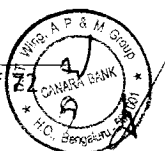




REQUEST FOR PROPOSAL [RFP]
FOR
**“PROCUREMENT AND MAINTENANCE OF CORPORATE
FINANCIAL/MARKET DATABASE REPOSITORY FOR
CREDIT/RISK/MONITORING/RECOVERY NEEDS OF THE BANK”**

Issued by: Canara Bank,
AP&M Group, 1st Floor,
DIT Wing, Naveen Complex,
14, MG Road, Bengaluru -560 001
Phone No - 080- 25590070,25584873
Email Id - hoditapm@canarabank.com



A. BID SCHEDULE & ABBREVIATIONS

1. Bid Schedule:

| Sl. No. | Description | Details |
|---------|---|---|
| 1. | RFP No. and Date | RFP 04/2019-20 dated 03/05/2019 |
| 2. | Name of the Wing | Department of Information Technology |
| 3. | Brief Description of the RFP | Procurement and Maintenance of Corporate Financial/Market Database Repository for Credit/Risk/Monitoring/Recovery needs of the Bank |
| 4. | Bank's Address for Communication and for Submission of Bids | Deputy General Manager Canara Bank, AP&M Group, 1st Floor, DIT Wing, Naveen Complex, 14 MG Road, Bengaluru -560 001 Senior Manager, Asset Procurement & Management Group Tel - 080-25590070,25584873 Fax- 080-25596539 Email: hoditapm@canarabank.com |
| 5. | Date of Issue of RFP | 03/05/2019, Friday |
| 6. | Tender Fee (Not Refundable) | Rs.29,500/- (including 18% GST) |
| 7. | Earnest Money Deposit (Refundable) | Rs. 5,00,000/- |
| 8. | Last Date and Time for Submission of Bids | 28/05/2019, Tuesday, 3.00 PM |
| 9. | Date, Time & Venue for opening of Part A- Conformity to Eligibility Criteria. | 28/05/2019, Tuesday at 3.30pm Venue: Canara Bank, Second Floor, Conference Hall, DIT Wing-HO (Annex), Naveen Complex, 14 M G Road, Bengaluru 560001. |
| 10. | Date and Time for opening of Technical Bid (Part-B)/Commercial Bid (Part-C) | Will be intimated at a later date. |
| 11. | Pre-bid Meeting Date & Time | <ul style="list-style-type: none"> ○ Pre-bid meeting will be held on 16/05/2019, Thursday at 3.30 pm Venue: Canara Bank, Second Floor, Conference Hall, DIT Wing-HO (Annex), Naveen Complex, 14 M G Road, Bengaluru 560001. ○ Pre bid queries should be submitted as per Appendix-D. ○ Pre-bid Queries to E-mail hoditapm@canarabank.com must reach us on or before 13/05/2019, Monday at 3.00pm. Subject of the email should be given as "Pre Bid Queries for RFP 04/2019-20 dated 03/05/2019" |

| | | |
|-----|---------------|---|
| 12. | Other Details | <ol style="list-style-type: none"> 1. The bidders must fulfil the Pre-Qualification criteria for being eligible to bid. 2. Subsequent changes made based on the suggestions and clarifications as per pre-bid meeting shall be deemed to be part of the RFP document and shall be uploaded on the Bank's corporate website http://canarabank.com/english/announcements/tenders. 3. No suggestions or queries shall be entertained after pre-bid meeting. |
|-----|---------------|---|

This document can be downloaded from following website <http://canarabank.com/english/announcements/tenders> & <https://eprocure.gov.in/epublish/app>. In that event, the bidders should pay the Tender Fee for tender document by way 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.

Any Amendments, Modifications, Pre Bid Replies, Clarifications & any communication etc. will be uploaded in the Bank's website only (i.e. <http://canarabank.com/english/announcements/tenders>). No individual communication will be sent to the individual bidders.



DISCLAIMER

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

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

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 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.



2. 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. | DD | Demand Draft |
| 6. | DIT | Department of Information Technology |
| 7. | DR | Disaster Recovery |
| 8. | EMD | Earnest Money Deposit |
| 9. | GST | Goods and Service Tax |
| 10. | HO | Head Office |
| 11. | HTTP | Hyper Text Transfer Protocol |
| 12. | HTTPS | Hyper Text Transfer Protocol Secure |
| 13. | IPR | Intellectual Property Rights |
| 14. | ISDN | Integrated Services Digital Network |
| 15. | ITU | International Telecommunication Union |
| 16. | LAN | Local Area Network |
| 17. | LD | Liquidated Damage |
| 18. | MAF | Manufacturer Authorization Form |
| 19. | MSME | Micro Small & Medium Enterprises |
| 20. | MTBF | Mean Time Between Failure |
| 21. | MTTR | Mean Time To Restore |
| 22. | NEFT | National Electronic Funds Transfer |
| 23. | NI Act | Negotiable Instruments Act |
| 24. | OEM | Original Equipment Manufacturer |
| 25. | OS | Operating System |
| 26. | PDI | Pre Delivery Inspection |
| 27. | PERT | Project Execution and Review Technique |
| 28. | POC | Proof of Concept |
| 29. | RFP | Request For Proposal [Interalia the term 'Tender' is also used] |
| 30. | RTGS | Real Time Gross Settlement |
| 31. | STQC | Standardisation, Testing and Quality Certification |



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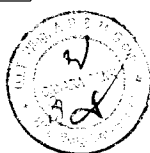
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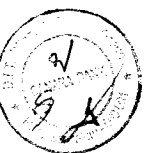


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SECTION B - INTRODUCTION

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 6,200 branches, 21 Circle offices and 118 Regional Offices situated across the States. The Bank is working on Core Banking System using Flexcube 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 to the 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 successors and permitted assigns.
- 2.2. 'RFP' means Request for Proposal to "Procurement and Maintenance of Corporate Financial/Market Database Repository for Credit/Risk/Monitoring/Recovery needs of the Bank" in Canara Bank.
- 2.3. 'Bidder' means a vendor submitting the proposal in response to the RFP.
- 2.4. 'Solution' means "Providing and Maintaining Corporate Financial/Market Database Repository for Credit/Risk/Monitoring/Recovery needs of the Bank" 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 lowest bidder after conclusion of the bidding process, subject to compliance to all the Terms and Conditions of the RFP, etc.

3. About RFP

The Bank wishes to Procure Corporate Financial/Market Database Repository for Credit/Risk/Monitoring/Recovery needs of the Bank. In this connection, Bank invites sealed offers (subject to 'Conformity to Eligibility Criteria', 'Technical Proposal' and 'Commercial Bid') for selection of vendor for providing and maintaining Corporate Financial/Market Database Repository for Credit/Risk/Monitoring/Recovery needs of the Bank as per the Terms & Conditions, Technical Specifications and Scope of Work described elsewhere in this document.

4. Objective

The Bank wishes to select Vendor for providing and maintaining Corporate Financial/Market Database Repository for Credit/Risk/Monitoring/Recovery needs of the Bank.

5. Eligibility Criteria

- 5.1. A vendor submitting the proposal in response to this RFP shall hereinafter be referred to as 'Bidder' and Providing Corporate Financial/Market Database Repository for Credit/Risk/Monitoring/Recovery needs of the Bank shall hereinafter be referred as "Solution".



5.2. Interested Bidders, who can provide Corporate Financial/Market Database Repository for Credit/Risk/Monitoring/Recovery needs of the Bank and meet the Eligibility Criteria as per **Annexure-2** may respond.

6. Participation Methodology

- 6.1. In a tender either the Indian Agent on behalf of the Principal/OEM or Principal/OEM itself can bid but both cannot bid simultaneously for the same solution/software in the same tender.
- 6.2. If an agent bids on behalf of the Principal/OEM, the same agent shall not submit a bid on behalf of another Principal/OEM in the same tender for the same item/product.
- 6.3. If any product of Original Software Manufacturer (OSM) is being quoted in the tender, the OSM cannot bid for any other OSM's product in the same tender.
- 6.4. In the event of Agent/Representative being not able to perform the obligations as per the provisions of this RFP, the Principal/OEM should assume complete responsibility on behalf of the Agent/Representative for providing end-to-end solution i.e., technology, personnel, financial and any other infrastructure that would be required to meet intent of this RFP.

7. Requirement Details

- 7.1. Bank invites sealed offers ('Conformity to Eligibility Criteria', 'Technical Proposal' and 'Commercial Bid') for Selection of vendor for providing Corporate Financial/Market Database Repository for Credit/Risk/Monitoring/Recovery needs of the Bank as per the Terms & Conditions, Technical Specifications and Scope of Work described elsewhere in this document.
- 7.2. The term of contract will be initially for a period of 3 years from the date of acceptance of purchase order and/or signing the contract between the bank and the selected Bidder renewable for a further period of one year. The renewal will be at the sole discretion of the bank and the performance of the bidder during the contract period.

8. Scope of Work

- 8.1. The bidder shall comply with the Technical/Functional Specifications as narrated in **Annexure-7** and adhere to the guidelines issued by CVC and other Regulatory bodies related to providing Corporate Financial/Market Database Repository for Credit/Risk/Monitoring/Recovery needs of the Bank.
- 8.2. The scope of work shall cover enabling of hosted solution for Corporate Financial/Market Database Repository for Credit/Risk/Monitoring/Recovery needs of the Bank.
- 8.3. Any enhancement in the package required to comply with regulatory/statutory authorities should be provided at no extra cost.

8.4. Project Completion and Management

- 8.4.1. For smooth completion of project the Bidder should identify one or two of its representatives at Bangalore as a single point of contact for the Bank.



8.4.2. Project implementation team should be conversant with local rules and conditions to resolve the issues, if any.

9. Training

- 9.1. Bidder has to provide training for the proposed services as per Bank's decision.
- 9.2. Training has to be conducted at two places (Bengaluru and Mumbai) for a batch of 30 officials at Bank's premises. Duration of the each training should be One day.
- 9.3. Trainer should be well experienced.
- 9.4. Bidder has to provide User Manual and Technical/Functional Documentation both in soft copies to the Bank.
- 9.5. Bidder should provide similar training during the contract period at the same cost, if required by the Bank.



SECTION C - DELIVERABLES & SERVICE LEVEL AGREEMENTS

1. Delivery of Service

- 1.1. The entire solution for Corporate Financial/Market Database Repository for Credit/Risk/Monitoring/Recovery needs of the Bank has to be implemented within 6 weeks from the date of acceptance of Purchase Order (PO) or as extended by Bank in writing. Entire application software has to be provided by the Bidder.
- 1.2. The Implementation of the Solution will be deemed as complete only when the same is accepted by the Bank in accordance with the Terms & Conditions of this Tender.

2. Integration & Interfaces

- 2.1. The selected bidder has to work with different application vendor in order to integrate new solution to the existing solutions in the Bank during the contract Period.
- 2.2. The selected bidder has to work with different teams of Bank & application Original Equipment Manufacturer(OEM) to understand the policies requirement and configurations of respective applications for the offered solution.

3. Penalties/Liquidated Damages

3.1. Penalties/Liquidated damages for delay in Delivery and Installation of Solution:

3.1.1. Non-compliance of the Delivery, Installation and implementation of Solution as per clause (1.1) 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 3.1.1 shall be restricted to 10% (Plus GST) of the total value of the order (exclusive of Taxes).

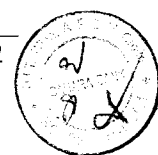
3.2. Penalties/Liquidated damages for not updating market data as per scope and functional requirement of the RFP:

3.2.1. Bidder is supposed to update the corporate data available on real time basis. Non-compliance in updating the corporate data as per scope and Technical/Functional Specifications as mentioned in Annexure-7 of the RFP within 24 Hours from time of release, will result, Bank imposing penalty of 0.50% (Plus GST) on account of delay in updation per day or part thereof, on the invoice value (exclusive of Taxes). However, total penalty under this clause during contract period is restricted to 20% (plus GST) of the total invoice value (exclusive of taxes).

