

REQUEST FOR PROPOSAL

FOR

“SELECTION OF VENDOR FOR SUPPLY, IMPLEMENTATION AND SUPPORT FOR E-LEARNING MANAGEMENT SYSTEM THROUGH E-PROCUREMENT”

Issued by: Canara Bank,
AP&M Group, 1st Floor,
DIT Wing, Naveen Complex,
14, MG Road, Bengaluru -560001
Phone No - 080-25590070,25584873
Email Id - hoditapm@canarabank.com



BID SCHEDULE

Description	Details
RFP No. and Date	RFP 30/2017-18 dated 29/01/2018
Department Name	Department of Information Technology
Brief Description of the RFP	Supply, Implementation and Support for e-Learning Management System in Canara Bank through E-Procurement.
Bank's Address for Communication	Deputy General Manager Canara Bank, AP&M Group, 1st Floor, DIT Wing, Naveen Complex, 14 MG Road, Bengaluru -560 001 Senior Manager, Asset Procurement & Management Group Tel - 080-25590070,25584873 Fax- 080-25596539 Email: hoditapm@canarabank.com
Date of Issue	29/01/2018, Monday
Tender Fee (Non-refundable)	Mode of Submission: Offline Rs. 11,800/- (including 18% GST)
Earnest Money Deposit (Refundable)	Mode of Submission: Offline Rs. 3,00,000/-
Last Date and Time for Submission of Bids in Online Mode	19/02/2018, Monday upto 5.00pm (Physical Submission of Bids will not be accepted)
Documents to be submitted physically by Bidder	<ul style="list-style-type: none"> □ Tender Fee (DD) □ DD/Bank Guarantee for EMD □ Pre Contract Integrity Pact (duly signed) □ Acknowledgement issued by e-tendering system
Last Date and Time for Submission of Physical Documents	20/02/2018, Tuesday upto 3.00pm
Date, Time & Venue for opening of Part A- Conformity to Eligibility Criteria. (Online)	20/02/2018, Tuesday at 3.30pm Venue: Canara Bank, Second Floor, Conference Hall, DIT Wing-HO (Annex), Naveen Complex, 14 M G Road, Bengaluru 560001.
Pre-Bid Meeting	<ul style="list-style-type: none"> ○ Pre-bid meeting will be held on 06/02/2018, Tuesday at 3.00pm <u>Venue:</u> Canara Bank, Second Floor, Conference Hall, DIT Wing-HO (Annex), Naveen Complex, 14 M G Road, Bengaluru 560001. ○ Pre bid queries should be submitted as per Appendix-E. ○ Pre-bid Queries to E-mail hoditapm@canarabank.com must reach us on or before 05/02/2018, Monday at 3.00pm. Subject of the email should be given as "Pre Bid Queries for RFP 30/2017-18 dated 29/01/2018". ○ No suggestions or queries shall be entertained after pre-bid meeting.
Other Details	<ol style="list-style-type: none"> 1. The bidder must fulfil the Pre-Qualification criteria to participate in the bid. 2. Changes made based on the suggestions, queries and clarifications as per pre-bid meeting shall be deemed to be part of the RFP document and shall be uploaded on the Bank's corporate website http://canarabank.com/english/announcements/tenders.

<p>Online Bid Submission Details</p>	<p>This Tender will follow e-Tendering process [e-bids] and the same will be conducted by Bank's authorized e-Tendering Service Provider M/s e-Procurement Technologies Limited through Website https://canarabank.abcprocure.com</p> <p>Following activities will be conducted online through above website:</p> <ol style="list-style-type: none"> Submission of Bid for Part A-Conformity to Eligibility Criteria, Part B-Technical Proposal & Part C- Commercial Bid by the Vendor Opening of Conformity to Eligibility Criteria, Technical Bid & Commercial Bid by the Bank Clarification, if any, sought by the Bank. On-line evaluation by the Bank. Online Reverse Auction <p>Representatives of Vendors will be given training for e-Tendering by the Bank's Service Provider, M/s e-Procurement Technologies Limited (abc Procure).</p>
<p>Documents to be uploaded online</p>	<p>As part of online bid submission the documents to be uploaded are as follows:</p> <ol style="list-style-type: none"> Part A- Conformity to Eligibility Criteria as per Appendix-A Part B- Technical Proposal as per Appendix-B Supporting Documents Any other information sought by the Bank with relevant to this RFP.
<p>This document can be downloaded from following website http://canarabank.com/english/announcements/tenders, http://tenders.gov.in & https://canarabank.abcprocure.com. In that event, the bidders should pay the Tender Fee for tender document by means of DD drawn on any Scheduled Commercial Bank for the above mentioned amount in favour of Canara Bank, payable at Bengaluru and submit the same as mentioned above.</p> <p>Any Amendments, Modifications, Pre Bid Replies, Clarifications & any communication etc. will be uploaded in the Bank's website (i.e. http://canarabank.com/english/announcements/tenders) and portal website (i.e. https://canarabank.abcprocure.com). No individual communication will be sent to the individual bidders.</p> <p>This e-Tendering Process will be ported from https://canarabank.abcprocure.com.</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. 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>) & portal website (<https://canarabank.abcprocure.com>) and it will become part and parcel of RFP.

