



## REQUEST FOR PROPOSAL

FOR

### “SELECTION OF VENDOR FOR SUPPLY, INSTALLATION, IMPLEMENTATION, MAINTENANCE AND SUPPORT FOR CHATBOT & SOCIAL MEDIA BANKING SOLUTION THROUGH E-PROCUREMENT”

Issued by: Canara Bank,  
AP&M Group, 1<sup>st</sup> Floor,  
DIT Wing, Naveen Complex,  
14, MG Road, Bengaluru -560001  
Phone No - 080-25590070,25584873  
Email Id - [hoditapm@canarabank.com](mailto:hoditapm@canarabank.com)



**BID SCHEDULE**

Description	Details
RFP No. and Date	RFP 08/2018-19 dated 29/08/2018
Department Name	Department of Information Technology
Brief Description of the RFP	Supply, Installation, Implementation, Maintenance and Support For Chatbot & Social Media Banking Solution 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: <a href="mailto:hoditapm@canarabank.com">hoditapm@canarabank.com</a>
Date of Issue	29/08/2018, Wednesday
Tender Fee (Non-refundable)	Mode of Submission: Offline Rs. 11,800/- (including 18% GST)
Earnest Money Deposit (Refundable)	Mode of Submission: Offline Rs. 1,50,000/-
Last Date and Time for Submission of Bids in Online Mode	24/09/2018, Monday upto 5.00pm (Physical Submission of Bids will not be accepted)
Documents to be submitted physically by Bidder	<input type="checkbox"/> Tender Fee (DD) <input type="checkbox"/> DD/Bank Guarantee for EMD <input type="checkbox"/> Acknowledgement issued by e-tendering system
Last Date and Time for Submission of Physical Documents	25/09/2018, Tuesday upto 3.00pm
Date, Time & Venue for opening of Part A- Conformity to Eligibility Criteria. (Online)	25/09/2018, 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	<input type="checkbox"/> Pre-bid meeting will be held on 07/09/2018, Friday at 3.00pm <u>Venue:</u> Canara Bank, Second Floor, Conference Hall, DIT Wing-HO (Annex), Naveen Complex, 14 M G Road, Bengaluru 560001. <input type="checkbox"/> Pre bid queries should be submitted as per Appendix-E. <input type="checkbox"/> Pre-bid Queries to E-mail <a href="mailto:hoditapm@canarabank.com">hoditapm@canarabank.com</a> must reach us on or before 06/09/2018, Thursday at 3.00pm. Subject of the email should be given as "Pre Bid Queries for RFP 08/2018-19 dated 29/08/2018". <input type="checkbox"/> No suggestions or queries shall be entertained after pre-bid meeting.
Other Details	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 <a href="https://canarabank.com/english/announcements/tenders">https://canarabank.com/english/announcements/tenders</a> .





Online Bid Submission Details	<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 <a href="https://canarabank.abcprocure.com">https://canarabank.abcprocure.com</a></p> <p>Following activities will be conducted online through above website:</p> <ol style="list-style-type: none"> <li>Submission of Bid for Part A-Conformity to Eligibility Criteria, Part B-Technical Proposal &amp; Part C-Commercial Bid by the Vendor</li> <li>Opening of Conformity to Eligibility Criteria, Technical Bid &amp; Commercial Bid by the Bank</li> <li>Clarification, if any, sought by the Bank.</li> <li>On-line evaluation by the Bank.</li> <li>Online Reverse Auction</li> </ol> <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>
Documents to be uploaded online	<p>As part of online bid submission the documents to be uploaded are as follows:</p> <ol style="list-style-type: none"> <li>Part A- Conformity to Eligibility Criteria as per Appendix-A</li> <li>Part B- Technical Proposal as per Appendix-B</li> <li>Supporting Documents</li> <li>Any other information sought by the Bank with relevant to this RFP.</li> </ol>
<p>This document can be downloaded from following website <a href="https://canarabank.com/english/announcements/tenders">https://canarabank.com/english/announcements/tenders</a>, <a href="https://eprocure.gov.in/epublish/app">https://eprocure.gov.in/epublish/app</a> &amp; <a href="https://canarabank.abcprocure.com">https://canarabank.abcprocure.com</a>. 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 &amp; any communication etc. will be uploaded in the Bank's website (i.e. <a href="https://canarabank.com/english/announcements/tenders">https://canarabank.com/english/announcements/tenders</a>) and portal website (i.e. <a href="https://canarabank.abcprocure.com">https://canarabank.abcprocure.com</a>). No individual communication will be sent to the individual bidders.</p> <p>This e-Tendering Process will be ported from <a href="https://canarabank.abcprocure.com">https://canarabank.abcprocure.com</a>.</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 (<https://canarabank.com/english/announcements/tenders>) & portal website (<https://canarabank.abcpurchase.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.



Abbreviations used in this Document:

1.	AMC	Annual Maintenance Contract
2.	ATS	Annual Technical Support
3.	BG	Bank Guarantee
4.	BOM	Bill of Material
5.	CBT	Computer Based Training I Tutorial
6.	DD	Demand Draft
7.	DIT	Department of Information Technology
8.	EMD	Earnest Money Deposit
9.	FTP	File Transfer Protocol
10.	HO	Head Office
11.	HTTP	Hyper Text Transfer Protocol
12.	HTTPS	Hyper Text Transfer Protocol Secure
13.	ISDN	Integrated Services Digital Network
14.	LAN	Local Area Network
15.	LD	Liquidated Damage
16.	MAF	Manufacturer Authorisation Form
17.	MSME	Micro Small & Medium Enterprises
18.	NEFT	National Electronic Funds Transfer
19.	Nl Act	Negotiable Instruments Act
20.	OEM	Original Equipment Manufacturer
21.	OS	Operating System
22.	PERT	Project Execution and Review Technique
23.	RFP	Request For Proposal [Interalia the term 'Tender' is also used]
24.	RTGS	Real Time Gross Settlement



LIST OF CONTENTS

Clause No.	TOPIC	Clause No.	TOPIC
	<b>A. INTRODUCTION</b>	31.	Proposal ownership
1.	About Canara Bank	32.	Project ownership
2.	Definitions	33.	Acceptance of offer
3.	About RFP	34.	Award of Contract
4.	Objective	35.	Government of India Guidelines On Purchase Preference
5.	Eligibility Criteria		<b>D. TERMS &amp; STIPULATIONS</b>
6.	Participation Methodology	36.	Effective Date
7.	Requirement Details	37.	Project execution
8.	Scope of Work	38.	Security Deposit / Performance Bank Guarantee
	<b>B. BID PROCESS</b>	39.	Execution of Agreement
9.	Clarification to RFP & Pre-Bid queries	40.	Delivery, Installation & Commissioning
10.	Pre-Bid Meeting	41.	Integration & Interfaces
11.	Amendment to Bidding Document	42.	Security
12.	Bid System Offer	43.	Acceptance
13.	Submission of Bids Through E-Tendering Portal	44.	Uptime
14.	Tender Fee	45.	Penalties/Liquidated Damages
15.	Earnest Money Deposit (EMD)/Bank Guarantee In Lieu Of EMD	46.	Pricing and Payments
16.	Software Version	47.	Payment Terms
17.	Documentation	48.	Order cancellation/termination of contract
18.	Cost & Currency	49.	Local support
19.	Erasures or Alterations	50.	Software, Drivers and Manuals
20.	Assumptions/Presumptions/Modification	51.	Training
21.	Bid opening	52.	Warranty
	<b>C. SELECTION OF BIDDER</b>	53.	Annual Technical Support
22.	Preliminary Scrutiny	54.	Scope involved during warranty & AMC/ATS period
23.	Clarification of Offers		<b>E. GENERAL CONDITIONS</b>
24.	Evaluation of Bids	55.	Intellectual Property Rights
25.	Bidders Presentation/Site Visit/Product Demonstration/POC	56.	Roles & Responsibilities during project implementation
26.	Normalization of Bids	57.	Indemnity
27.	Intimation to Qualified/Successful Bidders	58.	Inspection of Records
28.	Correction of Error in Commercial Bid (Indicative)	59.	Assignment
29.	Determination of L1 Price	60.	Publicity
30.	Bid Validity Period	61.	Insurance

62.	Guarantees	70.	Human Resource Requirement
63.	Confidentiality and Non-Disclosure	71.	Corrupt and Fraudulent Practices
64.	Amendments to the Purchase Order	72.	Adoption of Integrity Pact
65.	Amendments to the Agreement	73.	Resolution of disputes
66.	General Order Terms	74.	Modification/Cancellation of RFP
67.	Negligence	75.	Social Media Policy
68.	Responsibility for completeness	76.	Responsibilities of the Selected Bidder
69.	Responsibilities of the Bidder	77.	Legal Disputes and Jurisdiction of the court

**ANNEXURES ( To be submitted with Part A- Conformity to Eligibility Criteria)**

1.	Bid Covering Letter
2.	Eligibility Criteria Declaration
3.	Applicant's Profile
4.	Details of Bidder's Offices/Service Support Centres
5.	Track Record of Past Delivery & Implementation of ChatBot & Social Media Banking Solution
6.	Non-Disclosure agreement

**ANNEXURES( To be submitted with Part-B -Technical Proposal)**

7.	Technical Specifications for ChatBot & Social Media Banking Solution
8.	Undertaking of Authenticity for Supply, Installation, Implementation, Maintenance and Support for Chatbot & Social Media Banking Solution Through e-Procurement in Canara Bank
9.	Escalation Matrix
10.	Manufacturer/Authorised Distributor in India Authorization Form

**ANNEXURES( To be submitted with Part-C -Commercial Bid (Indicative))**

11.	Bill of Material
-----	------------------

**APPENDICES**

A.	Instructions to be noted while preparing/submitted Part A- Conformity to Eligibility Criteria
B.	Instructions to be noted while preparing/submitted Part B- Technical Proposal
C.	Bank Guarantee for Earnest Money Deposit
D.	Proforma Bank Guarantee for Contract Performance
E.	Format for sending Pre-Bid Queries
F.	Business Rules and Terms & Conditions of Reverse Auction
G.	Authorization Letter (To be submitted in person while attending Bid Meetings/Opening)



## 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 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, Installation, Implementation, Maintenance and Support for Chatbot & Social Media Banking Solution Through e-Procurement in Canara Bank.
- 2.3. 'Bidder' means a vendor submitting the proposal in response to RFP.
- 2.4. 'Solution' means Supply, Installation, Implementation, Maintenance and Support for Chatbot & Social Media Banking Solution 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 Chatbot & Social Media Banking Solution by selecting a vendor for Supply, Installation, Implementation, Maintenance and Support for Chatbot & Social Media Banking Solution Through e-Procurement in Canara Bank. In this connection, Bank invites online offers ('Conformity to Eligibility Criteria', 'Technical Proposal' and 'Commercial Bid') for Supply, Installation, Implementation, Maintenance and Support for Chatbot & Social Media Banking Solution Through e-Procurement 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 Chatbot & Social Media Banking Solution through this RFP, 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, Installation, Implementation, Maintenance and Support for Chatbot & Social Media Banking Solution 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 this tender Original Software Manufacturer (OSM) only can participate.
- 6.2. The OSM cannot bid for any other OSM's product in the same tender.
- 6.3. Bidder has to submit undertaking 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, Installation, Implementation, Maintenance and Support for Chatbot & Social Media Banking Solution Through e-Procurement in Canara Bank as per the Terms & Conditions, Technical Specifications and Scope of Work described elsewhere in this document.
- 7.2. Detailed functional requirement for Chatbot & Social Media Banking Solution is furnished in Annexure-7.

**8. Scope of Work**

- 8.1. An effective Chatbot solution should ideally cover below mentioned key elements:

**8.1.1. Natural Language Processing (NLP):**

Chatbots are developed to communicate in machine language and normal conversation text is not understood by a bot. NLP uses knowledge of sentence structure, idioms, and machine-learned pattern recognition to try to match what you say to an "intent" which has been "classified," which means the bot has been programmed to identify certain things people want from it, and act upon them. It should be responsive to unstructured sentences, grammatical errors, spelling mistakes and free text.



**8.1.2. Domain Specific Entity:**

Named entity recognition is a tool which uses process natural language tasks such as, text categorization, speech translation, and document classification. Chatbot should be able to perform the task of recognizing and classifying single and multi-word expression within chat instance that may refer to the name of the service or a specific entity like theatre name or an area which acts a strong differentiator from typical query based engines like Siri.

**8.1.3. Machine Learning:**

The machine “learns” and uses its algorithms through supervised and unsupervised learning.

Supervised learning means to train the machine to translate the input data into a desired output value. In other words, it assigns an inferred function to the data so that newer examples of data will give the same output for that “learned” interpretation.

Unsupervised learning means discovering new patterns in the data without any prior information and training. The machine itself assigns an inferred function to the data through careful analysis and extrapolation of patterns from raw data. The layers are for analysing the data in a hierarchical way. This is to extract, with hidden layers, the feature through supervised or unsupervised learning.

**8.1.4. Sentiment:**

The Chatbot should be able to detect the emotional polarity of the subject the human is talking about. It should be able to tell from the way the text or speech pattern is presented whether the human is angry, sad or happy.

**8.1.5. Text structure and semantics:**

This section particularly deals with natural language understanding and natural language generation. The ability of the chatbot to translate any human natural language, whether it’s for creating a response or analysing questions, is crucial.

**8.1.6. Languages:**

The bot should be capable of identifying text in English, Hindi, Kannada, Tamil, Telugu, and Malayalam languages. The response also has to be in English, Hindi, Kannada, Tamil, Telugu, and Malayalam script.

