

A. BID SCHEDULE & ABBREVIATIONS

1. BID SCHEDULE:

Sl. No.	Description	Details
1.	RFP No. and Date	RFP 18/2018-19 dated 30/01/2019
2.	Name of the Wing	Department of Information Technology
3.	Brief Description of the RFP	Supply, Installation, Implementation, Customization, Integration, Migration, Maintenance and Support for EDPMS, IDPMS and EBRC Solution
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	30/01/2019, Wednesday
6.	Tender Fee (Non-refundable)	Rs. 11,800 (including 18% GST)
7.	Earnest Money Deposit (Refundable)	Rs. 2,00,000/-
8.	Last Date and Time for Submission of Bids	21/02/2019, Thursday upto 3.00 PM
9.	Date, Time & Venue for opening of Part A- Conformity to Eligibility Criteria.	21/02/2019, Thursday at 3.30 PM Venue: Canara Bank, Second Floor, Conference Hall, DIT Wing-HO (Annex), Naveen Complex, 14 M G Road, Bengaluru 560001.
10.	Date and time opening of Technical Bid Part-B / Commercial Bid/Online Reverse Auction	Will be intimated at a later date.
11.	Pre-bid Meeting Date & Time	<ul style="list-style-type: none"> ○ Pre-bid meeting will be held on 08/02/2019, Friday at 3.30 PM Venue: Canara Bank, Second Floor, Conference Hall, DIT Wing-HO (Annex), Naveen Complex, 14 M G Road, Bengaluru 560001. ○ Pre bid queries should be submitted as per Appendix-D. ○ Pre-bid Queries to E-mail hoditapm@canarabank.com must reach us on or before 07/02/2018, Thursday at 3.00 PM. Subject of the email should be given as "Pre Bid Queries for RFP 18/2018-19 dated 30/01/2019"



12.	Other Details	<ol style="list-style-type: none">1. The bidders must fulfil the Pre-Qualification criteria for being eligible to bid.2. Subsequent changes made based on the suggestions and clarifications as per pre-bid meeting shall be deemed to be part of the RFP document and shall be uploaded on the Bank's corporate website http://canarabank.com/english/announcements/tenders3. 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 http://tenders.gov.in 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. 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:**

1.	AD	Authorized Dealer
2.	AMC	Annual Maintenance Contract
3.	ATS	Annual Technical Support
4.	BFSI	Banking, Financial Services and Insurance
5.	BG	Bank Guarantee
6.	BOM	Bill of Material
7.	BRS	Business Requirement Specification
8.	CBS	Core Banking Solution
9.	DC	Data Center
10.	DD	Demand Draft
11.	DIT	Department of Information Technology
12.	DR	Disaster Recovery
13.	EBRC	Electronic Bank Realization Certificate
14.	EDPMS	Export Data Processing & Monitoring System
15.	EIS	Executive Information System
16.	EMD	Earnest Money Deposit
17.	FIFO	First In First Out
18.	FIRC	Foreign Inward Remittance Maintenance
19.	GST	Goods and Service Tax
20.	HO	Head Office
21.	HTTP	Hyper Text Transfer Protocol
22.	HTTPS	Hyper Text Transfer Protocol Secure
23.	IDPMS	Import Data Processing & Monitoring System
24.	IRM	Inward Remittance Maintenance
25.	KYE	Know Your Employee
26.	LD	Liquidated Damages
27.	MAF	Manufacturer Authorization Form
28.	MIS	Management Information System
29.	MSE	Micro and Small Enterprises
30.	MSME	Micro Small & Medium Enterprises
31.	MTBF	Mean Time Between Failure
32.	MTTR	Mean Time To Restore
33.	NEFT	National Electronic Funds Transfer
34.	NI Act	Negotiable Instruments Act
35.	OEM/OSM	Original Equipment Manufacturer/Original Software Manufacturer
36.	ORM	Outward Remittance Maintenance
37.	OS	Operating System
38.	PDI	Pre Delivery Inspection
39.	PERT	Project Execution and Review Technique



40.	QC	Quality Check
41.	RDBMS	Relational Database Management System
42.	RFP	Request For Proposal [Interalia the term 'Tender' is also used]
43.	RTGS	Real Time Gross Settlement
44.	SOP	Standard Operating Procedure
45.	XOS	Export Out Standing