The information provided by the bidders in response to this RFP Document will become the property of the Bank and will not be returned. This RFP document prepared by Canara Bank should not be reused or copied or used either partially or fully in any form.

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.

No person of the Bank or the Contractors, vendors and third parties shall violate the Social Media Policy of the Bank. Non-adherence to the standards/guidelines in relation to Social Media Policy issued by the Bank from time to time and Any omission or commission which exposes the Bank to actual or potential monetary loss or otherwise, reputation loss on account of non-adherence of Social Media related systems and procedures on the part of personnel of the Bank or Contractors, Vendors and third parties shall be construed as violation of Social Media Policy.



Abbreviations used in this Document:

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

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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 nationalised 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 6200 Branches, 118 Regional Offices and 21 Circle 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 Management System 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 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' / 'L1 bidder' means the Bidder who is found to be the successful bidder after conclusion of the bidding process using a Quality and cost based selection, subject to compliance to all the Terms and Conditions of the RFP, etc.
- 2.7. 'e-Tender' means process of tendering in electronic/online mode (Interalia the term 'E-Procurement' is also used).

3. About RFP:

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

4. Objective:

The Bank proposes to procure e-Learning Management System through this RFP. Bank also intends to select a vendor through separate RFP for designing and developing of e-Learning Lessons, e-Capsules/m-learning, animated videos, and live videos which have to be developed in HTML5, or MP4 formats respectively based on the contents provided by the Bank for hosting on the e-Learning portal proposed. The Lessons, capsules, videos 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 and Hosting Services in Canara Bank shall hereinafter be referred as "Solution".
- 5.2. Interested Bidders, who can Supply, Implement, and Maintain the Solution and meeting the Eligibility Criteria as per Annexure-2 may respond.

6. Participation Methodology:

- 6.1. In a tender either the Partner/Distributor/System Integrator on behalf of the OSM or OSM 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 OSM, the same Partner/Distributor/Network Integrator shall not submit a bid on behalf of another OSM in the same tender for the same item/product.
- 6.3. If any product of Original Software Manufacturer (OSM) is being quoted in the tender, the OSM cannot bid for any other OSM's product in the same tender.
- 6.4. 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 OSM 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 and any new product releases at the Bank's premises. To this effect Bidder should provide a dealer/distributor certificate as per Annexure-10.

7. Requirement Details

- 7.1. Bank invites online offers ('Conformity to Eligibility Criteria', 'Technical Proposal' and 'Commercial Bid (Indicative)') for Supply, Implementation and Support for e-Learning Management System in Canara Bank as per the Terms & Conditions, Technical Specifications and Scope of Work described elsewhere in this document. The brief description of Proposed Solution is furnished in following table:

Sl. No.	Item Details	Description
a.	e-Learning Software Systems (LMS) as per Annexure-7	One year Warranty and 5 years ATS

- 7.2. Detailed functional requirement for e-Learning Management Systems (LMS) is furnished in Annexure-7.

8. Scope of Work

- 8.1. **e-Learning Management System (LMS):** The Bidder should be in a position to provide a complete e-Learning Application software - LMS. The proposed Application should support minimum 5000 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 LMS 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.

- 8.1.2. The LMS 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.
- 8.1.3. The LMS should have facility to send customized SMS/ email alerts to the users as per requirements. The administrator of LMS should have facility for fixing course/lesson wise time frames for completion.
- 8.1.4. The LMS 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.
- 8.1.5. Apart from the above the LMS 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 LMS should have access through intranet and internet.
- 8.1.6. The LMS should also effectively handle any 3rd party courseware, which may or may not be SCORM compliant. The LMS should support secure access of the content through HRMS / SAS.
- 8.1.7. The System should facilitate Posting content, assigning a time frame, then conducting online test (objective test), evaluating, and score analysis (dashboard).
- 8.1.8. The LMS should have the mobile version of the application and should be made accessible on Mobile phones, tablets and palm top devices.
- 8.1.9. The LMS to be customized to host all SCORM compatible digital assets.
- 8.1.10. The vendor has to host and manage the contents which are in the form of e-lessons, capsules / nuggets which will be provided by the Bank.
- 8.1.11. The solution should provide the following additional features for collaboration :
 - 8.1.11.1. **Announcements:** Post current, time-critical information.
 - 8.1.11.2. **News:** Display custom news content from dynamic online sources
 - 8.1.11.3. **Calendar:** Maintain deadlines, activities and related events
 - 8.1.11.4. **Discussion Forum :** Create, moderate and manage discussion topics and groups within a course and send private messages
 - 8.1.11.5. **Chat:** Engage in real-time conversations with site participants.
 - 8.1.11.6. **Online meeting:** Provide video conferencing, movie casting, instant messaging, shared whiteboard, shared desktop.
 - 8.1.11.7. **Links:** Provision for direct access/link to various internet and intranet sites.
 - 8.1.11.8. **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 facility to upload the questions by the Bank and it should have the facility for randomization of Questions based on the requirement of

the Bank.

