amended printed literature.



- 13.1.1. The three parts as stated above, should be placed in three separate envelopes superscribed with 'Conformity to Eligibility Criteria', 'Technical Proposal' and 'Commercial Bid' respectively and properly closed and sealed. Thereafter, all the three envelopes shall be placed inside another envelope and properly closed and sealed. The final envelope should be superscribed as "Offer for Supply, Implementation and Support for e-Learning Software System, Content Development and Hosting Services in Canara Bank in response to RFP 06/2017-18 dated 07/07/2017" (includes separately sealed 'Conformity to Eligibility Criteria', 'Technical Proposal' and 'Commercial Bid') on the top of the envelope. All the envelopes shall bear the name and complete postal address of the bidder as well as the addressee, namely the Deputy General Manager, Canara Bank, AP&M Group, DIT Wing, First Floor, Naveen Complex, 14 M G Road, Bengaluru - 560001.
- 13.1.2. All the pages of Bid including Brochures 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 paginated with Name, Seal and Signature of the Authorized Signatory. Bids with erasing / overwriting / cutting without authentication may be liable for rejection. Authorization letter for signing the Bid documents duly signed by Company's Authorized signatory should be submitted.
- 13.1.3. All the envelopes shall bear the name and complete postal address of the Bidder and authority to whom the Bid is submitted.

13.2. Part A-Conformity to Eligibility Criteria:

- 13.2.1. Before submitting the bid, the bidders should ensure that they confirm to the eligibility criteria as stated in **Annexure-3** of RFP. Only after satisfying themselves of the eligibility, the Offer should be submitted.
- 13.2.2. The Conformity to Eligibility Criteria as per **Annexure-3** among others must contain Demand Draft towards the Application Money as per the **Clause 15**, Signed Pre Contract Integrity Pact as per **Appendix-H** and EMD/ Bank Guarantee in lieu of EMD as per **Appendix-D** of this document. The Conformity to Eligibility Criteria should be complete in all respects and contain all information sought for, as per **Appendix-A**.
- 13.2.3. The Placement of Application Money, EMD and Integrity Pact in other than **Part A-Conformity to Eligibility Criteria** will make the bid liable for rejection.
- 13.2.4. After ensuring the above, it shall be placed inside a separate Envelope and sealed and superscribed on the top of the cover as "PART A-Conformity to Eligibility Criteria for RFP 06/2017-18 dated 07/07/2017 for Supply, Implementation and Support for e-Learning Software System, Content Development and Hosting Services in Canara Bank".

13.3. Part B-Technical Proposal:

- 13.3.1. Technical Proposal should be submitted as per the format in **Appendix-B**. Relevant technical details and documentation should be provided along with Technical Proposal.
- 13.3.2. It is mandatory to provide the technical details of the Solution required by the bank in the exact format of **Annexure-10** of this tender.
- 13.3.3. 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.
- 13.3.4. If any part of the technical specification offered by the bidder is different from the specifications sought in our RFP, the bidder has to substantiate the same in



detail the reason for their quoting a different specification than what is sought for, like higher version or non availability of the specifications quoted by us, invariably to process the technical offer.

- 13.3.5. The Bank shall not allow / permit changes in the technical specifications once it is submitted.
- 13.3.6. The relevant product information, brand, and model number offered, printed product brochure, technical specification sheets etc. should be submitted along with the Offer. Failure to submit this information along with the offer may result in disqualification.
- 13.3.7. The Technical Proposal should be complete in all respects and contain all information sought for, as per **Appendix-B. Masked Bill of Material must be attached in Technical Offer and should not contain any price information.** The Part B-Technical Proposal should be complete and should cover all products and services. Technical Proposal without masked Bill of Materials will be liable for rejection.
- 13.3.8. Masked Bill of Material which is not as per below instruction will make Bid liable for rejection:
- 13.3.8.1. Should be replica of Bill of Material except that it should not contain any price information (with Prices masked).
- 13.3.8.2. It should not provide any price information like, unit price, tax percentage, tax amount, AMC/ATS charges, Implementation Charges etc.
- 13.3.9. After ensuring the above, it shall be placed inside a separate Envelope and sealed and superscribed on the top of the cover as **"PART B-Technical Proposal for RFP 06/2017-18 dated 07/07/2017 for Supply, Implementation and Support for e-Learning Software System, Content Development and Hosting Services in Canara Bank"**.

