



**REQUEST FOR PROPOSAL [RFP]
FOR
“PROCUREMENT, IMPLEMENTATION AND MAINTENANCE
OF
DOCUMENT MANAGEMENT SYSTEM (DMS)
IN CANARA 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 13/2019-20 dated 17/07/2019
2.	Name of the Wing	Department of Information Technology
3.	Brief Description of the RFP	Procurement, Implementation and Maintenance of Document Management System (DMS) in Canara Bank
4.	Bank's Address for Communication	Deputy General Manager, Canara Bank, AP&M Group, 1st Floor, DIT Wing, Naveen Complex, 14 MG Road, Bengaluru -560 001
		Senior Manager, Asset Procurement & Management Group Tel - 080-25590070,25584873 Fax- 080-25596539 Email: hoditapm@canarabank.com
5.	Date of Issue of RFP	17/07/2019, Wednesday
6.	Tender Fee (Non-refundable)	Rs. 29,500/- (including 18% GST)
7.	Earnest Money Deposit (Refundable)	Rs. 30,00,000/-
8.	Performance Bank Guarantee/Bid Security	10% of Purchase Order Value
9.	Last Date, Time & Venue for Submission of Bids	08/08/2019, Thursday upto 3.00pm Venue: Canara Bank, First Floor, DIT Wing-HO (Annex), Naveen Complex, 14 M G Road, Bengaluru 560001.
10.	Date, Time & Venue for opening of Part A- Conformity to Eligibility Criteria.	08/08/2019, Thursday at 3.30pm Venue: Canara Bank, Second Floor, Conference Hall, DIT Wing-HO (Annex), Naveen Complex, 14 M G Road, Bengaluru 560001.
11.	Date and time for opening of Technical Bid Part-B / Commercial Bid Part-C	Will be intimated at a later date.

12.	Pre-bid Meeting Date & Time	<ol style="list-style-type: none"> 1. Pre-bid meeting will be held on 26/07/2019, Friday at 3.30 pm <u>Venue:</u> Canara Bank, Second Floor, Conference Hall, DIT Wing-HO (Annex), Naveen Complex, 14 M G Road, Bengaluru 560001. 2. Pre bid queries should be submitted as per Appendix-D. 3. Pre-bid Queries to E-mail hoditapm@canarabank.com must reach us on or before 23/07/2019, Tuesday at 3.00pm. Subject of the email should be given as "Pre Bid Queries for RFP 13/2019-20 dated 17/07/2019". Queries reaching afterwards will not be entertained.
13.	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.
<p>This document can be downloaded from following website http://canarabank.com/english/announcements/tenders and https://eprocure.gov.in/epublish/app. In that event, the bidders should pay the Tender Fee for tender document by means of DD drawn on any Scheduled Commercial Bank for the above mentioned amount in favour of Canara Bank, payable at Bengaluru and submit the same as mentioned above.</p> <p>Any amendments, modifications, Pre Bid replies & 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.</p>		



DISCLAIMER

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

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

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



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.	EMD	Earnest Money Deposit
8.	GST	Goods and Service Tax
9.	HO	Head Office
10.	HTTP	Hyper Text Transfer Protocol
11.	HTTPS	Hyper Text Transfer Protocol Secure
12.	ISDN	Integrated Services Digital Network
13.	ITU	International Telecommunication Union
14.	LAN	Local Area Network
15.	LD	Liquidated Damage
16.	MAF	Manufacturer Authorisation Form
17.	MSE	Micro and Small Enterprises
18.	MSME	Micro Small & Medium Enterprises
19.	MTBF	Mean Time Between Failure
20.	MTTR	Mean Time To Restore
21.	NEFT	National Electronic Funds Transfer
22.	NI Act	Negotiable Instruments Act
23.	OEM	Original Equipment Manufacturer
24.	OS	Operating System
25.	PDI	Pre Delivery Inspection
26.	PERT	Project Execution and Review Technique
27.	RFP	Request For Proposal [Interalia the term 'Tender' is also used]
28.	RTGS	Real Time Gross Settlement



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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 6,300 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 above paragraph 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 for "Procurement, Implementation and Maintenance of Document Management System (DMS) in Canara Bank".
- 2.3. 'Bidder' means a vendor submitting the proposal in response to the RFP.
- 2.4. 'Solution' means providing "Document Management System (DMS)" 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 end-to-end Solution for implementing Document Management System in Canara Bank from reputed vendors. In this connection, Bank invites sealed offers ('Conformity to Eligibility Criteria', 'Technical Proposal' and 'Commercial Bid') for Document Management System (DMS) as per the Terms & Conditions, Technical Specifications and Scope of Work described elsewhere in this document.

4. Objective

- 4.1. The objective of this RFP is to implement Document Management System (DMS) in Bank as a part of the monitoring function. The Solution deployed should be in line with Government, Regulatory & Anti Money Laundering requirements as prescribed from time to time.
- 4.2. The Solution will have to be upgraded by the vendor free of cost any time in the event of new scenarios or developing DMS/any changes/modification/new regulatory requirements or reporting requirements which warrants the Bank's compliance during the contract period.
- 4.3. The Solution would need to be interfaced to the CBS and other third party solutions to meet the business requirements.



- 4.4. The proposed Document Management System(DMS) should have following:
- 4.4.1. Data integration system from internal and external systems.
 - 4.4.2. Appendable library of Document Management.
 - 4.4.3. Rule engine - that provides facility of configurable analytical routines to analyze data and serve as input for alerts.
 - 4.4.4. Workflow Compatibility.
 - 4.4.5. Annotations.
 - 4.4.6. Indexing Features.
 - 4.4.7. Searching, Retrieval Downloads.
 - 4.4.8. Scalability as per the Bank's requirement
 - 4.4.9. Archival of Electronic Documents
 - 4.4.10. Document Scanning Features
 - 4.4.11. User Management
 - 4.4.12. Security features
 - 4.4.13. Reports and Audit Trails
 - 4.4.14. Mobile Application Support
- 4.5. To achieve the objective, Bank intends to implement a robust and highly scalable "Document Management System (DMS)" with the required infrastructure (Software and hardware) to support all the business, technical and functional requirements related to monitoring function.
- 4.6. The purpose of this RFP is to obtain competitive proposals for supply of solution that meet the Digitalization agenda of the bank. The Document Management System (DMS) deployed should meet the Technical & Functional Specifications as per Annexure-7. Any up-gradation or modification required by the Bank till the time of Go-Live and thereafter any up-gradation/updates or modification required as per the requirement of RBI or IBA or FIU-IND or any regulator to be provided free of cost by the vendor.

5. Existing Infrastructure

- 5.1. Canara Bank has established state-of-the-art two tier MPLS network connectivity to connect its Data Center - Bengaluru (DC), Disaster Recovery Center-Mumbai (DRC), domestic & foreign Branches/Offices and all other business units.
- 5.2. If the proposed solution supports Oracle Database, then same will be provided by the Bank and Bidder need not quote any Database license cost in the Bill of Material. Though Bank is providing the licenses for Databases i.e. Oracle, all necessary support related to database should be provided by the Bidder. If the proposed solution doesn't support Oracle Database, then Bidder should provide compatible Database and should quote in the Bill of Material. Bidder should provide all necessary software/s to make the system live as per Bank's requirement. Bank will provide Trend Micro Deep Security Antivirus.
- 5.3. All the Bidders have to provide Hardware sizing in tune with **Annexure-15 (Hardware Baseline for the proposed solution)** to run the proposed application and other environmental or related software along with technical proposal.

- 5.4. The successful bidder must propose the solution with high availability & secure infrastructure in Data Centre and Disaster Recovery site as per Industry accepted security standards and best practices and in tune with **Annexure-15 (Hardware Baseline for the proposed solution)** of the RFP.
- 5.5. The Bank is not responsible for any assumption made by the bidder with respect to the sizing. In the event the sizing proposed by the successful bidder does not meet the performance / service levels of the Bank, the successful bidder will at their cost carry out the necessary upgrades / replacements. The Bank has the right to deduct / recover from the successful bidder the required additional expenses which Bank may incur on account of such upgrades / replacements.

6. Requirement Details

- 6.1. Bank invites sealed offers ('Conformity to Eligibility Criteria', 'Technical Proposal' and 'Commercial Bid') for Procurement, Implementation and Maintenance of Document Management System (DMS) for Data Center (DC) & Data Recovery Center (DRC) as per the Terms & Conditions, Technical Specifications and Scope of Work described elsewhere in this document. The brief description of Document Management System (DMS) is furnished in following table:

Sl. No.	Item details	Location	Requirement
1	Procurement, Implementation and Maintenance of Document Management System (DMS) as per Technical Specifications narrated in Annexure-7.	DC, Bangalore DRC, Mumbai	Unlimited Users Enterprise-wide License

- 6.2. Detailed technical specification for each of the above is furnished in Annexure-7. All the Hardware / Software ordered for Procurement, Implementation and Maintenance of Document Management System (DMS) should have comprehensive onsite warranty of Three (3) years & AMC/ATS of Two (2) Years (if contracted).
- 6.3. The Bank is looking for a solution to provide Document Management System (DMS) mechanism with the objective to digitalize the documents and process in the Bank.

7. Participation Methodology

- 7.1. In a tender either the authorized Bidder on behalf of the Principal/OEM/OSD or Principal/OEM/OSD itself can bid but both cannot bid simultaneously for the same item/product in the same tender.
- 7.2. If a Bidder bids on behalf of the Principal/OEM/OSD, the same Bidder shall not submit a bid on behalf of another Principal/OEM/OSD in the same tender for the same item/product/service.
- 7.3. If any product of Principal/OEM/OSD is being quoted in the tender, the Principal/OEM/OSD cannot bid for any other Principal's/OEM's/OSD's product in the same tender.
- 7.4. In the event of Authorized Dealer being not able to perform the obligations as per the provisions of the contract, the OEM/OSD/principal should assume complete responsibility on behalf of the Bidder 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 at no additional cost to the bank. To this effect Bidder should provide a dealer/distributor certificate as per Annexure-13.

8. Eligibility Criteria

- 8.1. A vendor submitting the proposal in response to this RFP shall hereinafter be referred to as 'Bidder' and Providing Document Management System in Canara Bank shall hereinafter be referred as "Solution".
- 8.2. Interested Bidders, who can provide Document Management System in Canara Bank and meet the Eligibility Criteria as per Annexure-2 may respond.
- 8.3. Non-compliance to any of Eligibility criteria would result in outright rejection of the Bidder's proposal. The Bidder is expected to provide proof for each of the points for eligibility evaluation. The proof provided must be in line with the details mentioned in "Documents to be submitted for Eligibility Criteria Compliance". Any credential detail mentioned in "Eligibility Criteria Compliance" not accompanied by relevant proof documents will not be considered for evaluation.

9. Scope of Work

- 9.1. The Broad Scope of work shall include but not be limited as mentioned in Annexure-8. Bidder has to conform compliance to the Scope of Work as mentioned in Annexure-8. The bidders are required to go through the complete RFP document thoroughly. The obligation / responsibilities mentioned elsewhere in the document, if any, shall be the integral part of the scope.
- 9.2. Project Completion and Management
 - 9.2.1. For smooth completion of project, the Bidder should identify one or two of its representatives at Bengaluru as a single point of contact for the Bank.
 - 9.2.2. Project implementation team should be conversant with all rules and conditions to resolve the issues, if any.

10. Technical / Functional Requirements

The System Integrator (SI) shall comply with the Technical & Functional Specifications narrated in Annexure-7 and adhere to the guidelines issued by RBI and other Regulatory bodies related to Document Management System. The SI should also maintain confidentiality of information shared with them during the tenure of the project.