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

8.1.12. The bidder should offer the cloud managed services in the Bank's name. Hence, the ownership of the cloud and the data lies with the Bank. The cloud model should be SaaS. The recurring cost towards cloud usage and cost towards managed services if any shall be borne by the Bank.

8.2. Integration & interfaces:

8.2.1. The selected bidder has to work with Bank's Digital Library/Intranet/Mobile App portal of the bank for integration.

8.2.2. The selected bidder has to work with different application vendor in order to integrate new solution to the existing workload or new workloads during contract period.

8.3. 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. Should be integrated to existing mobile application.

8.4. 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.

8.5. Training:

8.5.1. The bidder has to provide training for the proposed solution from OEM directly at their training centre in Bangalore.

8.5.2. Bidder has to provide training to the admin users of the Bank.

8.5.3. Duration should not be less than 5 days.

8.5.4. Bidder has to arrange the onsite-classroom training with workstations and required necessary amenities to facilitate the training.

8.5.5. Trainer should be well experienced and must have industry certification.

8.5.6. Location of the training must be in Bangalore only.

8.5.7. After successful completion of training, participants must be eligible to participate for the respective certifications exam, if any.

8.5.8. Bidder should provide the training material and hand-on during the training.

8.6. Software & Hardware Requirements: The system should be a cloud 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. Bidder need to set up cloud architecture along with a managed service. Cloud storage and data ownership should be in the name of the Bank.

- 8.7. **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.
- 8.8. **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.
- 8.9. **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.
- 8.10. **Other Requirements:** This RFP is for an Integrated Solution - comprising of a complete e-Learning Management System (LMS) 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.
- 8.11. The above e-Learning Management System (LMS) 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 Management System (LMS) by means of an annual maintenance charge which includes software upgrades in the future.
- 8.12. **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.
- 8.13. **Project Completion and Management:**
- 8.13.1. 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.
- 8.13.2. 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-E.**
- 9.2. All communications regarding points requiring clarifications and any doubts regarding RFP 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 latest by date and time given as per Bid Schedule.

- 9.3. No queries will be entertained from the bidders after the above date and time.
- 9.4. 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 on the date & time and at the venue specified in the Bid Schedule to clarify any point/doubt raised by them in respect of this RFP. No separate communication will be sent for this meeting.
- 10.2. 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.
- 10.3. Bank has the discretion to consider any other queries raised by the bidder's representative during the pre-bid meeting.
- 10.4. 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.
- 10.5. 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 (<http://canarabank.com/english/announcements/tenders>) 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.
- 10.6. 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 (<http://canarabank.com/english/announcements/tenders>) & portal website (<https://canarabank.abcprocure.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 Instructions 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 Management Solution in Canara Bank. The instructions for submission of Technical Proposal is as per Appendix-B.
- 12.3. **Part C-Commercial Bid (Indicative):** Furnishing all relevant information as required as per Bill of Material as per Annexure-11.
- 12.4. Online Reverse Auction shall be conducted by the Bank to those bidders who qualify in the technical evaluation to determine L1, L2 Bidders.

13. Submission of Bids Through E-Tendering Portal:

13.1. **E-Tendering:** This Tender will follow E-Tendering process [e-bids] which will be conducted by Banks' authorized E-Tendering Vendor M/s. e-Procurement Technologies Ltd. [abcProcure] through their Website as per details given below:

- 13.1.1. Submission of Conformity to Eligibility Criteria, Technical Bid & Commercial Bid by the Bidder
- 13.1.2. Opening of Conformity to Eligibility Criteria, Technical Bid & Commercial Bid by the Bank
- 13.1.3. Clarification, if any, sought by the Bank.
- 13.1.4. On-line evaluation by the Bank.
- 13.1.5. On-line Reverse Auction

Representative of Bidders will be given training for e-Tendering portal access by M/s. e-Procurement Technologies Ltd [abcProcure].

The response to the present tender will be submitted by way of three stage bidding process "Conformity to Eligibility Criteria, Technical bid & Commercial bid". Bidders need to submit all three bids through online mode at Bank's e-Tendering portal <https://canarabank.abcprocure.com>. Physical submission of Bids will not be accepted.