3.3. Penalties / Liquidated Damages for not maintaining uptime:

3.3.1. 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% (plus GST) on total order value for every hour |
| 97.90% to 98.90% | 0.20% (plus GST) on total order value for every hour |
| 96.90% to 97.90% | 0.30% (plus GST) on total order value for every hour |
| 95.00% to 96.90% | 0.50% (plus GST) on total order value for every hour |



<95.00%

1.00% (plus GST) on total order value for every hour

- 3.3.2. Since the payment shall be released quarterly in arrears, the total penalty per quarter deductible under above clause (3.3.1) shall be restricted to 10% (plus GST) of the claimed quarterly invoice value.
- 3.4. The liquidated damages 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 Orders. Levying Liquidated damages is without prejudice to the Bank's right to levy any other penalty where provided for under in the contract
- 3.5. All the above LDs are independent of each other and are applicable separately and concurrently.
- 3.6. LD is not applicable for the reasons attributable to the Bank and Force Majeure.

4. Payment Terms

- 4.1. Payment will be released after execution of Contract Agreement & Escrow Agreement and the schedule will be as under:

| Sl. No. | Payment Stages | % of Payment | Condition/Remarks |
|---------|--|--------------------------|--|
| a. | Supply, Implementation and Integration of Corporate Financial/Market Database Repository for Credit/Risk/Monitoring/Recovery needs of the Bank | 25% of Total Order Value | Delivery, implementation and integration of entire Solution as required by the Bank on production of relevant documents like Acceptance & Sign off by the Bank and invoice with product serial/license number of the items supplied. |
| b. | Warranty Support | 75% of Total Order Value | Shall be released quarterly in arrears in 12 equal payments after providing services and on submission of deliverables (reports and recommendations) and acceptance of the same by the Bank Officials for the respective Assignment. |
| c. | Training Charges | 100% of Training Charges | Will be paid on completion of Training as per Clause 9 of Section -B of the RFP. |

- 4.2. Bank will pay according to agreed terms and conditions for payment between Bank and the bidder.
- 4.3. Bank will release the payment on completion of activity and on production of relevant documents/invoices. Please note that Originals of invoices (plus One Copy) reflecting GST, GSTIN, HSN Code, State Code, State Name, Taxes & Duties, Proof of delivery duly signed by Bank officials of the respective Branch/office and Manufacturer's/ Supplier's Warranty Certificate should be submitted while claiming payment in respect of orders placed.



- 4.4. The vendor has to submit installation report/Sign off report duly signed by the Bank officials of the respective Branch/offices in originals while claiming payment. The invoice and installation report should contain the product serial number of the items supplied.
- 4.5. Bank will not pay any amount in advance.
- 4.6. Payment shall be released within 30 days from submission of relevant documents as per RFP terms
- 4.7. The payments will be released centrally by the Bank at Bengaluru through NEFT / RTGS after deducting TDS, Penlaty/LD if any, and the Selected Bidder has to provide necessary Bank Details like Account No., Bank's Name with Branch, IFSC Code etc.

5. Local Support

- 5.1. 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 (8.00 AM to 8.00 PM) and will be SPOC 24x7X365.
- 5.2. Support should include advising & helping the Bank in implementing controls for the risk advised by regulators/Govt. of India.
- 5.3. Support has to cover to solve 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.
- 5.4. However, penalty shall be applicable as per uptime clause.
- 5.5. **Response Time and Meantime to Restore [MTTR]**
 - 5.5.1. Response Time shall be 2 hours and MTTR shall be 4 hours.
 - 5.5.2. Time specified above is from lodging of complaint.

6. Escrow arrangement during Contract period:

- 6.1. The Bidder shall inform the Bank about the software if any developed by the Bidder/anyone supplying through the bidder, and customized to the requirements of the Bank.
- 6.2. The Bidder will place the Source Code (and the procedures necessary to build the source into executable form) along-with flow diagrams and Technical/Functional write up for the Software, within Thirty (30) days of implementation in escrow with a reputable agency acceptable to both the parties. The modalities of the versions to be kept etc., can be finalized at the time of lodging the software for escrow.
- 6.3. The escrow will be released to the Bank in the event of the Contract being terminated for either default or Insolvency of the Bidder or should be Bidder cease, or give notice of intention to cease to provide maintenance or Technical/Functional support services for the software as required by the



contract. The release will be effected by the agent within 15 days of receipt of written demand from the purchase therefore.

- 6.4. The cost of verification of the software payable to Escrow Agent and annual subscription fee shall be payable by the owner of the software meaning that Bank shall not be liable to pay any amount to Escrow Agent taking from verification to its annual subscription to updation fee.
- 6.5. The application software should mitigate Application Security Risks; at a minimum those discussed in OWASP top 10 (Open Web Application Security Project).
- 6.6. The Bidder shall provide complete and legal documentation of all subsystems, licensed operating systems, licensed system software, and licensed utility software and other licensed software. The Bidder shall also provide licensed software for all software products whether developed by it or acquired from others. The Bidder shall also indemnify the Bank against any levies / penalties on account of any default in this regard.

7. Warranty:

- 7.1. 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").
- 7.2. The Bidder has to provide comprehensive On-site replacement warranty for Three (3) years.
- 7.3. The warranty will cover all supplied components includes software and will start after project acceptance & Signoff.
- 7.4. The software/hardware 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/Functional specifications for a period of Three years from the Date of Acceptance of the Solution.
- 7.5. 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.
- 7.6. 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.
- 7.7. 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.
- 7.8. Despite any other provision, the Bank, may return a defective Software/Solution to the Bidder within Sixty (60) 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.

7.9. 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.

7.10. 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.

8. Software, Drivers and Manuals

8.1. The bidder shall supply along with each item all the related documents, Software Licenses loaded in the Hardware 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.

8.2. All related documents, manuals, catalogues and information furnished by the bidder shall become the property of the Bank.

9. Subcontracting

The vendor shall not subcontract or permit anyone other than its personnel to perform any of the work, service or other performance required of the vendor under the contract without the prior written consent of the Bank.

10. Defect liability

In case any of the supplies and equipment delivered under the Contract are found to be defective as to material and workmanship and / or not in accordance with the requirement, and/or do not achieve the guaranteed performance as specified herein, within the warranty and AMC period (if contracted) of the contract, the Bidder shall forthwith replace/make good such defective supplies at no extra cost to the bank without prejudice to other remedies as may be available to the bank as per RFP terms.



SECTION D - BID PROCESS

1. Clarification to RFP and Pre-Bid Queries

- 1.1. 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-D**.
- 1.2. All communications regarding points requiring clarifications and any doubts shall be given in writing to the Deputy General Manager, Canara Bank, DIT Wing, HO (Annex), 14 MG Road, Naveen Complex, Bengaluru-01 or an email can be sent to hoditapm@canarabank.com by the intending bidders as per schedule.
- 1.3. No queries will be entertained from the bidders after the above date and time.
- 1.4. The Bank will consolidate all the written queries and any further queries during the pre-bid meeting and the replies for the queries shall be made available in the Bank's website (www.canarabank.com) and no individual correspondence shall be made. The clarification of the Bank in response to the queries raised by the bidder/s, and any other clarification/amendments/corrigendum furnished thereof will become part and parcel of the RFP and it will be binding on the bidders.
- 1.5. No oral or individual consultation will be entertained.

2. Pre-Bid meeting

- 2.1. A pre-bid meeting of the intending bidders will be held on the date & time and at the venue specified in the Section - A (Bid Schedule) to clarify any point/doubt raised by them in respect of this RFP. No separate communication will be sent for this meeting.
- 2.2. 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.
- 2.3. Bank has the discretion to consider any other queries raised by the bidder's representative during the pre-bid meeting.
- 2.4. 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.
- 2.5. The Bank will consolidate all the written queries and any further queries during the pre-bid meeting and the replies for the queries shall be made available in the Bank's website (<http://canarabank.com/english/announcements/tenders>) and no individual correspondence shall be made. The clarification of the Bank in response to the queries raised by the bidder/s, and any other clarification/amendments/corrigendum furnished thereof will become part and parcel of the RFP and it will be binding on the bidders.
- 2.6. 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.



3. Amendment to Bidding Document

- 3.1. 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.
- 3.2. Notification of amendments will be made available on the Bank's website only (<http://canarabank.com/english/announcements/tenders>) and will be binding on all bidders and no separate communication will be issued in this regard.
- 3.3. 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.

4. Bid System Offer

- 4.1. This is two bid system which has following 3 (Three) parts:
- 4.2. Part A- Conformity to Eligibility Criteria: Indicating their compliance to Eligibility Criteria. The format for submission of Conformity to Eligibility Criteria is as per **Appendix-A**.
- 4.3. Part B-Technical Proposal: Indicating the response to the Technical and Functional requirement specification for **Corporate Financial/Market Database Repository for Credit/Risk/Monitoring/Recovery needs of the Bank**. The format for submission of Technical Proposal is as per **Appendix-B**.
- 4.4. Part C-Commercial Bid: Furnishing all relevant information as required as per Bill of Material as per **Annexure-12**. The format for submission of Commercial bid is as per **Appendix-C**.

5. Preparation of Bids

- 5.1. The Bid shall be typed or written in English language with font size of 12 in indelible ink and shall be signed by the Bidder or a person or persons duly authorized to bind the Bidder to the Contract. The person or persons signing the Bids shall affix signature in all pages of the Bids, except for un-amended printed literature.
 - 5.1.1. The three parts as stated above, should be placed in three separate envelopes superscribed with 'Conformity to Eligibility Criteria', 'Technical Proposal' and 'Commercial Bid' respectively and properly closed and sealed. Thereafter, all the three envelopes shall be placed inside another envelope and properly closed and sealed. The final envelope should be superscribed as "Offer for Procurement of Corporate Financial/Market Database Repository for Credit/Risk/Monitoring/Recovery needs of the Bank in response to RFP 04/2019-20 dated 03/05/2019" (includes separately sealed 'Conformity to Eligibility Criteria', 'Technical Proposal' and 'Commercial Bid') on the top of the envelope. All the envelopes shall bear the name and complete postal address of the bidder as well as the addressee, namely the Deputy General Manager, Canara Bank, AP&M Group, DIT Wing, First Floor, Naveen Complex, 14 M G Road, Bengaluru - 560001.
 - 5.1.2. All the pages of Bid including Brochures should be made in an organized, structured, and neat manner. Brochures / leaflets etc. should not be submitted in loose form. All the pages of the submitted bids should be paginated with Name, Seal and Signature of the Authorized Signatory. Bids with erasing / overwriting / cutting without authentication will be liable



for rejection. Authorization letter for signing the Bid documents duly signed by Company's Authorized signatory should be submitted.

- 5.1.3. All the envelopes shall bear the name and complete postal address of the Bidder and authority to whom the Bid is submitted.

5.2. Part A-Conformity to Eligibility Criteria

- 5.2.1. Before submitting the bid, the bidders should ensure that they conform to the eligibility criteria as stated in **Annexure-2** of RFP. Only after satisfying themselves of the eligibility, the Offer should be submitted.
- 5.2.2. The Conformity to Eligibility Criteria as per **Annexure-2** among others must contain Demand Draft towards the Tender Fee as per below **Clause 6** and EMD/ Bank Guarantee in lieu of EMD as per **Appendix-F** of this document. The Conformity to Eligibility Criteria should be complete in all respects and contain all information sought for, as per **Appendix-A**.
- 5.2.3. The Placement of Tender Fee and EMD in other than **Part A-Conformity to Eligibility Criteria** will make the bid liable for rejection.
- 5.2.4. After ensuring the above, it shall be placed inside a separate Envelope and sealed and superscribed on the top of the cover as "**PART A-Conformity to Eligibility Criteria for RFP 04/2019-20 dated 03/05/2019 for Procurement of Corporate Financial/Market Database Repository for Credit/Risk/Monitoring/Recovery needs of the Bank**".