**8.1.7. Platform Independent:**

The technology should be easily extensible to different platforms such as mobile/internet banking, UPI, Mobile wallet etc



**8.1.8. Conversational Bot:**

The bots deployed should be capable of having an end-to-end conversation with the users. The bots should not be restricting the conversation using a certain template or pattern. Inbuilt context handling capabilities should be thereby allowing the user to swiftly switch between the entities.

The bot should be able to support voice in English and regional Indian languages. The bot platform should also support voice based navigation in English to relevant content on web channels.

**8.1.9. Transactional Bot for Commerce and Banking:**

Ecommerce bot for powering services such as recharges, bill payments, cab, laundry, events & movie booking, health, bus, train and hotel flight booking, local search and deals.

Banking Use cases on Chat:

- 8.1.9.1. Hot listing of Cards
- 8.1.9.2. Request for Cheque book
- 8.1.9.3. Mini Statement
- 8.1.9.4. View Beneficiaries
- 8.1.9.5. Add/Delete Beneficiary
- 8.1.9.6. IMPS/RTGS/NEFT Fund Transfer
- 8.1.9.7. Lead generation for Financial Products - Credit Cards, Loans, Insurance etc.
- 8.1.9.8. Tax Planning - Investments, Savings, Stocks and Loan

**8.1.10. Informational:**

The Chat bot should be able to assist users with the following:

- 8.1.10.1. 'How to' series for products
- 8.1.10.2. Product FAQs
- 8.1.10.3. User On-boarding to help and guide non-users to get on-boarded for different products
- 8.1.10.4. Increase frequency of usage for products by pushing offers and other promotional activities on different products.

**8.1.11. To increase engagement of users through the following:**

- 8.1.11.1. Customer Feedback
- 8.1.11.2. Push Notifications platform integrated user segmentation
- 8.1.11.3. News and Announcements
- 8.1.11.4. Subscription Messaging

**8.1.12. The platforms on which the chatbots are to be deployed are as below:**

- 8.1.12.1. Facebook Messenger
- 8.1.12.2. Twitter Messages



8.1.12.3. Platforms like WhatsApp, Hike, WeChat, Line, Skype, Instagram, Telegram etc.

8.1.12.4. e-Mail

- 8.1.13. For Social Media, the chatbot to be activated through Direct Message (DM) on the Bank's Facebook page, Twitter handle and other platforms.
- 8.1.14. For Websites, the customer to be provided to select the chatbot from the page directly.
- 8.1.15. Process to be setup to identify that the participant in the Chatbot is the follower/fan of our Social Media page.
- 8.1.16. Chatbot platform should provide for a live agent dashboard for seamless transfer of entire chat to the live agent. If agent is not available, the chatbot should be capable of raising a service ticket and tracking the same. The chatbot platform should also support rule based re-directing of chat to a relevant live agent based on customer or conversation type. The chatbot platform should have an integrated content management system to support the above if required.
- 8.1.17. Hashtag function to be enabled in the Chatbot, where the customers will respond with #tags and the ChatBot will be responding to particular query.
- 8.1.18. If the customer is using the chatbot, he/she should be greeted by his first name.
- 8.1.19. Based on the previous interactive data with the user, the Chatbot should be able to personalize with the emotional understanding and predictive analysis of the customer. e.g., a user may have raised a complaint in the previous conversation with regard to service. The Chatbot, after fetching the previous data, should share the status and request for user feedback. In case the customer is not satisfied, the Chatbot may transfer the conversation to the next level.
- 8.1.20. The chat bot platform should support multiple intent training & recognition and have a customisable feature set for intent training.
- 8.1.21. Enabling the end to end customer journey for information search, product/service selection & comparison, produce purchase & payment and after sales service within the chat itself
- 8.1.22. Chat bot solution must understand the user frustration and should be able to transfer to live agent seamlessly.
- 8.1.23. Chat Bot solution should be updated with all the latest information related to Bank's existing as well as newly introduced products and services at any point of time.
- 8.1.24. Admins should be able to add/update/delete the query and response on the basis of the conversation analysis between Bot and customer.
- 8.1.25. Interactive Data Analysis  
The company should be able to provide the information on various levels the type of user interacting with regards to the demographic profile of the customer. The Chatbot solution should provide different levels of filters criteria for generation of reports and dashboards based on the interactive queries, channels and products. The solution should be capable of handling all questions and access to all the conversations based on search text in reports. Solution should provide the real-time dashboard to help in

generating industry-specific actionable insights for brand management, reputation management, customer satisfaction assessment, and so forth. Solution should be capable of providing reports in different formats such as word, excel, CSV, instantaneously. The solution should provide various filters, criteria for generation of report/dashboard based on the channels and products.

- 8.1.26. Bot should be capable of supporting fuzzy search as well as search within documents for unstructured data or content
- 8.1.27. The Chat bot solution should be able to capture customer information and relevant data and provide dashboard as applicable/required by the bank for data analysis.
- 8.1.28. Integration and onsite support for Chatbot will be required for Contract period of Two years.
- 8.1.29. Provide tools and utilities for the Chatbot and implement the same in production, development and test environments.
- 8.1.30. Provide documentation and user manual for the product, processes, tools and utilities.
- 8.1.31. Enable suitable information security / cyber security and secure configuration in respect of the components, and utilities in the system, as per requirement of the bank from time to time.
- 8.1.32. The Solution should focus on operational efficiency, quality and cost efficiency with continuous improvement by learning from regular sessions.
- 8.1.33. The SME (Subject Matter Expert) shall share the information/FAQ and the solution shall convert the information ready for ChatBot conversation.
- 8.1.34. The Bidder will be responsible for creating and managing environments for Integration testing and UAT (User Acceptance Testing). Aforementioned will entail setting up of two environments namely a Staging Environment and a Live Production Environment alongside establishing DR environment.
- 8.1.35. The solution should be designed with redundancy in mind to ensure nil impact by the failure of one or more components/servers or software in the Production environment.
- 8.1.36. The bot should be OS independent- i.e. iOS, Android etc.
- 8.1.37. Source code of the entire bot should be the property of the bank and it should be deposited to the bank.
- 8.1.38. The Solution should be secured and scalable for enhanced add-on services as per industry standard.
- 8.1.39. Bot must have the support to provide response using rich media templates
- 8.1.40. Bot solution must have validation framework
- 8.1.41. The solution must provide various inbuilt small talk libraries
- 8.1.42. A bidder must have speech synthesis capabilities inbuilt into the platform and speech recognition.
- 8.1.43. Industry compliance (FINRA, PCI, etc.) is a must.
- 8.1.44. Multi-factor authentication and support for SAML/SSO should be available.
- 8.1.45. Platform must provide on cloud as well as hybrid bot deployments.
- 8.1.46. The chat bot platform provider to be incorporated in India, under complete ownership of Indian resident nationals and in compliance of banking & security laws & guidelines. For any cloud based deployment, the

cloud servers to be based within the geographical territory of the Republic of India and the Cloud Infrastructure has to be in the name of the Bank.

- 8.1.47. Out-of-box deployment to Smart Assistants (Alexa, Google Home, etc.) must be available.
- 8.1.48. Solution should be able to set up a virtual robot in external device.
- 8.1.49. Out-of-box deployment to Phone, IVR, and SMS should be supported.
- 8.1.50. Platform must support integrations using web hooks, REST APIs, Web Services, ESB-integration, MQ and custom adapters using the hybrid SDK
- 8.1.51. Pre-built integration adaptors must be available for most of the backend systems.
- 8.1.52. Solution should be compatible with Bank's Oracle Database.
- 8.1.53. The service provider will not disclose or use any information and data generated during Chat bot sessions such as user details, queries, responses, statistical data, and so forth, with any third party.
- 8.1.54. Bidder shall provide a dedicated Project Manager during and post deployment and should have a 24 x 7 x 365 monitoring, technical and functional support team based out of India with skilled man power for support, monitoring and operations.
- 8.1.55. The bidder shall conduct Technical Presentation, Demonstration and Proof of Concept (POC) for qualifying the technical requirements specified by the bank. Any expenses incurred as part of the Presentation, Demonstration and Proof of Concept (POC) shall be incurred by the bidder. POC will be integral part of Technical Evaluation.
- 8.1.56. The contract period for Implementation of Chat Bot solution will be initially for a period of 2 years from the date of agreement with the selected bidder. However, if the Bank desires, the contract may be extended for further two years after expiry of the original contract period at the same price and will be renewed on yearly basis.
- 8.1.57. **Enhancements and troubleshooting:**
- 8.1.57.1. The vendor will ensure troubleshooting and enhancements in the services during the contract period.
- 8.1.57.2. All services for implementation, smooth operation and maintenance of all the components of Chat Bot solution developed/to be developed will be part of the Project.
- 8.1.57.3. The vendor will have to include version upgrade and enhancements in services on account of industry dynamics as a part of the contract during the contract period.
- 8.1.58. **Compliance:**
- 8.1.58.1. Bidder should comply with all the guidelines issued by RBI/IBA/Govt of India and any other regulatory authority issued from time to time.
- 8.1.59. **Adequate Manpower:**
- 8.1.59.1. There should always be adequate technical resources onsite/offsite working for Bank.

- 8.1.59.2. Resources should be capable to perform all the activities mentioned in scope.
- 8.1.59.3. There should be one team leader onsite/offsite with whom Bank officials can communicate directly.
- 8.1.59.4. The details (Name, Qualification, address of residence etc) of Human resource, duly verified to be provided to the Bank from time to time (incase resources changes or shifts) for security reasons.

**8.1.60. Right to Audit:**

- 8.1.60.1. The Service Provider shall obtain prior approval/consent of the Bank for the use of subcontractors for all or parts of an outsourced activity.
- 8.1.60.2. Bank has the right to conduct audits (System Audit & Accounts Audit) on the service provider whether by its internal or external auditors or by agents appointed to act on its behalf and to obtain copies of any audit or review reports and findings made on the service provider in conjunction with the services performed for the Bank.
- 8.1.60.3. The Service Provider will allow the Reserve Bank of India or persons authorized by it to access Bank's documents, records of transactions and other necessary information given to, stored or processed by the service provider within a reasonable time as also recognize the right of the Reserve Bank to clause an inspection to be made of a service provider of a bank and its books and accounts by one or more of its officers or employees or other persons.

**8.1.61. Information Security:**

- 8.1.61.1. Successful Bidder upon selection will provide an undertaking to comply with the provisions of the Information Security Policy of the Bank. Confidentiality of Bank's customers' information should be maintained even after the contract expires or gets terminated.

**8.2. Social Media Banking:**

Social Media Banking entails the following services, to be provided on Twitter, Facebook, Whatsapp, Instagram and other social media channels:

- 8.2.1. Balance Enquiry
- 8.2.2. e-Pass sheet
- 8.2.3. Mini statement
- 8.2.4. Loan Account Passsheet
- 8.2.5. TD Account Passsheet
- 8.2.6. Loan Eligibility (Home, Vehicle etc.)
- 8.2.7. Request for Cheque Book
- 8.2.8. Rate of Interest Enquiry



- 8.2.9. FAQs on newly launched Products
- 8.2.10. Stock Broking
- 8.2.11. Tax Planning
- 8.2.12. E-Commerce services such as Mobile recharge, cab hotel, bus booking etc.

**8.3. Project Completion and Management:**

- 8.3.1. 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.
- 8.3.2. 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](mailto: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 (<https://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 (<https://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, Installation, Implementation, Maintenance and Support for Chatbot & Social Media Banking 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 (13.1) 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](mailto: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 ChatBot & Social Media Banking 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 (13.3.3) 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. 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 14 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. G S V Babu 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 <https://canarabank.com/english/announcements/tenders>, <http://tenders.gov.in> & <https://canarabank.abcpocure.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 (13.5).

- 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 (13.5).
- 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 Bank Guarantee issued by the issuing Bank on behalf of Bidder in favour of Canara Bank shall be in paper form as well as issued under the "Structured Financial Messaging System" (SFMS). The format for submission of EMD in the form of Bank Guarantee is as per Appendix-C. Any bank guarantee submitted in physical mode, including EMD/bid guarantee which cannot be verifiable through SFMS will be rejected summarily.

- 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.
- 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-G) 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 requirement as per Annexure-7 of RFP.

24.3.3. Against each of the specifications under Technical requirements there is Bidder's response column where the bidder has two options viz., Yes, No to indicate their response.

24.3.4. 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.

**24.3.5. Scoring Pattern:**

24.3.5.1. **Technical/Functional Requirement:** Requirement of the solution is provided in Annexure-7. On the basis of the response of the Bidder, marks will be provided.

24.3.5.2. **Presentation and Demonstration:** Bank will call for demonstration / presentation of the solution to check the availability of functionality.

24.3.5.3. Based on the evaluation as per Annexure-7, each Bidder will be given certain marks. Only those Bidders scoring minimum 75% of the technical evaluation and fulfilling the Terms & Conditions will be short-listed for commercial evaluation.

24.3.5.4. 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, L3 ....etc) 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-F. Business Rules and Terms & Conditions of Reverse Auction are detailed in Appendix-F.

**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-F.
- 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.

### 30. Bid Validity Period:

The Offer submitted and the prices quoted therein shall be valid for 180 days from the date of opening of Commercial Bid/ conducting of Reverse Auction. Bid valid for any shorter period shall be rejected by the Bank.