13.2. Rules for Web Portal Access:

- 13.2.1. Bidder should be in possession of Class II or Class III Digital Certificate in the name of company/bidder with capability of signing and encryption for participating in the e-tender. Bidders may use Digital Certificates issued in the name of individuals upon submission of authorization certificate from the company for the same to the e-tendering service provider and prior approval from Bank officials. Bidders are advised to verify their digital certificates with the service provider at least two days before due date of submission and confirm back to Bank.
- 13.2.2. E-Tendering will be conducted on a specific web portal as detailed in Bid Schedule of this RFP meant for this purpose with the help of the Service Provider identified by the Bank as detailed in clause (14.1) of this RFP.
- 13.2.3. Bidders will participate in E-Tendering event from their own office/place of their choice. Internet connectivity/browser settings and other paraphernalia requirements shall have to be ensured by Bidder themselves.
- 13.2.4. In the event of failure of their internet connectivity (due to any reason whatsoever it may be) either the service provider or Bank is not responsible.

- 13.2.5. In order to ward-off such contingent situation, Bidders are advised to make all the necessary arrangements/alternatives such as back-up power supply, connectivity whatever required so that they are able to circumvent such situation and still be able to participate in the E-Tendering Auction successfully.
- 13.2.6. However, the Bidders are requested to not to wait till the last moment to quote their bids to avoid any such complex situations.
- 13.2.7. Failure of power at the premises of bidders during the E-Tendering cannot be the cause for not participating in the E-Tendering.
- 13.2.8. On account of this, the time for the E-Tendering cannot be extended and Bank is not responsible for such eventualities.
- 13.2.9. Bank and/or Service Provider will not have any liability to Bidders for any interruption or delay in access to site of E-Tendering irrespective of the cause.
- 13.2.10. Bank's e-tendering website will not allow any bids to be submitted after the deadline for submission of bids. In the event of the specified date and time for the submission of bids, being declared a holiday for the bank, e-tendering website will receive the bids upto the appointed time on the next working day. Extension / advancement of submission date and time will be at the sole discretion of the Bank.
- 13.2.11. However, during the submission of bid, if any bidder faces technical issues and was unable to submit the bid, in such case the Bank reserves its right to grant extension for bid submission by verifying the merits of the case and after checking necessary details from Service Provider.

13.3. Information for Online Participation

13.3.1. Bidders who wish to participate in online tenders will have to register with the website (<https://canarabank.abcprocure.com>) through the "New user Registration" link provided on the home page. Bidder will create login id & password on their own in registration process.

13.3.2. FACILITIES PROVIDED TO REGISTERED BIDDERS/ VENDORS BY THE SERVICE PROVIDER M/S e-Procurement Technologies Ltd:

The following facilities shall be provided to the registered bidders/vendors for participating in the e-tendering process.

- 13.3.2.1. Digital Signature Certificate issued by approved certifying authority.
- 13.3.2.2. Hardware token to store the Digital Signature.
- 13.3.2.3. Training to the Vendor/Contractor for participating in the bids through e-tendering Website.
- 13.3.2.4. 24x7, 365 days call center support/ email/ phone/ fax/ chat / mobile etc. in all possible medium.
- 13.3.2.5. Registration with the e-tendering website.
- 13.3.2.6. Bidders/Vendors/Contractors shall be permitted to participate in any other e-tender on the service provider's website for any other organization to whom the services are being provided.
- 13.3.2.7. User Manual/ Training Kit to the Vendor/ Contractor.

13.3.2.8. Any no. of users of Vendor/ Contractor organization can take training on the e-tendering system.

13.3.3. Bidders who wish to participate in this tender need to procure Digital Signature Certificate as per Information Technology Act-2000 using that they can digitally sign their electronic bids. Bidders can procure the same from any or the CCA approved certifying agencies, or they may contact e-Procurement Technologies Ltd. at below mentioned address and they will assist them in procuring the same. Bidders who already have a valid Digital Signature Certificate need not procure the same. In case bidders need any clarification regarding online participation, they can contact,

e-Procurement Technologies Ltd. (abc Procure)

Corporate Office:

B-705 Wall Street-2, Opp-Orient Club,

Nr. Gujarat College, Ellis Bridge, Ahmedabad.

Tel: +91-079-40016802 - 882

Fax: +91-079-40016816/876

Cell: +91-9374519754, +91-9377988119

Email: support@abcprocure.com

Website: <http://www.abcprocure.com>

13.3.4. Bidders who wish to participate in e-Tender need to fill data in predefined forms of RFP, Technical, Price bid available in respective tender only.

13.3.5. Bidder should upload all the copies of relevant documents without fail in support of their bid and as per the instructions given in tender documents.

13.3.6. After filling data in predefined forms bidders need to click on final submission link to submit their encrypted bid.

13.4. Bidders satisfying the RFP Clauses, Specific terms and conditions and General terms and conditions specified in this RFP and ready to provide the said e-Learning Solution in conformity with Technical Specifications and models stipulated in Annexure-7, may submit their bid through Bank's e-tendering service provider website <https://canarabank.abcprocure.com> on or before the timeline stipulated in Bid Schedule. Refer clause (14.3.3) for E-Tendering Service pre requisite for bid submission. Bids submitted by any other means other than bid submission in e-tendering website will not be accepted by the Bank.