5.3. Part B-Technical Proposal

- 5.3.1. Technical Proposal should be submitted as per the format in **Appendix-B**. Relevant Technical/Functional details and documentation should be provided along with Technical Proposal.
- 5.3.2. It is mandatory to provide the Technical/Functional details of the Solution required by the bank in the exact format of **Annexure-7** of this tender.
- 5.3.3. The offer may not be evaluated and may be rejected by the Bank without any further reference in case of non-adherence to the format or partial submission of Technical/Functional information as per the format given in the offer.
- 5.3.4. If any part of the technical/functional requirements offered by the bidder is different from the technical/functional requirements sought in our RFP, the bidder has to substantiate the same in detail the reason of their quoting a different technical/functional requirements than what is sought for, like better feature or non-availability/ feasibility of the technical/functional requirements quoted by Bank, invariably to process the technical offer.
- 5.3.5. The Bank shall not allow / permit changes in the technical/functional requirements once it is submitted.
- 5.3.6. The relevant Solution information, brand, and solution offered, printed product brochure, technical/functional specification sheets etc. should be submitted along with the Offer. Failure to submit this information along with the offer may result in disqualification.
- 5.3.7. The Technical Proposal should be complete in all respects and contain all information sought for, as per **Appendix-B**. **Masked Bill of Material must be attached in Technical Offer and should not contain any price information.** The Part B-Technical Proposal should be complete and should



cover all products and services. Technical Proposal without masked Bill of Materials will be liable for rejection.

5.3.8. Masked Bill of Material which is not as per below instruction will make Bid liable for rejection:

5.3.8.1. Should be replica of Bill of Material except that it should not contain any price information (with Prices masked).

5.3.8.2. It should not provide any price information like, unit price, tax percentage, tax amount, AMC/ATS charges, Implementation Charges etc.

5.3.9. After ensuring the above, it shall be placed inside a separate Envelope and sealed and superscribed on the top of the cover as “**PART B-Technical Proposal for RFP 04/2019-20 dated 03/05/2019 for Procurement of Corporate Financial/Market Database Repository for Credit/Risk/Monitoring/Recovery needs of the Bank**”.

5.4. Part C-Commercial Bid

5.4.1. Commercial Bid should be submitted as per instruction in **Appendix-C**.

5.4.2. Commercial Bid shall be submitted as per Bill of Material and other terms and conditions of RFP on prices. The Commercial Bid should give all relevant price information as per **Annexure-12**. Any deviations from the Bill of Material / non submission of prices as per the format shall make the bid liable for rejection.

5.4.3. Under no circumstances the Bill of Material should be kept in Part-A (i.e. Conformity to Eligibility Criteria) or Part B (i.e. Technical Proposal) Covers. The placement of Bill of Material in Part A (i.e. Conformity to Eligibility Criteria) or Part B (i.e. Technical Proposal) covers will make bid liable for rejection.

5.4.4. The Bill of Material must be attached in Technical Proposal as well as Commercial Bid. The format will be identical for both Technical Proposal and Commercial Bid, **except that the Technical Proposal should not contain any price information (with Prices masked)**. Any change in the Bill of Material format may render the bid liable for rejection.

5.4.5. Bidder must take care in filling price information in the Commercial Offer, to ensure that there are no typographical or arithmetic errors. All fields must be filled up correctly.

5.4.6. Any change in the Bill of Material format may render the bid liable for rejection. The Commercial Bids that are incomplete or conditional are liable to be rejected.

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

5.4.8. After ensuring the above, it shall be placed inside a separate Envelope and sealed and superscribed on the top of the cover as “**PART C-Commercial Bid for RFP 04/2019-20 dated 03/05/2019 for Procurement of Corporate Financial/Market Database Repository for Credit/Risk/Monitoring/Recovery needs of the Bank**”.

6. Tender Fee

6.1. This document can be downloaded from Bank's website <http://canarabank.com/english/announcements/tenders>. In that event, the



bidders should pay the Tender Fee amount (Non Refundable) as mentioned in the Bid schedule for Tender document by way of DD drawn on any scheduled Commercial Bank in favour of Canara Bank, payable at Bengaluru and submit the same along with **Part A-Conformity to Eligibility Criteria**.

- 6.2. Submission of the Tender Fee in other than "Part-A-Conformity to the Eligibility Criteria" is liable to be rejected on grounds of non-payment of the Tender Fee.
- 6.3. 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.

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

- 7.1. The bidder shall furnish Non interest earning Earnest Money Deposit (EMD) amount as mentioned in the Bid schedule by way of Demand Draft drawn on any scheduled bank in favour of Canara Bank, payable at Bengaluru and should be kept along with the Part-A - Conformity to Eligibility Criteria.
- 7.2. 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 a claim period of 3 months.

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-F**. Any bank guarantee submitted in physical mode, including EMD/bid guarantee which cannot be verifiable through SFMS will be summarily rejected.

- 7.3. Submission of EMD in other than Part A-Conformity to Eligibility Criteria Envelope is liable to be rejected on grounds of non submission of EMD.
- 7.4. 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. The EMD of Technically Qualified bidders will be returned upon the selected bidder/s accepting the Order and furnishing the Performance Bank Guarantee.
- 7.5. The EMD may be forfeited/ Bank Guarantee may be invoked:
 - 7.5.1. If the bidder withdraws or amends the bid during the period of bid validity specified in this document.
 - 7.5.2. If the selected bidder fails to accept the purchase order within 7 days or fails to sign the contract or fails to furnish performance guarantee in accordance with the terms of the RFP.

8. Software Version

The bidder should ensure usage of latest licensed software with proper update/patches and their subcomponents as has been sought in the technical/functional requirements. The Offer may not be evaluated and / or will be liable for rejection in case of non-submission or partial submission of Software Version of the items offered. Please note that substituting required information by just software name is not enough.



Bidder should not quote Software which is already End of Sale. Bidder also should not quote Software which are impending End of Sale in 3 years from the date of Submission of Bid.

9. Documentation

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

10. Costs & Currency

The Offer must be made in Indian Rupees only as per Bill of Material (Annexure-12).

11. Erasures or Alterations

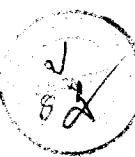
The Offers containing erasures or alterations or overwriting will not be considered. There should be no hand-written material, corrections or alterations in the offer. Technical/Functional details must be completely filled in. Correct Technical/Functional information of the product being offered must 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.

12. 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.

13. Submission of Bids

- 13.1. The Name and address of the Bidder, RFP No. and Due Date of the RFP are to be specifically mentioned on the Top of the envelope containing Bid.
- 13.2. The bid/s properly superscribed in the manner prescribed in earlier clauses of this RFP should be deposited in the Tender Box on or before the Date & Time and at the Venue specified in the Section - A (Bid Schedule).
- 13.3. If the last day of submission of bids is declared as a holiday under NI Act by the Government subsequent to issuance of RFP, the next working day will be deemed to be the last day for submission of the RFP. The Bid/s which is/are deposited after the said date and time shall not be considered.
- 13.4. Bids sent through post/courier will not be accepted/evaluated. Bids should be deposited in the Tender Box.
- 13.5. If the envelopes, including the outer envelope is not sealed and marked in the prescribed manner, the Bank will assume no responsibility for the bid's misplacement or premature opening.



- 13.6. The following officials will facilitate in bid related queries and make arrangements for deposit of bid documents:

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

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

14. Bid Opening

- 14.1. The **Part A- Conformity to Eligibility Criteria** shall be opened on the Date & Time and at the Venue specified in the Section -A (Bid Schedule) in the presence of the Bidder's representative/s who may choose to attend the bid opening.

- 14.2. 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-E**) enclosed.

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

- 14.3. 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.

- 14.4. The Bidders may note that no further notice will be given in this regard. Further, in case the bank does not function on the aforesaid date due to unforeseen circumstances or declared as holiday then the bid will be accepted up to 3.00 PM on the next working day and bids will be opened at 3:30 PM at the same venue on the same day.

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

14.5.1. Bidders name.

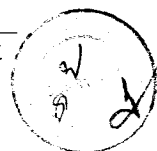
14.5.2. Presence or absence of Application Money and EMD.

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

- 14.6. 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.

- 14.7. The **Part A-Conformity to Eligibility Criteria** submitted by the bidder will be evaluated based on the Eligibility Criteria and other documents 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.

- 14.8. The Commercial Bid of only those bidders who are qualified in **Part-B Technical Proposal** will be opened for further evaluation.



SECTION E - SELECTION OF BIDDER

1. Preliminary Scrutiny

- 1.1. 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 signed, whether items are offered as per RFP requirements and whether Technical/Functional documentation as required to evaluate the offer has been submitted.
- 1.2. 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/Functional specifications and bidding document is submitted without any deviations.

2. Clarification of Offers

- 2.1. 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.
- 2.2. 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.

3. Evaluation of Bids

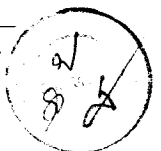
- 3.1. The Bank will evaluate the bid submitted by the bidders under this RFP. The Bid will be evaluated by a Committee of officers of the Bank. If warranted, the Bank may engage the services of external consultants for evaluation of the bid. It is Bank's discretion to decide at the relevant point of time.

3.2. Part A-Conformity to Eligibility Criteria:

The Part A- Conformity to Eligibility Criteria submitted by the bidder will be evaluated based on Eligibility Criteria and on the documents submitted as per Appendix-A of RFP. The proof of documents should be submitted as per Appendix-A and it will be evaluated by the Bank and Bank will seek clarification, if required.

3.3. Part B-Technical Proposal:

- 3.3.1. 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. The Part B-Technical Proposal submitted by the bidder will be evaluated based on documents submitted as per Appendix-B. The proof of documents should be submitted as per Appendix-B and it will be evaluated by the Bank and Bank will seek clarification, if required.
- 3.3.2. The Technical Evaluation will be for Technical and Functional requirement as per Annexure-7 of RFP.



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

3.3.3.1. A - Available in the offered solution

3.3.3.2. B - Will be provided as customization

3.3.3.3. C - Not Available/ Not customizable

3.3.4. Against each of the specifications under Technical / Functional requirements there are Bidder's response column A, B & C respectively.

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

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

3.3.6. Proof of Concept for the solution will be an important input to understand quality of the Bidder's capability and experience and other details furnished by the Bidder.

3.3.7. **Scoring Pattern:**

3.3.7.1. **Functional Requirement:** Requirement of the solution is provided in Annexure-7. On the basis of the response of the Bidder, marks will be provided as mentioned in Clause No. 3.3.5.

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

3.3.7.3. Total percentage of marks for Technical Evaluation will be arrived as below:

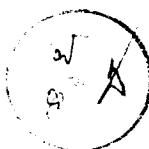
$$\frac{\text{No. of marks obtained in Functional Requirement}}{\text{No. of functional specifications}} \times 100$$

3.3.7.4. Based on the evaluation as per Annexure-7, each Bidder will be given certain marks. Only those Bidders scoring minimum 70% of the technical evaluation and fulfilling the Terms & Conditions will be short-listed for commercial evaluation. Marks obtained in the technical score will be rounded down (Example - If bidder gets 75.5 marks, it will be treated as 75 only).

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

3.4. **Part C-Commercial Bid:**

The Part C-Commercial Bids of only those bidders who qualified in **Part B-Technical Proposal**, will be opened with due communication by the Bank. The **Part C-Commercial Bid** submitted by the bidder will be evaluated based on Bill of material submitted by the Bidder.

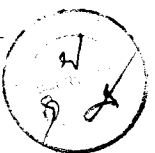


4. Bidders Presentation /Site Visits / Product Demonstration/POC

- 4.1. The Bank reserves the right to call for a Presentation/Site Visits/Product Demonstration/POC on the features and functionalities from those Bidders who have qualified in **Part A-Conformity to Eligibility Criteria**.
- 4.2. 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. The Bank may at its discretion, as a part of the technical evaluation may request either all bidders or any of them to arrange for the live demonstration of their product more than once if felt necessary before commercial evaluation.
- 4.3. The Bank at its discretion may call for providing of Proof of Concept (PoC) of proposed solution at the site mutually agreed.
- 4.4. 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.
- 4.5. 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.
- 4.6. 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.