11. Training

- 11.1. Bidder has to provide training for 6 days in Two (2) batches. Three days per batch and each batch consists of 25 officials. The training should be on the proposed Solution from OEM/OSD directly at Bangalore at Bank's premises/Bidder's chosen location in Bangalore.
- 11.2. Bidder will be responsible to provide trainings to the employees with respect to the implemented system:
 - 11.2.1. Business / End User Trainings
 - 11.2.2. IT Systems trainings
 - 11.2.3. New System's administrator level trainings and others as identified by bank during project



- 11.2.4. Ongoing training to the Banks staff and manage transition and system upgrades, which may alter process.
- 11.2.5. Others as identified by Bank
- 11.3. Trainer should be well experienced and must have industry certification.
- 11.4. Bidder has to provide User Manual and Technical Documentation both in hard and soft copies to the Bank.
- 11.5. Bidder should provide similar training during the contract period at the same cost, if required by the Bank.



C. Deliverables & Service Level Agreements (SLAs)

1. Supply, Implementation & Commissioning

- 1.1. Bank shall provide the address and contact details for delivery of required hardware/software items for implementation of Solution while placing the order.
- 1.2. Bidder has to make the system live within 9 months from the date of acceptance of the order.
- 1.3. Bidder has to deliver the Hardware, Software and other deliverables within 67 days from the date of issuance of order / 60 days from the date of acceptance of the order whichever is earlier.
- 1.4. Bidder has to install, customize, integrate and implement the customized solution (including software, hardware, database, OS and other required software) within 45 days from the date of delivery of Hardware, Software and other deliverables. The solution should be implemented with the basic features and e-mail workflow within 60 days of delivery of hardware and software deliverables.
- 1.5. Bidder has to complete the Workflow Analysis and system study within 60 days from the date of implementation of the solution.
- 1.6. Bidder has to complete User Acceptance Test (UAT) and Pilot Run within 60 days from the date of completion of Workflow Analysis and System Study.
- 1.7. Bidder has to complete Full project implementation/documentation/training and Go-Live within 45 days from the date of User Acceptance Test and Pilot Run.
- 1.8. The installation will be deemed as incomplete if the hardware/software/OS/database/any other required software is not delivered or is supplied but not installed and/or not operational or not acceptable to Canara Bank after acceptance testing/examination.
- 1.9. The solution will be accepted after complete integration and satisfactory working of the solution.

2. Integration & Interfaces

- 2.1. The selected bidder has to work with M/s IBM, system integrator of our CBS for agent deployment, policy creation (if any) and configuration in CBS servers.
- 2.2. The selected bidder has to work with different application vendors in order to integrate new solution to the existing workload or new workloads during contract period.
- 2.3. The selected bidder has to work with different teams of Bank & application OEMs to understand the policies requirement and configurations of respective applications for the offered solution.

3. Security

- 3.1. The Bidder has to use standard procedures like hardening, dedicated configuration in order to comply security standards including cyber security.
- 3.2. The Bank will not provide any remote session and direct internet connectivity to the equipment in terms of support which may leads to the vulnerability of the system.
- 3.3. The Bank may conduct security audit in the proposed solution after complete implementation.

- 3.4. The Bidder has to do necessary changes in the configuration directed by security team of the bank after security audits like VAPT, Code Audit etc. without disturbing the production and existing backed up copies.
- 3.5. Any kind of change like update, upgrades etc. in the system after complete installation will not lead into any commercial during contract tenure.
- 3.6. Bidder should take adequate security measures to ensure confidentiality, integrity and availability of the information.
- 3.7. Bidders are liable for not meeting the security standards or desired security aspects of all the ICT resources as per Bank's IT/Information Security / Cyber Security Policy.
- 3.8. The selected bidder will have to establish all the necessary procedures/infrastructure/technology /personnel to ensure the Information System Security as per the guidelines prescribed by RBI and the policies of the Bank.

4. Acceptance

- 4.1. Bank will evaluate the offered Solution implemented by the bidder. If the Solution experiences no failures and functions according to the requirements of the RFP as determined by the Bank during the implementation period, then the solution will be accepted by the Bank and the project will be considered as deemed signed-off.
- 4.2. After the Solution has been accepted by the Bank, the Vendor may submit an invoice for the Solution.

5. Uptime

- 5.1. The bidder shall guarantee a 24x7x365 availability with monthly uptime of 98.00% for the solution as specified in Annexure-7 and Annexure-8, during the period of the Contract and also during ATS, if contracted, which shall be calculated on monthly basis.
- 5.2. The "Uptime" is, for calculation purposes, equals to the Total contracted minutes in a month less Downtime. The "Downtime" is the time between the Time of Failure and Time of Restoration within the contracted minutes. "Failure" is the condition that renders the Bank unable to perform any of the defined functions on the Solution. "Restoration" is the condition when the selected bidder demonstrates that the solution is in working order and the Bank acknowledges the same.
- 5.3. If the Bidder is not able to attend the troubleshooting calls on solution working due to closure of the office/non-availability of access to the solution, the response time/uptime will be taken from the opening of the office for the purpose of uptime calculation. The Bidder shall provide the Monthly uptime reports during the warranty period and ATS period, if contracted.
- 5.4. The Downtime calculated shall not include any failure due to bank, third party and Force Majeure.
- 5.5. The percentage uptime is calculated on monthly basis as follows:

$$\frac{(\text{Total contracted minutes in a month} - \text{Downtime minutes within contracted minutes})}{\text{Total contracted minutes in a month}} \times 100$$

- 5.6. Contracted minutes of a month = No. of days in that month X 24 X 60.



6. Penalties/Liquidated Damages

6.1. Penalties/Liquidated damages for delay in Delivery, Installation, Commissioning, Testing and Configuration of Solution would be as under:

- 6.1.1. Non-compliance of the time line mentioned to make the system live as per clause (1.2) will result in the Bank imposing penalty of 0.50% on delay in Supply, Installation, Integration and Implementation per week or part thereof, on the invoice value (exclusive of Taxes) plus GST.
- 6.1.2. Non-compliance of the delivery of Hardware, Software and other deliverables as per clause (1.3) will result in the Bank imposing penalty of 0.50% on delay in delivery of Hardware, Software and other deliverables per week or part thereof, on the invoice value (exclusive of Taxes) plus GST.
- 6.1.3. Non-compliance to implementation of the proposed Solution as per clause (1.4) will result in the Bank imposing penalty of 0.50% on delay in implementation of the proposed Solution per week or part thereof, on the invoice value (exclusive of Taxes) plus GST.
- 6.1.4. Non-compliance to complete UAT and Pilot Test Run as per clause (1.6) will result in the Bank imposing penalty of 0.50% on delay in completion of UAT and Pilot Test Run per week or part thereof, on the invoice value (exclusive of Taxes) plus GST.
- 6.1.5. However, the total Penalty/LD to be recovered under above clause shall be restricted to 10% of the total value of the order (exclusive of Taxes) plus GST.

6.2. Penalties/Liquidated damages for onsite resources:

In case the onsite resources go on leave/absent, replacements having equivalent or more experienced and qualification has to be arranged by the Bidder to ensure that regular functioning of the branch/office does not hamper. In case replacements are not arranged, bank shall pay only the proportionate amount of Onsite resource charges during the particular month. The Bank shall also impose a penalty of 0.5% of the Onsite resource charges payable to the Bidder plus GST for that month for each day of absence. However, total penalty under this clause will be limited to 50% of the total charges payable for Onsite Resource charges for that month plus GST.

6.3. Penalties/Liquidated damages for not maintaining uptime:

6.3.1. If the bidder fails to maintain the guaranteed Uptime during Warranty and ATS period (if contracted), the penalty for Uptime will be deducted as under:

Level of availability calculated on monthly basis	Penalty Amount
98.00% to 100%	No penalty
97.50% to 97.99%	0.10% on purchase order value for every hour or part thereof.
97.00% to 97.49%	0.20% on purchase order value for every hour or part thereof.



96.50% to 96.99%	0.30% on purchase order value for every hour or part thereof.
96.00% to 96.49%	0.40% on purchase order value for every hour or part thereof.
95.00% to 95.99%	0.50% on purchase order value for every hour or part thereof.
Less than 95.00%	1.00% on purchase order value for every hour or part thereof.

- 6.3.2. The maximum penalty levied shall not be more than 10% of purchase order value plus GST during warranty period and 25% of AMC/ATS quoted by the bidder for one year plus GST during AMC/ATS period.
- 6.3.3. If monthly uptime is less than 95% for two consecutive months, the Bank shall levy penalty as above and shall have full right to terminate the contract under this RFP or AMC/ATS and invoke PBG, if contracted. The right of termination shall be in addition to the penalty. The above penalty shall be deducted from any payments due to the bidder (including AMC/ATS payments).
- 6.4. **Penalties/Liquidated Damages for non-performance:** If the specifications of the RFP are not met by the bidder during various tests, the bidder shall rectify the same at bidders cost to comply with the specifications immediately to ensure the committed uptime, failing which the Bank reserves its right to invoke the Bank Guarantee.
- 6.5. The Bidder shall perform its obligations under the agreement entered into with the Bank, in a professional manner.
- 6.6. If any act or failure by the bidder under the agreement results in failure or inoperability of systems and if the Bank has to take corrective actions, to ensure functionality of its property, the Bank reserves the right to impose penalty, which may be equal to the cost it incurs or the loss it suffers for such failures.
- 6.7. If the Bidder fails to complete the due performance of the contract in accordance with the specification and conditions of the offer document, the Bank reserves the right either to cancel the order or to recover a suitable amount as deemed reasonable as Penalty / Liquidated Damage for non-performance.
- 6.8. Any financial loss to the Bank on account of fraud taking place due to Successful Bidder, its employee or their services provider's negligence shall be recoverable from the Successful Bidder along with damages if any with regard to the Bank's reputation and goodwill.
- 6.9. Bank may impose penalty to the extent of damage to its any equipment, if the damage was due to the actions directly attributable to the staff of the Bidder
- 6.10. 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 Purchase Orders issued under this contract, levying liquidated damages without prejudice to the Bank's right to levy any other penalty where provided for under the contract.

6.11. All the above LDs are independent of each other and are applicable separately and concurrently. However, the total Penalty/LD to be recovered under above clauses shall be restricted to 10% of the purchase order value plus GST during warranty period and 25% of AMC/ATS value quoted by the bidder for one year plus GST during AMC/ATS period excluding the liability mentioned in clauses 6.7 & 6.8.

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

7. Payment Terms

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

Sl. No.	Payment Stages	Percentage of Payment	Condition/Remarks
1.	Delivery of Hardware & Software	40%	On delivery of Hardware/Software and on production of relevant documents.
2.	Installation, configuration, integration and customization of Document Management System (DMS) for UAT/development	20%	On Installation, Implementation, configuration & commissioning of customized version of DMS and on submission of Invoice and Acceptance/Sign off by the Bank on production of relevant documents.
3.	UAT signoff of proposed Solution	10%	On UAT signoff of proposed solution on production of relevant documents
4.	After 3 months of Successful Go Live Setup and Go Live DR Site	20%	After 3 months from Successful Go Live Setup and Go Live DR Site on production of relevant documents and depositing updated source code under escrow.
5.	Warranty	10%	After completion of warranty period and after deducting applicable penalties and Liquidated damages. Or On submission of bank guarantee equivalent to warranty payment.
6.	Training Charges	Payment will be released within 30 days after completion of Training.	
7.	Onsite Resource	Payment will be monthly in arrears after deducting applicable penalties and Liquidated damages.	
8.	Annual Maintenance Contract (AMC) / Annual Technical Support (ATS)	The amount should be payable quarterly in arrears.	

7.2. 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, State Code, HSN 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.

- 7.3. 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.
- 7.4. Bank will not pay any amount in advance.
- 7.5. Payment shall be released within 30 days from submission of relevant documents as per RFP terms.
- 7.6. The bank shall finalize the Installation and Acceptance format mutually agreed by the bidder. The bidder shall strictly follow the mutually agreed format and submit the same for each location wise while claiming installation and acceptance payment
- 7.7. The payments will be released through NEFT / RTGS after deducting the applicable LD/Penalty and TDS (if any), centrally by Head Office at Bengaluru and the Selected Bidder has to provide necessary Bank Details like Account No., Bank's Name with Branch, IFSC Code etc.