13.5. Submission of Documents:

In addition to uploading the documents in the e-tendering portal, Bidder should also submit the following in a sealed cover to the address notified in the Bid Schedule on or before the due date mentioned in Bid Schedule.

13.5.1. Demand Draft towards cost of Application Money.

13.5.2. Demand Draft/Bank Guarantee in lieu of EMD towards EMD.

13.5.3. Pre-Contract Integrity Pact as per Appendix-F.

13.5.4. Acknowledgement issued by e-tendering system for having received the bid through e-tendering system.

In case the above documents are not submitted on or before the due date mentioned in Bid Schedule, the bid will be rejected even if the copies of documents are uploaded in the Bank's e-tendering service provider website.

13.6. Part A- Conformity to Eligibility Criteria:

- 13.6.1. Before submitting the bid, the bidders should ensure that they confirm to the eligibility criteria as stated in **Annexure-2** of this RFP. Only after satisfying themselves of the eligibility, the Offer should be submitted.
- 13.6.2. The Conformity to Eligibility Criteria as per **Annexure-2** among others must contain Demand Draft towards the Tender Fee as per the **Clause 15**, Pre Contract Signed Integrity Pact as per **Appendix-F** and EMD/ Bank Guarantee in lieu of EMD as per **Appendix-C** of this document.
- 13.6.3. The Conformity to Eligibility Criteria should be complete in all respects and contain all information sought for, as per **Appendix-A**.
- 13.6.4. After ensuring the above, it shall be submitted in the Bank's e-tendering service provider website.

13.7. Part B-Technical Proposal:

- 13.7.1. Technical Proposal should be submitted as per the format in **Appendix-B**. Relevant technical details and documentation should be provided along with Technical Proposal.
- 13.7.2. It is mandatory to provide the technical details of the Solution required by the bank in the exact format of **Annexure-7** of this tender.
- 13.7.3. 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.
- 13.7.4. 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.
- 13.7.5. The Bank shall not allow / permit changes in the technical specifications once it is submitted.
- 13.7.6. 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.
- 13.7.7. The Technical Proposal should be complete in all respects and contain all information sought for, as per **Appendix-B**. The Part B-Technical Proposal should be complete and should cover all products and services.
- 13.7.8. After ensuring the above, it shall be submitted in the Bank's e-tendering service provider website.

13.8. Part C-Commercial Bid (Indicative):

- 13.8.1. Bill of Material shall be submitted as per **Annexure-11** and other terms and conditions of RFP on prices. The Bill of Material should give all relevant price information as per **Annexure-11**. Any deviations from the Bill of Material / non submission of prices as per the format shall make the bid liable for rejection.

- 13.8.2. 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.
- 13.8.3. 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.
- 13.8.4. Bids quoting unrealistic prices in the Commercial Bid (Indicative) for any of the solution will be rejected at the discretion of the bank.
- 13.8.5. The Bidder should indicate the individual taxes, and its applicable rate along with the estimated tax amounts to be paid by the Bank.
- 13.8.6. After ensuring the above, it shall be placed submitted in the Bank's e-tendering service provider website.

13.9. The following officials will facilitate in bid related queries.

First Official	Alternate Official
Mr. R S Vinaya Kumar Senior Manager Canara Bank AP&M 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 AP&M Group, DIT Wing Naveen Complex, 14 M G Road, Bengaluru - 560 001. Tel - 080 25590832

14. Tender Fee:

- 14.1. This document can be downloaded from following websites <http://canarabank.com/english/announcements/tenders>, <http://tenders.gov.in> & <https://canarabank.abcpurchase.com>. In that event, the bidders should pay the Tender Fee as specified in Bid Schedule 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 as per clause (14.5).
- 14.2. Submission of the Tender Fee after the due date mentioned in Bid Schedule is liable to be rejected on grounds of non-payment of the Tender Fee, even if the same is uploaded in the Bank's e-tendering service provider website.
- 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) as specified in Bid Schedule by way of Demand Draft drawn on any Scheduled Commercial Bank In India in favour of Canara Bank, payable at Bengaluru and should submit the same as per clause (14.5).
- 15.2. In Case the EMD is submitted in the form of Bank Guarantee from any of the Scheduled Commercial Banks (other than Canara Bank), 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. The format for submission of EMD in the form of Bank Guarantee is as per **Appendix-C**.