5. Normalization of Bids

- 5.1. 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 once again for scrutiny. The resubmissions can be requested by the Bank in the following manner;
 - 5.1.1. Incremental bid submission in part of the requested clarification by the Bank
 - OR
 - 5.1.2. Revised submissions of the entire bid in the whole
- 5.2. 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.
- 5.3. The shortlisted bidders, by submitting the response to this RFP, agree to the process and conditions of the normalization process.



6. 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. The names of qualified bidders at each stage would be announced on the Bank's Notice Board / Bank's website (<http://canarabank.com/english/announcements/tenders>). Commercial Bids of only Technical qualified bidders shall be opened. Final list of the bidders (L1, L2, L3, etc) will be announced as indicated above. No separate intimation will be sent to successful Bidder.

7. Correction of Error in Commercial Bid

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

- 7.1. Bank may waive off any minor infirmity or non-conformity or irregularity in a bid, which does not constitute a material deviation.
- 7.2. 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.
- 7.3. If there is discrepancy between percentage and amount, the amount calculated on percentage basis will prevail.
- 7.4. 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
- 7.5. 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.
- 7.6. If the bidder does not accept the correction of errors, the bid will be rejected.

8. Determination of L1 Price

- 8.1. L1 Price will be determined after giving effect to arithmetical correction, if any.
- 8.2. The L-1 bidder will be determined on the basis of the lowest price quoted in the Commercial bid.
- 8.3. 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.
- 8.4. The bank reserves the right to 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.
- 8.5. Bidder's ranking as L1,L2,L3 will be determined based on Evaluation of Commercial Bid submitted by the Bidders.
- 8.6. 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.



SECTION F - OWNERSHIP & AWARDING OF CONTRACT

1. 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. Bid valid for any shorter period shall be rejected by the Bank.

2. 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 central to the evaluation and selection process, it is important 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.

3. Project Ownership

3.1. 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 Procurement of Corporate Financial/Market Database Repository for Credit/Risk/Monitoring/Recovery needs of the Bank which are relevant to this RFP.

3.2. Ownership letter by the bidder to be submitted (Undertaking letter by the bidder taking the ownership of the project execution) in case third party 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.

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

4. Acceptance of Offer

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

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

4.3. 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.



- 4.4. 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.

5. Award of Contract

- 5.1. The bidder who is L1 as per clause no. 8 of Section - E (Selection of Bidder) will be referred to as the selected bidder and Bank will notify the name of the selected bidder by display in the Notice Board of the Bank.
- 5.2. The contract shall, be awarded and the order shall be placed on selected L1 Bidder. Bank may release the order either in Full or in part or place more than one order towards the contract based on project plan.
- 5.3. The selected bidder shall submit the acceptance of the order 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 shall be the date of acceptance of the order by the bidder.
- 5.4. Bank reserves its right to consider at its sole discretion the late acceptance of the order by selected bidder.

6. Effective Date

- 6.1. The effective date shall be date of acceptance of the order by the selected bidder. However, the bidder shall submit the acceptance of the order within seven days from the date of receipt of order. The Bank reserves the right to consider the late acceptance of the order, if any, at its discretion.
- 6.2. 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. Thereafter the Bank shall be at liberty to proceed with procurement from the other Bidders within the purview of the same RFP by calling for fresh commercial quotes from the bidders. In such an event, the initially selected bidder stands disqualified for further participating in the subject Bid.

7. Project Execution

The entire project needs to be completed expeditiously. 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 Weekly progress report to the Bank as per format, which will be made available to the selected bidder.

8. Security Deposit / Performance Bank Guarantee

- 8.1. The successful bidder 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 Order or 21 days from the date of issue of Purchase Order whichever is earlier.
- 8.2. 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 value of the order (Exclusive of Taxes) 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(Exclusive of Taxes).

- 8.3. 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).

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). However, it should be as per **Appendix-G**. Any bank guarantee submitted in physical mode, including EMD/bid guarantee which cannot be verifiable through SFMS will be summarily rejected.

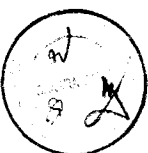
- 8.4. Security Deposit/Performance Bank Guarantee should be valid for Total Contract Period of 3 years from the date of last installation and shall be retained till the completion of Contract period of 3 years. The guarantee should also contain a claim period of Three months from the last date of validity.
- 8.5. The selected bidder shall be responsible for extending the validity date and claim period of the Bank guarantees as and when it is due, on account of incompleteness of the project and warranty period.
- 8.6. The security deposit / bank guarantee will be returned to the bidder on completion of Contract Period.
- 8.7. 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.

9. Execution of Agreement

- 9.1. 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.
- 9.2. 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.
- 9.3. The Integrity Pact Agreement submitted by the bidder during the Bid submission will automatically form a part of the Contract Agreement till the conclusion of the contracts.

10. Pricing

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



10.4. From the date of placing the order till the delivery of the systems, if any changes are brought in the duties such as excise/customs etc., by the Government resulting in reduction of the cost of the systems, the benefit arising out of such reduction shall be passed on to the Bank.

10.5. Applicable Taxes will be paid at actuals.

11. Order Cancellation/Termination of Contract

11.1. 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:

11.1.1. Delay in delivery of e-Procurement services in the specified period.

11.1.2. Serious discrepancies noted in the inspection.

11.1.3. Breaches in the terms and conditions of the Order.

11.2. 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:

11.2.1. Non submission of acceptance of order within 7 days of order.

11.2.2. Excessive delay in execution of order placed by the Bank.

11.2.3. The selected bidder commits a breach of any of the terms and conditions of the bid.

11.2.4. The bidder goes in to liquidation voluntarily or otherwise.

11.2.5. An attachment is levied or continues to be levied for a period of 7 days upon the effects of the bid.

11.2.6. The progress made by the selected bidder is found to be unsatisfactory.

11.2.7. If deductions on account of liquidated Damages exceeds more than 10% of the total contract price.

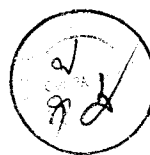
11.3. Bank shall serve the notice of termination to the bidder at least 30 days prior, of its intention to terminate services.

11.4. In case the selected bidder fails to conduct an event as per stipulated schedule, the Bank reserves the right to get it conducted by alternate sources at the risk, cost and responsibility of the selected bidder by giving 7 days prior notice to the bidder.

11.5. 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 months 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 to carry out 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.

11.6. 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.

11.7. 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.



SECTION G - GENERAL CONDITIONS

1. 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 to place orders or otherwise under such situation shall rest with the Bank and the decision of the Bank shall be final.

2. Roles & Responsibility during Project Implementation

- 2.1. 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.
- 2.2. 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.
- 2.3. 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.
- 2.4. The selected bidder has to execute an Undertaking of Authenticity for **Procurement and Implementation of the Solution** in Canara Bank as per Annexure-8.

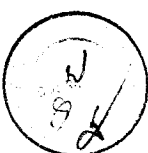
3. Responsibilities of the Selected Bidder

- 3.1. 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.
- 3.2. 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.
- 3.3. The selected bidder shall submit updated Escalation Matrix for the product/services on a **Half-Yearly basis** as at the end of 31st March and 30th September during warranty and AMC period.

4. Human Resource Requirement

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

- 4.1. 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.



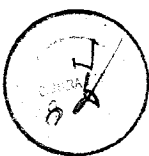
- 4.2. The Bidder shall confirm that every person deployed by them on the project has been vetted through a third-party background check prior to their engagement. The Bidder shall manage the activities of its personnel or others engaged in the project, etc. and shall be accountable for all the personnel deployed/engaged in the project.
- 4.3. 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.
- 4.4. 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.
- 4.5. 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.
- 4.6. 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.

5. Responsibility for Completeness

- 5.1. 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.
- 5.2. The bidder shall deliver, install, configure the supplied hardware, software and other items to create Oracle Real Application Cluster (RAC) as per Technical specification and Scope of Work described elsewhere in the RFP and 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.
- 5.3. 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.

6. 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 & other items provided to the Bank under this RFP and the vendor shall extend all cooperation in this regard.



7. 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.

8. Assignment

8.1. 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.

8.2. 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.

9. 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.

10. Insurance

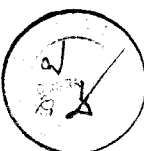
The Hardware to be supplied will be insured by the bidder against all risks of loss or damages from the date of shipment till such time, the same is delivered and installed at site and handed over to the Bank/Office. The Bidder has to obtain transit insurance cover for the items to be delivered from their factory/godown to the location and such insurance cover should be available till installation of the 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 Solution.

11. 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.

12. Intellectual Property Rights

12.1. 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.

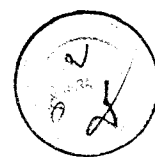
- 12.2. In the event that the Deliverables become the subject of claim of violation or infringement of a third party's intellectual property rights, bidder shall at its choice and expense: [a] procure for Bank the right to continue to use such deliverables; [b] replace or modify such deliverables to 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.
- 12.3. 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.
- 12.4. 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.

13. Confidentiality and Non-Disclosure

- 13.1. 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.
- 13.2. 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.

14. Indemnity

- 14.1. 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:



- 14.1.1. The breach, default or non-performance of undertakings, warranties, covenants or obligations by the bidder;
- 14.1.2. Any contravention or Non-compliance with any applicable laws, regulations, rules, statutory or legal requirements by the bidder;
- 14.2. 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 **Solution** supplied by them.
 - 14.2.1. All indemnities shall survive notwithstanding expiry or termination of the contract and bidder shall continue to be liable under the indemnities.
 - 14.2.2. The limits specified in above 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.
 - 14.2.3. 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.
- 14.3. Bidder's aggregate liability shall be subject to an overall limit of the total Cost of the project.

15. Force Majeure

- 15.1. 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.
- 15.2. 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.
- 15.3. 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.
- 15.4. 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.

16. Responsibilities of the Bidder

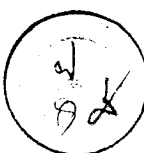
By submitting a signed bid/response to this RFP the Bidder certifies that:



- 16.1. 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.
- 16.2. The prices in the bid have not been disclosed and shall not be disclosed to any other bidder of this RFP.
- 16.3. No attempt by the Bidder to induce any other bidder to submit or not to submit a bid for restricting competition has occurred.
- 16.4. 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.
- 16.5. 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.

17. Corrupt and Fraudulent Practices

- 17.1. 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:
- 17.2. "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
- 17.3. "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.
- 17.4. 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.
- 17.5. 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.



- 17.6. 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.
- 17.7. 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.
- 17.8. The selected bidder shall ensure compliance of CVC guidelines issued or to be issued from time to time for selection of vendor for Supply, Implementation, Migration and Support of the Solution by the Bank.

18. Adoption of Integrity Pact

- 18.1. The Pact essentially envisages an agreement between the prospective bidders and the Bank, committing the persons/officials of both sides, not to resort to any corrupt practices in any aspect/stage of the contract.
- 18.2. Only those bidders, who commit themselves to the above pact with the Bank, shall be considered eligible for participate in the bidding process.
- 18.3. The Bidders shall submit signed Pre Contract integrity pact as per **Appendix-I** along with Part-A Conformity to Eligibility Criteria. Those Bids which are not containing the above are liable for rejection.
- 18.4. Foreign Bidders to disclose the name and address of agents and representatives in India and Indian Bidders to disclose their foreign principles or associates
- 18.5. Bidders to disclose the payments to be made by them to agents/brokers or any other intermediary. Bidders to disclose any transgressions with any other company that may impinge on the anti-corruption principle.
- 18.6. Integrity Pact in respect this contract would be operative from the stage of invitation of the Bids till the final completion of the contract. Any violation of the same would entail disqualification of the bidders and exclusion from future business dealings.
- 18.7. The Integrity Pact Agreement submitted by the bidder during the Bid submission will automatically form the part of the Contract Agreement till the conclusion of the contract i.e. the final payment or the duration of the Warranty/Guarantee/AMC if contracted whichever is later.
- 18.8. Integrity Pact, in respect of a particular contract would be operative stage of invitation of bids till the final completion of the contract. Any violation of the same would entail disqualification of the bidders and exclusion from future business dealings.
- 18.9. Integrity pact shall be signed by the person who is authorized to signed the Bid.
- 18.10. The Name and Contact details of the Independent External Monitor(IEM) nominated by the Bank are as under:



19. Amendments to the 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 and mutually agreed by the parties.

20. 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 and mutually agreed by the parties.