SECTION F - OWNERSHIP & AWARDING OF CONTRACT			
1.	Bid Validity Period	7.	Project Execution
2.	Proposal ownership	8.	Security Deposit / Performance Bank Guarantee
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		
SECTION 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
SECTION H - PURCHASE PREFERENCE			
1.	Micro & Small Enterprises	3.	Procurement through Local Suppliers (Make in India)
2.	Startup		

ANNEXURES (To be submitted with Part A- Conformity to Eligibility Criteria)	
1.	Bid Covering Letter
2.	Eligibility Criteria Declaration
3.	Bidder's Profile
4.	Service Support Details
5.	Track Record of Past Implementation of Projects towards Supply, Installation, Implementation, Customization, Integration, Migration, Maintenance and Support for EDPMS, IDPMS and EBRC Solution
6.	Non-Disclosure Agreement
ANNEXURES(To be submitted with Part-B -Technical Proposal)	

7.	Technical & Functional Requirement of EDPMS, IDPMS and EBRC Solution
8.	Broad Scope of work
9.	Undertaking of Authenticity for Supply, Installation, Implementation, Customization, Integration, Migration, Maintenance and Support for EDPMS, IDPMS and EBRC Solution
10.	Compliance Statement
11.	Undertaking Letter Format
12.	Escalation Matrix
13.	Manufacturer Authorization Form
ANNEXURES (To be submitted with Part-C -Commercial Bid)	
14.	Bill of Material

APPENDICES	
A.	Instructions to be noted while preparing/submitted Part A- Conformity to Eligibility Criteria
B.	Instructions to be noted while preparing/submitted Part B- Technical Proposal
C.	Instruction to be noted while preparing/submitted Part C-Commercial Bid
D.	Format for Sending Prebid Queries.
E.	Authorization Letter Format.
F.	Bank Guarantee Format for Earnest Money Deposit.
G.	Proforma of Bank Guarantee for Contract Performance.
H.	Format for Bank Guarantee for Advance Warranty Payment. (Not Applicable)
I.	Pre Contract Integrity Pact
J.	Business Rules and Terms & Conditions of Reverse Auction. (Not Applicable)

FORMS (Purchase Preference)	
FORM PP-A	Undertaking for Applicability of Purchase Preference Policy
FORM PP-B	Self-Declaration of MSEs and Startups
FORM PP-C	Undertaking by Bidder towards Mandatory Minimum LC (Local Content)
FORM PP-D	Certificate by Statutory Auditor of Bidder towards Mandatory Minimum LC
MeitY Form-1	Affidavit of Self Certification regarding Domestic Value Addition in an Electronic Product
DoT Form-1	Self-Certification regarding Local Content (LC) for Telecom Product, Services or Works



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 paragraph 1 above and which has invited bids under this Request for Proposal and shall be deemed to include its successors and permitted assigns.
- 2.2. 'RFP' means Request for Proposal for "Supply, Installation, Implementation, Customization, Integration, Migration, Maintenance and Support for EDPMS, IDPMS and EBRC Solution".
- 2.3. 'Bidder' means a vendor submitting the proposal in response to the RFP.
- 2.4. 'Solution' means Supply, Installation, Implementation, Customization, Integration, Migration, Maintenance and Support for EDPMS, IDPMS and EBRC Solution" in Canara Bank.
- 2.5. 'Contract' means the agreement signed by successful bidder and the Bank at the conclusion of bidding process, wherever required.
- 2.6. 'Successful Bidder'/'L1 bidder' means the Bidder who is found to be the 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 intends to procure EDPMS, IDPMS and EBRC Solution by selecting a vendor for Supply, Installation, Implementation, Customization, Integration, Migration, Maintenance and Support for EDPMS, IDPMS and EBRC Solution. In this connection, Bank invites sealed offers ('Conformity to Eligibility Criteria', 'Technical Proposal' and 'Commercial Bid') for Supply, Installation, Implementation, Customization, Integration, Migration, Maintenance and Support for EDPMS, IDPMS and EBRC Solution as per the Terms & Conditions, Technical Specifications/requirements and Scope of Work described elsewhere in this document.