- 15.3. Submission of EMD after the due date mentioned in Bid Schedule is liable to be rejected on grounds of non submission of EMD, even if copy of the same is uploaded in the Bank's e-tendering service provider website.
- 15.4. The EMD of the Bidders not qualified under evaluation of Part A-Conformity to Eligibility Criteria will be returned within 15 days after opening the Part B-Technical Proposals. 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/ conducting Reverse Auction. The EMD of Technically Qualified bidders will be returned upon the selected bidder/s accepting the order/Letter of Intent(LOI) and furnishing the Performance Bank Guarantee and signing the Rate Contract agreement.
- 15.5. The EMD may be forfeited/ Bank Guarantee may be invoked:
- 15.5.1. If the bidder/s withdraws or amends the bid during the period of bid validity specified in this document.
- 15.5.2. If the bidder/s fails to participate/quote the price in Online Reverse Auction or fails to login in Reverse auction process.
- 15.5.3. If the selected bidder fails to accept the purchase order / Letter of Intent (LOI) within 7 days or fails to sign the contract or fails to furnish performance guarantee in accordance with the terms of the RFP.

16. 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 should not quote software items which are impending End of Life/End of Support.

17. Documentation:

Technical information in the form of Brochures / Manuals / CD etc. of the most current and updated version available in English must be submitted online 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.

18. Costs & Currency:

The Offer must be made in Indian Rupees only as per Bill of Material (Annexure-11).

19. 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.

20. 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.

21. Bid Opening:

21.1. 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 Bid Schedule at the below Address.

Venue
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 (**Appendix-H**) enclosed.

Note: Authorisation letter should be carried in person.

21.2. 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.

21.3. 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 bids will be accepted on the next working.

21.4. The following details will be announced at the time of bid opening.

21.4.1. Name of the Bidders.

21.4.2. Presence or absence of cost of the Bidding document and Bid security.

21.4.3. Such other details as the Bank at its discretion may consider appropriate.

21.5. If any of the bidders or all bidders who submitted the tender are not present during the specified date, time, and venue 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 Part A - Conformity to Eligibility Criteria in their absence.

21.6. The **Part A-Conformity to Eligibility Criteria** submitted by the bidder will be evaluated based on the Eligibility Criteria stipulated in RFP document. The Part B-Technical Proposal of only those bidders who qualified in **Part A-Conformity to Eligibility Criteria** will be opened with due communication by the bank.

21.7. The Commercial Bid (Indicative) of only those bidders who are qualified in **Part-B Technical Proposal** will be opened by the Bank Officials and such bidders only will be eligible to participate in the Online Reverse Auction.

C. SELECTION OF BIDDER

22. 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 the documents have been properly uploaded, whether items are offered as per RFP requirements and whether technical documentation as required to evaluate the offer has been submitted.

Prior to detailed evaluation, the Bank will determine the substantial responsiveness of each Bid to the bidding document. Substantial responsiveness means that the bid conforms to all terms and conditions, scope of work and technical specifications and bidding document is submitted without any deviations.

23. Clarification of Offers:

23.1. During the process of scrutiny, evaluation and comparison of offers, the Bank may, at its discretion, seek clarifications from all the bidders/any of the bidders on the offer made by them. The bidder has to respond to the bank and submit the relevant proof /supporting documents required against clarifications, if applicable. The request for such clarifications and the Bidders response will necessarily be in writing and it should be submitted within the time frame stipulated by the Bank.

23.2. The Bank may, at its discretion, waive any minor non-conformity or any minor irregularity in the offer. Bank's decision with regard to 'minor non-conformity' is final and the waiver shall be binding on all the bidders and the Bank reserves the right for such waivers.

24. Evaluation of Bid:

24.1. The Bid will be evaluated by a Committee of officers of the Bank. If warranted, the Bank may engage the services of external consultants for evaluation of the bid. It is Bank's discretion to decide at the relevant point of time.

24.2. **Part A- Conformity to Eligibility Criteria:** The Part A- Conformity to Eligibility Criteria submitted by the bidder will be evaluated based on **Annexure-2** of RFP and the documents submitted as per **Appendix-A**. The Part B-Technical Proposal of only those bidders who qualified in **Part A- Conformity to Eligibility Criteria**, will be opened with due communication by the Bank.

24.3. Part B- Technical Proposal:

24.3.1. The **Part B- Technical Proposals** submitted by the bidder will be evaluated for the documents submitted as per **Appendix-B**. The Part C- Commercial Bids (Indicative) of only those bidders who qualified in **Part B- Technical Proposals**, will be opened with due communication by the Bank.

24.3.2. The Technical Evaluation will be for Technical and Functional requirement as per Annexure-7 of RFP.

24.3.3. The response to functional requirements are divided into three categories :

24.3.3.1. A - Available in the offered solution

24.3.3.2. B - Will be provided as customization

24.3.3.3. C - Feasible

24.3.4. Against each of the specifications under Technical / Functional requirements there are Bidder's response column A, B & C respectively where the bidder has two options viz., Y, N to indicate their response. The letter 'Y' stands for Available/Customizable/Feasible whereas the letter 'N' stands for Not Available/Not customizable/Not Feasible.