21. 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.

22. Social Media Policy

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

22.2. 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:

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

22.2.2. 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.”

23. Resolution of Disputes

All disputes and differences of any kind whatsoever, arising out of or in connection with this Contract or in the discharge of any obligation arising under this Contract (whether during the course of execution of the order or after completion and whether beyond or after termination, abandonment or breach of the Agreement) shall be resolved amicably. In case of failure to resolve the disputes and differences amicably the matter may be referred to a sole arbitrator mutually agreed upon after issue of at least 30 days' notice in writing to the other party clearly setting out there-in the specific disputes. In the event of parties failing to consent upon a single arbitrator than BOTH PARTIES shall approach Court of Law for the appointment of sole arbitrator as provided under the Arbitration and Conciliation Act 1996. Place of Arbitration shall be Bengaluru, INDIA which will be governed by Indian Arbitration and Conciliation Act 1996. Proceedings of Arbitration shall be conducted in English language only.

24. Legal Disputes and Jurisdiction of the court

24.1. 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.

- 24.2. 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.



H. PURCHASE PREFERENCE

Purchase Preference to Micro and Small Enterprises (MSEs) and Startups and Purchase Preference linked with Local Content (PP-LC) shall be applicable subject to full compliance of other terms and conditions of the RFP and Contract. Following are the conditions applicable as per the Government of India Guidelines on Purchase Preference.

1. Micro & Small Enterprises [MSEs]:

Procurement through MSEs (Micro & Small Enterprises) will be done as per the Policy guidelines issued by the Ministry of Micro, Small & Medium Enterprises vide Gazette notification no. D.L.-33004/99 dated 23.03.2012 and as amended from time to time. Following are the conditions applicable as per the Government of India Guidelines

- 1.1. MSEs should provide proof of their being registered as MSE (indicating the Date of their Registration) for the item under Tender/ RFP along with their offer, with any agency mentioned in the Notification, including:
 - 1.1.1. District Industries Centres or
 - 1.1.2. Khadi Village Industries Commission or
 - 1.1.3. Khadi & Village Industries Board or
 - 1.1.4. Coir Board or National Small Industries Corporation or
 - 1.1.5. Directorate of Handicrafts & Handloom or
 - 1.1.6. Any other body specified by the Ministry of Micro, Small & Medium Enterprises.
- 1.2. For ease of registration of Micro and Small Enterprises (MSMEs), Ministry of MSE has started Udyog Aadhaar Memorandum which is an online registration system (free of cost) w.e.f. 18th September, 2015 and all Micro & Small Enterprises (MSEs) who are having Udyog Aadhaar Memorandum should also be provided all the benefits available for MSEs under the Public Procurement Policy for Micro and Small Enterprises (MSEs), Order 2012.
- 1.3. 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 at least 20% of total tendered value. In case there are more than one MSEs within such price band and agree to bring down their price to L1, the 20% quantity is to be distributed proportionately among these Bidders.
- 1.4. MSEs are exempted from paying Application fee/cost & EMD, subject to furnishing of Valid certificate for claiming Exemption.
- 1.5. 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.
- 1.6. Bidder has to submit as self-declaration accepting that if they are awarded the contract and they fail to sign the contract, or to submit a performance security before the deadline defined in the RFP, they will be suspended for the period of three years from being eligible to submit Bids for contracts with Canara Bank as per Form PP-B.
- 1.7. The aforesaid Policy is meant for procurement of only goods produced and Services rendered by MSEs and not for any trading activities by them. An MSE unit will not get any Purchase Preference over any other MSE Unit.



1.8. The details are available on web site dcmsme.gov.in. Interested vendors are requested to go through the same for details.

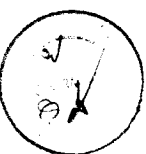
2. Startup:

- 2.1. Applicable for Indian Bidders only as defined in gazette notification no. D.L-33004/99 dated 11.04.2018 of Ministry of Commerce and Industry and as amended from time to time.
- 2.2. As mentioned in Section-II of O.M. No.F.20/2/2014-PPD(Pt.) dated 20.09.2016 of Procurement Policy Division, Department of Expenditure, Ministry of Finance on Prior turnover and prior experience, relaxations may be applicable for all Startups [whether Micro & Small Enterprises (MSEs) or otherwise] subject to meeting of the quality and technical specifications specified in tender document.
- 2.3. Further, the Startups are also exempted from submission of Tender Fee and EMDs.
- 2.4. For availing the relaxations, bidder is required to submit requisite certificate towards Startup enterprise registration issued by Department of Industrial Policy and Promotion, Ministry of Commerce and the certificate should be certified by the Chartered Accountant (not being an employee or a Director or not having any interest in the bidder's company/firm) and notary public with legible stamp.
- 2.5. Bidder has to submit as self-declaration accepting that if they are awarded the contract and they fail to sign the contract, or to submit a performance security before the deadline defined in the RFP, they will be suspended for the period of three years from being eligible to submit Bids for contracts with Canara Bank as per Form PP-B.

3. Procurement through Local Suppliers (Make in India):

Department of Industrial Policy and Promotion under Ministry of Commerce and Industry vide letter no. P-45021/2/2017-PP (BE-II) dated 28.05.2018 has notified revised guidelines to be followed to promote manufacturing and production of goods and services in India under "Make in India" initiative.

- 3.1. "Local Supplier" means a supplier or service provider whose product or service offered for procurement meets the minimum local content as prescribed under the aforesaid order or by the competent Ministries/Departments in pursuance of the aforesaid order.
- 3.2. The minimum local content shall be 50% in general (unless otherwise prescribed by the Nodal Ministry) and the margin of purchase preference shall be 20%.
- 3.3. For award of contract, the following clauses shall be applicable in addition to other provisions in the bidding document in this regard:
 - 3.3.1. In procurement of goods, services or works in respect of which the Nodal Ministry has communicated that there is sufficient local capacity and local competition, and where the estimated value of procurement is Rs. 50 lakhs or less, only local suppliers shall be eligible. If the estimated value of procurement of goods or services or works is more than Rs. 50 lakhs, the provisions of sub-paragraph 3.3.2 or 3.3.3, as the case may be, shall apply;
 - 3.3.2. In the procurements of goods or works which are not covered by paragraph 3.3.1 and which are divisible in nature, the following procedure shall be followed:
 - 3.3.2.1. Among all qualified bids, the lowest bid will be termed as L1. If L1 is from a local supplier, the contract for full quantity will be awarded to L1.



- 3.3.2.2. If L1 bid is not from a local supplier, 50% of the order quantity shall be awarded to L1. Thereafter, the lowest bidder among the local suppliers, will be invited to match the L1 price for the remaining 50% quantity subject to the local supplier's quoted price falling within the margin of purchase preference, and contract for that quantity shall be awarded to such local supplier subject to matching the L1 price. In case such lowest eligible local supplier fails to match the L1 price or accepts less than the offered quantity, the next higher local supplier within the margin of purchase preference shall be invited to match the L1 price for remaining quantity and so on, and contract shall be awarded accordingly. In case, some quantity is still left uncovered on local suppliers, then such balance quantity may also be ordered on the L1 bidder.
- 3.3.3. In procurement of goods or works not covered by sub-paragraph 3.3.1 and which are not divisible, and in procurement of services where the bid is evaluated on price alone, the following procedure shall be followed:
- 3.3.3.1. Among all qualified bids, the lowest bid will be termed as L1. If L1 is from a local supplier, the contract will be awarded to L1.
- 3.3.3.2. If L1 bid is not from a local supplier, the lowest bidder among the local suppliers, will be invited to match L1 price subject to local supplier's quoted price falling within the margin of purchase preference, and the contract shall be awarded to such local supplier subject to matching L1 price.
- 3.3.3.3. In case such lowest eligible local supplier fails to match the L1 price, the local supplier with the next higher bid within the margin of purchase preference shall be invited to match the L1 price and so on and contract shall be awarded accordingly. In case none of the local suppliers within the margin of purchase preference matches the L1 price, then the contract may be awarded to the L1 bidder.
- 3.4. Purchase preference for domestic manufacturer/local supplier, methodology of its implementation, value addition to be achieved by domestic manufacturers, self-certification, compliance, monitoring and other terms & conditions shall be as per the aforesaid Guidelines/Notifications. The Guidelines may be treated as an integral part of the tender documents.
- 3.5. The preference to 'Public Procurement (Preference to Make in India) Order 2017' shall be subject to meeting technical specifications and full compliance of other terms and conditions of the RFP and Contract.
- 3.6. The Bidder quoting value upto Rs. 10 Crores shall be required to provide self-certification (as per Form PP-C) along with the bid that the item offered meets the minimum local content in terms of para 9(a) of the Public Procurement (Preference to Make in India) Order 2017. Bidder shall also submit the list of items / services to be procured from Indian manufacturers / service providers. Bidder has to provide the value & percentage of the local content in price bids.
- 3.7. If Bidder is quoting more than Rs. 10 Crores in their Commercial Proposal, then Bidder has to submit a certificate (as per Form PP-D) from statutory auditor of the company (in case bidder is a company) or from a practicing Cost Accountant or practicing Chartered Accountant (in case bidder is not a company) along with his bid in terms of para 9(a) of the Public Procurement (Preference to Make in India)



Order 2017. Bidder has to provide the value & percentage of the local content in price bids.

3.8. False declarations will be in breach of the Code of Integrity under Rule 175(1)(i)(h) of the General Financial Rules issued by the Ministry of Finance for which a bidder or its successors can be debarred for up to two years as per Rule (iii) of the General Financial Rules along with such other actions as may be permissible under law.

3.9. All the relevant documents/information regarding claim for preferential treatment under this policy must be submitted along with offer by the tenderers. Post tender submission of these information/documents shall not be considered. Further firms seeking these considerations shall be completely responsible for the truthfulness and authenticity of their claim for these benefits.

3.10. Ministry of Electronics and Information Technology (MeitY):

In furtherance of the Public Procurement (Preference to Make in India) Order 2017 notified vide reference cited above, Ministry of Electronics and Information Technology, Government of India has notified ten (10) electronic products vide reference F.No.33(1)/2017-IPHW dated 14.09.2017.

3.10.1. Domestic Manufacturers are required to indicate the domestic value addition/Local Content in terms of Bill of Material (BoM) for the quoted products, in terms of aforesaid guidelines, in their bid. Bidders, claiming to bid in the status of domestic manufacturer/local supplier on behalf of domestic manufacturer are also required to give an undertaking in the format as given in MeitY Form-1.

3.11. Department of Telecommunications (DoT):

In furtherance of the Public Procurement (Preference to Make in India) Order 2017, Department of Telecommunications, Ministry of Communications, Government of India has notified Thirty-Six (36) Telecom Products, Services and Works vide reference No. 18-10/2017-IP dated 29.08.2018.

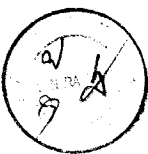
3.11.1. Domestic Manufacturers are required to indicate the domestic value addition/Local Content in terms of Bill of Material (BoM) for the quoted products, in terms of aforesaid guidelines, in their bid. Bidders, claiming to bid in the status of domestic manufacturer/local supplier on behalf of domestic manufacturer are also required to give an undertaking in the format as given in DoT Form-1.

3.12. Canara Bank shall also have the authority to audit as well as witness production processes to certify the achievement of the requisite local content and/or to obtain complete back up calculation.

4. In case a bidder is eligible to seek benefit under Purchase PP-LC policy as well as PPP for MSE 2012, then the bidder should categorically seek benefits against only one of the two policies i.e. either PP-LC and MSE policy in Form PP-A. The option once exercised cannot be modified subsequently.

5. Purchase preference benefits shall be extended to the bidder based on the declared option subject to the bidder meeting the requirements contained in that purchase preference policy.