8. Onsite Resources & Support:

- 8.1. The bidder has to provide three onsite resources (B.E./B. Tech in IT/communication/MCA and should be having OEM Certification for the proposed solution with minimum 2 years' experience) between 10.00 AM to 8.00 PM for a period of One-year post go-live. The Bidder has to provide KYC documents of the onsite resources to the Bank. The cost agreed upon for the resource will be frozen for a minimum period of One year and purchase order will be issued based on the requirement of the Bank. However, charges for onsite resources will be paid from the date of acceptance of the solution of the Bank.
- 8.2. Bank may take additional resource/s as per frozen price through this RFP process. As the TCO is for 3 onsite resources, cost of one onsite resource will be derived proportionately from the TCO of successful bidder.
- 8.3. Bank reserves the right to claim change in resource based on the performance of the resources.
- 8.4. The Bidder has to provide complete support for end to end installation, implementation and maintenance of the proposed solution during contract period and Bidder will be responsible for attending complaints during 10.00 AM to 8.00 PM.
- 8.5. Support should include advising & helping the Bank in implementing controls for the risk advised by regulators/Govt. of India.
- 8.6. 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.
- 8.7. Bidder is responsible for providing practical solution for resolution of the issues and implementation of the same to resolve the issue. If the Issue requires OEMs technical person's/ product developer's etc intervention, Bidder has to take up suitability with the appropriate level at OEM and obtain the solution and implement it for resolution



of the issue. If the analysis of the issue requires LOG submission, Bidder will submit the same for further analysis in consultation with the Bank.

- 8.8. However, penalty shall be applicable as per uptime clause.
- 8.9. The Bidder should help Bank in resolving any security observations as per the IS policy of the Bank.
- 8.10. **Response Time and Meantime to Restore [MTTR]**
 - 8.10.1. Response Time shall be 2 hours and MTTR shall be 4 hours.
 - 8.10.2. Time specified above is from lodging of complaint.

9. Escrow arrangement during Contract period:

- 9.1. 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.
- 9.2. The Bidder will place the Source Code (and the procedures necessary to build the source into executable form) along-with flow diagrams and technical 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.
- 9.3. 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 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.
- 9.4. 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.
- 9.5. The application software should mitigate Application Security Risks; at a minimum those discussed in OWASP top 10 (Open Web Application Security Project).
- 9.6. 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.

10. Software, Drivers and Manuals

- 10.1. 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.
- 10.2. All related documents, manuals, catalogues and information furnished by the bidder shall become the property of the Bank.



11. Warranty:

- 11.1. 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").
- 11.2. The Bidder has to provide comprehensive On-site warranty for Three (3) years for proposed Document Management System (DMS).
- 11.3. The warranty will cover all supplied components includes software and will start after project acceptance & Signoff.
- 11.4. The hardware deployed for this project shall be under Comprehensive Onsite Replacement Warranty covering update of software, maintenance or support for its proper operation, performance and output as specified in the tender technical specifications for a period of Three years from the Date of Acceptance of the Solution.
- 11.5. 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.
- 11.6. 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.
- 11.7. 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.
- 11.8. 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.
- 11.9. 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.
- 11.10. 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.

12. Annual Maintenance Contract (AMC) / Annual Technical Support (ATS) (if contracted):

- 12.1. At the time of submission of bids, the Bidder has to quote AMC/ATS for Hardware (including OS), software, License Items for Two (2) years after completion of Three (3) years warranty period, in the commercial Bid separately for comprehensive maintenance contract.



- 12.2. The Bank, at its discretion may enter into Annual Maintenance Contract (AMC)/ Annual Technical Support (ATS) of hardware, software, License supplied with the bidder after completion of respective warranty periods.
- 12.3. Support for maintenance of solution (including Hardware, Software, OS and software license) supplied should be available for a minimum period of Two (2) years, covering all parts, maintenance and support, after expiry of warranty period.
- 12.4. The Bank will pay AMC/ATS charges for Solution (including hardware, software OS and license) after the end of warranty period. Such payment shall be released quarterly in arrears after satisfactory completion of service during the period and submission of reports and invoices.
- 12.5. During the Warranty and AMC/ATS (if contracted) period, the Bidder should extend On Site Service and Support whenever and wherever required. The scope of Warranty and AMC (if contracted) shall include:
 - 12.5.1. Rectification of Bugs/defects if any.
 - 12.5.2. Ensuring uptime of 98.00%
 - 12.5.3. Preventive Maintenance.
 - 12.5.4. Maintenance of Hardware/Software/License supplied.
- 12.6. It may be noted that the Bank reserves the right to demand additional performance Bank Guarantee (as per Appendix-G) to the tune of 10% of the value of the Purchase Order, if AMC/ATS charges quoted by the bidder are abnormally low (i.e. AMC/ATS Cost percentage per annum should not be less than 5% of the cost of Hardware, software and License). The Bank has discretion to consider such offer or for seeking clarification from the bidder to decide for consideration. This Bank Guarantee will be towards contractual/AMC/ATS obligations of the bidder. Bidder shall quote the charges of AMC/ATS as per the Bill of Material (Annexure-14). This Bank guarantee shall be submitted within 15 days from the date of acceptance of the order which shall cover warranty and AMC/ATS period with a claim period of 3 months. The bidder has to submit this Bank guarantee in addition to the Security Deposit/Bank Guarantee as specified in **clause 7 of Section-D**. 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.

13. Scope Involved During Warranty and ATS Period (if contracted)

During the period of contract up to completion of Warranty and also during Annual Technical Support (if contracted), the bidder shall do the following:

- 13.1. During the period of contract upto completion of Warranty and also during Annual Technical Support [if contracted], the bidder should inform Bank about all release/version change of patches/ upgrades/ updates of hardware/software/ OS/ middleware etc. as and when released by the selected bidder/OSD.
- 13.2. If any software, License and Hardware updates provided by the OSD as free of cost, it should be provided and installed & configured by the selected bidder free of cost to the Bank during Warranty and AMC support [If contracted].
- 13.3. Any corruption in the software/License/Hardware shall be rectified during the full period of the contract including Warranty and AMC/ATS, if contracted, at no extra cost to the Bank.



- 13.4. The vendor shall make availability of spare parts/services, components etc. as and when required, and complete maintenance of the software and hardware during warranty period and AMC/ATS (if contracted).
- 13.5. The support shall be given in person only.
- 13.6. Only licensed copies of software shall be supplied. The bidder shall grant an irrevocable perpetual license to the Bank to use the software. Further, all software supplied shall be of latest version.
- 13.7. The bidder shall provide centralized complaint booking/lodging facility to the bank and the dash board, if available, shall be provided to the Bank. The method of booking complaints shall be E-mail, Toll-free no, on line portal, web, etc.
- 13.8. Escalation matrix should be provided for support, technical, project etc.

14. Mean Time Between Failures (MTBF)

If during the warranty period and AMC period [If contracted], any hardware and/or software items fails on three or more occasions in a quarter, such hardware items shall be replaced by equivalent / superior new hardware items by the bidder at no additional cost to the Bank.

15. Subcontracting

The vendor shall not subcontract or permit anyone other than OEM/OSD 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. If OEM/OSD is directly participating in the bid, they can engage one system integrator. However, bidder will be responsible for implementation of Document Management System in Canara Bank as per RFP and Bank will not enter agreement with any third party.

16. 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.



D. BID PROCESS

1.	Clarification to RFP & Pre-Bid queries	9.	Software Version
2.	Pre-Bid Meeting	10.	Documentation
3.	Amendment to Bidding Document	11.	Cost & Currency
4.	Bid System Offer	12.	Erasures or Alterations
5.	Preparation of Bids	13.	Assumptions/Presumptions/Modification
6.	Tender Fee	14.	Submission of Bids
7.	Earnest Money Deposit (EMD)/Bank Guarantee In Lieu Of EMD	15.	Bid opening
8.	Make & Models		

The above mentioned clauses are part and parcel of the RFP. Bidders are requested to refer at the following website for the above mentioned clauses <https://canarabank.com/english/announcements/important-rfptender-documents-of-dit-wing/>.



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 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 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.

3.3.3. In Annexure-7, against each of the specifications under Technical and Functional Specifications, there is a Bidder's response column (BR) where the bidder has three options viz., Available (AV) / Customizable (CZ) / Not Feasible



(NF) to indicate their response. All features mentioned as available "AV" should be demonstrated during the demo/POC and if the bidder fails to demonstrate any one feature mentioned as "AV", then the bid will be rejected without evaluating other features. Customizable (CZ) features should be delivered before the UAT phase of implementation. Available (AV) will carry 2 Marks, Customizable (CZ) will carry 1 mark and Not Feasible(NF) will not carry any marks. However, all mandatory items/features to be delivered before UAT, irrespective of the bidder response.

- 3.3.4. Based on the evaluation as per Annexure-7 and Annexure-8 (scope of RFP), each Bidder will be given certain marks. Only those Bidders scoring minimum 75% and fulfilling the Terms & Conditions will be declared as technically qualified bidders.
- 3.3.5. The Technical Bid would be rated on a total score of 400 as per Annexure-7. Marks will be allotted to bidder against the responses to each of the point mentioned in Annexure -7.
- 3.3.6. At the sole discretion and determination of the Bank, the Bank may add any other relevant criteria for evaluating the proposals received in response to this RFP.
- 3.3.7. The decision of Bank in this regard shall be final and no correspondence shall be entertained.

3.3.8. Scoring for Bidder Presentation

- 3.3.8.1 The Bidders shall be invited to the bank to deliver a presentation for about 60 minutes on the solutions that are proposed.
- 3.3.8.2 The presentations would be rated by a competent panel chosen appropriately by bank and scores would be assigned to each of the presentations. The agenda for the presentation shall be provided to the bidders prior to the presentation. The bidders are expected to submit the soft copy of the presentation to the bank prior to the presentation.
- 3.3.8.3 Bank may call for POC (Proof of concept), with the bidders. The scope for POC will be containing the scope as mentioned in this document elsewhere.

3.4. Part C-Commercial Bid:

The Part C- Commercial Proposals 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 on the features and functionalities from those Bidders who have qualified in **Part A-Conformity to Eligibility Criteria**.
- 4.2. As a Part of Technical Evaluation based on the technical bids submitted by the Bidders, Bank at its discretion may call the Bidders for conducting POC (Proof of Concept) of the Solution proposed by them. This exercise will be undertaken before opening of the Commercial Bids of the Bidders whose Part B-Technical proposals has been opened.



- 4.3. The Bank at its discretion call for providing Proof of Concept (PoC) of proposed solution at the location which is identified by the Bank.
- 4.4. 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.
- 4.5. Bidders have to submit product brochures during presentation/demo. The functionalities mentioned in the brochures will be termed as part of solution, if not mentioned elsewhere in this RFP.
- 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.
- 4.7. 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.

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 Notice Board/Bank's website (i.e. www.canarabank.com). 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 L1 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. 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.
- 8.6. The bidder who is L1 will be referred to as the selected bidder.



F. Ownership & Awarding of Contract

1.	Bid Validity Period	7.	Project Execution
2.	Proposal ownership	8.	Security Deposit / Performance Bank
3.	Project ownership	9.	Execution of Agreement
4.	Acceptance of offer	10.	Pricing
5.	Award of Contract	11.	Order Cancellation/Termination of Contract
6.	Effective Date		

The above mentioned clauses are part and parcel of the RFP. Bidders are requested to refer at the following website for the above mentioned clauses <https://canarabank.com/english/announcements/important-rfptender-documents-of-dit-wing/>.