**31. Proposal Ownership:**

The proposal and all supporting documentation submitted by the bidder shall become the property of the Bank. As the Bidder's proposal is important to the evaluation and selection process, it is necessary that, the bidder carefully prepares the proposal as per the prescribed format only. Under no circumstance, the format can be changed, altered or modified. Bidders must provide categorical and factual replies to specific questions. Bidders may provide additional technical literature relating to their proposal but in a separate Annexure. Correct and current technical details must be completely filled in. The Appendices/Annexures to this RFP shall form integral part of the RFP.

**32. Project Ownership:**

32.1. If the bidder is offering solutions/products from other bidders/principals, as required in this RFP, they shall detail the responsibilities of the parties involved and also submit a letter of undertaking from the parties mentioning their consent and assurance for satisfactory performance of the project. The bidder must specify any and all relationships with third parties in respect of the ownership and also maintenance & support of all hardware and software related to Supply, Installation, Implementation, Maintenance and Support for ChatBot & Social Media Banking Solution which are relevant to this RFP.

32.2. Ownership letter by the bidder to be submitted (Undertaking letter by the bidder taking the ownership of the project execution) in case third party is also involved in project execution either fully or partially. The bidder shall also submit the ownership certificate issued by the third party clearly mentioning the extent of ownership.

32.3. The Bidder also has to submit a certificate/Letter from OEM that the proposed Hardware, OS, any other related software and the solution offered by the bidder to the Bank are correct, viable, technically feasible for implementation and the solution will work without any hassles.

**33. Acceptance of Offer:**

33.1. The Bank reserves its right to reject any or all the offers without assigning any reason thereof whatsoever.

33.2. The Bank will not be obliged to meet and have discussions with any bidder and/or to entertain any representations in this regard.

33.3. The bids received and accepted will be evaluated by the Bank to ascertain the best and lowest bid in the interest of the Bank. However, the Bank does not bind itself to accept the lowest or any Bid and reserves the right to reject any or all bids at any point of time prior to the order without assigning any reasons whatsoever. The bank reserves the right to re-tender the RFP with or without modifications. Bank shall not be obliged to inform the affected bidder(s) of the grounds for the Bank's rejection.

33.4. The bidder including those, whose tender is not accepted shall not be entitled to claim any costs, charges, damages and expenses of and incidental to or incurred by him through or in connection with his submission of tenders, even though the Bank may elect to modify/withdraw the tender.

**34. Award of Contract:**

34.1. The bidder who is L1 as per above clause no. 29 will be referred to as the selected bidder/s and Bank will notify the name of the selected bidder/s by display in the Notice Board of the Bank.



- 34.2. The contract shall, be awarded and the order shall be placed on selected L1 Bidder/s. Bank may release the order either in Full or in part or place more than one order towards the contract based on project plan.
- 34.3. The selected bidder shall submit the acceptance of the order/LOI within seven days from the date of receipt of the order. No conditional or qualified acceptance shall be permitted. The effective date for start of provisional contract with the selected Bidder/s shall be the date of acceptance of the order by the bidder.
- 34.4. Bank reserves its right to consider at its sole discretion the late acceptance of the order by selected bidder.
- 34.5. The Head Office and Circle Office(s) shall place orders during the entire Rate Contract Period for the branches/offices situated across PAN India coming under their jurisdiction.
- 34.6. The Shortlisted bidder/s will be required to supply the hardware to various branches / Offices of the Bank at the rates not higher than the agreed rate finalized under this RFP.

**35. Government of India Guidelines On Purchase Preference:**

**35.1. Procurement through Micro & Small Enterprises [MSEs]:**

Procurement through MSEs will be done as per the Policy guidelines issued by the Ministry of Micro, Small & Medium Enterprises from time to time. Following are the conditions applicable as per the Government of India Guidelines

**35.1.1. This MSEs should have registered with:**

35.1.1.1. District Industries Centers or

35.1.1.2. Khadi Village Industries Commission or

35.1.1.3. Khadi & Village Industries Board or

35.1.1.4. Coir Board or National Small Industries Corporation or

35.1.1.5. Directorate of Handicrafts & Handloom or

35.1.1.6. Any other body specified by the Ministry of Micro, Small & Medium Enterprises.

35.1.2. MSEs participating in tenders, quoting price within price band of L1+15% shall also be allowed to supply a portion of requirement by bringing down their price to L1 in a situation where L1 price is from someone other than MSE & such MSE shall be allowed to supply upto 20% of total tendered value. In case of more than one such MSE, the supply shall be shared proportionately according to the tendered quantity.

35.1.3. Bank shall procure minimum 20% of their annual value of goods or services from MSEs.

**35.1.4. Special provisions for MSEs owned by SC or ST-**

Out of the 20% annual target from MSE, a sub-target of 20% [i.e. 4% out of 20%] shall be earmarked for procurement from MSE owned by SC or ST entrepreneurs.

35.1.5. MSEs are also exempted from paying Application fee/cost & EMD.

35.1.6. MSEs should submit the relevant documentary proof for claiming the exemptions.



35.1.7. MSEs shall have basic required qualification under eligibility criteria specified in the RFP and the above Policy will be applicable to those qualifying Bidders only.

35.2. The Eligible MSEs who intend to match the L1 Price (ultimately decided by the Bank) shall indicate the willingness to match the L1 Price within 6 working days from the date of communication from the Bank to avail the purchase preference.

35.3. The details are available on web site [dcmsme.gov.in](http://dcmsme.gov.in). Interested vendors are requested to go through the same for details.

#### **D. TERMS AND STIPULATIONS**

##### **36. Effective Date:**

The effective date shall be date of acceptance of the order/Letter of Intent (LOI) by the selected bidder. However, the bidder shall submit the acceptance of the order/LOI within seven days from the date of receipt of order/ LOI. The Bank reserves the right to consider the late acceptance of the order, if any, at its discretion. Failure to accept the order within seven days from the date of receipt of the order makes the EMD liable for forfeiture at the discretion of the Bank.

##### **37. Project Execution:**

The entire project needs to be implemented as per the timelines mentioned elsewhere in the RFP. The Bank and the selected bidder shall nominate a Project Manager each immediately on acceptance of the order, who shall be the single point of contact for the project at Bengaluru. However, for escalation purpose, details of other persons shall also be given. The project manager nominated by the bidder should have prior experience in implementing similar project. Project Kick-Off meeting should happen within 7 days from the date of acceptance of purchase order. The Bidder shall submit a progress report to the Bank on the Monthly progress in installation/commissioning of the solution as per format, which will be made available to the selected bidder.

##### **38. Security Deposit / Performance Bank Guarantee:**

38.1. The successful bidder/s should submit a Security Deposit / Performance Guarantee for 15% of total value of the contract within 15 days from the date of acceptance of the Purchase Order/ Letter of Intent / Notification of Award.

38.2. In Case the Security Deposit / Performance Guarantee 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 contract period of Two years.

38.3. The Bank Guarantee issued by the issuing Bank on behalf of Bidder in favour of Canara Bank shall be in paper form as well as issued under the "Structured Financial Messaging System" (SFMS). The format for submission of Security Deposit / Performance Guarantee in the form of Bank Guarantee is as per Appendix-D. Any bank guarantee submitted in physical mode, including Security Deposit / Performance Guarantee which cannot be verifiable through SFMS will be rejected summarily.

38.4. If the Security Deposit /Performance Guarantee is not submitted within the time stipulated above, penalty at 0.50% (plus GST) for each completed calendar week of delay or part thereof on the cost of the order will be deducted from the delivery payment or from any other payments for the delay in submission of Bank Guarantee. The total penalty under this clause shall be restricted to 5% (plus GST) of the total order value.

- 38.5. Security Deposit should be submitted by way of DD drawn on Canara Bank payable at Bengaluru / Bank Guarantee may be obtained from any of the Scheduled Banks (other than Canara Bank). However, it should be as per the Appendix-D.
- 38.6. Security Deposit/Performance Bank Guarantee should be valid for a period of Two (2) years from the date of acceptance of Order and shall be retained till the completion of contract period. The guarantee should also contain a claim period of Three months from the last date of validity.
- 38.7. The Security Deposit / Bank Guarantee will be returned to the bidder on completion of Contract Period.
- 38.8. The Bank shall invoke the Bank guarantee before the expiry of validity, if work is not completed and the guarantee is not extended, or if the selected bidder fails to complete his obligations under the contract. The Bank shall notify the selected bidder in writing before invoking the Bank guarantee.

**39. Execution of Agreement:**

- 39.1. Within 21 days from the date of acceptance of the Order, the selected bidder shall sign a stamped "Agreement" with the Bank at Bengaluru as per the format to be provided by the Bank. Failure to execute the Agreement makes the EMD liable for forfeiture at the discretion of the Bank and also rejection of the selected Bidder.
- 39.2. The Agreement shall include all terms, conditions and specifications of RFP and also the Bill of Material and Price, as agreed finally after Bid evaluation and negotiation. The Agreement shall be executed in English language in one original, the Bank receiving the duly signed Original and the selected Bidder receiving the photocopy. The Agreement shall be valid till all contractual obligations are fulfilled.
- 39.3. Bank reserves the right to select the next ranked bidder, if the selected bidder not accepting the Purchase Order or withdraws his proposal after selection or at the time of finalization of the contract or disqualified on detection of wrong or misleading information in the offer.

**40. Supply, Implementation & Commissioning and Acceptance:**

- 40.1. Bank shall provide the address and contact details for delivery of required software items for implementation of Solution while placing the order.
- 40.2. Bidder has to install the customized solution within 8 weeks from the date of acceptance of the order.
- 40.3. The installation will be deemed as incomplete if the software is not delivered or is supplied but not installed and/or not operational or not acceptable to Canara Bank after acceptance testing/examination.
- 40.4. The software will be accepted after complete integration and satisfactory working of the software.

**41. Integration & Interfaces:**

- 41.1. 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.
- 41.2. The selected bidder has to work with different teams of Bank & application OEM to understand the policies requirement and configurations of respective applications for the offered solution.



**42. Security:**

- 42.1. The Bidder has to use standard procedures like hardening, dedicated configuration in order to comply with security standards including cyber security.
- 42.2. The Bank may conduct security audit in the proposed solution after complete implementation.
- 42.3. The Bidder has to necessary changes in the configuration directed by security team of the bank after security audits like VAPT, Code Audit etc. without disturbing the production and existing backed up copies.
- 42.4. Any kind of change like update, upgrades etc. in the system after complete installation will not lead into any commercial during contract tenure.

**43. Acceptance:**

- 43.1. Bank will evaluate the offered Solution implemented by the bidder, if during the implementation period, the Solution experiences no failures and functions according to the requirements of the RFP, as determined by the Bank; the Solution shall be considered accepted by the Bank and the project will be considered deemed signed-off.
- 43.2. After the Solution has been accepted by the Bank, the Vendor may submit an invoice for the Solution.
- 43.3. The warranty will cover all supplied components includes software and will start after project acceptance & Signoff.

**44. Uptime:**

- 44.1. The bidder shall guarantee a 24x7 availability with monthly uptime of 99.90% for the solution, during the period of the Contract and also during ATS, if contracted, which shall be calculated on monthly basis.
- 44.2. The "Uptime" is, for calculation purposes, equals to the Total contracted hours in a month less Downtime. The "Downtime" is the time between the Time of Failure and Time of Restoration within the contracted hours. "Failure" is the condition that renders the Bank unable to perform any of the defined functions on the Solution. "Restoration" is the condition when the selected bidder demonstrates that the solution is in working order and the Bank acknowledges the same.
- 44.3. If the Bidder is not able to attend the troubleshooting calls on solution working due to closure of the office/non-availability of access to the solution, the response time/uptime will be taken from the opening of the office for the purpose of uptime calculation. The Bidder shall provide the Monthly uptime reports during the warranty period and ATS period, if contracted.
- 44.4. The Downtime calculated shall not include any failure due to bank, third party and Force Majeure.
- 44.5. The percentage uptime is calculated on monthly basis as follows:

(Total contracted hours in a month - Downtime hours within contracted hours) X 100

---

Total contracted hours in a month



44.6. Contracted hours of a month = No. of days in that month X 24 Hours.

**45. Penalties/Liquidated Damages:**

**45.1. Penalties/Liquidated damages for delay in Delivery and Installation of Hardware and Software:**

45.1.1. Non-compliance of the Supply, installation, integration and implementation as per clause (40.2) will result in the Bank imposing penalty 0.50% (Plus GST) on delay in Supply, installation, Configuration and Implementation per week or part thereof, on the invoice value (exclusive of Taxes). However, the total Penalty/LD to be recovered under this clause 45.1.1 shall be restricted to 10% (Plus GST) of the total value of the order (exclusive of Taxes).

**45.2. Penalties / Liquidated Damages for not maintaining uptime:**

45.2.1. If the bidder fails to maintain the guaranteed uptime, Penalty for uptime will be deducted as under:

Level of availability calculated on monthly	Penalty amount
99.90% to 100%	No Penalty would be deducted
98.90% to < 99.90%	0.10% on total order value for every hour
97.90% to 98.90%	0.20% on total order value for every hour
96.90% to 97.90%	0.30% on total order value for every hour
95.00% to 96.90%	0.50% on total order value for every hour
<95.00%	1.00% on total order value for every hour

45.2.2. The maximum penalty levied shall not be more than the 50% of AMC/ATS amount (Plus GST) payable for that Year.

45.2.3. If monthly uptime is less than 95%, the Bank shall levy penalty as above and shall have full right to terminate the contract under this RFP or AMC/ATS, if contracted. The right of termination shall be in addition to the penalty. The above penalty shall be deducted from any payments due to the bidder (including AMC/ATS payments).