6. In case a MSEs bidder opts for purchase preference based on PP-LC, he shall not be entitled to claim purchase preference benefit available to MSE Bidders under PPP-2012.



However, the exemptions from furnishing Bidding Document fee and Bid security/EMD shall continue to be available to MSE Bidders

7. For price matching opportunities and distribution of quantities among bidders (bidder's option to avail any one out of two applicable purchase preference policies, i.e., PP-LC-2017 or PPP-2012 will be considered), the precedence shall be in the following order:

7.1 Public Procurement Policy for MSE 2012

7.2 Purchase Preference linked with Local Content (PP-LC).


DEPUTY GENERAL MANAGER



Annexure-1
Bid Covering Letter

[Note: These details should be on the letter head of Bidder and should be signed by an Authorised Signatory with Name and Seal of the Company]

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 Selection of Vendor for procuring Corporate Financial/Market Database Repository for Credit/Risk/Monitoring/Recovery needs of the Bank.

Ref: Your RFP 04/2019-20 dated 03/05/2019

Having examined the tender document including all annexures the receipt of which is hereby duly acknowledged, we, the undersigned, offer for **providing Corporate Financial/Market Database Repository for Credit/Risk/Monitoring/Recovery needs of the Bank** in conformity with the said tender in accordance with the schedule of prices indicated in the commercial offer and made part of this offer.

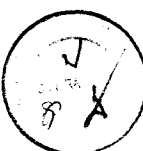
If our offer is accepted, we undertake to complete delivery, Installation, Integration, Commissioning and Maintenance of solution as per timelines mentioned in the RFP for each ordered locations.

If our offer is accepted, we undertake to provide Technical consultancy / Service support / Guidance for the solution/software supplied as per the above referred RFP, during the contract period. We enclose a Demand Draft / Bank Guarantee/ Exemption Certificate in lieu of EMD as per RFP in favour of Canara Bank as EMD.

We agree to abide by this offer till 180 days from the date of opening of commercial bid 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/Functional 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.

We hereby unconditionally accept that Bank can at its absolute discretion apply whatever criteria it deems appropriate, not just limiting to those criteria set out in the RFP, in shortlisting of bidders.



All the details mentioned by us are true and correct and if Bank observes any misrepresentation of facts on any matter at any stage, Bank has the absolute right to reject the proposal and disqualify us from the selection process.

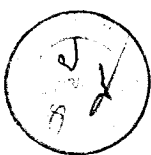
We confirm that we have noted the contents of the RFP and have ensured that there is no deviation in filing our response to the RFP and that the Bank will have the right to disqualify us in case of any such deviations.

Date

Signature with seal

Name :

Designation :



Annexure-2

Eligibility Criteria Declaration

[Note: These details should be on the letter head of Bidder and should be signed by an
Authorised Signatory with Name and Seal of the Company]

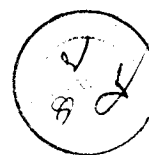
The Deputy General Manager
Canara Bank
APM Group - DIT Wing
HO: Bengaluru

SUB: RFP for Selection of Vendor for procuring Corporate Financial/Market Database
Repository for Credit/Risk/Monitoring/Recovery needs of the Bank.

Ref: Your RFP 04/2019-20 dated 03/05/2019

We have carefully gone through the contents of the above referred RFP and furnish the
following information relating to Eligibility Criteria.

| | Sl. No. | Eligibility Criteria | Documents to be submitted for Eligibility Criteria Compliance | Bidder's Response and Documents Submitted |
|--------------|---------|--|---|---|
| CONSTITUTION | a) | The Bidder should be a partnership firm registered under LLP Act, 2008/Indian Partnership Act, 1932 or Company in India as per Indian Companies Act, 1956 or Indian Companies Act, 2013 and must have in existence for 2 years as on RFP date. | Bidder has to submit Copy of Certificate of LLP registration. (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. | |
| OSD | b) | Bidder shall be the Original Equipment Manufacturer (OEM)/Original Software Developers (OSD)/ Original Software Owner (OSO) of the Solution (OR) An authorized dealer | If the applicant is a OEM/OSD/OSO, an Undertaking Letter has to submitted in this effect. If the bidder is an Authorised Dealer, an Authorisation letter from their OEM & OSD/OSO to deal/market their product in India and it should be valid for a minimum period of 4 years from the date of submission of the Bid. | |
| FINANCIALS | c) | The Bidder should have minimum turnover of Rs. 10.00 Crores for the last two financial years (i.e. 2016-17 and 2017-18) from Indian Operations. This must be the individual company turnover and not of any group of companies. | Bidder has to submit Audited Balance Sheet for last 2 Years (i.e. 2016-17 and 2017-18). AND Bidder must produce a certificate from the Company's Chartered Accountant to this effect. The documents certified by Chartered Accountants should mandatorily contain Unique Document Identification Number. | |



| | | | | |
|-------------------|----|---|---|--|
| | d) | The Bidder should have Positive Net Worth as on 31/03/2018. | The Bidder must produce a certificate from the Company's Chartered Accountant to this effect. The documents certified by Chartered Accountants should mandatorily contain Unique Document Identification Number. | |
| BIDDER EXPERIENCE | e) | The proposed solution should have been implemented in at least One Scheduled Commercial Bank in India as on RFP date. | The Bidder has to provide order copy/reference Letter duly mentioning the solution name in their name to this effect. | |
| | f) | The applicant shall have support office in Bengaluru or Mumbai for 24x7 support. | The Bidder has to provide their existing service centre infrastructure details like local Contact Person Name , Address , Phone No, Mobile No, Email etc. and no of engineers. | |
| DECLARATION | g) | The Bidder should not be a blacklisted/ debarred company as on RFP date by any Scheduled Commercial Bank in India. | Bidder should submit Self Declaration to this effect in their 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

[Note: These details should be on the letter head of Bidder and should be signed by an Authorised Signatory with Name and Seal of the Company]

SUB: RFP for Selection of Vendor for procuring Corporate Financial/Market Database Repository for Credit/Risk/Monitoring/Recovery needs of the Bank.

Ref: Your RFP 04/2019-20 dated 03/05/2019

| Sl. No. | Particulars | Details |
|---------|---|---------|
| a) | Name of the Firm/Company | |
| b) | Proposed Solution Name with Name of OEM & OSD/OSO | |
| c) | Constitution (Ltd./ Pvt. Ltd/Firm). | |
| d) | Date of Establishment/Incorporation | |
| e) | Whether registered as MSE for the item under the RFP? (Proof of registration as MSE for the item under the RFP) | |
| f) | Whether Recognized as a Startup by Department of Industrial Policy and Promotion (DIPP)? (Proof of such Recognition, indicating terminal validity date of registration and Certificate from CA that the Turnover of the entity has not Exceeded Rs 100 Cr for any Previous year) | |
| g) | Whether eligible for Purchase Preference linked with Local Content under Public Procurement (Preference to Make in India) Order 2017, and Notifications issued thereunder? (Form PP-C or PP-D as applicable) | |
| h) | Address of Corporate Office | |
| | Address of the Registered Office | |
| | Contact Person details (Name, Mobile Number, email id etc.) and complete address for correspondence during evaluation. | |
| | Contacts person details (Name, Mobile Number, email id etc.) and Complete Address for placing order | |
| i) | Website | |



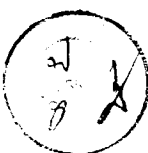
| | | | |
|----|--|-----------|--|
| j) | Annual Turnover: | 2016-2017 | |
| | | 2017-2018 | |
| k) | Net worth as on 31/03/2018 | | |
| l) | PAN number for Income Tax Purpose | | |
| | GST Number | | |
| | <u>Beneficiary Bank Details</u> | | |
| | Beneficiary Name | | |
| | Beneficiary Account Number | | |
| | Type of Bank Account (Current/OD/OCC etc.) | | |
| | IFSC Code | | |
| | Beneficiary Bank Name & Branch address | | |

Date

Signature with seal

Name :

Designation :



Annexure-4
Details of Offices/ Branches /Service Centers

[Note: These details should be on the letter head of Bidder and should be signed by an Authorised Signatory with Name and Seal of the Company]

SUB: RFP for Selection of Vendor for procuring Corporate Financial/Market Database Repository for Credit/Risk/Monitoring/Recovery needs of the Bank.

Ref: Your RFP 04/2019-20 dated 03/05/2019

| Sl. No. | Location | Postal Address | Contact Details (including Name of In charge and his contact no. email etc) | Service Facilities Available (Describe) | No. of Engineers |
|---------|-----------|----------------|---|---|------------------|
| 1. | Bengaluru | | | | |
| 2. | Any other | | | | |

Date

Signature with seal

Name :

Designation :



Annexure-5

Track Record of Past Implementation of Corporate Financial/Market Database
Repository for Credit/Risk/Monitoring/Recovery needs of the Bank

[Note: These details should be on the letter head of Bidder and should be signed by an
Authorised Signatory with Name and Seal of the Company]

SUB: RFP for Selection of Vendor for procuring Corporate Financial/Market Database
Repository for Credit/Risk/Monitoring/Recovery needs of the Bank.

Ref: Your RFP 04/2019-20 dated 03/05/2019

Name of the Bidder _____

| Sl. No. | Name of the Client/s where similar Solution/Services were delivered | Contact Person's Name | Telephone No. | Address |
|---------|---|-----------------------|---------------|---------|
| 1. | | | | |
| 2. | | | | |
| 3. | | | | |
| 4. | | | | |
| ... | | | | |
| | | | | |

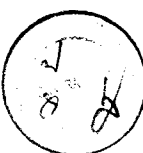
(Enclose necessary documentary proof)

Date

Signature with seal

Name :

Designation :



Annexure-6

Non-Disclosure Agreement

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

SUB: RFP for Selection of Vendor for procuring Corporate Financial/Market Database Repository for Credit/Risk/Monitoring/Recovery needs of the Bank.

Ref: Your RFP 04/2019-20 dated 03/05/2019

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 "Selection of Vendor for providing Corporate Financial/Market Database Repository for Credit/Risk/Monitoring/Recovery needs of the 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 to 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/Functional Specifications for Corporate Financial/Market Database Repository
for Credit/Risk/Monitoring/Recovery needs of the Bank.

[Note: These details should be on the letter head of Bidder and should be signed by an Authorised Signatory with Name and Seal of the Company]

SUB: RFP for Selection of Vendor for providing Corporate Financial/Market Database Repository for Credit/Risk/Monitoring/Recovery needs of the Bank.

Ref: Your RFP 04/2019-20 dated 03/05/2019

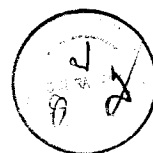
Note:

- i. 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 solution to meet the intent of the specifications and state-of-the-art technology shall be provided. However, the Bank reserves the right to adopt the modifications / superior features suggested/offered.
- ii. The Bidder shall provide all other required equipments and/or services, whether or not explicitly mentioned in this RFP, to ensure the intent of specification, completeness, operability, maintainability and upgradability.
- iii. The selected bidder shall own the responsibility to demonstrate that the services 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.