G. GENERAL CONDITIONS

1.	General Order Terms	13.	Confidentiality and Non-Disclosure
2.	Roles & Responsibility during project Implementation	14.	Indemnity
3.	Responsibilities of the Selected Bidder	15.	Force majeure
4.	Human Resource Requirement	16.	Responsibilities of the Bidder
5.	Responsibility for completeness	17.	Corrupt and Fraudulent Practices
6.	Inspection of Records	18.	Adoption of Integrity Pact
7.	Negligence	19.	Amendments to the Purchase Order
8.	Assignment	20.	Amendments to the Agreement
9.	Publicity	21.	Modification/Cancellation of RFP
10.	Insurance	22.	Social Media Policy
11.	Guarantees	23.	Resolution of disputes
12.	Intellectual Property Rights	24.	Legal Disputes and Jurisdiction of the court

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H. PURCHASE PREFERENCE

1.	Micro & Small Enterprises	3.	Procurement through Local Suppliers (Make in India)
2.	Startup		

The above mentioned clauses are part and parcel of the RFP. Bidders are requested to refer at the following website for the above mentioned clauses <https://canarabank.com/english/announcements/important-rfptender-documents-of-dit-wing/>.


Deputy General Manager

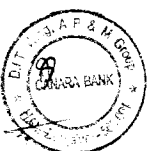


Note: The following Sections, Annexures, Forms and Formats are uploaded in Bank's website under URL: <https://canarabank.com/english/announcements/important-rfptender-documents-of-dit-wing>. Bidders are requested to submit applicable Annexures, Forms and Formats by downloading from the above mentioned website.

Sections	
Section D	BID PROCESS
Section F	OWNERSHIP & AWARDING OF CONTRACT
Section G	GENERAL CONDITIONS
Section H	PURCHASE PREFERENCE
Annexures	
Annexure-1	Bid Covering Letter
Annexure-3	Bidder's Profile
Annexure-4	Service Support Details
Annexure-5	Track Record of Past Implementation of Projects
Annexure-6	Non-Disclosure Agreement
Annexure-9	Undertaking of Authenticity
Annexure-10	Compliance Statement
Annexure-11	Undertaking Letter
Annexure-12	Escalation Matrix
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
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.
Other Format	
Appendix-K	Location Details.



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 Procurement, Implementation and Maintenance of Document Management System for Canara Bank.

Ref: Your RFP 13/2019-20 dated 17/07/2019

We have carefully gone through the contents of the above referred RFP and Replies to Prebid Queries and Amendments 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	1.	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 should have been in operation for last three years as on RFP date.	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.	
OEM/OSD/OSO	2.	Bidders shall be the Original Equipment Manufacturer (OEM)/Original Software Developer (OSD)/Original Software Owner (OSO) of the proposed Software/Hardware/Solution (OR) An authorized dealer	If the applicant is a OEM/OSD/OSO, an Undertaking Letter has to submitted to this effect. If the bidder is an Authorised Dealer, an Authorisation letter from their OEM and OSD/OSO to deal/market their product in India and it should be valid for a minimum period of Six years from the date of RFP.	



FINANCIALS	3.	The Average Turnover of the Bidder should be minimum Rs. 20.00 Crores for last three (3) financial years (i.e. 2016-17, 2017-2018, 2018-19) from Indian Operations. This must be the individual company turnover and not of any group of companies.	Bidder has to submit copies of Balance Sheet for last 3 Years [i.e. 2016-17 (audited), 2017-18 (audited) and 2018-19 (audited/provisional)]. 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.	
	4.	The Bidder should have Positive Net Worth as on 31/03/2019.	The Bidder must produce a certificate from the Company's Chartered Accountant to this effect. The documents certified by Chartered Accountants should mandatorily contain UDIN.	
BIDDER EXPERIENCE	5.	The proposed solution should have been implemented in at least One PSU/ BFSI/ Government Department/ Listed Company in India as on RFP date.	The Bidder has to provide order copy/reference Letter duly mentioning the solution name to this effect.	
	6.	The Bidder should have their Support Office in Bengaluru or Mumbai for 24x7 support.	The Bidder has to submit the details viz., address, phone no., email id and contact person Name & Mobile no. etc., as per Annexure-4.	

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. All documentary evidence / certificates confirming compliance to Eligibility Criteria should be part of Eligibility bid.

Date

Signature with seal

Name :

Designation :



Annexure-7
Technical & Functional Requirement Procurement, Implementation and Maintenance of Document Management System (DMS) in Canara Bank

SUB: RFP for Procurement, Implementation and Maintenance of Document Management System in Canara Bank.

Ref: Your RFP 13/2019-20 dated 17/07/2019

<u>Note:</u>
a) 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.
b) 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.
c) 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.

A. Functional Requirements:

Sl. No.	Particulars	Mandatory (Yes/No)	Available (AV) / Customizable (CZ) / Not Feasible (NF)	Remarks
Functional Overview				
1.	The Proposed Solution must be able to Upload solution from following sources- 1.1. Scanner 1.2. Email 1.3. Manual Upload 1.4. Bulk Upload 1.5. Automated Process for Mass Uploading 1.6. Mobile Applications 1.7. Web Services 1.8. OCR from Image/PDF	Yes		



2.	The proposed solution should support document creation using - 2.1. Create Documents using Templates 2.2. Link Document to records in System 2.3. Forward, Move, Share Documents 2.4. Email Documents 2.5. Integration with Document Editing Platforms to handle various file types 2.6. Integration to Popular Office Platforms (MS Office , O365 , Libra Office, etc.)	Yes		
3.	The proposed Solution must support following Workflow Capabilities- 3.1. Rule based processing on incoming documents 3.2. Setup individual rules and document actions 3.3. Automatic and Manual workflow 3.4. Document Routing 3.5. Business Process Modeling with Customized Windows, Reports 3.6. Configure multi-level approvals 3.7. Automatic creation of records based on documents 3.8. Update records based on documents	Yes		
4.	Solution must have the inbuilt feature of office notes creation and putting it in a defined Workflows. Office note template creation facility must be supported. Version controlling of notes must be Supported	Yes		
5.	Solution must have the inbuilt feature creating documents and circulating among all the users. Further it should be able to give a report about the read receipts of such documents in dashboard.	Yes		
6.	Solution must have facility to create committee. It should be able to add members to committee. The minutes of committee meetings can be created using some pre-defined templates. Minutes can be circulated using this solution.	Yes		
7.	Solution should support committee approval process with a group of people.	Yes		



8.	Solution should have facility to circulate regulatory/compliance guidelines. The compliance can be assigned to any Office. Provision to update the process flow on compliance. Dashboard to monitor the process.	Yes		
9.	The proposed solution must have robust search capabilities with - 9.1. Safe and Powerful search 9.2. Document content and meta data search 9.3. Advanced search on all document attributes 9.4. Scalable Document Search Engine	Yes		
10.	The proposed solution must have Document movement and tracking feature in a workflow	Yes		
11.	The proposed solution must have in-built configurable business rules engine to enable condition based automatic routing of workflows.	Yes		
12.	Ability to maintain workflow rules in a central repository based on the functional unit and defines governance for accessing and modifying rules.	Yes		
13.	The proposed solution must be integrated to Bank's Single Sign On functionality (API Based)	Yes		
14.	System should be able to define Dynamic Workflow.	Yes		
15.	System should allow creation & modification of workflow through a GUI based process designer without any dependency on bidder/OEM support	Yes		
16.	System should be capable to allow escalation of workflow activities based on following parameters: Time Bound Auto Escalation and User Defined Escalations	Yes		
17.	Ability to assign tasks to user in Workflow	Yes		
18.	System should allow users to call back the assigned tasks in workflows	Yes		
19.	System should allow routing rules for document in workflow	Yes		
20.	System should be able to create data model for the Process	Yes		
21.	System should allow to create tasks as Template	Yes		
22.	The solution must have feature to convert any type of document to PDF format	Yes		



23.	Solution must support messaging system in the Workflow as well as across organization	Yes		
24.	The system shall support Inbuilt Graphical process designer for modeling complex Processes using drag and drop facilities	Yes		
25.	System should be able to dynamically allocate workload to different user for workload balancing like round robin and queue management etc.	Yes		
26.	System shall provide locking facility for editing of documents	Yes		
27.	System should generate a detailed process specification documents from process designer in various formats like, PDF/HTML/Popular office formats etc. This can be shared to all stakeholders of the process	Yes		
28.	The system supports delegation of work flow roles	Yes		
29.	The system's workflow task can be broken down into work items, which are processed by a participant within an activity.	Yes		
30.	The system can be configured to send alerts to users based on workflow rules	Yes		
31.	The system provides the ability to use digital signatures/digitally signing of documents by multiple users as per sequence.	Yes		
32.	Ability to generate a detailed process specification documents from process modeler in various formats (PDF/HTML/DOC), to be shared to all stakeholders of the process	Yes		
33.	Ability to model processes from business perspective separately (High level process designing) and IT perspective separately	Yes		
34.	Ability to define unstructured/dynamic processes	Yes		
35.	<p>a. The proposed solution should have facility to auto pick up the emails along with attachments (if any) from the defined mail boxes of Canara Bank & assigned to a workflow.</p> <p>b. Solution should be capable of assigning emails to specific workflows based on the content of the email by following NLP methodology without user/human interface.</p> <p>c. The proposed solution should have real-time dashboard to monitor the emails picked, initiated, failed, etc.</p>	Yes		



36.	Ability to allow participants to modify the process	Yes		
37.	Ability to design & map multiple forms to activities	Yes		
38.	Ability to dynamically change field parameters at run time based on conditions	Yes		
39.	The system should have an online / web-based scanning module to digitize documents and initiate workflows	Yes		
40.	Proposed system should have the capability to reassign, refer, and hold a workflow transaction	Yes		
41.	The solution must support mobile and web interface	Yes		
42.	The solution must support Mobile App Interface. The supported OS are -Android and iOS. There must not be dependency on any specific OS version	Yes		
43.	The Mobile app can work in Online / Offline mode	Yes		
44.	The data in transit must be encrypted in mobile/web interface	Yes		
45.	The Mobile Application should support document capturing and conversion of documents to PDF	Yes		
46.	There must be centralized data erasing facility for mobiles using DMS.	Yes		
47.	All the mobile users and devices should be managed from the central server for better control and manageability	Yes		
48.	Mobile Framework should be scalable, managed centrally and highly configurable and should support 3 Tier architecture at server side.	Yes		
49.	The application should support document capturing, E-Signature capture, image compression, B&W conversion of images, auto orientation and watermark in documents on the mobile device	Yes		
50.	The proposed solution should support manual cropping, noise removal, multi-page document capture, perspective correction and enhance quality of captured images on the mobile device.	Yes		



51.	The mobile application should automatically define capture settings including camera mode and mega pixels for each document type on the mobile device	Yes		
52.	The mobile application should automatically detect, crop (remove background) and saves photographs from physical documents.	Yes		
53.	The Mobile Framework should be Web Application Security Project (OWASP- open source web application security project) compliance.	Yes		
54.	The proposed solution should offer two factor authentications for User and Device Registration ensuring secured access to application	Yes		
55.	The Mobile Framework should support data masking and stores all data & document images in an encrypted format using robust security algorithm, ensuring unauthorized access.	Yes		
56.	The Mobile Framework should provide secure transmission of data through HTTPS/SSL protocol with automatic deletion after successful upload	Yes		
57.	The Mobile Framework should provide API and web-service based integration for push and pull mechanism	Yes		
58.	The Mobile Framework should support integration with leading MDM's (Mobile Device Management Solutions)	No		
59.	The mobile framework should support Rich GUI and enhanced user experience. It should also support rules and validations built in the form to avoid wrong data entry in the mobile device.	Yes		
60.	The Mobile Framework should provide role based access on a mobile device application, where the access shall be defined based on user's job role	Yes		
61.	Mobile Framework should support single or batch upload feature with optimum level of network utilization	Yes		
62.	The Solution must allow user to enter Metadata about any document in the system. This meta data will be used for better searching purpose	Yes		
63.	Mobile Framework should support Server-to-Server and client-server communication through multiple Firewalls with well-defined ports and protocols	Yes		