13.4. Part C-Commercial Bid:

- 13.4.1. Commercial Bid should be submitted as per the instruction in **Appendix-C.**
- 13.4.2. Commercial Bid shall be submitted as per Bill of Material and other terms and conditions of RFP on prices. Bill of Material should give all relevant price information as per **Annexure-17.** Any deviations from the Bill of Material / non submission of prices as per the format shall make the bid liable for rejection.
- 13.4.3. Under no circumstances the Bill of Material should be kept in Part-A (i.e. Conformity to Eligibility Criteria) or Part B (i.e. Technical Proposal) Covers. **The placement of Bill of Material in Part A (i.e. Conformity to Eligibility Criteria) or Part B (i.e. Technical Proposal) covers will make bid liable for rejection.**
- 13.4.4. The Bill of Material must be attached in Technical Proposal as well as Commercial Bid. The format will be identical for both Technical Proposal and Commercial Bid, **except that the Technical Proposal should not contain any price information (with Prices masked).** Any change in the Bill of Material format may render the bid liable for rejection.
- 13.4.5. 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.
- 13.4.6. Any change in the Bill of Material format may render the bid liable for rejection. The Commercial Bids that are incomplete or conditional are liable to be rejected.



13.4.7. The Bidder should indicate the individual taxes, and its applicable rate along with the estimated tax amounts to be paid by the Bank.

13.4.8. After ensuring the above, it shall be placed inside a separate Envelope and sealed and superscribed on the top of the cover as "PART C-Commercial Bid for RFP 06/2017-18 dated 07/07/2017 for Supply, Implementation and Support for e-Learning Software System, Content Development and Hosting Services in Canara Bank.

14. Application Money:

14.1. This document can be downloaded from Bank's website <http://canarabank.com/english/announcements/tenders>. In that event, the bidders should pay the Application Fee of Rs. 11,800/-(inclusive of GST)(non-refundable) for tender document by means of DD drawn on any scheduled Commercial Bank in favour of Canara Bank, payable at Bengaluru and submit the same along with Part A-Conformity to Eligibility Criteria.

14.2. Submission of the Application Money in other than "Part-A-Conformity to the Eligibility Criteria" is liable to be rejected on grounds of non-payment of the Application Money.

14.3. The Bidder shall bear all costs associated with the preparation and submission of the Bid and Bank will not be responsible for the costs, regardless of the conduct or outcome of the bidding process. The Bank is not liable for any cost incurred by the Bidder in replying to this RFP. It is also clarified that no binding relationship will exist between any of the respondents and the Bank until the execution of the contract.

15. Earnest Money Deposit (EMD)/Bank Guarantee In Lieu Of EMD:

15.1. 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 Commercial Bank In India in favour of Canara Bank, payable at Bengaluru and should be kept along with the Part-A-Conformity to Eligibility Criteria.

15.2. In Case the EMD is submitted in the form of Bank Guarantee the same should be valid for the minimum period of 6 months with additional claim period of 3 months from the last date for submission of offer. Bank at its discretion can demand for extension for the validity of EMD. The format for submission of EMD in the form of Bank Guarantee is as per Appendix-D.

15.3. Submission of EMD in other than Part A-Conformity to Eligibility Criteria Envelope is liable to be rejected on grounds of non submission of EMD.

15.4. The EMD of the Bidders not qualified under Technical Proposal will be returned within 15 days after opening the Commercial Bid of the Technically Qualified Bidders. The EMD of Technically Qualified bidders will be returned upon the selected bidder accepting the order and furnishing the Performance Bank Guarantee.

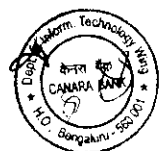
15.5. The EMD may be forfeited/ Bank Guarantee may be invoked:

15.5.1. If the bidder withdraws or amends the bid during the period of bid validity specified in this document.

15.5.2. 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.

16. Make and Models:

It is mandatory to provide make & model of all the items and their subcomponents as has been sought in the technical specification. The Offer may not be evaluated and / or will be liable for rejection in case of non-submission or partial submission of make, model of the items offered.



Please note that substituting required information by just brand name is not enough. Bidder should not quote hardware which is already End of Sale. Bidder also should not quote hardware which are impending End of Sale in 2 years from the Date of Submission of Bid.