4. Objective

- 4.1. The Bank proposes to procure EDPMS, IDPMS and EBRC from a Vendor who can offer a suitable technical and cost effective solution in order to achieve the cost & timesaving and process all the procurement/s with greater transparency.
- 4.2. The Bank is looking at a highly professional relationship with the service provider who shall implement the EDPMS, IDPMS and EBRC Solution. The service provider shall provide required hardware Hardware/appliance, Software, Training and other Services for implementing, managing and maintenance of EDPMS, IDPMS and EBRC Solution.



- 4.3. The Service Provider should act as a System Integrator for implementation of the said solution including but not limited to design, installation, integration and migration with other solutions as per bank's network architecture and based on requirements received from its DIT, HO.

5. Eligibility Criteria

- 5.1. A vendor submitting the proposal in response to this RFP shall hereinafter be referred to as 'Bidder' and Supply, Installation, Implementation, Customization, Integration, Migration, Maintenance and Support for EDPMS, IDPMS and EBRC Solution in Canara Bank shall hereinafter be referred as "Solution".
- 5.2. Interested Bidders, who can Supply, Install, Implement, Customize, Integrate, Migrate, Maintain and Support for EDPMS, IDPMS and EBRC Solution to Canara Bank and meet the Eligibility Criteria as per Annexure-2 may respond.

6. Participation Methodology

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

7. Existing Infrastructure

- 7.1. 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.
- 7.2. Bank shall provide Hardware, Operating System and Database (If proposed solution supports Oracle Database, Bank is having ULA (Unlimited License Agreement) for Oracle database and same will be provided by bank). The selected bidder has to provide sizing to run the proposed application and other environmental or related software.
- 7.3. The successful bidder must design the solution with high availability & secure infrastructure in Data Centre and Disaster Recovery site as per Industry accepted security standards and best practices.
- 7.4. 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.

8. Requirement Details

8.1. Bank invites sealed offers ('Conformity to Eligibility Criteria', 'Technical Proposal' and 'Commercial Bid') for procurement of EDPMS, IDPMS and EBRC Solution for Canara Bank as per the Terms & Conditions, Technical Specifications and Scope of Work described elsewhere in this document. This tender consists of following requirements:

Sl. No.	Item details	No of licenses required
1.	EDPMS, IDPMS and EBRC Solution as per Annexure-7.	Unlimited Enterprise License

8.2. The term of contract will be initially for a period of 5 years from the date of acceptance of purchase order and/or signing the contract between the bank and the selected Bidder renewable for a further period of 12 months. The renewal will be at the sole discretion of the bank and the performance of the bidder during the contract period.

9. Scope of Work

9.1. The Scope of work is to Supply, Install, Implement, Customize, Integrate, Migrate, Maintain and Support for EDPMS, IDPMS and EBRC Solution as detailed under Annexure-8 and elsewhere in the document.

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 local rules and conditions to resolve the issues, if any.

10. Training

10.1. Bidder has to provide training for the proposed and designed Solution from OEM directly at Bangalore/Mumbai (at the discretion of the Bank) on administering, monitoring, supervising, error handling, usage etc. by conducting mock events.

10.2. The details of the training are to be provided by the Bidders and shall be subject to evaluation by the Bank to ensure that all the functionalities of the system are covered in the training by the Bidder.

10.3. Bidder has to provide training to 10 Numbers of Bank employees.

10.4. Duration of the training should be 5 days.

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

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

10.7. Bidder has to provide User Manual and Technical Documentation both in hand and soft copies to the Bank.

10.8. 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. Delivery of Service

- 1.1. The entire Solution has to be implemented for UAT within 2 months from the date of acceptance of Purchase Order (PO) or as extended by Bank in writing. Entire application software has to be provided by the Bidder.
- 1.2. The project completion should be within 5 months from the date of acceptance of Purchase order, in modules as under:

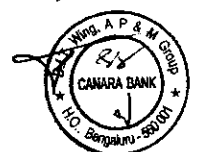
Sl. No.	Milestone	Timeline
1.	SRS finalization of complete project	Within 15 days
2.	Implementation & Customization of EDPMS	Within 1 month
3.	Implementation & Customization of IDPMS	Within 1.5 month
4.	Implementation & Customization of EBRC	Within 2 months
5.	UAT Sign off of EDPMS, IDPMS & EBRC	Within 3.5 months
6.	Pilot Run for EDPMS, IDPMS & EBRC	Within 4 months
7.	Go-Live of the Project	Within 5 months

2. Integration & Interfaces

- 2.1. The selected bidder has to work with different application vendor in order to integrate new solution to the existing workload or new workloads during contract Period.
- 2.2. The selected bidder has to work with different teams of the Bank 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 vulnerable 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 during the implementation period, the Solution experiences no failures and functions according to the requirements of the RFP, as determined by the Bank; the Solution shall be considered accepted by the Bank and the project will be considered deemed signed-off.
- 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 **99.99%** 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 hours in a month less Downtime. The "Downtime" is the time between the Time of Failure and Time of Restoration within the contracted hours. "Failure" is the condition that renders the Bank unable to perform any of the defined functions on the Solution. "Restoration" is the condition when the selected bidder demonstrates that the solution is in working order and the Bank acknowledges the same.
- 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:

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

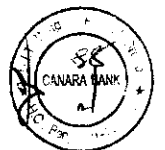
5.6. Contracted hours of a month = No. of days in that month X 24 Hours.

6. Penalties/Liquidated Damages

6.1. **Liquidated Damages for non-delivery of Modules:** If the readiness of the modules are not confirmed within milestones, a penalty at the rate of **Rs. 500/- (plus GST)** per day will be levied. However total penalty shall be restricted to **10% (plus GST)** of the project cost.

6.2. Penalties/Liquidated damages for onsite resources:

In case the 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 Resident resource charges during the particular month. The Bank shall also impose a penalty of **0.5% (plus GST)** of the Resident resource charges payable to the Bidder for that quarter



for each week and part thereof of absence. However, total penalty under this clause will be limited to 50% (plus GST) of the total charges payable for Resident Resource charges for that quarter.

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

6.4. Penalties / Liquidated Damages for not maintaining uptime:

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

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

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

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

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

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

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

7. Payment Terms

7.1. Payment schedule will be as under:

Sl. No.	Payment Stages	% of Payment	Condition/Remarks
a.	UAT Delivery	25%	Delivery of customized version of EDPMS, IDPMS and EBRC Solution for UAT and on submission of Invoice duly signed by the Bank official.



b.	UAT Signoff	25%	Letter from the Bidder for having conducted and completed an event as per Bank's request and on submission of Invoice and Acceptance/Signoff by the Bank.
c.	Production Signoff	40%	Letter from the Bidder for having conducted and completed an event as per Bank's request and on submission of Invoice and Acceptance/Signoff by the Bank.
d.	2 months after Go-Live	10%	On Submission of invoice and acceptance/signoff by the Bank.
e.	Onsite Resource	Payment will be monthly in arrears after deducting applicable penalties and Liquidated damages.	
f.	Annual Technical Support (ATS)	The amount shall be payable quarterly in arrears.	

7.2. Payments shall be released upon submission of relevant documents as per RFP terms and found in order by the respective offices, who have placed order on the selected Bidder.

7.3. Please note that Originals of invoices (plus One Copy) reflecting GST, GSTIN, State Code, State Name, Taxes & Duties, Proof of delivery duly signed by Bank officials of the respective Branch/office and Manufacturer's / Supplier's Warranty Certificate should be submitted while claiming payment in respect of orders placed.

7.4. Bank will not pay any amount in advance.

7.5. Payment shall be released within 30 days of 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 application LD/Penalty, TDS if any, by 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 One onsite technical resource as desired by bank for a period of Six months post go-live.

8.2. The technical resources should be competent to handle/ develop/ Integrate/ Implement/ Test/ Go Live with the Apps on the proposed platform within Bank's stipulated time. Onsite resources are expected to perform development, testing, UAT, preparation of test cases, support, monitoring, certification, implementation, reporting, coordination with banks team/s, Audit compliance, IT industry best practices/VAPT closures, vulnerability assessment, any other statutory compliance, Patch Installation, fixes, analytics, fraud risk/rule management & monitoring, day to day MIS reports, Regulatory reports, conducting DR Drill, Database support, backup/restore, online replication with zero lag and post Go-live support. These activities are illustrative and the details will be shared with successful bidder. Bank



reserves the right to claim change in resource based on the performance of the resources.