45.3. Penalties / Liquidated Damages for non-performance: If the specifications of the RFP are not met by the bidder during various tests, the bidder shall rectify the same at bidders cost to comply with the specifications immediately to ensure the committed uptime, failing which the Bank reserves its right to invoke the Bank Guarantee.

45.4. The liquidated damages/penalties shall be deducted / recovered by the Bank from any money due or becoming due to the bidder under this purchase contract or may be recovered by invoking of Bank Guarantees or otherwise from bidder or from any other amount payable to the bidder in respect of other Purchase Orders issued under this contract, levying liquidated damages without prejudice to the Bank's right to levy any other penalty where provided for under the contract.

45.5. All the above LDs are independent of each other and are applicable separately and concurrently.

45.6. LD is not applicable for the reasons attributable to the Bank and Force Majeure.



**46. Pricing & Payments:**

- 46.1. The Price offered to the Bank must be in Indian Rupees inclusive of all duties but Exclusive of GST(CGST/SGST/IGST). The Vendor has to quote the applicable taxes separately in the Bill of Material.
- 46.2. The item value along with GST should be claimed in the invoice and GST will be paid in actuals at our end.
- 46.3. No escalation in price quoted is permitted for any reason whatsoever. Prices quoted must be firm till the completion of the contract including warranty period.
- 46.4. Applicable Taxes will be paid at actuals.

**47. Payment Terms:**

47.1. Payment schedule will be as under:

Sl. No.	Payment Stages	% of Payment	Condition/Remarks
a.	ChatBot & Social Media Banking Solution (Enterprise License) and customization	50% of Total Order Value	Delivery of customized version of Solution and on submission of Invoice and proof of Delivery for Enterprise license.
b.	Implementation	40% of Total Order Value	After roll out of entire solution and Integration as required by the Bank and after Acceptance & Sign off by the Bank.
c.	Warranty	10% of Total Order Value	After completion of warranty period of One year Or On submission of Bank Guarantee equivalent to 10% of the total order value.
d.	Annual Technical Support (ATS)	The amount shall be payable quarterly in arrears.	

- 47.2. Payments shall be released upon submission of relevant documents as per RFP terms and found in order by the respective offices, who have placed order on the selected Bidder.
- 47.3. Please note that Delivery Proof, Installation Report/Sign off report duly signed by Bank officials of the respective branch/office should be submitted in originals while claiming payment in respect of orders placed.
- 47.4. Payment shall be released within 30 days of submission of relevant documents as per RFP terms.
- 47.5. The Bank shall finalize the installation and Acceptance format mutually agreed by the bidder. The bidder shall strictly follow the mutually agreed format and submit the same for each location wise while claiming installation and acceptance payment.
- 47.6. The payments will be released through NEFT / RTGS and the Selected Bidder has to provide necessary Bank Details like Account No., Bank's Name with Branch,



IFSC Code etc. All the applicable TDS, if any, will be deducted at the time of releasing the payment.

**48. Order Cancellation/Termination of Contract:**

- 48.1. The Bank reserves its right to cancel the entire / unexecuted part of the Purchase Order at any time by assigning appropriate reasons and recover expenditure incurred by the Bank in addition to recovery of liquidated damages in terms of the contract, in the event of one or more of the following conditions:
- 48.1.1. Delay in delivery beyond the specified period for delivery.
- 48.1.2. Serious discrepancies noted in the items delivered.
- 48.1.3. Breaches in the terms and conditions of the Order.
- 48.2. The Bank reserves the right to cancel the contract placed on the selected bidder and recover expenditure incurred by the Bank on the following circumstances:
- 48.2.1. Non submission of acceptance of order within 7 days of order.
- 48.2.2. Delay in execution of order placed by the Bank.
- 48.2.3. The selected bidder commits a breach of any of the terms and conditions of the bid.
- 48.2.4. The bidder goes in to liquidation voluntarily or otherwise.
- 48.2.5. An attachment is levied or continues to be levied for a period of 7 days upon the effects of the bid.
- 48.2.6. The progress made by the selected bidder is found to be unsatisfactory.
- 48.2.7. If deductions on account of liquidated Damages exceeds more than 10% of the total contract price.
- 48.3. Bank shall serve the notice of termination to the bidder at least 30 days prior, of its intention to terminate services during AMC/ATS period (If contracted).
- 48.4. In case the selected bidder fails to deliver the quantity as stipulated in the delivery schedule, the Bank reserves the right to procure the same or similar materials from alternate sources at the risk, cost and responsibility of the selected bidder by giving 7 days prior notice to the bidder.
- 48.5. After the award of the contract, if the selected bidder does not perform satisfactorily or delays execution of the contract, the Bank reserves the right to get the balance contract executed by another party of its choice by giving one month's notice for the same. In this event, the selected bidder is bound to make good the additional expenditure, which the Bank may have to incur for the execution of the balance of the order/contract. Such additional expenditure shall be incurred by the bank within reasonable limits & at comparable price prevailing in the market. This clause is also applicable, if for any reason, the contract is cancelled.
- 48.6. The Bank reserves the right to recover any dues payable by the selected bidder from any amount outstanding to the credit of the selected bidder, including the pending bills and security deposit, if any, under this contract.
- 48.7. In addition to the cancellation of purchase order, the Bank reserves its right to invoke the Bank Guarantee or foreclose the Security Deposit given by the bidder towards non- performance/non-compliance of the terms and conditions of the contract, to appropriate towards damages.



**49. Local Support:**

- 49.1. The Bidder has to provide 24x7X365 support and support will be required for end to end installation, implementation and maintenance of the proposed solution during complete Project tenure and Bidder will be responsible for attending complaints during all Bank Business hours (10 AM to 06 PM) and will be SPOC 24x7X365.
- 49.2. Support should include advising & helping the Bank in implementing controls for the risk advised by regulators/Govt. of India.
- 49.3. Support has to cover to solving of day to day issue while using the proposed solution in our environment like resolving the issues related to incident, security threat, signature updates, daily updates, product related issues and any other issues to the Bank as per SOW/SLA at no extra cost.
- 49.4. However, penalty shall be applicable as per uptime clause.

**50. Software, Drivers and Manuals:**

- 50.1. The bidder shall supply along with each item all the related documents, Software Licenses loaded in the Solution and Other Items without any additional cost. The documents shall be in English. These will include but not restricted to User Manual, Operation Manual, Other Software and Drivers etc.
- 50.2. All related documents, manuals, catalogues and information furnished by the bidder shall become the property of the Bank.

**51. Training:**

- 51.1. Bidder has to provide training for the solution offered in the proposed solution from OEM directly at their training center in Bangalore, at no extra cost.
- 51.2. The Core team has to be trained both in technical matters, troubleshooting as well as functions, features and solution.
- 51.3. The Training proposed for the staff members of Canara Bank will make them familiar with the solution environment.
- 51.4. Bidder has to provide the user manual and Technical documentation both in hard and soft copies (\*.doc/x or \*.pdf) to the bank.
- 51.5. Bidder has to provide training to the 10 Number of Bank employees for the solution.
- 51.6. Duration should not be more than 5 days.
- 51.7. Bidder has to arrange the onsite-classroom training with workstations and required necessary amenities to facilitate the training.
- 51.8. Bidder should provide the training material and hands-on during the training.

**52. Warranty:**

- 52.1. The Bidder warrants that the Software/Solution will be free of defects in workmanship and materials for a period of time consistent with industry standards and the nature of the Software ("Warranty Period").
- 52.2. The Bidder has to provide comprehensive On-site replacement warranty for One (1) year.
- 52.3. The warranty will cover all supplied components includes software and will start after project acceptance & Signoff.

- 52.4. The software deployed for this project shall be under Comprehensive Onsite Warranty covering update of software, maintenance or support for its proper operation, performance and output as specified in the tender technical specifications for a period of two years from the Date of Installation/commissioning.
- 52.5. The Warranty Period for each Solution Edition will commence upon the completion of successful Acceptance Testing of the Solution for entire offered Solution.
- 52.6. The Warranty Period for the Software/Solution will commence when the Department has placed its Software /Solution in production (subsequent to successful completion of Acceptance Testing) at the Canara Bank.
- 52.7. If the Software/Solution does not perform in accordance with the Contract during the Warranty Period, then the Bidder shall take such steps as necessary to repair or replace the Software/Solution. Such warranty service shall be provided at the Vendor's expense and shall include all media, parts, labour, freight and insurance to and from the Department's site.
- 52.8. Warranty service may be provided by a third party, provided such third party is authorized to perform warranty service by the Bidder or, if the Bidder is not the Manufacturer, by the Manufacturer prior to the RFP closing date and time.
- 52.9. If any defect in the Software/Solution is not rectified by the Bidder before the end of the Warranty Period, the Warranty Period shall be extended until, in the opinion of the Bank: a) the defect has been corrected; and b) the Software/Solution functions in accordance with the Contract for a reasonable period of time.
- 52.10. Despite any other provision, the Bank, may return a defective Software/Solution to the Bidder within ten (10) days of delivery of the Software/Solution and the Bidder shall immediately provide full exchange or refund. For the purpose of this section, "defective Solution" includes, but is not limited to: a) broken seals; b) missing items; and c) Software that are not the most current version at the time of shipping.
- 52.11. The Bidder shall provide, after the warranty commences for all Software/Solution components, telephone support to the Bank during Business Days for assistance with the operation of the Software/Solution.
- 52.12. The bidder shall be fully responsible for the manufacturer's warranty in respect of proper design, quality and workmanship. Bidder must warrant all components, accessories, spare parts etc. against any manufacturing defects during the warranty period.
- 53. Annual Technical Support (If Contracted):**
- 53.1. The Bank, at its discretion may enter into Annual Technical Support (ATS) with the Bidder after completion of respective warranty period.
- 53.2. Support for maintenance of software (including OS and software license) and Other Items supplied should be available for a minimum period of 1 year, covering all parts, maintenance and support, after expiry of warranty period.
- 53.3. The Bank will pay ATS charges for solution after the end of warranty period. Such payment shall be released quarterly in arrears after satisfactory completion of service during the period and submission of reports and invoices.



53.4. During the Warranty and ATS (if contracted) period, the Bidder should extend the On Site Service Support. The scope of Warranty and ATS (if contracted) shall include:

53.4.1. Rectification of Bugs/defects if any.

53.4.2. Preventive Maintenance quarterly.

53.4.3. Maintenance of Software supplied.

53.5. It may be noted that the Bank reserves the right to demand additional performance Bank Guarantee to the tune of 10% of the value of the Purchase Order, if ATS charges quoted by the bidder are abnormally low (below 10% of the cost). The Bank has discretion to consider such offer or for seeking clarification from the bidder to decide for consideration. This Bank Guarantee will be towards contractual/ATS obligations of the bidder. Bidder shall quote the charges of ATS as per the Bill of Material (Annexure-11). This Bank guarantee shall be submitted within 15 days from the date of acceptance of the order which shall cover warranty and ATS period with a claim period of 3 months. The bidder has to submit this Bank guarantee in addition to the Security Deposit/Bank Guarantee as specified in clause 38. The selected bidder shall be responsible for extending the validity date and claim period of the Bank guarantees as and when it is due, on account of incompleteness of the project and warranty period.

**54. Scope Involved During Warranty and AMC Period (if contracted):**

During the period of contract up to completion of Warranty and also during Annual Maintenance Contract (if contracted), the bidder shall perform the following:

54.1. During the period of contract up to completion of Warranty and also during Annual Maintenance Contract (if contracted), the bidder shall perform the following:

54.1.1. Any corruption in the Software or media shall be rectified during the full period of the contract including Warranty and AMC, if contracted, at no extra cost to the Bank.

54.1.2. The system spare parts/services, as and when required, and complete maintenance of the Software and other Items during warranty period and ATS (if contracted), shall be supported for a period to be specified by the bank.

54.1.3. The support shall be given in person only.

54.2. Only licensed copies of software shall be supplied and ported in the Servers, Storage Systems and other Items. The bidder shall grant an irrevocable perpetual license to the Bank to use the software. Further, all software supplied shall be of latest version.

54.3. The bidder shall provide centralized complaint booking facility to the bank and the dash board, if available, shall be provided to the Bank. The method of booking complaints shall be E-mail, Toll-free no, on line portal, web, etc.

54.4. Escalation matrix should be provided for support, technical, project, etc.



**E. GENERAL CONDITIONS**

**55. Intellectual Property Rights:**

- 55.1. Bidder warrants that the inputs provided shall not infringe upon any third party intellectual property rights, including copyrights, patents and other intellectual property rights of any nature whatsoever. Bidder warrants that the deliverables shall not infringe upon any third party intellectual property rights, including copyrights, patents and other intellectual property rights of any nature whatsoever. The bidder should ensure that the Hardware and Software supplied to the Bank shall not infringe the third party intellectual property rights, if any. The bidder has to ensure that third party rights are not infringed even in case of equipment /software supplied on behalf of consortium as bidder.
- 55.2. In the event that the Deliverables become the subject of claim of violation or infringement of a third party's intellectual property rights, bidder shall at its choice and expense: [a] procure for Bank the right to continue to use such deliverables; [b] replace or modify such deliverables to make them non-infringing, provided that the same function is performed by the replacement or modified deliverables as the infringing deliverables; or [c] if the rights to use cannot be procured or the deliverables cannot be replaced or modified, accept the return of the deliverables and reimburse bank for any amounts paid to bidder for such deliverables, along with the replacement costs incurred by Bank for procuring an equivalent equipment in addition to the penalties levied by Bank. However, Bank shall not bear any kind of expense, charge, fees or any kind of costs in this regard. Notwithstanding the remedies contained herein, the bidder shall be responsible for payment of penalties in case service levels are not met because of inability of the bank to use the proposed solution.
- 55.3. The indemnification obligation stated in this clause apply only in the event that the indemnified party provides the indemnifying party prompt written notice of such claims, grants the indemnifying party sole authority to defend, manage, negotiate or settle such claims and makes available all reasonable assistance in defending the claims [at the expenses of the indemnifying party]. Notwithstanding the foregoing, neither party is authorized to agree to any settlement or compromise or the like which would require that the indemnified party make any payment or bear any other substantive obligation without the prior written consent of the indemnified party. The indemnification obligation stated in this clause reflects the entire liability of the parties for the matters addressed thereby.
- 55.4. The bidder acknowledges that business logics, work flows, delegation and decision making processes of Bank are of business sensitive nature and shall not be disclosed/referred to other clients, agents or distributors of Hardware/Software.