17. Software Version:

The bidder should ensure usage of latest licensed software with proper update/patches and their subcomponents as has been sought in the technical/functional requirements. The Offer may not be evaluated and / or will be liable for rejection in case of non-submission or partial submission of Software Version of the items offered. Please note that substituting required information by just software name is not enough. Bidder should not quote Software which is already End of Sale. Bidder also should not quote Software which are impending End of Sale in 2 years from the date of Submission of Bid.

18. Documentation:

Technical information in the form of Brochures / Manuals / CD etc. of the most current and updated version available in English must be submitted in support of the Technical Offer made without any additional charges to the bank. The Bank is at liberty to reproduce all the documents and printed materials furnished by the Bidder in relation to the RFP for its own use.

19. Costs & Currency:

The Offer must be made in Indian Rupees only as per Bill of Material (Annexure-17).

20. Erasures or Alterations:

The Offers containing erasures or alterations or overwriting may 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.

21. Assumptions/Presumptions/Modifications:

The Bank would like to expressly state that any assumption, presumptions, modifications, terms, conditions, deviation etc., which the bidder includes in any part of the Bidder's response to this RFP, will not be taken into account either for the purpose of evaluation or at a later stage, unless such assumptions, presumptions, modifications, terms, conditions deviations etc., have been accepted by the Bank and communicated to the bidder in writing. The bidder at a later date cannot make any plea of having specified any assumption, terms, conditions, deviation etc in the bidder's response to this RFP document. No offer can be modified or withdrawn by a bidder after submission of Bid/s.

22. Submission of Bids:

- 22.1. The Name and address of the Bidder, RFP No. and Due Date of the RFP are to be specifically mentioned on the Top of the envelope containing Bid.
- 22.2. The bid/s properly superscribed in the manner prescribed in earlier clauses of this RFP should be deposited in the **Tender Box** at the Place, Venue, Date and Time mentioned below:

Last Date of submission of Bid	Day	Time	Venue
28/07/2017	Friday	Up to 3.00 PM	Canara Bank, First Floor, DIT Wing-HO (Annex), Naveen Complex, 14 M G Road, Bengaluru 560001.



- 22.3. If the last day of submission of bids is declared as 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.
- 22.4. Bids sent through post/courier will not be accepted/evaluated. Bids should be deposited in the Tender Box.
- 22.5. If the envelopes, including the outer envelope is not sealed and marked in the prescribed manner, the Bank will assume no responsibility for the bid's misplacement or premature opening.
- 22.6. The following officials will facilitate in bid related queries and make arrangements for deposit of bid documents.

First Official	Alternate Official
Mr. S Siva Senior Manager Canara Bank APM Group, DIT Wing, First Floor, Naveen Complex, 14 M G Road, Bengaluru - 560 001. Tel - 080 25590070	Mr. K S Satyanarayana Assistant General Manager Canara Bank APM Group, DIT Wing Naveen Complex, 14 M G Road, Bengaluru - 560 001. Tel - 080 25590832

- 22.7. In case bid documents are too bulky to be placed inside the tender box, arrangements will be made by the above mentioned officials to receive the tender. However, bidder should reach the venue before the date and time stipulated as per above clause 23.2.

23. Bid Opening:

- 23.1. The Part A-Conformity to Eligibility Criteria shall be opened in the presence of the Bidder's representative/s who may choose to attend the bid opening as per following schedule.

Date	Day	Time	Venue
28/07/2017	Friday	3.30PM	Canara Bank, Second Floor, Conference Hall, DIT Wing-HO (Annex), Naveen Complex, 14 M G Road, Bengaluru 560001.

Bidder's representative may be present in the place and venue well in time along with an authorization letter in hand for each bid opening under this RFP, as per the format (Annexure-6) enclosed.

Note: Authorisation letter should be carried in person and shall not be placed inside in any of the bid covers.

- 23.2. Attendance of all the representatives of the bidders who are present at bid opening will be taken in a register against Name, Name of the Company and with full signature.
- 23.3. The Bidders may note that no further notice will be given in this regard. Further, in case the bank does not function on the aforesaid date due to unforeseen circumstances or declared as holiday then the bid will be accepted up to 3.00 PM on the next working day and bids will be opened at 3:30 PM at the same venue on the same day.
- 23.4. The following details will be announced at the time of bid opening.
- 23.4.1. Name of the Bidders.
- 23.4.2. Presence or absence of cost of the Bidding document and Bid security.
- 23.4.3. Such other details as the Bank at its discretion may consider appropriate.