- 8.3. The Bidder has to provide 24x7X365 support and support will be required for end to end installation, implementation and maintenance of the proposed solution during complete Project tenure and Bidder will be responsible for attending complaints during all Bank Business hours (8.00 AM to 8.00 PM) and will be SPOC 24x7X365.
- 8.4. Support should include advising & helping the Bank in implementing controls for the risk advised by regulators/Govt. of India.
- 8.5. 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.
- 8.6. However, penalty shall be applicable as per uptime clause.
- 8.7. The Bidder should help Bank in resolving any security observations as per the IS policy of the Bank.
- 8.8. Response Time and Meantime to Restore [MTTR]
 - 8.8.1. Response Time shall be 2 hours and MTTR shall be 4 hours.
 - 8.8.2. 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 agreeable 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 support/replacement warranty for One year.
- 11.3. The warranty will cover all supplied components includes software and will start after project acceptance & Signoff.
- 11.4. The software deployed for this project shall be under Comprehensive Onsite Warranty covering update of software, maintenance or support for its proper operation, performance and output as specified in the tender technical specifications for a period of five years from the Date of Installation/commissioning.
- 11.5. The Warranty Period for each Solution Edition will commence upon the completion of successful Acceptance Testing of the Solution for entire offered Solution.
- 11.6. The Warranty Period for the Software/Solution will commence when the Department has placed its Software /Solution in production (subsequent to successful completion of Acceptance Testing) at the Canara Bank.
- 11.7. If the Software/Solution does not perform in accordance with the Contract during the Warranty Period, then the Bidder shall take such steps as necessary to repair or replace the Software/Solution. Such warranty service shall be provided at the Vendor's expense and shall include all media, parts, labour, freight and insurance to and from the Department's site.
- 11.8. Warranty service may be provided by a third party, provided such third party is authorized to perform warranty service by the Bidder or, if the Bidder is not the Manufacturer, by the Manufacturer prior to the RFP closing date and time.
- 11.9. If any defect in the Software/Solution is not rectified by the Bidder before the end of the Warranty Period, the Warranty Period shall be extended until, in the opinion of the Bank: a) the defect has been corrected; and b) the Software/Solution functions in accordance with the Contract for a reasonable period of time.
- 11.10. Despite any other provision, the Bank, may return a defective Software/Solution to the Bidder within ten (10) days of delivery of the Software/Solution and the Bidder shall immediately provide full exchange or refund. For the purpose of this section, "defective Solution" includes, but is not limited to: a) broken seals; b) missing items; and c) Software that are not the most current version at the time of shipping.
- 11.11. The Bidder shall provide, after the warranty commences for all Software/Solution components, telephone support to the Bank during Business Days for assistance with the operation of the Software/Solution.



- 11.12. The bidder shall be fully responsible for the manufacturer's warranty in respect of proper design, quality and workmanship. Bidder must warrant all components, accessories, spare parts etc. against any manufacturing defects during the warranty period.

12. 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:

- 12.1. 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.
- 12.2. 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].
- 12.3. 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.
- 12.4. 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).
- 12.5. The support shall be given in person only.
- 12.6. 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.
- 12.7. The bidder shall provide centralized complaint booking facility to the bank and the dash board, if available, shall be provided to the Bank. The method of booking complaints shall be E-mail, Toll-free no, on line portal, web, etc.
- 12.8. Escalation matrix should be provided for support, technical, project etc.

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

- 13.1. At the time of submission of bids, the Bidder has to quote AMC/ATS for Hardware (including OS), software, License Items for Four (4) years after completion of One-year warranty period, in the commercial Bid separately for comprehensive maintenance contract.
- 13.2. 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.
- 13.3. Support for maintenance of solution (including Hardware, Software, OS and software license) supplied should be available for a minimum period of 4 years, covering all parts, maintenance and support, after expiry of warranty period.
- 13.4. 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.