**56. Roles & Responsibility during Project Implementation:**

- 56.1. All tools, tackles, testing instruments, consumables, vehicles, etc., as required during all operations such as transport, installation, testing, commissioning maintenance during warranty and AMC etc., shall be provided by the Bidder at no extra cost to the Bank for completing the scope of work as per this RFP.
- 56.2. The selected Bidder shall take all steps to ensure safety of bidder's and the bank's personnel during execution of the contract and also be liable for any consequences due to omission or act of the selected bidder or their sub-bidders.





56.3. In case of any damage of Bank's property during execution of the work is attributable to the bidder, bidder has to replace the damaged property at his own cost.

56.4. The selected bidder has to execute an Undertaking of Authenticity for Hardware items as per Annexure-8.

**57. Indemnity:**

57.1. The bidder shall keep and hold the Bank indemnified and harmless from time to time and at all times against all actions, proceedings, claims, suits, liabilities (including statutory liability), penalties, demands, charges, costs (including legal costs) and expenses, damages, losses and any other expenses which may be caused to or suffered by or made or taken against the Bank arising out of:

57.1.1. The breach, default or non-performance of undertakings, warranties, covenants or obligations by the bidder;

57.1.2. Any contravention or Noncompliance with any applicable laws, regulations, rules, statutory or legal requirements by the bidder;

57.2. The bidder shall indemnify, protect and save the Bank against all claims, losses, costs, damages, expenses, action suits and other proceedings, resulting from infringement of any law pertaining to patent, trademarks, copyrights etc. or such other statutory infringements in respect of ChatBot & Social Media Banking Solution supplied by them.

57.2.1. All indemnities shall survive notwithstanding expiry or termination of the contract and bidder shall continue to be liable under the indemnities.

57.2.2. The limits specified in the above said clause shall not apply to claims made by the Bank/third parties in case of infringement of Intellectual property rights or for claims relating to the loss or damage to real property and tangible personal property and for bodily injury or death and in these cases the liability will be unlimited.

57.2.3. All Employees engaged by the Bidder shall be in sole employment of the bidder and the bidder shall be solely responsible for their salaries, wages, statutory payments etc. That under no circumstances shall the Bank be liable for any payment or claim or compensation (including but not limited to compensation on account of injury / death / termination) of any nature to the employees and personnel of the bidder.

57.3. Bidder's aggregate liability shall be subject to an overall limit of the total Cost of the project.

**58. Inspection of Records:**

Bank at its discretion may verify the accounts and records or appoint third party for verification including an auditor for audit of accounts and records including Hardware, Software provided to the Bank under this RFP and the vendor shall extend all cooperation in this regard.

**59. Assignment:**

59.1. The vendors shall not assign to any one, in whole or in part, its obligations to perform under the RFP/contract, except with the Bank's prior written consent.

59.2. If the Bank undergoes a merger, amalgamation, take-over, consolidation, reconstruction, change of ownership etc., this RFP shall be considered to be assigned to the new entity and such an act shall not affect the rights and obligations of the Vendor under this RFP.

**60. Publicity:**

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

**61. Insurance:**

The Hardware to be supplied will be insured by the bidder against all risks of loss or damages from the date of shipment till such time, the same is delivered and installed at site and handed over to the Bank/Office. The Bidder has to obtain transit insurance cover for the items to be delivered from their factory/godown to the location and such insurance cover should be available till installation of the ChatBot & Social Media Banking Solution. If there is any delay in the installation which could be attributed to Bank, in such an event the insurance must be available for minimum 30 days from the date of delivery of ChatBot & Social Media Banking Solution.

**62. Guarantees:**

The bidder should guarantee that the hardware items delivered to the Bank are brand new, including all components. In the case of software, the bidder should guarantee that the software supplied to the Bank includes all patches, updates etc., and the same are licensed and legally obtained. All hardware and software must be supplied with their original and complete printed documentation.

**63. Confidentiality and Non-Disclosure:**

63.1. The bidder shall take all necessary precautions to ensure that all confidential information is treated as confidential and not disclosed or used other than for the purpose of project execution. Bidder shall suitably defend, indemnify Bank for any loss/damage suffered by Bank on account of and to the extent of any disclosure of the confidential information. The bidder shall furnish an undertaking as given in Annexure-6.

63.2. No media release/public announcement or any other reference to the RFP or any program there under shall be made without the written consent of the Bank, by photographic, electronic or other means.

**64. Amendments to Purchase Order:**

Once purchase order is accepted by the bidder, no amendments or modifications of order and no waiver of any of the terms or conditions thereof shall be valid or binding unless made in writing.

**65. Amendments to the Agreement:**

Once AMC agreement [If AMC contracted] is executed with the bidder, no amendments or modifications of Agreement and no waiver of any of the terms or conditions thereof shall be valid or binding unless made in writing.

**66. General Order Terms:**

Normally, the Order will be placed on the successful bidder as per the details given in the bid document. But, if there is any change in name/address/constitution of the bidding Firm/Company at any time from the date of bid document, the same shall be informed by the bidders to the Bank immediately. This shall be supported with necessary documentary proof or Court orders, if any. Further, if the bidding Firm/Company is undergoing any re-organization/restructuring/merger/demerger and on account such a change the Firm/Company is no longer performing the original line of business, the same shall be informed to the Bank. There shall not be any delay in this regard. The decision of the Bank to place orders or otherwise under such situation shall rest with the Bank and the decision of the Bank is final.

**67. Negligence:**

In connection with the work or contravenes the provisions of General Terms, if the selected bidder neglects to execute the work with due diligence or expedition or refuses or neglects to comply with any reasonable order given to him in writing by the Bank, in such eventuality, the Bank may after giving notice in writing to the selected bidder calling upon him to make good the failure, neglect or contravention complained of, within such times as may be deemed reasonable and in default of the said notice, the Bank shall have the right to cancel the Contract holding the selected bidder liable for the damages that the Bank may sustain in this behalf. Thereafter, the Bank may make good the failure at the risk and cost of the selected bidder.

**68. Responsibility for Completeness:**

68.1. The bidder shall ensure that the Solution provided [Hardware/Software etc] meets all the technical and functional requirements as envisaged in the scope of the RFP.

68.2. The bidder shall deliver, install the equipment and port the software, arrange for user level demo at bidder's cost as per accepted time schedules. The bidder is liable for penalties levied by Bank for any deviation in this regard. The bidder shall provide for all drivers/software required to install, customize and test the system without any further charge, expense and cost to Bank.

68.3. The Bidder shall be responsible for any discrepancies, errors and omissions or other information submitted by him irrespective of whether these have been approved, reviewed or otherwise accepted by the bank or not. The bidder shall take all corrective measures arising out of discrepancies, error and omission other information as mentioned above within the time schedule and without extra cost to the bank.

**69. Responsibilities of the Bidder:**

By submitting a bid/response to this RFP the Bidder certifies that:

69.1. The Bidder has arrived at the prices in its bid without agreement with any other bidder of this RFP for the purpose of restricting competition.

69.2. The prices in the bid have not been disclosed and shall not be disclosed to any other bidder of this RFP.

69.3. No attempt by the Bidder to induce any other bidder to submit or not to submit a bid for restricting competition has occurred.

69.4. Each Bidder must indicate whether or not they have any actual or potential conflict of interest related to contracting services with CANARA BANK. In case such conflicts of interest do arise, the Bidder must indicate the manner in which such conflicts can be resolved.

69.5. The Bidder represents and acknowledges to the Bank that it possesses necessary experience, expertise and ability to undertake and fulfill its obligations, under all phases involved in the performance of the provisions of this RFP. The Bidder represents that all software and hardware to be supplied in response to this RFP shall meet the requirement of the solution proposed by the Bidder. The Bidder shall be required to independently arrive at a solution, which is suitable for the Bank, after taking into consideration the effort estimated for implementation of the same. If any services, functions or responsibilities not specifically described in this RFP are an inherent, necessary or customary part of the deliverables or services and are required for proper performance or provision of the deliverables or services in accordance with this RFP, they shall be deemed to be included within the scope of the deliverables or services, as if such services, functions or

responsibilities were specifically required and described in this RFP and shall be provided by the Bidder at no additional cost to the Bank. The Bidder also acknowledges that the Bank relies on this statement of fact, therefore neither accepting responsibility for, nor relieving the Bidder of responsibility for the performance of all provisions and terms and conditions of this RFP, the Bank expects the Bidder to fulfill all the terms and conditions of this RFP.

**70. Human Resource Requirement:**

The Bidder by executing the agreement shall be deemed to have unconditionally agreed as under:

- 70.1. The Bidder shall provide a contingent of well trained personnel and extend necessary mentoring and operational support to the intermediary network of agents, etc. as part of the solution/service.
- 70.2. The Bidder shall confirm that every person deployed by them on the project has been vetted through a third-party background check prior to their engagement. The Bidder shall manage the activities of its personnel or others engaged in the project, etc. and shall be accountable for all the personnel deployed/engaged in the project.
- 70.3. In case the performance of the Bidder/their CSP/agent/employees engaged in the project is not satisfactory or is detrimental to the interests of the Bank, The Bidder shall have to replace the said person within the time limits stipulated by the Bank. Where the Bidder fails to comply with the Bank's request, the Bank may replace the said person or their agents/employees on its own.
- 70.4. No right to employment in the Bank shall accrue or arise to the employees or agents of the Bidder, by virtue of engagement of employees, agents, etc. of The Bidder for any assignment under this project. It is further clarified that the arrangement herein with the Bidder is a contract for service.
- 70.5. The Bidder shall exercise due diligence and only engage persons having established identity, integrity, requisite qualifications and skills and deployment experience for all critical activities.
- 70.6. The Bidder shall extend all of the outsourced banking and financial services by deploying such personal that have high integrity and meet the qualifications and other criteria stipulated by the Reserve Bank of India , Government or the Bank from time to time and agrees and undertake that during the subsistence of this agreement they will not employ any personnel/individual below the Minimum Wages fixed by appropriate Government on this behalf from time to time ,as per the provisions of Minimum Wages Act 1948.

**71. Force Majeure:**

- 71.1. The bidder shall not be liable for default or non-performance of the obligations under the contract, if such default or non-performance of the obligations under this contract is caused by any reason or circumstances or occurrences beyond the control of the bidder, i.e. Force Majeure.
- 71.2. For the purpose of this clause, "Force Majeure" shall mean an event beyond the control of the bidder, due to or as a result of or caused by acts of God, wars, insurrections, riots, earth quake and fire, events not foreseeable but does not include any fault or negligence or carelessness on the part of the bidder, resulting in such a situation.



- 71.3. In the event of any such intervening Force Majeure, the Bidder shall notify the Bank in writing of such circumstances and the cause thereof immediately within five calendar days. Unless otherwise directed by the Bank, the Bidder shall continue to perform / render / discharge other obligations as far as they can reasonably be attended / fulfilled and shall seek all reasonable alternative means for performance affected by the Event of Force Majeure.
- 71.4. In such a case, the time for performance shall be extended by a period (s) not less than the duration of such delay. If the duration of delay continues beyond a period of three months, the Bank and the Bidder shall hold consultations with each other in an endeavor to find a solution to the problem. Notwithstanding above, the decision of the Bank shall be final and binding on the Bidder.

**72. Corrupt and Fraudulent Practices:**

- 72.1. As per Central Vigilance Commission (CVC) directives, it is required that Bidders /Suppliers / Contractors observe the highest standard of ethics during the procurement and execution of such contracts in pursuance of this policy:
- 72.2. "Corrupt Practice" means the offering, giving, receiving or soliciting of anything of values to influence the action of an official in the procurement process or in contract execution AND
- 72.3. "Fraudulent Practice" means a misrepresentation of facts in order to influence a procurement process or the execution of contract to the detriment of the Bank and includes collusive practice among bidders (prior to or after bid submission) designed to establish bid prices at artificial non-competitive levels and to deprive the Bank of the benefits of free and open competition.
- 72.4. The Bank reserves the right to reject a proposal for award if it determines that the bidder recommended for award has engaged in corrupt or fraudulent practices in competing for the contract in question.
- 72.5. The Bank reserves the right to declare a firm ineligible, either indefinitely or for a stated period of time, to be awarded a contract if at any time it determines that the firm has engaged in corrupt or fraudulent practices in competing for or in executing the contract.
- 72.6. The decision of Bank in determining the above aspects will be final and binding on the all the Bidders. No Bidder shall contact through any means of communication the Bank or any of its employees on any matter relating to its Bid, from the time of Bid opening to the time the contract is awarded. If the bidder wishes to bring additional information to the notice of the Bank, it may do so in writing.
- 72.7. Any effort/attempt by a bidder to influence the Bank in its decision on bid evaluation, Bid comparison or contract award may result in rejection of the Bidder's bid and/or blacklisting the Bidder. The Bidder agrees not to hire, solicit or accept solicitation either directly or through a third party from any of the employees of the Bank directly involved in this contract during the period of contract and one year thereafter, except as the parties may agree on the case to case basis.
- 72.8. The selected bidder shall ensure compliance of CVC guidelines issued or to be issued from time to time for selection of vendor for Supply, Installation, Integration and Maintenance of ChatBot & Social Media Banking Solution by the Bank.