64.	System should be capable to allow users to create user defined forms	Yes		
65.	Facility to put sticky notes /annotations on documents	Yes		
66.	The system shall support separate Document/Image server for better management of documents and store only metadata information in database.	Yes		
67.	Should provide an integrated scanning engine with capability for centralized and decentralized Scanning & Document Capturing. The scanning software should support TWAIN compatible scanner.	Yes		
68.	Should be able to support the capture of digital records of at least the following formats: 67.1. OCR documents 67.2. Images - .tiff, jpeg, gif, PDF etc. 67.3. E-mails and attachments	Yes		
69.	The proposed solution should provide for automatic correction of parameters like format/ compression not proper, skew, wrong orientation, error in automatic cropping, punch hole marks etc. during scanning. The scanning solution should provide support for automatic document quality analysis so that any bad quality document doesn't get uploaded to the repository. It Support all the special image enhancement functionality offered by the scanner.	Yes		
70.	Solution shall support Bulk Import of image and electronic documents	Yes		
71.	Should have capability of automatic assigning of documents/records to workflows based on Barcode, Blank page, Fixed page and auto Form recognition	Yes		
72.	The software solution should include the Rubber band feature for the extraction of the data using OCR technology so that user can mark a zone on image at runtime during scanning stage & map the extracted data with the indexing field.	Yes		
73.	Even for multi-page document. The download and view should be page by page	Yes		
74.	The Document management system shall support definition of Users, Groups and Roles relation in the system	Yes		



75.	The system shall support multiple levels of access rights (Delete/ Edit/ View/ Print/ Copy or Download). The system shall support system privileges like Create/Delete Users, Define indexes etc.	Yes		
76.	The system shall support extensive Audit-trails at document , folder and for highest levels for each action done by the user with the user name, date/time etc.	Yes		
77.	The system shall support integration with PKI infrastructure as well as bio-metric solution for enhanced security.	No		
78.	The system shall support web-based administration module for the complete management of system.	Yes		
79.	The Admin module shall provide facility to take complete and incremental backups and shall be able to integrate with third party backup solutions	Yes		
80.	System should allow printing with or without Annotations	Yes		
81.	The system shall support invocation of external programs to perform activities of a process like legacy application screen for data entry etc.	Yes		
82.	System shall support Zipping and Multi file zipping facility	Yes		
83.	System shall provide creation of Password protected files			
84.	System should facilitate versions controlling of an electronic document, as separate but related entities, while maintaining the link between them.	Yes		
85.	The search mechanism should support record content, and document metadata and folder metadata. Auto suggestions facility for searching documents must be available.	No		
86.	The system recognizes during scanning a text at certain position on a document and populates index data accordingly.	No		
87.	The system supports full text searching in document/s	Yes		
88.	The system supports thumbnails for search results and ability to click on thumbnail and view document	Yes		



89.	The system allows multiple users to view a single stored image simultaneously	No		
90.	The system should allow the users to go back to the search screen from the results screen without losing their selection criteria.	No		
91.	System should support sending email with or without attachments directly from the solution itself	Yes		
92.	System should support importing documents from email directly and putting it in a workflow	Yes		
93.	System should allow de-duplication of mail and it should maintain only one copy of the mail for all the addresses(to, cc, bcc)	Yes		
94.	The system provides the ability to manage and store all document types that, when retrieved, can be viewed and manipulated in the same manner as the original.	Yes		
95.	The system allows documents/images to be viewed without requiring the native application.	Yes		
96.	The system has the ability to store and view multiple pages files (multi-tiff).	Yes		
97.	The system supports the ability to pan, zoom (in/out), and scale an image.	Yes		
98.	Document retention can be applied as both event and date-based triggers	Yes		
99.	The system can set an automatic purge schedule for various retention periods.	No		
100.	The system provides the ability to retain metadata for purged documents.	No		
101.	The system provides the ability to edit document content and route back the changes to selected users.	Yes		
102.	The system allows for workflow route splitting and joining.	Yes		
103.	The system supports assigning a user to multiple roles.	No		
104.	The system supports assigning time frames for workflow steps	Yes		
105.	The system allows users to configure their own home page	No		



106.	The System must allow document pages to be rotated for portrait viewing	Yes		
107.	The system supports role-based menu configuration based on security levels	No		
108.	The system supports forms/fields creation based on process/ workflows. The system supports integrating forms/fields data to metadata fields	Yes		
109.	The system should provide customizable online documentation such as context-specific help, search capability etc Up to date manual must be available with description of each functionality	Yes		
110.	Comprehensive technical systems documentation and technical manuals designed for IT personnel is available for the system.	Yes		
111.	The system security should limit, who can see, open, access, store, create, define index fields, open/read, copy, export, email, print, delete, add annotations, read annotations, redactions, update or add indexes, who can review and fix OCR (Optical Character Recognition) errors	Yes		
112.	The system provides a configurable audit trail.	Yes		
113.	In case of system failure, the system has the capability to validate data integrity after database and/or transaction log recovery.	Yes		
114.	The system will provide a tool for storage archival and retrieval.	Yes		
115.	Ability to configure automatic escalations including Auto escalation based on business rules, non-completion of process/ activities, violation of SLA	Yes		
116.	Ability to define and automate manual processes. For example automating processes where bank maintains only documents or spread sheets to manage the process.	Yes		
117.	Import Process Maps designed in standard formats on any other system	Yes		
118.	Ability to create multiple versions of a process (Major/Minor)	Yes		
119.	Ability to save and retrieve process models and dependent	Yes		



120.	Add and edit meta information of the processes in repository like notes and comments	Yes		
121.	Auto Delegate task based on rules	Yes		
122.	Ability to forward or reassign task manually. The assignment can be either in bulk or individual.	Yes		
123.	Ability to define escalation hierarchy to escalate a task manually/automatically in the hierarchy	Yes		
124.	Ability to set escalations conditions during process designing for auto escalation based on various conditions like SLA breach etc.	Yes		
125.	Ability to save & retrieve collaboration conversation	Yes		
126.	Ability for end users to collaborate work on a task and complete it, and collaborate with other users through chat.	Yes		
127.	Ability to create Ad-hoc Tasks at runtime	Yes		
128.	Ability to integrate external web applications in user views	Yes		
129.	Report widgets to show data on dashboard Support for graphical report formats	Yes		
130.	Support to export reports into formats like pdf/excel/word	Yes		
131.	Import data and combine with workflow data to generate reports	Yes		
132.	Explore workflow data in readable data type to external reporting systems	Yes		
133.	Create and Customize dashboard at User level and/or group level	Yes		
134.	Ability to map one user to multiple role Ability to manage bulk users for a role/group	Yes		
135.	Ability to configure the role on actions level (for e.g. access to submit but not save)	Yes		
136.	Ability to support job scheduling	Yes		
137.	Ability to restrict password and other sensitive data to be stamped in the logs	Yes		
138.	Dynamic form creation based on the selection of template	Yes		
139.	Dynamic display of document types based on the selected template	Yes		



140.	System should have the capability to create queries on rules, administration of rules (deploy/debug), test & validate rules, and expose rules as APIs / Web service to be consumed by third-party applications	Yes		
141.	System should have dynamic case management capabilities to model unstructured cases and define mandatory / optional tasks for case managers	Yes		
142.	Ability to define pre-conditions of a Task based on other Tasks or Documents or Case Data or a combination of all three and to save pre-defined tasks as templates	Yes		
143.	Ability to define Ad-Hoc Tasks at run-time from Global templates or New Ad-hoc Task and assign task to case workers at run-time	Yes		
144.	The proposed system must be capable of adding different documents at various stages of the workflow based on the user rights	Yes		
145.	System should have the capability to hold documents temporarily or permanently based on user rights	Yes		
146.	The system should have the capability to define rule-based automatic reassignment of workflow to accommodate scenarios such as user going on leave / holiday for a specific period	Yes		
147.	Inbuilt calendar facility which can be mapped to the Bank's existing calendar for tracking SLAs, TATs, Holidays etc. as per Bank's policies	No		
148.	Extensive reporting engine with standard reports and enable users to create custom reports as per the business needs	Yes		
149.	Should be Commercial Off the Shelf (COTS) Products and should comply with the following standards 149.1. LDAP - Light Weight Directory Access Protocol 149.2. SOAP - Simple Object-Oriented Access Protocol 149.3. SHA1 with DSA- Secure Hash Algorithm / Digital Signature Algorithm 149.4. TDES - Triple Data Encryption Standards	Yes		



150.	System Shall support- 150.1. 5000 concurrency 150.2. 3 seconds benchmark for document retrieval from repository 150.3. Enterprise license with unlimited users 150.4. Document compression without compromising quality	Yes		
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Note:

1. All features mentioned as available "AV" should be demonstrated during the demo/POC and if the bidder fails to demonstrate any one feature mentioned as "AV", the bid will be rejected without evaluating other features.
2. Customizable (CZ) features should be delivered before the UAT phase of implementation.
3. Available (AV) will carry 2 Marks, Customizable (CZ) will carry 1 mark and Not Feasible (NF) will not carry any marks. Only available and Customizable items will be considered for awarding marks.
4. Bidders must fully comply with mandatory requirements. Non-Compliance to any one of the Mandatory requirements leads to disqualification of the Bidder in Part B - Technical Proposal without further evaluation.
5. All mandatory items/features to be delivered before UAT, irrespective of the bidder response.
6. Total Marks in Functional and Technical Stands (150 X 2) =300 marks
7. Mandatory items must be available for demonstration during POC/Presentation. During evaluation if any of the criteria mentioned as available is not found in the solution, the bidder will be disqualified without further evaluation.

B. Quoted Hardware/Software Details:

Sl. No.	Item Description	Qty	OEM of the product	Model Name	Date of Release of Product	OS version	End of Life (EOL)/End of Support (EoS) detail of the offered equipments	Configuration of the offered Equipment, available Ports & open slots etc.
1.	Servers for DC							
2.	Operating System for DC							
3.	Servers for DRC							
4.	Operating System for DRC							
5.	Servers for UAT at DC							
6.	Operating System for UAT DC							



7.	Database (In case proposed database is Oracle then, Database cost to be indicated as Zero in Bill of Material)							
8.	Other System Software (specify the list serially)							
9.	Other hardware/software (specify the list serially)							

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 and software for providing continuous and un-interrupted support to meet SLAs obligations as per RFP Terms.

Date

Signature with seal

Name :

Designation :



Annexure-7 (A)

Evaluation of Bids for Part-B

Bank would use an internal scoring mechanism to score each of the RFP responses with appropriate apportionment of scores. Technically responsive Bidder / OEMs will be finalized after evaluation of eligibility criteria and technical specification

The proposal submitted by the Bidder / OEMs shall, therefore, be evaluated on the following criteria:

Sl. No.	Parameter	Maximum Score	Qualifying Score
1.	Technical features evaluation of DMS with workflow (As per Annexure 7)	300	225
2.	Site visit by the Bidder/ OEM to showcase the implementation of Document Management System (Preferably any Listed company in BFSI sector) and/or Product Demonstration/POC & Technical Presentation for the proposed solution as per the Annexure-7 and Annexure-8 (Bidder/OEM meeting minimum score under 1 above will be called for Site visit / Demo/Presentation)	100	75
	Total	400	300

Note:

1. During presentation/demo/site visit bidder/OEM has to submit product brochures.
2. The functionalities showcased in product brochures/presentation will be deemed as part of the offer by the vendor, even if it is not explicitly mentioned in scope /elsewhere in this RFP document.
3. The preferable location for Site visit may be Bangalore.
4. Video recording may be done for the presentation for evaluation.
5. If Bidder/OEM fails to demonstrate the features as mentioned in Annexure-7, Annexure-8 or the brochures submitted by the Bidder/OEM, during demonstration/POC/Site Visit, the bid may be rejected by the Bank.