24.3.5. The marks allocated for each functional/technical specifications is as below :

Available in the offered solution (A)	Will be provided as customization (B)	Feasible (C)	Not available / Not customizable / Not Feasible
2 marks	1 mark	0.5 mark	0 mark

24.3.6. Presentation and Demonstration of the solution will be an important input to understand quality of the Bidder's capability and experience and other details furnished by the Bidder.

24.3.7. Scoring Pattern :

24.3.7.1. Functional Requirement: Requirement of the solution is provided in Annexure-10. On the basis of the response of the Bidder, marks will be provided as mentioned in Clause No. 24.3.5.

24.3.7.2. Presentation and Demonstration: Bank will call for demonstration / presentation of the solution to check the availability of functionality. If Bidder has in his response has mentioned as 'Available' and the same is not demonstrated at the time of Demonstration, the Bank will award zero (0) mark for that particular functionality. If any functionality mentioned in the technical/functional requirement has various features/sub-functionalities, then the bidder has to demonstrate all of them to get the full marks, otherwise zero (0) mark will be awarded.

24.3.7.3. Total marks for Technical Evaluation will be arrived as below

No. of marks obtained in Functional Requirement X 100

No. of functional specifications X 2

24.3.7.4. Based on the evaluation as per Annexure-10, each Bidder will be given certain marks. Only those Bidders scoring minimum 60% of the technical evaluation and fulfilling the Terms & Conditions will be short-listed for commercial evaluation. Marks obtained in the technical score will be rounded down (Example - If bidder gets 75.5 marks, it will be treated as 75 only).

24.3.7.5. The decision of the Bank in this regard shall be final and no correspondence shall be entertained.

24.4. **Part C-Commercial Bid (Indicative):** The Part C- Commercial Bid (Indicative) submitted by the bidder will be evaluated. However, for arriving at L1, Bank will conduct Reverse Auction as mentioned elsewhere in the RFP document.

24.5. **Reverse Auction:** Bank will conduct Reverse Auctions for arriving at L1/L2/L3...etc., with due communication.

25. Bidders Presentation /Site Visits / Product Demonstration/POC:

25.1. The Bank reserves the right to call for a presentation on the features and functionalities from those Bidders who have qualified in Part B -Technical Proposal based on the technical bids submitted to make an evaluation. This exercise will be undertaken before opening of the Commercial Bids (Indicative) of the technically qualified responsive Bidders.

25.2. Bidders are further required to be in preparedness to demonstrate the proposed solution by arranging for product walk-through at their own installations/principals/ R&D labs duly meeting the specific requirements/issues raised by the Bank. As a part of the technical evaluation the Bank may at its discretion, request either all bidders or any of them to arrange for the demonstration of their product more than once if felt necessary before commercial evaluation.

25.3. The Bank at its discretion may call for providing of Proof of Concept (PoC) of proposed solution at the site mutually agreed.

25.4. Bidders should arrange for visits to the reference sites wherein the product is successfully implemented by them. The bidder shall take necessary permission from the site owner and demonstrate the features and performance to the Bank at their own cost. The Bank may require onsite reference visit or a Telephonic conversation with the concerned.

25.5. All expenses incurred in connection with the above shall be borne by the bidder. However, Bank will bear the travelling, boarding and lodging expenses related to its own personnel and its Consultants, if any.

25.6. Setting of evaluation criteria for product demonstrations shall be entirely at the discretion of the Bank. The decision of Bank in this regard shall be final and in this regard, no correspondence shall be entertained.

26. Normalization of Bids:

26.1. The Bank may go through a process of technical evaluation and normalization of the bids to the extent possible and feasible to ensure that, shortlisted bidders are more or less on the same technical ground. After the normalization process, if the Bank feels that, any of the Bids needs to be normalized and that such normalization has a bearing on the price bids; the Bank may at its discretion request all the technically shortlisted bidders to re-submit the technical and commercial bids (Indicative) once again for scrutiny. The resubmissions can be requested by the Bank in the following manner;

26.1.1. Incremental bid submission in part of the requested clarification by the Bank

OR

26.1.2. Revised submissions of the entire bid in the whole

26.2. The Bank can repeat this normalization process at every stage of bid submission till Bank is satisfied. The shortlisted bidders agree that, they have no reservation or objection to the normalization process and all the technically shortlisted

bidders will, by responding to this RFP, agree to participate in the normalization process and extend their co-operation to the Bank during this process.

26.3. The shortlisted bidders, by submitting the response to this RFP, agree to the process and conditions of the normalization process.

27. Intimation to Qualified/Successful Bidders:

The Bank will prepare a list of qualified bidders at each stage on the basis of evaluation of Part A-Conformity to Eligibility Criteria, Part - B Technical Proposal and Part C-Commercial Bid (Indicative). The names of qualified bidders at each stage would be announced on the Bank's Notice Board / Bank's website (i.e. www.canarabank.com) of the Bank. After conducting the Online Reverse Auction, the final list of the bidders (L1, L2, L3etc) will be announced as indicated above. No separate intimation will be sent to successful Bidder.