13.5. 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:

- 13.5.1. Rectification of Bugs/defects if any.
- 13.5.2. Ensuring uptime of 99.99%
- 13.5.3. Preventive Maintenance.
- 13.5.4. Maintenance of Hardware/Software/License supplied.

13.6. 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 8 of Section-F. 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.

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

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 and Pre-Bid Queries

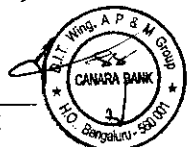
- 1.1. The bidder should carefully examine and understand the specifications, terms and conditions of the RFP and may seek clarifications, if required. The bidders in all such cases should seek clarification in writing in the same serial order as that of the RFP by mentioning the relevant page number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

2. Pre-Bid meeting

- 2.1. A pre-bid meeting of the intending bidders will be held on the date & time and at the venue specified in the Bid Schedule to clarify any point/doubt raised by them in respect of this RFP. No separate communication will be sent for this meeting.
- 2.2. If the meeting date is declared as a holiday under NI Act by the Government subsequent to issuance of RFP, the next working day will be deemed to be the pre-bid meeting day. Authorized representatives of interested bidders shall be present during the scheduled time. In this connection, Bank will allow maximum of **Two (2)** representatives from each Bidder to participate in the pre-bid meeting.
- 2.3. Bank has the discretion to consider any other queries raised by the bidder's representative during the pre-bid meeting.
- 2.4. Bank will have liberty to invite its technical consultant or any outside agency, wherever necessary, to be present in the pre-bid meeting to reply to the technical queries of the Bidders in the meeting.
- 2.5. The Bank will consolidate all the written queries and any further queries during the pre-bid meeting and the replies for the queries shall be made available in the Bank's website (www.canarabank.com) and no individual correspondence shall be made. The clarification of the Bank in response to the queries raised by the bidder/s, and any other clarification/amendments/corrigendum furnished thereof will become part and parcel of the RFP and it will be binding on the bidders.
- 2.6. Non reply to any of the queries raised by the vendors during pre-bid Meeting shall not be considered as acceptance of the query/issue by the Bank.

3. Amendment to Bidding Document

- 3.1. At any time prior to deadline for submission of Bids, the Bank, for any reason, whether, at its own initiative or in response to a clarification requested by prospective bidder, may modify the bidding document, by amendment.



3.2. Notification of amendments will be made available on the Bank's website only (i.e. www.canarabank.com) and will be binding on all bidders and no separate communication will be issued in this regard.

3.3. In order to allow prospective bidders reasonable time in which to take the amendment into account in preparing their bids, the Bank, at its discretion, may extend the deadline for a reasonable period as decided by the Bank for submission of Bids.

4. Bid System Offer

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

- 4.1. **Part A-Conformity to Eligibility Criteria:** Indicating their compliance to Eligibility Criteria. The format for submission of Conformity to Eligibility Criteria is as per Appendix-A.
- 4.2. **Part B-Technical Proposal:** Indicating the response to the Technical specification of Supply, Installation, Integration and Maintenance of Servers & Other Items in Canara Bank. The format for submission of Technical Proposal is as per Appendix-B.
- 4.3. **Part C-Commercial Bid:** furnishing all relevant information as required as per Bill of Material as per Annexure-14. The format for submission of Commercial Bid is as per Appendix-C.

5. Preparation of Bids

5.1. The Bid shall be typed or written in English language with font size of 12 in indelible ink and shall be signed (not initials) by the Bidder or a person or persons duly authorized to bind the Bidder to the Contract. The person or persons signing the Bids shall affix signature (not initials) in all pages of the Bids, except for un-amended printed literature.

5.1.1. The three parts as stated above, should be placed in three separate envelopes superscribed with 'Conformity to Eligibility Criteria', 'Technical Proposal' and 'Commercial Bid' respectively and properly closed and sealed. Thereafter, all the three envelop shall be placed inside another envelope and properly closed and sealed. The final envelope should be superscribed as "Offer for Supply, Installation, Implementation, Customization, Integration, Migration, Maintenance and Support for EDPMS, IDPMS and EBRC Solution" (includes separately sealed 'Conformity to Eligibility Criteria', 'Technical Proposal' and 'Commercial Bid') on the top of the envelope. All the envelopes shall bear the name and complete postal address of the bidder as well as the addressee, namely the Deputy General Manager, Canara Bank, AP&M Group, DIT Wing, First Floor, Naveen Complex, 14 M G Road, Bengaluru - 560001.