Annexure-8 Scope of Work

SUB: RFP for Procurement, Implementation and maintenance of Document Management System (DMS) in Canara Bank.

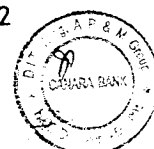
Ref: Your RFP 13/2019-20 dated 17/07/2019

1. Introduction

Bank is intending to procure a comprehensive Document Management System, scope of work includes but not limited to digitalization of documents including emails, workflow automation, centralized storage of documents, Content Management System and Secure accessing of documents, Solution to physical storage management, other functionalities like scanning, OCR, Indexing, Searching etc.

1.1 Comprehensive Scope of Work

A. General System Requirement
a. The system shall support Inbuilt HTML Editor, Text Editor, Integration with Document Editing software.
B. Workflow Compatibility
The proposed solution should have a workflow management engine with the following features: -
a. Workflow automation, Document Routing, Business Process Modelling and Customizable Windows, configurable multilevel approvals, update records based on documents, user notifications etc.
b. Email Workflow
1. Automatic importing from email boxes
2. Provision to configure email ids for import
3. Support for 30000+ email ids
4. Compression of email and attachment
5. Process Integration of emails based on the content
6. De-duplication of emails
c. The system shall facilitate re-engineering of processes and act as a platform for building specific application and have a workflow engine to support different types of document routing mechanism including:
1. Tasks are to be performed one after the other in a sequence
2. Tasks can be performed in parallel by splitting the tasks among multiple users and then merging as single composite work item. The system shall support conditional merging of multiple parallel activities i.e. Response from mandatory parallel work stages before it can be forwarded to next stage
3. One or another task is to be performed, depending on predefined rules
d. The system shall support messaging system in the Workflow as well as across organization
e. Changing the routing sequence by authorized personnel
f. The system shall support Inbuilt Graphical process designer for modeling complex Processes using drag and drop facilities
g. The Process designer shall provide intuitive interface for designing complex rules and conditions for routing.



- h. The interface shall be easy to use so that Process owners can change the process as and when required without any programming knowledge
- i. The system shall enable process designers to design multiple sub-processes. This includes mapping of the existing process instance to the newly created process instance as per mapping defined in the route.
- j. The system development environment shall provide easy navigation to choose sub-processes as required to be invoked from within a process
- k. Facility to copy and paste work stages along with all its properties
- l. Facility to define documents viewed and to be attached at individual stages.
- m. The Process designer shall support multiple Introduction stages for introducing different document types from different acquisition sources
- n. Facility to define multiple archive stages for archive selected documents and indexes in underlying Document management system at any stage of workflow process.
- o. The system shall provide facility to define hold stages so that an instance can be kept on hold for specified interval on the basis of pre-defined condition. The system shall also provide facility to define conditions for resuming the instance from hold stage.
- p. The system shall allow process designers to design properties for each work stage like default document view, form view or Exception view etc.
- q. The system shall provide inbuilt facility to design Custom forms that can be attached at one or more stages of workflow
- r. The Form designer interface shall support facility to define text boxes, Combo boxes, radio buttons, Drop down etc.
- s. The system shall provide facility to define variables in the process or in external database tables, which can be linked to fields defined in the form for efficient data entry.
- t. The system shall provide facility to define zones at forms and images, so that relevant part of the image is highlighted for Image assisted data entry.
- u. The system shall support field level calculations at form level
- v. Facility to use scripts for defining field level validations
- w. The system shall provide facility to define exceptions at individual stages, which shall dynamically change the route on execution.
- x. The system shall facility to give rights to raise and clear exceptions at different stages of the process with user comments.
- y. The system should have inbuilt Rule Engine for defining rules.
- z. Facility to raise automatic exceptions based on pre-defined conditions
 - aa. The system shall clearly differentiate process instances with and without exception
 - bb. The proposed solution should have facility to auto pick up the emails along with attachments if any from the defined mail boxes of Canara Bank & assigned to a workflow.
 - cc. Solution should be capable of assigning emails to specific workflows based on the content of the email by following NLP methodology without user/human interface.
 - dd. The proposed solution should have real-time dashboard to monitor the emails picked, initiated, failed, etc.
 - ee. Reconciliation of emails received and workflow initiated needs to be seamless and Incase of mismatch automatic trigger to be sent to respective workflow owners.
 - ff. The proposed solution should have inbuilt functionality to eliminate the Read mails/delivery mails etc.



C. Annotations
<ul style="list-style-type: none"> a. The Image applet shall support comprehensive annotation features like highlighting, marking text, underlining putting sticky notes on documents, and support for text and image stamps etc. b. The system shall support automatic stamping of annotations with user name, date and time of putting annotations. c. The system shall provide facility for securing annotations for selective users. d. The system shall store annotations as separate file and at no time, the original image shall be changed. The system shall provide facility of taking print outs with or without annotations
D. Indexing
<ul style="list-style-type: none"> a. The System shall provide facility to index folders, files and documents on user-defined indexes like department, wings, sections, circle-wise, branch-wise, Region-wise, file number, year, date etc. b. The system shall facilitate manual and automatic indexing using OCR functionality or from other applications c. The System shall support Automatic full text indexing for Text search
E. Search, Retrieval, Download
<ul style="list-style-type: none"> a. The system shall provide extensive search facility to retrieve documents or Folders/Files b. The system shall provide extensive search facility based on keywords within the document c. The system shall support saving of search queries and search results d. The system shall support search for documents or folders on document or folder on profile information such as name, created, modified or accessed times, keywords, owner etc. e. Support for Advance and sub-folder level search while move/copy a folder/document f. Auto Suggestion in Easy Search g. Removal of unwanted words/phrase in Easy Search h. File system integration for Search i. The search should support English, Hindi. (Other Regional languages are also preferred) j. The system shall support for downloading of documents in the standard formats like docx, xlsx, pptx, pdf, jpg, tiff, html etc. k. The system shall support for downloading of multiple documents at once by zip, rar etc. l. The system shall support for downloading of password protected file and should be optional.



F. Architecture & Scalability

- a. System should be platform independent and should support both Linux and Windows for application server, Desktop OS of Bank
- b. Solution should be multi-tier, web-based solution (having web-based front-end for users and as well as for system administrative functions) having centralized database, web and application server with support for clustering. Web Server for mobile application to be hosted in DMZ.
- c. The system should be able to do the automatic or on request zipping of files on/for specific / requested intervals
- d. Solution should be compliant to ODMA (Open Document Management API), WebDAV open source standards
- e. Access of solution through web and mobile apps (android and iOS)

G. Archival of Electronic documents

- a. The System shall support categorization of documents in folders-subfolders just like windows interface. There should not be any limit on the number of folder and levels of sub folder
- b. The System shall provide facility to link cross-related documents like Application form and Field report, Grievance and reply sent etc.
- c. The system shall provide search facility to in the same interface, so that users are able to search the documents to be linked
- d. The system shall support versioning of documents with facility to write version comments. If same document is being scanned/used, auto versioning should be profiled
- e. The system shall allow Locking of documents for editing and importing it back into the system through check-in/Check-out features
- f. Repository should be format agnostic.
- g. System should support configuration of verification processes for different business types. It should be able to handle multi-user environment for processing files related to different business types. While processing a file, all the data and images for each transaction should be displayed to processing users and processing users should be allowed to accept, reject or send the files for review.

H. Document Scanning Features

- a. Solution Should provide an integrated scanning engine with capability for centralized and decentralized Scanning & Document Capturing. The scanning and document management solution should be from same OEM to provide an integrated solution right from capture to archival of documents
- b. Should have a well-defined capture module for support of document processing, validation, index building, and image enhancements.
- c. Should be able to support the capture of digital records of at least the following formats:
 - 1. Emails and attachments
 - 2. OCR documents
 - 3. Images - .tiff, jpeg, gif, PDF etc.
 - 4. If requested, solution must be able to read/copy text from scanned document
 - 5. Actual colors must be preserved for the scanned document
 - 6. The scanning must support >300dpi resolution



- d. The proposed solution should provide for automatic correction of parameters like format/ compression not proper, skew, wrong orientation, error in automatic cropping, punch hole marks etc. during scanning. The scanning solution should provide support for automatic document quality analysis so that any bad quality document doesn't get uploaded to the repository. There should be an independent software quality check service available as part of overall scanning solution which can be used to audit scanned documents for resolution, format/ compression, orientation etc.
- e. Support all the special image enhancement functionality offered by the scanner through the driver interface.
- f. Solution shall support Bulk Import of image and electronic documents, Zipped archive
- g. Should have capability of automatic segregation of documents/records based on Barcode, QR Code, Blank page, Fixed page and auto Form recognition.
- h. Provide Image processing libraries that support image enhancements such as changing contrast, brightness, zoom in/out, cleaning etc. and other imaging features like compression and extraction etc.
- i. The software solution should include the Rubber band feature for the extraction of the data using OCR technology so that user can mark a zone on image at runtime during scanning stage & map the extracted data with the indexing field.
- j. Solution shall support capture of metadata of scanned document and capturing of optional input fields.
- k. Solution should support Barcode/QR printing facility. The scanned document can be tagged to the Barcode/QR code.
- l. Solution should allow customized fields to be captured while storing the scanned documents. The Barcode/QR code to be mapped to such fields.
- m. Solution should support search facility based on these Barcode/QR code identifier.

I. Document View

- a. The System shall support for viewing documents with standard formats but not limited to docx, xlsx, pptx, pdf, jpg, tiff, html etc - No Additional viewers should be there for viewing of scanned images.
- b. Multi-page document view support must be there
- c. The system shall facilitate zoom-in/zoom-out, zoom percentage and Zoom lens to zoom in on a part of image and other image operations like Invert, rotate etc.
- d. Support archival & view of documents (open ISO standard for long term archival of documents)
- e. Document view shall have the provision to draw a line, insert arrows etc over image document.
- f. The system should support viewing and rendering of PDF/A documents in inbuilt viewer.
- g. Document view shall have the provision to highlight or hide certain text by drawing line rectangle and solid rectangle.
- h. The System shall support for viewing documents in native application.
- i. The system shall provide facility of putting text, graphic and image annotations on scanned document pages.
- j. The system shall provide conversion facility from Image/Document to PDF in the view screen.

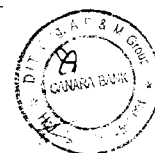


J. User Management and Administration

- a. The Document management system shall support definition of Users, Groups and Roles relation in the system
- b. The system shall support access permissions on Folders, documents and object level
- c. The system shall support multiple levels of access rights with Allow and Deny privileges. (Create/ Edit/ View/ Delete/Print/ Copy or Download).
- d. System shall support for application-based rights
- e. The system shall support system privileges like Create/Delete Users, Define indexes etc.
- f. The system should have integration capabilities with Bank's existing Single Authentication System.
- g. Support for Group and Role as owner of document/folder
- h. The system shall support Extensive Audit-trails at document, Folder and for highest levels for each action done by user with user name, date and time
- i. The system shall support web-based administration module for the complete management of system.
- j. The Admin module shall support Users/Groups/Role definition and granting Access Rights to them and set password expiries
- k. The Admin module shall provide easy to use interface for Index structure definition that can be used by different users.
- l. The Admin module shall provide interface for purging old audit trail and do selective logging i.e. select the system or application features for, which the audit trails must be generated.
- m. The Admin module shall provide facility to take complete and incremental backups and shall be able to integrate with third party backup solutions.