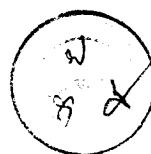
| Sl. No. | Functional Requirements A:AVAILABLE in the offered solution, B:Will be Provide as Customization, C:Not Available | Max. Marks | Bidder's Response (A/B/C) |
|---------|---|------------|---------------------------|
| 1. | The software should have data for all the companies incorporated in ROC. | 1 | |
| 2. | The software should have all the data about these companies such as Balance Sheet, Profit & Loss Account, Cash Flow, all the Schedules in all detail including Investments Schedule and Fixed Assets Schedule, Notes to Accounts etc. All the data should be available in a database format that can be queried for various parameters by users as per their requirement. | 1 | |
| 3. | The database should have all data about quarterly, half-yearly, and nine-month earnings and balance sheet data all in a structured database that can be queried by users as per their requirements. | 1 | |
| 4. | The database should provide all frequently used ratios as pre-calculated fields as per standard methodologies. It should also provide flexibility to the user to calculate ratios as per the bank's own formula or methodologies | 1 | |
| 5. | The database should allow frequently used queries and datasets such as Year-To-Date data, Trailing Twelve Month data, Common Size comparisons, sectoral data and comparisons etc. | 1 | |



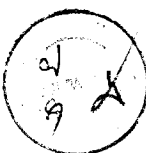
| | | | |
|-----|---|---|--|
| 6. | The database should provide data as per latest IndAS new accounting standards. It should also support data in all formats such as prior to IndAS format prior to 2011 as well as IFRS. | 1 | |
| 7. | The database should provide data on a standalone basis as well as consolidated basis for companies that have subsidiaries. | 1 | |
| 8. | The database should also provide all non-financial data that is important from a credit risk perspective such as number of plants/factories, number of employees, locations of plants and offices, installed capacity, production, sales (units), export (units), import (units), and inventory (units) where available. | 1 | |
| 9. | All such corporate data should be with a minimum history of five years and should be updated regularly. | 1 | |
| 10. | The database should have all disclosures provided by these companies to exchanges and to RoC/MCA and these should be available in a query mode. This should include all disclosures including earnings, pledged shares, details of indebtedness etc. The vendor should certify that future disclosures will be added to the database without any additional cost. | 1 | |
| 11. | Data and disclosures made by companies in their Annual Reports should be available in a query mode. | 1 | |
| 12. | The database should have other corporate data such as Board Meetings, Dividend Announcements, Record Dates, AGMs, AGM Dates, EGMs, EGM Dates etc. along with historical records for at least past five years. | 1 | |
| 13. | Data and disclosures made by companies in their Investor Presentations should be available in a query mode. | 1 | |
| 14. | User should be able to query data from such presentations and also be able to compare companies across such parameters. | 1 | |
| 15. | Operating Metrics of companies i.e. breakup of revenue by product and geography and of costs, should be available in a query mode | 1 | |
| 16. | The software should allow aggregation of data at sub-segment, segment, and industry level. It should be flexible to allow aggregation of data at branch level, regional office level, Circle office level, and HO level. | 1 | |
| 17. | The software should allow users to make peer comparison between companies in the bank's portfolio to assess their performance vis-a-vis each other and the asset book in totality. | 1 | |
| 18. | The software should allow users to make peer comparison between companies in the bank's portfolio with the industry average both individually as well as bank portfolio vs. industry average. | 1 | |
| 19. | The software should have information about any CIBIL default or about suit filed cases. | 1 | |



| | | | |
|-----|--|---|--|
| 20. | The database should provide all information about any legal cases against the companies and updates on these cases on an ongoing basis. | 1 | |
| 21. | The database should provide all details about any proceedings against the companies in NCLT or NCLAT and updates on these proceedings. | 1 | |
| 22. | The database should provide all details about any proceedings against the companies in DRT or DRAT and updates on these proceedings. | 1 | |
| 23. | The database should provide data on proceedings against companies in any other judicial or regulatory forum such as Tribunals, Statutory Bodies, and Regulators, particularly RBI, SEBI, and SAT. | 1 | |
| 24. | The software should have information about all debt raised by the companies from banks as well as from the market whether by way of bonds or debentures or commercial paper etc. in India or abroad. It should allow users to query on current as well as historical debt and total debt issuance at any given point of time. | 1 | |
| 25. | The software should have data about the capital structure of the companies and changes thereto. The history available for such changes should be minimum five years. The historical record should cover all new issues of equity capital including rights issues, bonus issues, share splits etc. The data history should also cover changes in shareholding of key investors. | 1 | |
| 26. | The software should provide all details about the shares pledged by the promoters and various promoter entities for raising funds and should cover historical records as well. | 1 | |
| 27. | The software should provide share prices and debenture prices as well as all news affecting these prices. Historical records of share prices and debenture prices should also be available for at least five years. The software should also provide tools for trend analysis of share prices and debenture prices. It is clarified that the share prices need not be live share prices but these should update at least daily | 1 | |
| 28. | The software should provide all data about any bulk deals or block deals in shares of companies, particularly by promoters or key management personnel or promoter group entities. | 1 | |
| 29. | The data base should provide information about Beneficial Owners, wherever possible. | 1 | |
| 30. | The software should also preferably provide foreign exchange rates (spot and forward) as well as prices of bonds and commercial paper issued by companies, both primary issuance prices and yields as well as secondary market prices and yields are required. It should also provide data about interest rate market instruments as well as their derivatives. | 1 | |



| | | | |
|-----|--|---|--|
| 31. | The software should have data and updates on changes in shareholding by key shareholders including promoters, key management personnel, and institutional shareholders such as financial institutions, mutual funds etc. | 1 | |
| 32. | The software should provide information about composition of Board of Directors and any changes to the Board of Directors. | 1 | |
| 33. | The database should provide information about any legal cases against the Directors or Key Management Personnel. | 1 | |
| 34. | The database should provide information about any proceedings or cases against the Directors or Key Management Personnel in any exchange, court, tribunal, statutory body, or regulatory body, particularly RBI, SEBI, and SAT. | 1 | |
| 35. | The database should provide information on all the directorships held by the directors on the board of these companies. | 1 | |
| 36. | The database should provide information about companies connected to each other either as Related Parties or Subsidiaries or Group Companies or as Customer/ Suppliers/ vendors/ Distributors etc. | 1 | |
| 37. | The database should provide information about all group companies so that bank will become aware of information not disclosed by promoters, if any. | 1 | |
| 38. | The database should provide information on Political Exposed Persons (PEP as defined in Financial Action Task Force on Money Laundering) or affiliations of promoters or key management personnel. | 1 | |
| 39. | The software should provide information about the company's Bankers and the facilities they enjoy with these bankers, where possible. | 1 | |
| 40. | The software should provide information on the company's statutory auditors and any changes to the auditors. | 1 | |
| 41. | The software should provide updated information about the company's credit ratings from multiple agencies and any changes to these ratings on a live basis. The software should have a database of ratings to enable the bank to conduct rating migration studies across at least five years. The historical data should enable the bank to query for ratings assigned, upgrades, downgrades etc. by company, sub-segment, segment, industry and by geographical location. | 1 | |
| 42. | The software should provide soft copies of annual reports for easy reference where these are available. | 1 | |
| 43. | The software should provide industry research information for various sectors and industries. This research should be up-to-date and frequently updated. | 1 | |
| 44. | The database should provide information on various industries by way of production, sales, export, import, installed capacity etc. at an aggregate level for each industry and sector | 1 | |



| | | | |
|-----|--|---|--|
| 45. | The database should provide coverage of various principal commodities produced and consumed in India. This should include agri commodities as well as metals, precious metals, and energy. The database should provide spot (mandi) prices for all commodities as well as data and updates on production, and export-import of these commodities. Provision of domestic mandi prices is mandatory and the provision of international spot prices will be considered an advantage. All data should be updated at regular intervals. | 1 | |
| 46. | The database should provide data on all macro-economic indicators such as industrial production, GDP, inflation, balance of payments, FDI, lending rates, deposit rates, other benchmark rates, employment and unemployment, trade data, and other important economic indicators. The database should have historical data of at least five years for trend analysis and this data should be updated on a regular basis. | 1 | |
| 47. | The software should provide news on all companies as well as industries and on the economy etc. News is extremely important as many positive as well as negative developments about the economy as well as about specific companies are known through newsbreaks. The vendor should provide news from multiple sources and publications to provide comprehensive news coverage to the users. Any special competence the vendor may have in regard to coverage of corporate sector, industries, commodities, the macro-economy, and the government and regulators will be considered a huge plus. | 1 | |
| 48. | The software should have the ability to customise news by industry, sector as well as company and other positive and negative parameters such as key developments, large orders, patents, approvals, strikes, and other factors affecting production and supply such as fire or natural calamity etc. | 1 | |
| 49. | The software should provide interoperability with Microsoft Excel for data. In particular, the bank is desirous of seamlessly integrating the data in the software with Excel and using it for the purpose of modelling etc. The database should allow easy extraction of data and allow users to store the data locally on their personal computers.\ | 1 | |
| 50. | The database should be able to power the models created or used by the bank for credit appraisal, credit monitoring, credit risk management, early warning system/red flagging of account through an interface/integration by licensing with the application vendors. Any proprietary models provided by the vendor will be an added advantage. | 1 | |



| | | | |
|-----|---|---|--|
| 51. | Ability to automate any process into the Bank's credit workflow software and to improve overall efficiency in the bank's existing system and software. | 1 | |
| 52. | Any analytical inputs provided by the software will be considered a big plus point. | 1 | |
| 53. | The software should provide updates about any regulatory action taken by any regulator against these companies, particularly by the Securities Exchange Board of India, the Reserve Bank of India and other such regulatory bodies. | 1 | |
| 54. | The vendor should be willing to customise the software as per the bank's requirement, particularly the ability to query the data as per the requirements of users in the bank. | 1 | |
| 55. | The software should use licensed databases that are robust and for which support is available. The vendor will be responsible for the up keep and maintenance of the database and the bank shall take no responsibility for such maintenance nor will the bank incur any costs towards such maintenance. The vendor should disclose the name and type of database used along with relevant details for availability of support, except in the case of proprietary databases. For freeware, vendor needs to certify competence to maintain the software on an ongoing basis. | 1 | |
| 56. | The vendor also needs to certify compliance with all licenses and fees and the bank will not be liable for any software license infringement etc | 1 | |
| 57. | The vendor will need to certify the authenticity of the data and information provided as it is crucial for the bank to get authentic and reliable data and information as these will form the basis of decision-making by the bank. | 1 | |
| 58. | The carbon footprint of the software should be minimal to allow the bank to comply with all relevant environmental regulations. The vendor has to certify compliance with all environmental norms. | 1 | |
| 59. | The bank prefers a Software-As-A-Service type of model and is not desirous of developing a custom-built software for this purpose. However, if the vendor has the ability to add features required by the bank in a timely and cost-effective manner, this will be considered to the advantage of the vendor | 1 | |
| 60. | The Solution should be under OPEX Model. To run the software solution for the Bank, all the components will be provided by the Bidder. | 1 | |



| | | | |
|-------------|---|----|--|
| 61. | Apart from the features mentioned in the RFP, if any feature available in the solution should be provided to the Bank with no additional cost. | 1 | |
| 62. | The vendor should commit to adding any future data releases to the database such as GST data. | 1 | |
| 63. | The database should be easy to use with options to customise for individual users where required. The software and database should be interactive and provide the ability to store templates and queries for easy access in future. | 1 | |
| Total Marks | | 63 | |

Note: Bidder has to score minimum 70% (44.10) to qualify in the Technical evaluation.

Criteria for awarding Marks:

- A- 1.00
- B- 0.50
- C- 0.00

Declaration:

1. We hereby Confirm that we have various certificates/bench mark testing standards for the items quoted to meet the intent of the RFP.
2. We hereby Confirm that we have back to back arrangements with third party hardware & software for providing continuous and un-interrupted support to meet SLAs obligations as per RFP Terms.

Date

Signature with seal:

Name :

Designation :



Annexure-8

Undertaking of Authenticity for Corporate Financial/Market Database Repository for Credit/Risk/Monitoring/Recovery needs of the Bank

[Note: These details should be on the letter head of Bidder and should be signed by an Authorised Signatory with Name and Seal of the Company]

SUB: RFP for Selection of Vendor for providing Corporate Financial/Market Database Repository for Credit/Risk/Monitoring/Recovery needs of the Bank.

Ref: Your RFP 04/2019-20 dated 03/05/2019

We hereby undertake that all the services/software used in the Corporate Financial/Market Database Repository for Credit/Risk/Monitoring/Recovery needs of the Bank 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 operating system/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.

We confirm that the software/service is free from bugs, malware, covert channels in code etc.

Should you require, we hereby undertake to produce the certificate from our OEM supplier in support of above undertaking at the time of delivery. It will be our responsibility to produce such letters from our OEM 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, for the services already billed, we agree to take back the **database Services** 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

Compliance Statement

[Note: These details should be on the letter head of Bidder and should be signed by an Authorised Signatory with Name and Seal of the Company]

SUB: RFP for Selection of Vendor for providing Corporate Financial/Market Database Repository for Credit/Risk/Monitoring/Recovery needs of the Bank.