28. Correction of Error In Commercial Bid (Indicative):

Bank reserves the right to correct any arithmetical errors furnished in the Commercial Bid (Indicative). If any such errors are noticed it will be rectified on the following basis:

- 28.1. Bank may waive off any minor infirmity or non-conformity or irregularity in a bid, which does not constitute a material deviation.
- 28.2. If there is discrepancy between the unit price and total price (which is obtained by multiplying the unit price by the quantity), the unit price shall prevail and the total price shall be corrected accordingly.
- 28.3. If there is discrepancy between percentage and amount, the amount calculated on percentage basis will prevail.
- 28.4. If there is discrepancy in the total arrived at Bill of Material (addition, subtraction, multiplication, division and carryover of amount from one page to another), correct total will be arrived by the Bank and the same will prevail over the total furnished in the Bill of Material
- 28.5. If there is a discrepancy between words and figures, the rate/ amount in words shall prevail, unless the amount expressed in words is related to an arithmetical error in which case, the amount in figures will prevail, subject to the above two provisions.
- 28.6. If the bidder does not accept the correction of errors, the bid will be rejected.

29. Determination of L1 Price:

29.1. The L-1 bidder will be determined on the basis of the lowest price quoted in the Reverse Auction. The Reverse Auction would be conducted for Total Cost of ownership given in Bill of Material (indicative) as per **Annexure-11** of RFP or in a manner described in **Appendix-G**. Business Rules and Terms & Conditions of Reverse Auction are detailed in **Appendix-G**.

29.2. Online Reverse Auction:

- 29.2.1. Bidders, whose Commercial Bids (Indicative) has been opened by the Bank will be called for the Reverse Auction.
- 29.2.2. Reverse Auction event will be carried out among the technically qualified Bidders, based on evaluation of Part B-Technical Proposal, for providing opportunity to the Bidders to quote the price dynamically for the procurement for which RFP is floated and also to get the most competitive price.

- 29.2.3. For finalization of the most competitive offer, the Bank will conduct "Reverse auction" The detailed procedure and Business rules for the Reverse auction is given as per **Appendix-G**.
- 29.2.4. Bank will call the technically qualified bidders whose Commercial Bids (Indicative) have been opened by the Bank for participating in the Reverse auction process which will be conducted by an Auction company authorized by the Bank. Bank will share the contact details of the concerned person of the Auction Company. Specific rules for this particular event viz. date and time, CAP price, bid decrement value, duration of event etc. shall be informed by the Auction Company to the participating bidders before the event. The bidders should furnish indicative prices for the project in their Indicative Commercial Bid to facilitate finalizing the start bid for "Reverse auction". However, the CAP price for Reverse auction will be fixed by the Bank.
- 29.2.5. Bidders should note that the indicative commercial bid is considered for the purpose of conducting Reverse auction process only. The L-1 bidder will be decided only later, on finalization of prices through Reverse auction.
- 29.2.6. The L1 bidder emerging at the end of the Reverse Auction process shall be required to submit the break-up of their Final price (last bid price) again as per **Annexure-11** within 2 working days. Failure or refusal to offer the services/goods at the price committed through Reverse Auction shall result in forfeit of the EMD with the Bank, which may please be noted.
- 29.3. Re-auction/s Rules:**
- 29.3.1. Bank may consider the option of a Re-Auction/s in following circumstances:
- 29.3.1.1. At the end of the Reverse Auction, L1 price is not acceptable to the Bank.
- 29.3.1.2. During the process of reverse auction, if there is no bid from logged in bidders, Bank may decide a re-auction by increasing the CAP price for Re-auction.
- 29.3.1.3. At the end of the Reverse Auction, if only one bidder puts up bid/s, Bank at its discretion may decide a re-auction.
- 29.3.2. Even after conducting Reverse Auction/s, if no Bidder has quoted or the prices quoted by them are not acceptable to the Bank. Bank at its discretion can advise all the technically qualified Bidders to submit the Closed Commercial Bid by giving sufficient time to the Bidders. If Bidder/s are not submitting the Commercial Bid in due date and Time, their EMD will liable to be forfeited. If the EMD is submitted by the way of BG, Bank can its discretion invoke the Bank Guarantee.
- 29.3.3. If at the end of the Reverse Auction/s only one Bidder submits their Bid, Bank reserves the right to place the entire order on L1 Bidder only.
- 29.3.4. Bank reserves the right to reject any or all proposals. Similarly, it reserves the right not to include any bidder in the final short-list.
- 29.4. The Bank reserves the right to modify any terms, conditions and specifications of the RFP and Bank reserves the right to obtain revised price bids from the bidders with regard to change in RFP clauses. The Bank reserves the right to accept any bid in whole or in part.