**73. Resolution of Disputes:**

All disputes and differences of any kind whatsoever, arising out of or in connection with this Offer or in the discharge of any obligation arising under this Offer (whether during the course of execution of the order or after completion and whether beyond or after termination, abandonment or breach of the Agreement) shall be resolved amicably. In case of failure to resolve the disputes and differences amicably the matter may be referred to a sole arbitrator mutually agreed upon after issue of at least 30 day's notice in writing to the other party clearly setting out there-in the specific disputes. In the event of absence of consensus about the single arbitrator, the dispute may be referred to joint arbitrators; one to be nominated by each party and the said arbitrators shall appoint a presiding arbitrator. The provisions of the Indian Arbitration and Conciliation Act, 1996, shall govern the arbitration. The venue of arbitration shall be Bengaluru, INDIA.

**74. Modification/Cancellation of RFP:**

The bank reserves the right to modify/cancel/re-tender without assigning any reasons whatsoever. The bank shall not incur any liability to the affected bidder(s) on account of such rejection. Bank shall not be obliged to inform the affected bidder(s) of the grounds for the Bank's rejection/cancellation.

**75. Social Media Policy**

75.1. No person of the bank or the contractors and third parties shall violate the social media policy of the bank.

75.1.1. The following acts on the part of personnel of the bank or the contractors and third parties shall be construed as violation of social media policy:

75.1.2. Non-adherence to the standards/guidelines in relation to social media policy issued by the Bank from time to time.

75.2. 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.”

**76. Responsibilities of Selected Bidder:**

76.1. The Selected bidder has to inform change in the management of the company, if any, to the Bank within 30 days from the date of such change during warranty and AMC period.

76.2. The Bank will call for Audited Balance Sheet of the selected Bidder at any point of time during warranty and AMC period and the selected Bidder shall provide the same.


76.3. The selected bidder shall submit updated Escalation Matrix for the product/services on a Half-Yearly basis as at the end of 31<sup>st</sup> March and 30<sup>th</sup> September during warranty and AMC period.

**77. Legal Disputes and Jurisdiction of the court:**

77.1. The Bank Clarifies that the Bank shall be entitled to an injunction, restraining order, right for recovery, specific performance or such other equitable relief as a court of competent jurisdiction may deem necessary or appropriate to restrain bidder/prospective bidder from committing any violation or enforce the performance of the covenants, obligations and representations contained in this RFP. These injunctive remedies are cumulative and are in addition to any other rights and remedies the Bank may have at law or in equity, including without

limitation a right for recovery of any amounts and related costs and a right for damages.

77.2. All disputes and controversies between Bank and Bidder shall be subject to the exclusive jurisdiction of the courts in Bengaluru and the parties agree to submit themselves to the jurisdiction of such court as this RFP/contract agreement shall be governed by the laws of India.

  
DEPUTY GENERAL MANAGER



**Annexure-1**  
**Bid Covering letter**  
(To be given on the Company's Letter Head)

Reference No:

Date:

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

Dear Sir,

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

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

Having examined the tender document including all annexures the receipt of which is hereby duly acknowledged, we, the undersigned, offer for subject items are in conformity with the said tender in accordance with the schedule of prices indicated in the commercial offer and made part of this offer.

If our offer is accepted, we undertake to complete Supply, Installation, Implementation and Commissioning of Solution as per Scope of Work within 8 weeks from the date of receipt of the Purchase Order and to provide Technical consultancy / Service support / Guidance for the devices supplied as per the above referred RFP, during warranty support period and AMC (if contracted). We have submitted Demand Draft /Bank Guarantee in lieu of EMD for Rs.1,50,000 (Rupees One Lakh Fifty Thousand only) in favour of Canara Bank as EMD.

We agree to abide by this offer till **180 days** from the date of conducting Online Reverse Auction and for such further period as mutually agreed between the bank and successful bidder, and agreed to in writing by the bidder. We also agree to keep the Earnest Money Deposit/Bank Guarantee in lieu of EMD during the entire validity period of the tender. However, if we withdraw our offer within the said validity period, you shall have the right to forfeit the EMD/invoke the Bank Guarantee in lieu of EMD, without reference to us. We agree to abide by and fulfil all the terms and conditions of the tender and in default thereof, to forfeit and pay to you or your successors, or authorized nominees such sums of money as are stipulated in the conditions contained in tender together with the return acceptance of the contract.

We accept all the Instructions, Technical Specifications, Terms and Conditions and Scope of Work of the subject RFP. We understand that the Bank is not bound to accept the lowest or any offer the Bank may receive without assigning any reason whatsoever.

Date

Signature with seal

Name :

Designation :





Annexure-2

Eligibility Criteria Declaration

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

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

Sl. No	Eligibility Criteria	Documents to be submitted with Part-A Conformity to Eligibility Criteria	Bidder's Response and Documents Submitted
a)	The Bidder should be a Partnership firm / LLP or Registered Company in India as per Indian Companies Act 1956 or 2013.	If Partnership / LLP, Copy of Partnership Deed. OR Copy of Certificate of Incorporation and Certificate of Commencement of business in case of Public Limited Company OR Certificate of incorporation in case of Private Limited Company, issued by the Registrar of Companies.	
b)	Bidders shall be the Original Software Owner / Manufacturer (OSO/OSM) of Chat Bot & Social Media Banking Solution.	If the applicant is a Owner/Manufacturer, Bidder should have to provide an undertaking to this effect.	
c)	The Turnover of the Bidder should be minimum Rs.2 Crores for the previous financial year (i.e. 2017-2018)	The Bidder must submit audited balance Sheet for the last financial year (i.e. 2017-2018). In case Audited Balance sheet for 2017-18 is not ready, Bidder must produce a certificate from the Company's Chartered Accountant to this effect.	
d)	The Bidder should have a positive net worth as on 31/03/2018.	A Certificate from Chartered Accountant to that effect to be submitted.	
e)	The proposed Chat Bot & Social Media Banking Solution should have been implemented in at least two BFSI institutions out of which one should be a Scheduled Commercial Bank in India.	Bidder should submit Copy of Purchase Order/Reference Letter from the Institutions to this effect duly mentioning the Solution Name.	
f)	The Bidder should have an operational office in Bengaluru.	The Bidder to furnish their details like contact details with postal address, no. of personnel etc. besides Local Contact Person Name, Address, Phone	



		No, Mobile No, Email etc. as per Annexure-4.	
g)	The Bidder should not be currently blacklisted by any Government entity/Public Sector Banks / Financial Institutions in India as on date of submission of bids.	The Bidder should provide declaration to this effect on its letter head.	

We confirm that the information furnished above is true and correct. We also note that, if there are any inconsistencies in the information furnished above, the bid is liable for rejection.

Date

Signature with seal

Name :

Designation :



**Annexure-3**

**Applicant's Profile**

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

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

Sl. No	Particulars	Details
a)	Name of the Company	
b)	Name of the OSM	
c)	Name of the Solution/Version	
d)	Constitution	
e)	Date of Establishment/Incorporation	
f)	Address (Order to be placed on which Office) with details such as Contact person name, Mobile number & email.	
	Registered Office	
	Corporate Office	
g)	Telephone No./Mobile No. E-mail Address Website	
h)	PAN Number for Income Tax Purpose  GST Number  Name of the Bank and Branch address  <u>Bank Details</u> Name of Bank Account Holder  Type of Bank Account  Account Number  IFSC Code	

Date

Signature with seal

Name :

Designation :



Annexure-4

Details of Bidder's Offices/Service Support Centers

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

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

Sl. No.	Circle	Postal Address	Postal Address	Mobile No./ Landline No, Email-ID	No. of Engineers/ Service Staff
1.	Bengaluru				
2.	Mumbai				
3.	..				
4.	..				

Date

Signature with seal

Name :

Designation :



**Annexure-5**

**Track Record of Past Delivery & Implementation of ChatBot & Social Media Banking Solution**

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

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

Sl. No.	Name of the Client/s where ChatBot & Social Media Banking Solution was supplied & implemented by the Bidder	Contact Person's Name	Telephone No./Mobile No.	Email Address
1.				
2.				
3.				
4.				
...				
....				

(Enclose necessary documents)



Annexure-6

Non-Disclosure Agreement

(To be given on the Company's Letter Head)

WHEREAS, we, \_\_\_\_\_,  
having Registered Office at \_\_\_\_\_, hereinafter referred  
to as the Bidder, are agreeable to provide IT Infrastructure services to Canara Bank,  
having its office at 14,Naveen complex, HO(annex), M.G Road Bengaluru -560001  
hereinafter referred to as the BANK and,

WHEREAS, the Bidder understands that the information regarding the Bank's IT  
Infrastructure shared by the BANK in their Request for Proposal is confidential and/or  
proprietary to the BANK, and

WHEREAS, the Bidder understands that in the course of submission of the offer for  
"Supply, Installation, Implementation, Maintenance and Support for ChatBot & Social  
Media Banking Solution in Canara Bank " and/or in the aftermath thereof, it may be  
necessary that the Bidder may perform certain jobs/duties on the Banks properties and/or  
have access to certain plans, documents, approvals or information of the BANK; NOW  
THEREFORE, in consideration of the foregoing, the Bidder agrees to all of the following  
conditions, in order to induce the BANK to grant the Bidder specific access to the BANK's  
property/information. The Bidder will not publish or disclose to others, nor, use in any  
services that the Bidder performs for others, any confidential or proprietary information  
belonging to the BANK, unless the Bidder has first obtained the BANK's written  
authorization to do so.

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

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

Date

Signature with seal

Name :

Designation :



**Annexure-7**

**Technical Specifications for ChatBot & Social Media Banking Solution**

**Note:**

1. The Bidder shall specifically mention the make and model of the items offered for all the requirements in terms of RFP without fail, failing which the Bid is liable for rejection.
2. If the Bidder feels that certain features offered are superior to what has been specified by the Bank, it shall be highlighted separately. Information regarding any modification required in the proposed configuration to meet the intent of the specifications and state-of-the-art technology shall be provided. However, the Bank reserves the right to accept the modifications / superior features suggested/offered.
3. The Bidder shall provide all other required equipments and services, whether or not explicitly mentioned in this RFP, to ensure the intent of specification, completeness, operability, maintainability and upgradability.
4. The selected bidder shall own the responsibility to demonstrate that the products offered are as per the specification/performance stipulated in this RFP and as committed by the bidder either at site or in bidder's work site without any extra cost to the Bank.

Sl. No.	Chat Bot & Social Media Banking Evaluation Criteria	Bidder's Compliance (Y/N)	Maximum Marks
<b>A.</b>	<b>Extensive Banking Experience</b>		<b>10</b>
1.	Pre-trained Vertical AI Models for Banking		
2.	multiple intent training & recognition and customizable feature set for training & recognition		
<b>B.</b>	<b>NLP Engine Capabilities</b>		<b>30</b>
1.	NLP - Built-in sentiment and tone detection		
2.	NLP - Average Deep learning-based model accuracy		
3.	NLP - Automatic speech recognition and Speech synthesis		
4.	NLP - Semantic Knowledge Packs		
5.	Platform capability to support Indian regional languages in text & voice		
<b>C.</b>	<b>Integration with Backend Systems - Integration support using APIs, Web Services, ESBs, MQs, Custom Adapters</b>		<b>15</b>
1.	Integrations with Bank's existing Apps		
2.	Access Control, Audit Trail & Logs, VAPT, Security Audit, Source Code Audit, IIS/OS/Server Hardening, Health Check Status of Server, Escrow Management, Ethical Hacking, Security Controls advised by Cert-In, CDAC, Deloitte, RBI etc.		
<b>D.</b>	<b>Enterprise Security</b>		<b>5</b>
1.	Industry compliance (FINRA, PCI, etc.)		
2.	Multi-factor authentication and support for SAML/SSO		
3.	Hybrid deployment		



4.	Framework Tools		
E.	Framework Tools Availability		40
1.	Rich GUI Based Workflow Designer		
2.	Forms & Ratings		
3.	Goal-based Flows & State tracking		
4.	Entity-skipping flows		
5.	Automatic conversation validation		
6.	Transcript analyzer toolkit		
7.	Omni-channel Deployment Experience		
8.	Multi-language support		
9.	Live Agent integration with schedule-based handoff		
10.	Integrated human augmentation for support desk & live-agent connectivity & routing rules with seamless transfer of chat while user is in chat session		
11.	Voice on web, voice on IVR & voice on devices (Amazon Alexa & Google Assistant) in addition to text based conversation functionality		
12.	Out-of-box deployment to Phone, IVR, and SMS		
13.	Powerful Dashboard and Analytics		
14.	conversational analytics module & capability with ability to initiate web-push(notifications) based on analytics insights		
15.	No. of live implementations in BFSI sector in India including facebook/twitter/website/App deployments		
16.			100

Date

Signature with seal

Name :

Designation :





Annexure-8

Undertaking of Authenticity for Supply, Installation, Implementation, Maintenance and Support for Chatbot & Social Media Banking Solution Through e-Procurement in Canara Bank

(To be given on the Company's Letter Head)

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

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

With reference to the Chatbot & Social Media Banking Solution being supplied/quoted to your RFP Ref. no. cited above.