Ref: Your RFP 04/2019-20 dated 03/05/2019

DECLARATION

We understand that any deviations mentioned elsewhere in the bid will not be considered and evaluated by the Bank. We also agree that the Bank reserves its right to reject the bid, if the bid is not submitted in proper format as per subject RFP.

| Compliance | Compliance (Yes / No) | Remarks / Deviations |
|---|-----------------------|----------------------|
| Terms and Conditions | | |
| Technical/Functional Specifications as per Annexure-7 | | |
| Scope of Work | | |

(If left blank it will be construed that there is no deviation from the specifications given above)

Date

Signature with seal

Name :

Designation :



Annexure-10

Undertaking Letter

[Note: These details should be on the letter head of Bidder and should be signed by an Authorised Signatory with Name and Seal of the Company]

SUB: RFP for Selection of Vendor for procuring Corporate Financial/Market Database Repository for Credit/Risk/Monitoring/Recovery needs of the Bank.

Ref: Your RFP 04/2019-20 dated 03/05/2019

- a. We understand that Bank shall be placing Order to the Selected Bidder exclusive of taxes only.
- b. We also confirm that we have quoted the solution with GST only.
- c. We also confirm that in case of invocation of any bank Guarantee submitted to the Bank, we will pay applicable GST on Bank Guarantee amount.
- d. We are agreeable to the payment schedule as per "Payment Terms" of the RFP.
- e. We here by confirm to undertake the ownership of the subject RFP.
- f. We also confirm that we have quoted for post warranty AMC rates (as per terms and conditions of the tender), giving the rates/price in Bill of Material (BOM).
- g. We hereby undertake to provide necessary hardware with latest product and software with latest version and any third party licenses with latest version required for the implementation of the Solution. The charges for the above have been factored in Bill of Material (BOM), otherwise the Bid is liable for rejection. We also confirm that we have not changed the format of BOM.

Date

Signature with seal

Name :

Designation :



Annexure-11

Escalation Matrix

[Note: These details should be on the letter head of Bidder and should be signed by an Authorised Signatory with Name and Seal of the Company]

SUB: RFP for Selection of Vendor for procuring Corporate Financial/Market Database Repository for Credit/Risk/Monitoring/Recovery needs of the Bank.

Ref: Your RFP 04/2019-20 dated 03/05/2019

Name of the Company:

Delivery Related Issues:

| Sl. No. | Name | Designation | Full Office Address | Phone 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 received in 48 Hours) | | | | |
| d. | | Country Head (If response not received in One week) | | | | |

Service Related Issues:

| Sl. No. | Name | Designation | Full Office Address | Phone 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 received in 24 Hours) | | | | |
| d. | | Country Head (If response not received in 48 Hours) | | | | |

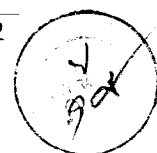
Any change in designation, substitution will be informed by us immediately.

Date

Signature with seal

Name :

Designation :



Annexure-12

Bill of Material

[Note: These details should be on the letter head of Bidder and should be signed by an Authorised Signatory with Name and Seal of the Company]

SUB: RFP for Selection of Vendor for procuring Corporate Financial/Market Database Repository for Credit/Risk/Monitoring/Recovery needs of the Bank.

Ref: Your RFP 04/2019-20 dated 03/05/2019

Table A - Price details of Licenses cost for devices/endpoints

| [Amount in Rupees] | | | | | | | |
|--------------------|--|--|------------------|------------|------------|--|--|
| Sl. No. | Item Details | Cost Price | | | Quantity** | Total Cost with 3 Years Comprehensive Onsite Warranty and Support (Incl. of tax) | |
| | | Unit Price with 3 years Comprehensive onsite warranty and support for Hardware & Software (Excl. of Tax) | Tax for Column A | | | | Unit Price with 3 years Comprehensive onsite warranty and support for Hardware & Software (Incl. of Tax) |
| | | A | B % of tax | C= Tax Amt | | | D= A+C |
| 1. | Licenses for endpoints/ devices as per Annexure-7. | | | | 100 | | |

Table-B

Training Charges for Three Years

| [Amount in Rupees] | | | | | | | |
|--------------------|---|---|------------------|-----------|---|-----------------|--|
| Sl. No. | Requirement | Training Charges Per batch (Excl. of Taxes) | Tax for Column A | | Training Charges Per Annum (Incl. of Taxes) | No. of Batches* | Training Charges for 10 batches (Incl. of Taxes) |
| | | | Tax % | Tax Value | | | |
| | | | a | b | | | |
| 1. | Training Charges for Clause no. 9 of Section B of the RFP | | | | | 10 | |

*No. of batches mentioned in Table-B is indicative only.



Table-C - Licenses cost for additional devices/endpoints

[Amount in Rupees]

| Sl. No. | Item Details | Cost Price | | | Quantity** | Total Cost with 3 Years Comprehensive Onsite Warranty and Support (Incl. of tax) | |
|---------|---|--|------------------|------------|------------|--|--|
| | | Unit Price with 3 years Comprehensive onsite warranty and support for Hardware & Software (Excl. of Tax) | Tax for Column A | | | | Unit Price with 3 years Comprehensive onsite warranty and support for Hardware & Software (Incl. of Tax) |
| | | A | B % of tax | C= Tax Amt | | | D= A+C |
| 1. | Licenses for endpoints/ devices as per Annexure-7 | | | | 200 | | |

Charges mentioned in above Table-C should be valid for 3 years from the date of acceptance of Purchase Order. Quantity mentioned in above Table-C is indicative only. Bank will procure the same as when required in a lot of 5 licenses.

**Table-D
Total Cost for 3 Years Contract Period**

[Amount in Indian Rupees]

| Sl. No. | Details | Total Cost of Ownership [inclusive of tax] |
|---------|--|--|
| A | Price details of Licenses cost for devices/endpoints as per Table-A [Column F] | |
| B | Training Charges for Three Years as per Table-B [Column f] | |
| C | Price details of Licenses cost for additional devices/endpoints as per Table-C [Column F] | |
| D | Total Cost of Ownership [Sum of A, B and C] | |

Declaration:

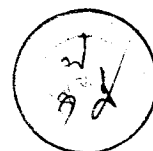
- Bill of material is submitted on the letter head and is signed by an Authorised Signatory with Name and Seal of the Company.
- We confirm that we have gone through RFP clauses, subsequent amendments and replies to pre-bid queries (if any) and abide by the same.
- We have not changed the structure of 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 agree to the payment schedule as per "Payment Terms" of the RFP.

Date

Signature with seal

Name :

Designation :



Appendix-A

Instructions to be noted while preparing/submitting Part A- Conformity to Eligibility Criteria

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

- 1) Index of all the documents submitted with page numbers.
- 2) Cost of Tender document by way of DD payable at Bengaluru / Exemption Certificate.
- 3) Earnest Money Deposit (EMD)/Bank Guarantee in lieu of EMD / Exemption Certificate.
- 4) Undertaking for applicability of Purchase Preference Policy. (if eligible)
- 5) Self-Declaration of MSEs/Startup on their Letter Head as per Form PP - B. (if eligible)
- 6) Undertaking by Bidder towards Mandatory Minimum LC (In Case Bidder Seeking Benefit of PP-LC)
- 7) Certificate by Statutory Auditor of Bidder towards Mandatory Minimum LC (In Case Bidder Seeking Benefit of PP-LC)
- 8) Affidavit of Self Certification regarding Domestic Value Addition in an Electronic Product. (MeitY Form -1) (if eligible)
- 9) Self-Certification regarding Local Content (LC) for Telecom Product, Services or Works. (DoT Form - 1) (if eligible)
- 10) 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.
- 11) Bid Covering letter as per **Annexure-1**.
- 12) Eligibility Criteria declaration as per **Annexure-2** with documentary proof in support of the Eligibility Criteria.
- 13) Bidder's Profile as per **Annexure-3**.
- 14) Details of Office/Branches/Service Support Details as per **Annexure-4**.
- 15) Track Record of Past Implementation of Projects as per **Annexure-5**.
- 16) Non-Disclosure Agreement as per **Annexure-6**.
- 17) Signed Pre Contract Integrity Pact as per **Appendix-I** on non-judicial Stamp paper.
- 18) Bidder should have central help Desk available on 24x7x365 basis for support and compliant booking. Details of the Help Desk phone no. & email ID has to be provided.

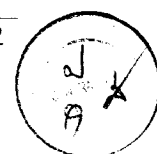


Appendix-B

Instructions to be noted while preparing/submitting Part B- Technical Proposal

The Technical Proposal should be made in an organized, structured, and neat manner. Brochures / leaflets etc. should not be submitted in loose form. All the pages of the submitted bids should be filed and paginated (serially numbered) with seal and signature of the authorized signatory. All the Annexures must be submitted on Letter Head only. Technical Offer for this RFP shall be made as under:

- 1) Index of all the document submitted with page numbers.
- 2) Compliance to Technical specifications should be complete with all columns filled in as per **Annexure-7**.
- 3) Undertaking of Authenticity for Corporate Financial/Market Database Repository for Credit/Risk/Monitoring/Recovery needs of the Bank as per **Annexure-8**.
- 4) Compliance Statement as per **Annexure-9**.
- 5) Undertaking Letter as per **Annexure-10**.
- 6) Escalation Matrix as per **Annexure-11**.
- 7) Masked bill of Material as per **Annexure-12**.
- 8) Ownership letter by the bidder. (Undertaking letter by the bidder taking the ownership of the project execution in case third party 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.)
- 9) Undertaking letter by the Bidder that they are having necessary licenses for all the software which is required for providing Corporate Financial/Market Database Repository for Credit/Risk/Monitoring/Recovery needs of the Bank.
- 10) Undertaking letter by the Bidder 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 .
- 11) Technical/Functional Documentation (Product Brochures, leaflets, manuals, drawings).
- 12) A detailed list of the other Infrastructure required and any other precautions to be undertaken should be given in detail along with the Technical Proposal.
- 13) Certificate from OEM/OSM conforming that the Hardware/Software/Solution/Services quoted are not impending End of Life and End of Support for next Three years.



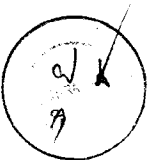
Appendix-C

Instruction to be noted while preparing/submitting Part C-Commercial Bid

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

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

- 1) Bill of Material as per Annexure-12.



Note: The following Appendices are uploaded in our Bank's website under

URL: <https://canarabank.com/english/announcements/important-rfptender-documents-of-dit-wing>

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| Forms (Purchase Preference) | |
| Form PP-A | Undertaking for Applicability of Purchase Preference Policy |
| Form PP-B | Self-Declaration of MSEs and Startups |
| Form PP-C | Undertaking by Bidder towards Mandatory Minimum LC (Local Content) |
| Form PP-D | Certificate by Statutory Auditor of Bidder towards Mandatory Minimum LC |
| MeitY Form - 1 | Affidavit of Self Certification regarding Domestic Value Addition in an Electronic Product |
| DoT Form - 1 | Self-Certification regarding Local Content (LC) for Telecom Product, Services or Works |
| Bid Formats | |
| Appendix D | Format for Sending Prebid Queries. |
| Appendix E | Authorization Letter Format. |
| Bank Guarantee Formats | |
| Appendix-F | Bank Guarantee Format for Earnest Money Deposit. |
| Appendix G | Proforma of Bank Guarantee for Contract Performance. |
| Appendix H | Format for Bank Guarantee for Advance Warranty Payment. (Not Applicable) |
| Pre Contract Integrity Pact | |
| Appendix I | Pre Contract Integrity Pact. |
| Reverse Auction Formats (Not Applicable) | |
| Appendix J | Business Rules and Terms and Conditions of Reverse Auction. |
| Appendix J (1) & Appendix J(3) | Format to be submitted before commencement of Reverse Auction. |
| Appendix J(2) | Format to be submitted after Reverse Auction by L1 vendor. |