K. Security Features

- a. The System shall support integration with database-based authentication.
- b. The system shall support integration with PKI infrastructure as well as bio-metric solution for enhanced security.
- c. The system shall support TLS 1.2 and above, HTTPS and session timeouts
- d. System shall support file encryption kept in directory.
- e. The system shall be capable of giving access rights to users/groups on work stages, documents, forms and to the data fields.
- f. Digital signature, encryption of data at rest, Barcode, QR Code recognition and generation, Watermarking, import from mail boxes, originating Emails, with/without document attachments, data archival, backup
- g. Generation of password protected documents
- h. Security Policy to be applied on folder / files



L. Reports and Audit Trails Features

- a. The System shall support extensive Reports and audit trails and shall also provide data points and facility to design new reports
- b. The system shall support Extensive Audit-trails at user having details of IP Address, Date etc., Folder and Cabinet levels
- c. The system shall provide facility to generate Audit trails on separate actions, and between specific date/times
- d. The system shall support extensive reporting facility at document, folder and user level. Please specify all inbuilt reports available in the system and provide effort estimates for new Custom reports to be designed
- e. The System shall have audit trail to maintain history of all transactions performed on the system.
- f. The system shall give flexibility to administrator to do selective logging i.e. suspend and resume audit trail generation for specific system and user activities.
- g. The application shall log all the actions done by individual users with user name, date and time and the administrator shall be able to generate detailed audit logs and history of the process instance.
- h. The system shall track all the exceptions raised in the course of process and shall maintain history of that with user name, date, time and comments.
- i. The system shall provide graphical and tabular tools to view progress of each individual process
- j. System shall provide a facility to configure dashboard for individuals for e.g. dashboard for Wings, Circles, HO, RO etc...
- k. No customization should be required to create dashboard, User should be able to configure dashboard without any coding.
- l. There should not be any limit on the number of reports that can be created
- m. User shall be able to drill down in a report for specific information analysis
- n. The system shall support the generation of statistical and management reports like but not limited to:
 1. Number of pending files
 2. Time taken to complete each task
 3. Process History Report
 4. User Performance Report
 5. Average Process Time Report
 6. Participant Report
 7. Participant Processing Time Report
 8. Process Definition Summary Report
 9. Exception Details Report
 10. Expired Work item Report
 11. Diversion Report
- o. The system shall support the generation of performance comparison reports.
- p. The system shall support users drill down from a higher-level view of processes to lower level details.
- q. The system shall support statistical reports like Total turnaround time and delay report for complete process or specific work stages
- r. The system shall support definition of new customized reports based on exposed data points.
- s. The system shall also provide dashboard interface for online reporting of various processes. The interface shall give a flexibility to toggle between graphical and tabular view and tile different windows in the same interface.



M. Reminders and Alarms

- a. The system should have the capability to set automatic reminders and alarms to concerned users.
- b. Ability to create reminders for folders
- c. Support for Document level alarm on Folders
- d. Facility to raise triggers based on exceptions.
- e. The system shall provide facility to define custom triggers like Emails, Word template or launching executable etc. on predefined conditions
- f. The system shall provide facility to generate event-based triggers for automatically sending mails/ fax, generating responses, invoking data form for data entry, communicating from external systems.
- g. The system shall have email notification to user when the user is not logged on to the system. Upon receiving the email, the user shall be able to click on the URL in the email to automatically launch the system and present the user with the task to act on.

N. Integration and Web Services

- a. Should be based on open standards and have API support for data import & export.
- b. The System shall provide support to invocation of external programs to perform activities of a process like legacy application screen for data entry.
- c. The System shall support integration based on standards such as XML
- d. The System shall support message-based collaboration based on protocols such as HTTP, FTP and SMTP.
- e. The System shall support integration with Email Servers.
- f. The System shall provide fully functional APIs for Integration.
- g. The System shall support Web based interfaces.
- h. Integration with popular office formats like word, excel, pdf, open office, image formats, CAD, CSV, text, etc.,
- i. Integration with MS officier, Open Office, Libra Office, Office 365, outlook, Chatbot, CBS, Data warehouse, etc.

O. Document Storage

- a. Storage Management
- b. Soft copy storage and Physical Storage
- c. Centralized Storage
- d. Automatic Back-up as per the Backup Policy of Bank
- e. Provision for Archival of data
- f. Reminders for oldest documents for removal

P. Mobile Application Support

- a. The mobile application should be in sync with individual user's document and workflow.
- b. The system should support Document view and edit functionality through the mobile application.
- c. The Mobile Application should support document capturing, image compression and conversion of documents to PDF
- d. Should support manual & automatic cropping, noise removal, multi-page document capture, perspective correction and enhance quality of captured images
- e. Application Should work in both online (2G/3G/4G/Wi-Fi) and offline mode
- f. Application should provide API and web service based integration for push and pull mechanism.



- g. All the mobile users and devices should be managed from the central server for better control and manageability
- h. The framework should provide a web based admin module for managing of mobile apps
- i. Mobile Framework should support any domain controller system i.e. LDAP and others
- j. Mobile Framework should support Server-to-Server and client-server communication through multiple Firewalls with well-defined ports and protocols

- 1.2. The solution must be supplied in full.
- 1.3. The solution must support 3 Seconds of document retrieval from the repository.
- 1.4. The document must be compressed at the repository without compromising on the quality of the document.
- 1.5. Hardware Sizing to be done at following benchmarks-
 - 1.5.1. Concurrency: The hardware and solution must support 5000 concurrent users in APP/WEB/DB servers.
 - 1.5.2. Uptime: The solution is expected to deliver uptime of 98%
 - 1.5.3. Storage: The hardware sizing must be done for 300TB of storage.
- 1.6. The proposed solution must support Chat system across the enterprise.
- 1.7. Bidder / Solution Provider should incorporate regulatory requirements and Global best practices while defining requirements.
- 1.8. The proposed Application should support industry standards such as CMIS 1.0 or above, BPMN 2.0, BPEL, DOD for interoperability to integrate, migrate and exchange the information with other banks or institutes in case of Mergers and Acquisition by Canara Bank.
- 1.9. Supply, delivery, implementation, management, maintenance of the solution as per technical and functional product specification, SLA and other RFP terms.
- 1.10. The Bidder is required to consider Infrastructure baseline as mentioned in Annexure-15 for proposed solution offerings. However, the bidder can choose higher configuration in similar type than the required baseline.
- 1.11. **Scope related to service**

The Vendor shall provide technical support for the software application systems supplied under this contract, and will have overall responsibility of the performance, functionality and operation of the systems under this contract. On receipt of a problem/issue, the Vendor shall analyze the problem and resolve the Problem completely to the satisfaction of the Bank within predetermined time frame. The Vendor shall also provide escalation matrix in respect of support and maintenance of the application software. The scope of work is as below:

 - 1.11.1. The readily available system as mentioned in the scope.
 - 1.11.2. Delivery of predefined deliverables as agreed.
 - 1.11.3. The complete documentation -User Manual and Administrator Manual required for users. Context sensitive help is required.
 - 1.11.4. Maintenance and support of the software application systems during the contract period, which includes implementation, post-implementation, warranty and maintenance periods. The coverage shall be at least 98% uptime.
 - 1.11.5. During contract period updation / new patches will be done without any extra cost to the Bank. After 5 year's contract period, AMC will be extended by bidder/vendor on mutually agreed terms.

1.11.6. Environmental Setup & Configuration



Detailed documentation on system set up & configuration of UAT, Production (DC), Fallback (DR) and Near- DR (if any) environments. Also provide documentation on detailed procedure for switching to fall back mode in case of disaster/system down time and again switching back to normal production set up once systems are made available.

- 1.11.6.1. Comprehensive System Configuration, Customization and testing documentation referred below, shall be delivered to Canara Bank on commencement of the User Acceptance Testing (UAT) following the correction of any "Non-Compliances".
 - a. Software Executable
 - b. Customized Software Source Code
 - c. Logical Data Base Design and Data Dictionary
 - d. The technical design document including
 - i. Solution Architecture Overview
 - ii. Logical & Physical Data Base Design
 - iii. System Interfaces design
 - iv. Development Tools, API
 - v. System Performance Benchmarks (response times, etc.)
 - vi. Persistency of the Network Connection for remote and dial-up users.
- 1.11.6.2. Application set-up & Configuration Manual
 - a. System configuration / set up parameters documentation
 - b. Documentation for Master data set up, product types mapping
 - c. Existing Data migration documentation
- 1.11.6.3. Documentation for Validation /calibration tools
- 1.11.6.4. Details of methodology for validation, parameters, data processing etc.
- 1.11.6.5. Test cases for User Acceptance Testing (UAT)
- 1.11.6.6. Implementation, configuration of application at Data center& DR Site.
- 1.11.6.7. System Administration Manual
- 1.11.6.8. A copy of the source code of the application customized for Canara Bank shall be handed over to the Bank. A copy of all subsequent updates to the source code shall also be handed over to Bank after the release/Go Live.

1.11.7. Support System Maintenance & Support services will include the following activities

- 1.11.7.1. Provide support in setting up Production, Disaster Recovery, Near-DR (if any), Development and Test Environments.
- 1.11.7.2. Software requests for Change shall be handled in the following manner.
- 1.11.7.3. Software changes/upgrades as regards to any statutory and regulatory requirements (e.g. GOI, RBI, IBA etc.) should be provided by the Vendor/Bidder at the earliest without any additional cost during the contract period.
- 1.11.7.4. End user specific functionality change, or enhancement requests shall be assessed, and impact analysis shall be performed by the Vendor/Bidder.
- 1.11.7.5. The Change Impact on schedule for implementation & efforts shall be agreed between Canara bank & Vendor/Bidder on case-to-case basis.



1.11.7.6. Vendor shall be compensated for change requests implementation as per the mutually agreed rate at the time of contract.

- 1.12. The Bank will provide necessary infrastructure like Printer, Work space, furniture and electricity to enable the vendor to complete the Workflow Assessment and Data migration activity
- 1.13. MIS Reports generation: The solution should also generate data files as per the format of Bank/ RBI and other statutory bodies from time to time.
- 1.14. The solution provider (bidder) must ensure that the solution given is compatible to integrate with our systems especially the CBS. Any middleware if required for necessary integration needs to be provided by the bidder within the same quote given for the entire solution.
- 1.15. The solution /application will be accessed by branches at the Bank and through the mobile application provided to employees. Solution provider (bidder) to ensure the same.
- 1.16. Any up-gradation or modification required by the Bank till the time of Go-Live and any up-gradation or modification required as per the requirement of any regulator (FIU-IND, RBI or IBA) during the contract period to be provided free of cost by the vendor.

We hereby comply with the Scope of Work mentioned from Point no. 1 to 1.16 of Annexure-8

Date

Signature with seal

Name :

Designation :



Annexure-13

Manufacturer Authorization Form

[Note: This Format Letter should be on the letterhead of the OEM/OSO/OSD concern and should be signed by an Authorised Signatory of the OEM/OSO/OSD]

No. _____ dated _____

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

Dear Sir,

SUB: RFP for Procurement, Implementation and Maintenance of Document Management System for Canara Bank.

Ref: RFP 13/2019-20 dated 17/07/2019

We _____ who are established and reputed manufacturers of _____ having factories/development facilities at 1) _____ and 2) _____ do hereby authorize M/s _____ (Name and address of the Agent/Dealer) to offer their quotation, negotiate and conclude the contract with you against the above invitation for tender offer.

We (Manufacturer/Original Software Owner/Developer) hereby extend our full guarantee and warranty as per terms and conditions of the tender and the contract for the solution, products/equipment and services offered against this invitation for tender offer by the above firm and will extend technical support and updates and ensure availability of spares including processors for our products for contract period from the date of installation.

We (Manufacturer/Original Software Owner/Developer) also confirm that we will ensure all product updates (including management software updates and new product feature releases) are provided by M/s for all the products quoted for and supplied to the bank during the Contract period. In case this is not considered while quoting and in the event M/s fail in their obligations to provide the updates within 30 days of release/announcement, we hereby confirm that we will provide the same to the bank at no additional cost to the bank and we will directly install the updates and any new Operating Software releases at the bank's premises.

We also confirm that the proposed solution offered by the bidder to the Bank are correct, viable, technically feasible for implementation and the solution will work without any hassles in all the locations. We also confirm that all the equipment offered are not "End of Life" during the next One Year and "End of Support" for total Contract Period.