We hereby undertake that all the components/parts/assembly/software's used in the ChatBot & Social Media Banking Solution under the above shall be original new components /parts /assembly /software only from respective OEMs of the products and that no refurbished / duplicate / second hand components / parts / assembly / software are being used or shall be used.

We also undertake that in respect of Licensed Software if asked for by you in the purchase order the same shall be supplied along with the authorized license certificate and also that it shall be sourced from the authorized source

Should you require, we hereby undertake to produce the certificate from our OEM supplier in support of above undertaking at the time of delivery/installation. It will be our responsibility to produce such letters from our OSM supplier's at the time of delivery or within a reasonable time.

In case of default and we are unable to comply with the above at the time of delivery or during installation, for the IT Hardware/Software already billed, we agree to take back the Hardware/Software without demur, if already supplied and return the money if any paid to us by you in this regard.

Date

Signature with seal

Name :

Designation :



**Annexure-9**  
**Escalation Matrix**

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

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

Name of the Company:

Delivery Related Issues:

Sl. No.	Name	Designation	Office Address	Telephone No./Mobile No.	Email address
a.		First Level Contact			
b.		Second level contact (If response not received in 24 Hours)			
c.		Regional/Zonal Head (If response not recd in 48 Hours)			
d.		Country Head (If response not recd in One week)			

Service Related Issues:

Sl. No.	Name	Designation	Office Address	Telephone No./Mobile No.	Email address
a.		First Level Contact			
b.		Second level contact (If response not received in 4 Hours)			
c.		Regional/Zonal Head (If response not recd in 24 Hours)			
d.		Country Head (If response not recd in 48 Hours)			

Any change in designation, substitution will be informed by us immediately.



Annexure-10

Manufacturer/Authorized Distributor in India Authorization Form

[Note: This Letter should be on the letterhead of the manufacturing concern/Distributor and should be signed by an Authorized Signatory of the manufacturer/Authorized Distributor]

No. \_\_\_\_\_ dated \_\_\_\_\_

The Deputy General Manager,  
Canara Bank,  
Asset Procurement & Management Group,  
DIT-Wing,  
Naveen Complex, 14 M G Road,  
Bengaluru-560 001  
Karnataka

Dear Sir,

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

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

We \_\_\_\_\_ who are established and reputed manufacturers of \_\_\_\_\_ having factories/development facilities at 1) \_\_\_\_\_ and 2) \_\_\_\_\_ do hereby undertake:.

We are hereby extending our full guarantee and warranty as per terms and conditions of the tender and the contract for the solution, products/equipment and services offered against this invitation for tender offer and will extend technical support and updates and ensure availability of spares including processors for our products for a period of Two years from the date of submission of this tender.

We also confirm that we will ensure all product updates (including management software updates and new product feature releases) are provided by us for all the products quoted for and supplied to the bank during the 2 years product warranty period

We also confirm that the proposed solution offered by the bidder to the Bank are correct, viable, technically feasible for implementation and the solution will work without any hassles in all the locations.

We hereby commit to the tender terms and conditions and will not withdraw our commitments during the process and or during the period of contract.

Yours faithfully

(Name)

For and on behalf of

M/s-----



**Annexure- 11**  
**Bill of Material**

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

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

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

[Amount in Indian Rupees]

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

**Table-B**

**Cost for any additional requirements additional customization/ enhancement**

[Amount in Indian Rupees]

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

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



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

(Amount in Indian Rupees)

Sl. No.	Details	Cost inclusive of tax
1.	Total Cost as per Table-A [Total of Column I]	
2.	Cost for any additional requirements additional customization/ enhancement as per Table-B [column f]	
3.	Total Cost of Ownership [Total of 1 and 2]	

**Declaration:**

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

Date

Signature with seal

Name :

Designation



## Appendix -A

### Instructions to be noted while Submitting Part A- Conformity to Eligibility Criteria

- 1) Cost of Tender document by way of DD payable at Bengaluru.
- 2) Earnest Money Deposit (EMD)/Bank Guarantee in lieu of EMD.
- 3) Power of Attorney / Authorisation letter signed by the Competent Authority with the seal of the bidder's company / firm in the name of the person signing the tender documents.
- 4) Bid Covering letter as per Annexure-1.
- 5) Eligibility Criteria declaration as per Annexure-2 with documentary proof in support of the Eligibility Criteria.
- 6) Bidder's Profile as per Annexure-3.
- 7) Service Support Details as per Annexure-4.
- 8) Track Record of Past Implementation of Projects as per Annexure-5.
- 9) Non-Disclosure Agreement as per Annexure-6.



## Appendix-B

### Instructions to be noted Submitting Part B-Technical Proposal

- 1) Compliance to Technical Specification of Chatbot & Social Media Banking Solution as per Annexure-7.
- 2) Undertaking of Authenticity as per Annexure-8.
- 3) Escalation Matrix as per Annexure-9.
- 4) Manufacturer/Authorised Distributor in India Authorization Form as per Annexure-10.
- 5) Technical Documentation (Product Brochures, leaflets).
- 6) A detailed list of inputs/requirements and other Infrastructure required and any other precautions to be undertaken should be given in detail along with the Technical Proposal.



Appendix -C  
Bank Guarantee Format for Earnest Money Deposit

To: The Deputy General Manager,  
Canara Bank,  
DIT Wing, Head Office,  
Naveen Complex, 14 M G Road  
BENGALURU

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

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

THE CONDITIONS of this obligation are:

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

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

Notwithstanding anything contained herein

- i) Our liability under this Bank Guarantee shall not exceed Rs. \_\_\_\_\_ (Rupees \_\_\_\_\_only)
- ii) This Bank Guarantee is valid up to \_\_\_\_\_ and
- iii) We are liable to pay the guaranteed amount or any part thereof under this Bank Guarantee only and only if you serve upon us a written claim or demand on or before \_\_\_\_\_ (mention period of guarantee as found under clause (ii) above plus claim period)

Dated \_\_\_\_\_ day of \_\_\_\_\_ 2018.

SIGNATURE & SEAL OF THE BANK

Name of the Bank: Canara Bank

Name of the Branch: DIT Wing

IFSC Code: CNRB0000007

The Bank Guarantee has to be confirmed through SFMS by the issuing Bank branch.





Appendix-D

Proforma of Bank Guarantee for Contract Performance

(To be submitted on Non-Judicial stamp paper of appropriate value Purchased in the name of the issuing Bank)

To: The Deputy General Manager,  
Canara Bank,  
DIT Wing, Head Office,  
Naveen Complex, 14 M G Road  
BENGALURU

WHEREAS (Name and address of M/s XXXX Ltd (hereinafter referred to as "the CONTRACTOR") has undertaken to supply, transportation, transit insurance, local delivery and installation insurance up to Acceptance by the bank, Acceptance testing and also includes documentation, warranty, annual maintenance, if contracted, and training or demo of your personnel related to Supply, Installation, Implementation, Maintenance and Support for Chatbot & Social Media Banking Solution as per their Contract dated \_\_\_\_\_with you (hereinafter referred to as "the CONTRACT" )

AND WHEREAS in terms of the Conditions as stipulated in the Contract, the CONTRACTOR is required to furnish, a Bank Guarantee by way of Performance Guarantee, issued by a Scheduled Bank in India, in your favour, as per Clause \_\_\_\_\_ of the CONTRACT, to secure due and satisfactory compliance of the obligations by the CONTRACTOR on their part, in accordance with the CONTRACT, (which guarantee is hereinafter called as "the PERFORMANCE GUARANTEE")

AND WHEREAS the CONTRACTOR has approached us, (Name of the issuing Bank) for providing the PERFORMANCE GUARANTEE,

AND WHEREAS in consideration of the fact that the CONTRACTOR is our valued constituent and the fact that he has entered into the CONTRACT with you, WE (Name of the Bank) having our Registered Office at, \_\_\_\_\_and local office at \_\_\_\_\_,India have agreed to issue the PERFORMANCE GUARANTEE,

THEREFORE WE (Name of the issuing Bank) through our local office at \_\_\_\_\_ India furnish you the PERFORMANCE GUARANTEE in manner hereinafter contained and agree with you as follows:

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

Notwithstanding anything to the contrary we agree that your decision as to whether the CONTRACTOR has made any such default or defaults and the amount or amounts to which you are entitled by reasons thereof will be binding on us and we shall not be entitled to ask you to establish your claim or claims under Performance Guarantee but will pay the same forthwith on your demand without any protest or demur.



This Performance Guarantee shall continue and hold good until it is released by you on the application by the CONTRACTOR after expiry of the relative guarantee period of the Contract and after the CONTRACTOR had discharged all his obligations under the Contract and produced a certificate of due completion of the work under the Contract and submitted a "No Demand Certificate" provided always that the guarantee shall in no event remain in force after the day of \_\_\_\_\_ without prejudice to your claim or claims arisen and demanded from or otherwise notified to us in writing before the expiry of three months from the said date which will be enforceable against us notwithstanding that the same is or are enforced after the said date.

Should it be necessary to extend Performance Guarantee on account of any reason whatsoever, we undertake to extend the period of Performance Guarantee on your request under intimation to the CONTRACTOR till such time as may be required by you. Your decision in this respect shall be final and binding on us.

You will have the fullest liberty without affecting Performance Guarantee from time to time to vary any of the terms and conditions of the Contract or extend the time of performance of the Contract or to postpone any time or from time to time any of your rights or powers against the CONTRACTOR and either to enforce or forbear to enforce any of the terms and conditions of the Contract and we shall not be released from our liability under Performance Guarantee by the exercise of your liberty with reference to matters aforesaid or by reason of any time being given to the CONTRACTOR or any other forbearance, act, or omission on your part or any indulgence by you to the CONTRACTOR or by any variation or modification of the Contract or any other act, matter or things whatsoever which under law relating to sureties, would but for the provisions hereof have the effect of so releasing us from our liability hereunder provided always that nothing herein contained will enlarge our liability hereunder beyond the limit of Rs \_\_\_\_\_ (Rupees \_\_\_\_\_) as aforesaid or extend the period of the guarantee beyond the said day of \_\_\_\_\_ unless expressly agreed to by us in writing.

The Performance Guarantee shall not in any way be affected by your taking or giving up any securities from the CONTRACTOR or any other person, firm or company on its behalf or by the winding up, dissolution, insolvency or death as the case may be of the CONTRACTOR.

In order to give full effect to the guarantee herein contained, you shall be entitled to act as if we were your principal debtors in respect of all your claims against the CONTRACTOR hereby guaranteed by us as aforesaid and we hereby expressly waive all our rights of surety ship and other rights, if any, which are in any way inconsistent with any of the provisions of Performance Guarantee.

Subject to the maximum limit of our liability as aforesaid, Performance Guarantee will cover all your claim or claims against the CONTRACTOR from time to time arising out of or in relation to the Contract and in respect of which your claim in writing is lodged on us before expiry of three months from the date of expiry of Performance Guarantee.

Any notice by way of demand or otherwise hereunder may be sent by special courier, telex, fax or registered post to our local address as aforesaid and if sent by post it shall be deemed to have been given when the same has been posted.

The Performance Guarantee and the powers and provisions herein contained are in addition to and not by way of limitation of or substitution for any other guarantee or guarantees heretofore given to you by us (whether jointly with others or alone) and now existing un-cancelled and that Performance Guarantee is not intended to and shall not revoke or limit such guarantee or guarantees.

The Performance Guarantee shall not be affected by any change in the constitution of the CONTRACTOR or us nor shall it be affected by any change in your constitution or by any



amalgamation or absorption thereof or therewith but will endure to the benefit of and be available to and be enforceable by the absorbing or amalgamated company or concern.

The Performance Guarantee shall come into force from the date of its execution and shall not be revoked by us any time during its currency without your previous consent in writing.

We further agree and undertake to pay you the amount demanded by you in writing irrespective of any dispute or controversy between you and the CONTRACTOR.

Notwithstanding anything contained herein

- i. Our liability under this guarantee shall not exceed Rs. \_\_\_\_\_ (Rupees \_\_\_\_\_ only)
- ii. This guarantee shall be valid upto \_\_\_\_\_ and ;
- iii. We are liable to pay the guaranteed amount or any part thereof under this guarantee only and only if you serve upon us a written claim or demand at Bengaluru on or before \_\_\_\_\_ (mention period of the guarantee as found under clause ii. above plus claim period).

We have the power to issue Performance Guarantee in your favour by statute and the undersigned has full power to execute Performance Guarantee under the Power of Attorney given to him by the Bank.

Dated this \_\_\_\_\_ day of \_\_\_\_\_ 2018.

For and on behalf of

\_\_\_\_\_ BRANCH MANAGER SEAL ADDRESS PLACE

<b>Name of the Bank:</b> Canara Bank
<b>Name of the Branch:</b> DIT Wing
<b>IFSC Code:</b> CNRB0000007
The Bank Guarantee has to be confirmed through SFMS by the issuing Bank branch.



Appendix-E

Format for Sending Pre-Bid Queries

Sl. No.	Page No. of RFP	Clause No	RFP Clause	Bidder's Query
1				
2				
3				
...				
...				



## Appendix-F

### Business Rules and Terms & Conditions of Reverse Auction

Reverse Auction event will be carried out among the Technically Qualified Bidders, for providing opportunity to the Bidders to quote the price dynamically for the procurement for which RFP is floated

#### A) Definitions:

1. "Bank" means Canara Bank
2. "Service Provider" means the third party agency / company who has been selected by the Bank for conducting Reverse Auction. [M/s e-Procurement Technologies Ltd.]
3. "L1" means the Bidder who has quoted lowest price in the Reverse Auction process.
4. "L2" means the Bidder who has quoted second lowest price in the Reverse Auction process.