5.1.2. All the pages of Bid including Brochures should be made in an organized, structured, and neat manner. Brochures / leaflets etc. should not be submitted in loose form. All the pages of the submitted bids should be paginated with Name, Seal and Signature of the Authorized Signatory. Bids with erasing / overwriting / cutting without authentication may be liable for rejection. Authorization letter for signing the Bid documents duly signed by Company's Authorized signatory should be submitted.

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



5.2. Part A- Conformity to Eligibility Criteria:

- 5.2.1. Before submitting the bid, the bidders should ensure that they confirm to the eligibility criteria as stated in Annexure-2 of RFP. Only after satisfying themselves of the eligibility, the Offer should be submitted.
- 5.2.2. The Conformity to Eligibility Criteria as per Annexure-2 among others must contain Demand Draft towards the Tender Fee as per the Clause 6 and EMD/ Bank Guarantee in lieu of EMD as per Appendix-F of this document. The Conformity to Eligibility Criteria should be complete in all respects and contain all information sought for, as per Appendix-A.
- 5.2.3. The Placement of Tender Fee, EMD and Integrity Pact in other than Part A- Conformity to Eligibility Criteria will make the bid liable for rejection.
- 5.2.4. After ensuring the above, it shall be placed inside a separate Envelope and sealed and superscribed on the top of the cover as “PART A-Conformity to Eligibility Criteria for RFP 18/2018-19 dated 30/01/2019 for Supply, Installation, Implementation, Customization, Integration, Migration, Maintenance and Support for EDPMS, IDPMS and EBRC Solution”.

5.3. Part B-Technical Proposal:

- 5.3.1. Technical Proposal should be submitted as per the format in Appendix-B. Relevant technical details and documentation should be provided along with Technical Proposal.
- 5.3.2. It is mandatory to provide the technical details of the Solution required by the bank in the exact format of Annexure-7 of this tender.
- 5.3.3. The offer may not be evaluated and may be rejected by the Bank without any further reference in case of non-adherence to the format or partial submission of technical information as per the format given in the offer.
- 5.3.4. If any part of the technical specification offered by the bidder is different from the specifications sought in our RFP, the bidder has to substantiate the same in detail the reason for their quoting a different specification than what is sought for, like higher version or non-availability of the specifications quoted by us, invariably to process the technical offer.
- 5.3.5. The Bank shall not allow / permit changes in the technical specifications once it is submitted.
- 5.3.6. The relevant product information, brand, and model number offered, printed product brochure, technical specification sheets etc. should be submitted along with the Offer. Failure to submit this information along with the offer may result in disqualification.
- 5.3.7. The Technical Proposal should be complete in all respects and contain all information sought for, as per Appendix-B. **Masked Bill of Material must be attached in Technical Offer and should not contain any price information.** The Part B-Technical Proposal should be complete and should cover all products and services. Technical Proposal without masked Bill of Materials will be liable for rejection.
- 5.3.8. Masked Bill of Material which is not as per below instruction will make Bid liable for rejection:
 - 5.3.8.1. Should be replica of Bill of Material except that it should not contain any price information (with Prices masked).

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

5.3.9. After ensuring the above, it shall be placed inside a separate Envelope and sealed and superscribed on the top of the cover as “**PART B-Technical Proposal for RFP 18/2018-19 dated 30/01/2019 for Supply, Installation, Implementation, Customization, Integration, Migration, Maintenance and Support for EDPMS, IDPMS and EBRC Solution**”.

5.4. Part C-Commercial Bid:

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

5.4.2. Commercial Bid shall be submitted as per Bill of Material and other terms and conditions of RFP on prices. Bill of Material should give all relevant price information as per **Annexure-14**. Any deviations from the Bill of Material / non submission of prices as per the format shall make the bid liable for rejection.