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

Yours faithfully

(Name)

For and on behalf of
M/s



Annexure- 14 Bill of Material

SUB: RFP for Procurement, Implementation and Maintenance of Document Management System for Canara Bank.

Ref: RFP 13/2019-20 dated 17/07/2019

Notes

1. These details should be on the letterhead of Bidder and each & every page should be signed by an Authorized Signatory with Name and Seal of the Company.
2. Please be guided by RFP terms, subsequent amendments and replies to pre-bid queries (if any) while quoting.
3. Do not change the structure of the format nor add any extra items.
4. No counter condition/assumption in response to commercial bid will be accepted. Bank has a right to reject such bid.

Table -A

Price details for Implementing Document Management System (DMS) in Canara Bank

[Amount in Rupees]

Sl. No.	Requirement Details	Cost Price				AMC/ATS (as per Table B)*				Quantity	Total Cost with Three Years Comprehensive Onsite Warranty and Two Years AMC/ATS after Warranty period (Incl. of tax)	
		Unit Price with Three years Comprehensive onsite warranty and support (Excl. of Tax)for DMS	Tax for Column A		Unit Price with Three years Comprehensive onsite warranty and support (Incl. of Tax)for DMS	Two years AMC/ ATS charges per unit after warranty period (Excl. of Tax)	Tax for Column E		Two years AMC/ ATS charges per unit after warranty period (incl. of tax)			Unit Price with Three Years Comprehensive Onsite Warranty and Two Years AMC/ATS after Warranty period(Incl. of tax)
			B= % of tax	C= Tax Amt			D= A+C	F= % of Tax				
1.	Hardware/ Appliance including OS & other software for DMS for DC (specify the list of items serially)										1	
2.	Hardware/ Appliance including OS & other software for DMS for DRC (specify the list of items serially)										1	
3.	Hardware/ Appliance including OS & other software for DMS for UAT at DC (specify the list of items serially)										1	
4.	Cost of DMS software solution with Unlimited users and Enterprise Licenses										1	



5.	Cost of Database Licenses (In case proposed database is Oracle then, Database cost to be indicated as Zero)										1
6.	One time Development, Implementation and Customization cost of DMS software solution covering all functional requirements.				xxx	xxx	xxx	xxx			1
7.	Training Charges				xx	xx	xx	xx			1
8.	Cost of Workflows				xx	xx	xx	xx			10
9.	Total Cost (Sum of column k of rows 1,2,3,4,5,6, 7 and 8)										

*Year wise breakup of AMC charges should be furnished in Table-B.

Table -B
Post Warranty AMC/ATS Calculation Table for Unit Quantity

[Amount in Indian Rupees]

Sl. No.	Description	Post Warranty AMC/ATS Charges year wise**					
		4 th Year	5 th Year	Total AMC/ATS for Two Years (Excl. of Tax)	Tax %	Tax Amt.	Total AMC/ATS for Two Years (Incl. of Tax)
		AMC/ATS Charge (Excl. of tax)	AMC/ATS Charge (Excl. of tax)				
		a	b	c=a+b	d	e	f=c+e
1.	Hardware/ Appliance including OS & other software for DMS for DC (specify the list of items serially)						
2.	Hardware/ Appliance including OS & other software for DMS for DRC (specify the list of items serially)						
3.	Hardware/ Appliance including OS & other software for DMS for UAT at DC (specify the list of items serially)						
4.	DMS software solution with Unlimited users and Enterprise Licenses.						
5.	Database Licenses (In case proposed database is Oracle then, Database cost to be indicated as Zero)						

**The Charges mentioned in column 'c' of Table-B should tally with the charges mentioned under Column 'E' of Table-A. The Charges mentioned in column 'f' of Table-B should tally with the charges mentioned under Column 'H' of Table-A.



Table-C
Cost for any additional requirements additional customization/ enhancement

(Amount in Indian Rupees)

Description	Charges Per Man day [Excl. of Tax]	Tax %	Tax Value	Charges Per Man day [Incl. of Tax]	No. of Years	No. of man days#	Total Cost [Incl. of Tax]
	a	b	c	d=(a+c)	e	f	g=(dxexf)
Cost for any additional requirements additional customization/ enhancement					5	100	

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

Table-D
Charges for Onsite Resources

[Amount in Rupees]

Sl. No.	Description	Charges for one resource Per Month [Excluding Tax]	No. of Months	No. of Resources	Charges for three resources for 12 Months [Excluding Tax]	Tax %	Tax Value	Charges for three resources for 12 Months [Including Tax]
		a	b	c	d=axbxc	e	f	g=d+f
1	Cost of Onsite Resources for DMS from go-live date		12	3				

Table-E
Total Cost for 5 Years Contract Period

(Amount in Indian Rupees)

Sl. No.	Details	Cost (inclusive of tax)
1.	Total Cost as per Table-A [Total of Column K]	
2.	Cost for any additional requirements additional customization/ enhancement as per Table-C [column g]	
3.	Charges for Onsite Resource as per Table-D [Column g]	
4.	Total Cost of Ownership [Total of 1 and 2 and 3]	

Undertaking

- i. Bill of material is submitted on the letter head and is signed by an Authorized Signatory with Name and Seal of the Company.



- ii. We confirm that we have gone through RFP clauses, subsequent amendments and replies to pre-bid queries (if any) and abide by the same.
- iii. 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.
- iv. 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.
- v. We are agreeable to the payment schedule as per "Payment Terms" of the RFP.

Date

Signature with seal

Name :

Designation :



Annexure- 15

Hardware Baseline for the proposed solution

The Bidder is required to consider below Infrastructure baseline for proposed solution offerings, however the bidder should choose required configuration in similar type than the required baseline given below, so as to meet the performance requirement specified in the RFP:

1. The proposed solution should in 3-tier server architecture [both DC and DRC in High availability (Active: Active) configuration];
2. The proposed solution must be deployed in RDBMS Enterprise Edition;
3. The proposed solution must be deployed on Intel/equivalent/higher Server with minimum Intel Silver series processor in dual socket or higher configuration;
4. The bidder should consider minimum 250 cores spread across the architecture at both site (i.e. at DC and DRC) for deploying proposed solution;
5. Minimum 4TB usable memory should be considered for the proposed cores.
6. The bidder should consider minimum usable 1TB on SSD in RAID 10 configuration for OS boot and 1TB on SSD in RAID5 with one extra disk for hot spare for remaining space usage (apart from OS);
7. The bidder should design entire solution in SAN Infrastructure;
8. The bidder should consider minimum usable capacity of 50TB (uncompressed & without de-duplication) on SSD in Enterprise SAN Storage for Tier0 data and minimum usable capacity of 100TB (50% on SSD and 50% on SAS) in Enterprise Object Storage for Tier1 at DC, DRC and NDR;
9. The data tiering should be done through proposed solution;
10. The bidder should consider storage in below configurations:
 - 10.1. Should have Active-Active controller of minimum 32GB cache;
 - 10.2. Should have sufficient HBA for multi-pathing;
 - 10.3. Should have sufficient iSCSI ports for replication and management;
 - 10.4. Should have sufficient replication license (synchronous and asynchronous replication);
 - 10.5. Should have sufficient snapshot & encryption licenses;
 - 10.6. Should have Thin Provisioning, compression, inline Deduplication Volume cloning features;
 - 10.7. Should have scalability of 500TB;
 - 10.8. Should have online code upgrade features to avoid downtime;
 - 10.9. Should have dedicated Management and monitoring module with licenses;
 - 10.10. Should have management software must include both GUI and CLI tools;
 - 10.11. Should have management software must include both GUI and CLI tools;
 - 10.12. Should have capability of delivering sustained minimum 2GB/s throughput and 100,000 IOPS in (70:30) ratio with Millisecond response time in fully populated capacity in single hardware array pool;
11. All proposed storage should have dual controller (Active-Active), with 32 GB Cache per controller;
12. The Bidder should provide LAN / SAN Switches to have redundant path configuration
13. The bidder should consider redundant power supply for all proposed hardware.
14. Bank will provide uplink to proposed LAN Switches;
15. The bidder should consider minimum 10 Gig LAN interface i.e. 10G Base T port in proposed servers;
16. The bidder should consider minimum 16 Gig FC port for SAN connectivity in proposed servers;
17. The bidder should consider Server 1Gig port for server management;



18. The bidder should consider minimum 2 Nos of 16 Gig FC Port per controller in proposed SAN Storage.
19. The bidder should consider minimum 2 Nos of 10 Gig ISCSI Port per controller in proposed Object Storage.
20. The bidder should consider enterprise OS license with subscription/ATS for the contracted period.
21. The bidder should consider backup infrastructure which should have backup server, enterprise backup software and tape library at DC only.
22. The bidder should consider the minimum 10TB/Hr backup throughput in proposed backup infrastructure.
23. The bidder should consider minimum slots equivalent to 1.8 Petabytes uncompressed capacity or higher in proposed Backup Library;
24. The bidder should design the proposed solution to achieve the RPO of maximum 30 minutes with respect to DC and DRC and Near Zero with respect to DC and NDR. However, the RTO should not be more than 1 hour.



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 (not initials) of the authorized signatory. All the Annexures should be submitted in Bidder's Letter Head.

- 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 as per Form PP-A. (if eligible)
- 5) Self-Declaration of MSEs/Startup as per Form PP - B. (if eligible)
- 6) Undertaking by Bidder towards Mandatory Minimum LC as per Form PP-C (In Case Bidder Seeking Benefit of PP-LC). (if eligible)
- 7) Certificate by Statutory Auditor of Bidder towards Mandatory Minimum LC as per Form PP-D (In Case Bidder Seeking Benefit of PP-LC). (if eligible)
- 8) 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 with supporting documents.
- 9) Bid Covering letter as per Annexure-1.
- 10) Eligibility Criteria declaration as per Annexure-2 with documentary proof in support of the Eligibility Criteria.
- 11) Bidder's Profile as per Annexure-3.
- 12) Service Support Details as per Annexure-4.
- 13) Track Record of Past Implementation of Projects as per Annexure-5.
- 14) Non-Disclosure Agreement as per Annexure-6.
- 15) Signed Pre Contract Integrity Pact as per Appendix-I on non-judicial Stamp paper.
- 16) Write up on the Work Experience / Expertise on Document Management System.
- 17) Bidder should have central help Desk available on 24x7x365 basis for support and complaint booking. Details of the Help Desk phone no. & email ID has to be provided.
- 18) Bidder should provide Call Log in procedure for call logging and ticketing.



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 (not initials) of the authorized signatory. **All the Annexures should be submitted in Bidder's Letter Head.** Technical Offer for this RFP shall be made as under:

- 1) Index of all the document submitted with page numbers.
- 2) Compliance to the Technical & Functional Requirement of Document Management System as per **Annexure-7**.
- 3) Compliance to the Scope of Work as per **Annexure-8**.
- 4) Undertaking of Authenticity for Procurement, Implementation and Maintenance of Document Management System for Canara Bank as per **Annexure-9**.
- 5) Compliance Statement as per **Annexure-10**.
- 6) Undertaking Letter as per **Annexure-11**.
- 7) Escalation Matrix as per **Annexure-12**.
- 8) Manufacturer Authorization form as per **Annexure-13**.
- 9) Masked bill of Material as per **Annexure-14**.
- 10) Technical Documentation (Product Brochures, leaflets, manuals, drawings).
- 11) 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.
- 12) Bidder has to provide detailed proposed BOM each line item wise for Solution, OS, Licenses for Five (5) Years as part of Technical Bid.



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 (not initials) of the authorized signatory. All the Annexures should be submitted in Bidder's Letter Head.

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

- 1) Bill of Materials as per Annexure-14.
- 2) Affidavit of Self Certification regarding Domestic Value Addition in an Electronic Product. (MeitY Form -1) (if eligible).
- 3) Self-Certification regarding Local Content (LC) for Telecom Product, Services or Works. (DoT Form - 1) (if eligible).