#### B) Eligibility of Bidders to participate in Reverse Auction:

1. Bidders who are technically qualified in terms of the relative Terms & Conditions of the RFP and accept the Business Rules, Terms & conditions of Reverse Auction and submit the undertakings as per Appendix-F(1) , can only participate in Reverse Auction related to the procurement for which RFP is floated. Bidders not submitting the above undertaking or submitting with deviations / amendments there to, will be disqualified from further evaluation / participation in the process of relevant procurement.
2. Bidders should ensure that they have valid digital certificate well in advance to participate in the Reverse Auction. Bank and / or Service Provider will not be responsible in case Bidder could not participate in Reverse Auction due to non-availability of valid digital certificate.

#### C) Training:

1. Selected vendors shall coordinate with our Bank/Our Service Provider [M/s e-Procurement Technologies Ltd.] for getting necessary details and reverse auction demos before commencement of live reverse auction process. Else, bidder not getting the required clarification / demos will do so at his own risk. The service provider for Reverse Auction and their contact details shall be shared with the selected bidders.

#### D) Reverse Auction Schedule:

1. The date & time of start of Reverse Auction and its duration of time will be informed to the eligible Bidders well in advance before the Reverse Auction date.
2. Bank reserves the right to postpone / change / cancel the Reverse Auction event even after its communication to Bidders without assigning any reasons there for.

#### E) Bidding Currency:

Bidding will be conducted in Indian Rupees (INR).

#### F) Start Price (CAP Price):

Bank will determine the Start Price (CAP Price) for Reverse Auction -

1. On its own and / or
2. Evaluating the price band information called for separately from each eligible Bidder at appropriate time and / or
3. based on the price bids received and if opened, Bank may determine the start price (CAP Price) on the basis of the lower quote received.



### G) Incremental Bid Value:

1. The bid increment value will be specified by Bank before the start of Reverse Auction event. It can be a fixed amount or percentage of Start Price (CAP Price) or both.
2. Bidder is required to quote his bid price only at a incremental value.
3. Bidder need not quote bid price at immediate next available lower level, but it can be even at 2/3/4 ..... level of next available lower level .

### H) Conduct of Reverse Auction event :

1. Reverse Auction will be conducted on a specific web portal meant for this purpose with the help of the Service Provider identified by the Bank. [M/s e-Procurement Technologies Ltd.]
2. Service Provider will make all necessary arrangement for fair and transparent conduct of Reverse Auction like hosting the web portal, imparting training/demo to eligible Bidders etc., and finally conduct of Reverse Auction.
3. Bidders will be participating in Reverse Auction event from their own office / place of their choice. Internet connectivity and other paraphernalia requirements shall have to be ensured by Bidder themselves.
4. Bank and / or Service Provider will not have any liability to Bidders for any interruption or delay in access to site of Reverse Auction irrespective of the cause.
5. For making the process of Reverse Auction and its result legally binding on the participating Bidders, Service Provider will enter into an agreement with each eligible Bidder, before the start of Reverse Auction event. Without this Bidder will not be eligible to participate in the event. The format of the agreement is as per the APPENDIX-F (3).
6. Bidders name will be masked in the Reverse Auction process and will be given random dummy names by the Service Provider.
7. Bidder / his authorized representatives will be given unique Login ID & Password by Service Provider. Bidder/his authorized representative will change the Password after the receipt of initial Password from Service Provider to ensure confidentiality. All bids made from the Login ID given to the Bidders will be deemed to have been made by the concerned Bidder/his company.
8. Reverse auction will be conducted as per English Reverse Auction with no tie where more than one Bidder cannot have identical bid price.
9. Any bid once made by the Bidder through registered Login ID & Password, the same cannot be cancelled. The Bidder is bound to supplies as per the RFP at the bid price of Reverse Auction.
10. Reverse Auction will normally, be for a period of ½ hour (i.e. 30 Minutes). If a Bidder places a bid price in last 10 minutes of closing of the Reverse auction, the auction period shall get extended automatically for another 10 minutes. No. of extension will be unlimited. In case there is no bid price in the last 10 minutes of closing of Reverse Auction, the auction shall get closed automatically without any extension.  
(The time period of Reverse Auction & Maximum number of its extensions & time are subject to change and will be advised to eligible Bidders before the start of the Reverse Auction event.)
11. Bidder will be able to view the following on their screen along with the necessary fields in Reverse Auction:
  - i) Opening Price
  - ii) Leading / Lowest Bid Price in Auction (only total price)
  - iii) Last Bid Price placed by the respective Bidder.



12. During Reverse Auction, if no bid price is received within the specified time, Bank, at its discretion, may decide to revise Start Price (CAP Price) / Decremental Value / scrap the reverse auction process / proceed with conventional mode of tendering.

**I) Reverse Auction Process:**

1. At the end of Reverse Auction event Service Provider will provide the Bank all necessary details of the bid prices and reports of Reverse Auction.
2. Upon receipt of above information from Service Provider, Bank will evaluate the same and will decide upon the winner i.e. Successful Bidder.
3. Successful Bidder has to fax the duly signed filled-in prescribed format Appendix-F (2) as provided on case-to-case basis to Bank within 24 hours of Reverse Auction without fail. The Original signed Appendix-F (2) should be couriered so as to reach us within 48 hours of Reverse Auction without fail.
4. Any variation between the on-line Reverse Auction bid price and signed document will be considered as sabotaging the tender process and will invite disqualification of Bidder/vender to conduct business with Bank as per prevailing procedure.
5. Successful Bidder has to give break-up of his last/lowest bid price as per Bill of Material at the end of Reverse auction event within 3 working days without fail.
6. Successful Bidder is bound to supply at their final bid price of Reverse Auction. In case of back out or not supply as per the rates quoted, Bank will take appropriate action against such Bidder and / or forfeit the Bid Security amount, debar him from participating in future
7. In case Bank decides not to go for Reverse Auction related to the procurement for which RFP is floated and price bids if any already submitted and available with Bank shall be opened as per Bank's standard practice.

**J) Bidder's Obligation:**

1. Bidder will not involve himself or any of his representatives in Price manipulation of any kind directly or indirectly with other suppliers / Bidders
2. Bidder will not divulge either his Bid details or any other details of Bank to any other party without written permission from the Bank.

**K) Change in Business Rules, Terms & Conditions of Reverse Auction:**

1. Bank reserves the right to modify / withdraw any of the Business rules, Terms & conditions of Reverse Auction at any point of time.
2. Modifications of Business rules, Terms & conditions of Reverse Auction will be made available on website immediately.
3. Modifications made during the running of Reverse Auction event will be advised to participating Bidders immediately.



Appendix-F (1)

(To be submitted on company letter head by all Bidders participating in Reverse Auction)

To,  
Canara Bank , DIT Wing, Head Office, Bengaluru  
Date : -----

Acceptance of Reverse Auction Business Rules and Terms & conditions in respect of  
Tender / RFP Ref. No. \_\_\_\_\_ Dated \_\_\_\_\_ For procurement of  
\_\_\_\_\_

=====

We refer to the captioned subject and confirm that -

- 1) The undersigned is our authorized representative.
- 2) We have accepted and abide by all Terms of captioned Tender documents and Business Rules and Terms & conditions of Reverse Auction for the procurement for which RFP is floated.
- 3) Bank and Service Provider shall not be liable & responsible in any manner whatsoever for my / our failure to access & bid in Reverse Auction due to loss of internet connectivity, electricity failure, virus attack, problems with the PC, any other unforeseen circumstances etc. before or during the auction event.
- 4) We understand that in the event we are not able to access the auction site, we may authorize Service Provider to bid on our behalf by sending a fax containing our offer price before the auction close time and no claim can be made by us on either Bank or Service Provider regarding any loss etc. suffered by us due to acting upon our authenticated fax instructions.
- 5) I / We do understand that Service Provider may bid on behalf of other Bidders as well in case of above mentioned exigencies.
- 6) We also confirm that we have a valid digital certificate issued by a valid Certifying Authority.
- 7) We will participate in Reverse Auction conducted by \_\_\_\_\_ (name of Service Provider) and agree to enter into an agreement with him (Service Provider) for making the process of Reverse Auction and its result legally binding on us.
- 8) We will fax duly signed filled-in prescribed format (Appendix-F (2)) as provided on case-to-case basis, to Bank within 24 hours of end of Reverse Auction without fail.
- 9) We will give break-up of our last / lowest bid price as per Bill of Material at the end of Reverse Auction event within 48 hours without fail.
- 10) We undertake to supply at our final lowest bid price of Reverse Auction. In case of back out or not supply as per the rates quoted by us, Bank is free to take appropriate action against us and / or forfeit the Bid Security amount, debar us from participating in future tenders.
- 11) We nominate our official Shri \_\_\_\_\_ Designation \_\_\_\_\_ of our company to participate in Reverse Auction. We authorize Bank to issue USER ID & PASSWORD to him. His official e-mail & contact number are as under -  
Email: \_\_\_\_\_ Mobile: \_\_\_\_\_

-----  
- Signature with company seal:

Name of Authorized Representative :

Designation:

Email :

Mobile :

Tel. No:

Fax No.:





Appendix-F(2)

( To be submitted / faxed by Successful Bidder of Reverse Auction within 24 hours from the end of Reverse Auction event)

To,  
Canara Bank , DIT Wing, HO, Bengaluru  
Date : -----

Sir,  
Final / Lowest Bid Price quoted in Reverse held on \_\_\_\_\_ in respect of Tender / RFP Ref. No. \_\_\_\_\_ Dated \_\_\_\_\_ For procurement of \_\_\_\_\_

=====  
We confirm that the final total bid price quoted by us in the captioned Reverse Auction event for captioned tender is as under - Rs. ( in figure) : \_\_\_\_\_  
Rs. ( in words) : \_\_\_\_\_ ( We confirm that -

- 1) [ ] We enclose herewith the detailed break-up of above price as per Bill of Material OR [ ] We undertake to give detailed break-up of above bid price as per Bill of Material within 48 hours from the end-of Reverse Auction event.
- 2) Any variation between the on-line Reverse Auction bid price quoted by us and this document will be considered as sabotaging the tender process and will invite disqualification of Bidder/vender to conduct business with Bank as per prevailing procedure. In such case Bank is free to take appropriate action and / or forfeit the Bid Security amount and / or debar him from participating in future
- 3) We are bound to supply at the above final bid price of Reverse Auction.
- 4) We note that in case of back out or not supply as per the above rates quoted by us, Bank will take appropriate action against us and / or forfeit our Bid Security amount and / or debar him from participating in future

Signature with company seal :  
Name of Authorized Representative :  
Designation :  
Email :  
Mobile :  
Tel. No:  
Fax No:



**Appendix-F (3): Process Compliance Form**

(The Bidders are required to print this on their company's letter head and sign, stamp before faxing to Service Provider)

To

(Name & Address of Service Provider)

Sub: Agreement to the Process related Terms and Conditions for the Reverse Auction

-----

Dear Sir,

This has reference to the Terms & Conditions for the Reverse Auction mentioned in the Tender document for procurement of Hardware against the RFP/Tender No.

\_\_\_\_\_

This letter is to confirm that:

- 1) The undersigned is authorized representative of the company.
- 2) We have studied the Commercial Terms and the Business rules governing the Reverse Auction and the RFP as mentioned in your letter and confirm our agreement to them.
- 3) We also confirm that we have taken the training on the auction tool and have understood the functionality of the same thoroughly.
- 4) We confirm that \_\_\_\_\_(Bank) and \_\_\_\_\_(Service Provider) shall not be liable & responsible in any manner whatsoever for my/our failure to access & bid on the e-auction platform due to loss of internet connectivity, electricity failure, virus attack, problems with the PC, any other unforeseen circumstances etc. before or during the auction event.
- 5) We understand that in the event we are not able to access the auction site, we may authorize \_\_\_\_\_ (Service Provider) to bid on our behalf by sending a fax containing our offer price before the auction close time and no claim can be made by us on either \_\_\_\_\_ (Bank) or \_\_\_\_\_ (Service Provider) regarding any loss etc. suffered by us due to acting upon our authenticated fax instructions.
- 6) I/we do understand that \_\_\_\_\_ (Service Provider) may bid on behalf of other Bidders as well in case of above mentioned exigencies.
- 7) We also confirm that we have a valid digital certificate issued by a valid Certifying Authority.
- 8) We also confirm that we will fax the price confirmation & break up of our quoted price as per Appendix-F (2) as requested by \_\_\_\_\_ (Bank) / \_\_\_\_\_ (Service Provider) within the stipulated time.

We, hereby confirm that we will honour the Bids placed by us during the auction process.

With regards

Signature with company seal Name - Company / Organization -

Designation within Company / Organization -

Address of Company / Organization -



**Appendix-G**

**Authorization Letter Format**

(To be presented by the authorized person at the time of opening of Eligibility Criteria Bid/Technical Proposal/ Commercial Bid (Indicative) on the letter head of Bidder and should be signed by an Authorized Signatory with Name and Seal of the Company)

Ref No:

Date:

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

Dear Sir,

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

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

This has reference to your above RFP.

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

The specimen signature is attested below:

\_\_\_\_\_  
Specimen Signature of Representative

\_\_\_\_\_  
Signature of Authorizing Authority

\_\_\_\_\_  
Name & Designation of Authorizing Authority

**NOTE: This Authorization letter is to be carried in person at the time of Bid Opening**