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

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

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

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

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

5.4.8. After ensuring the above, it shall be placed inside a separate Envelope and sealed and superscribed on the top of the cover as “**PART C-Commercial Bid for RFP 18/2018-19 dated 30/01/2019 for Supply, Installation, Implementation, Customization, Integration, Migration, Maintenance and Support for EDPMS, IDPMS and EBRC Solution**”.

6. Tender Fee

6.1. This document can be downloaded from Bank's website <http://canarabank.com/english/announcements/tenders>. In that event, the bidders should pay the Tender Fee amount (Non Refundable) as mentioned in the Bid Schedule towards tender document by means of DD drawn on any scheduled Commercial Bank in favour of Canara Bank, payable at Bengaluru and submit the same along with **Part A-Conformity to Eligibility Criteria**.

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



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

7. Earnest Money Deposit (EMD)/Bank Guarantee in Lieu of EMD

- 7.1. The bidder shall furnish Non interest earning Earnest Money Deposit (EMD) amount as mentioned in the Bid Schedule by way of Demand Draft drawn on any Scheduled Commercial Bank in India in favour of Canara Bank, payable at Bengaluru and should be kept along with the **Part-A-Conformity to Eligibility Criteria**.
- 7.2. In Case the EMD is submitted in the form of Bank Guarantee the same should be valid for the minimum period of 6 months with additional claim period of 3 months from the last date for submission of offer. Bank at its discretion can demand for extension for the validity of EMD. The format for submission of EMD in the form of Bank Guarantee is as per **Appendix-F**.
- 7.3. The Bank Guarantee issued by the issuing Bank on behalf of Bidder in favour of Canara Bank shall be in paper form as well as issued under the "Structured Financial Messaging System" (SFMS). The format for submission of EMD in the form of Bank Guarantee is as per **Appendix-F**. Any bank guarantee submitted in physical mode, including EMD/bid guarantee which cannot be verifiable through SFMS will be rejected summarily
- 7.4. Submission of EMD in other than Part A-Conformity to Eligibility Criteria Envelope is liable to be rejected on grounds of non-submission of EMD.
- 7.5. The EMD of the Bidders not qualified under Technical Proposal will be returned within 15 days after opening the Commercial Bid of the Technically Qualified Bidders. The EMD of Technically Qualified bidders will be returned upon the selected bidder accepting the order and furnishing the Performance Bank Guarantee.
- 7.6. The EMD may be forfeited/ Bank Guarantee may be invoked:
- 7.6.1. If the bidder withdraws or amends the bid during the period of bid validity specified in this document.
- 7.6.2. If the selected bidder fails to accept the purchase order within 7 days or fails to sign the contract or fails to furnish performance guarantee in accordance with the terms of the RFP.

8. Make and Models

It is mandatory to provide Technology, make & model of all the items and their subcomponents as has been sought in the technical specification. The Offer may not be evaluated and / or will be liable for rejection in case of non-submission or partial submission of make, model of the items offered. Please note that substituting required information by just brand name is not enough. Bidder should not quote Technology, hardware which is already End of Sale. Bidder also should not quote hardware which are impending End of Sale.

9. Software Version

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

that substituting required information by just software name is not enough. Bidder should not quote Software which is already End of Sale. Bidder also should not quote Software which are impending End of Sale.

10. Documentation

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

11. Costs & Currency

The Offer must be made in Indian Rupees only as per Bill of Material (Annexure-14).

12. Erasures or Alterations

The Offers containing erasures or alterations or overwriting may not be considered. There should be no hand-written material, corrections or alterations in the offer. Technical details must be completely filled in. Correct technical information of the product being offered must be filled in. Filling up of the information using terms such as "OK", "accepted", "noted", "as given in brochure/manual" is not acceptable. The Bank may treat such Offers as not adhering to the tender guidelines and as unacceptable.

13. Assumptions/Presumptions/Modifications

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

14. Submission of Bids

- 14.1. The Name and address of the Bidder, RFP No. and Due Date of the RFP are to be specifically mentioned on the Top of the envelope containing Bid.
- 14.2. The bid/s properly superscribed in the manner prescribed in earlier clauses of this RFP should be deposited in the **Tender Box** on the Date & Time and at the Venue specified in the Bid Schedule.
- 14.3. If the last day of submission of bids is declared as a holiday under NI Act by the Government subsequent to issuance of RFP, the next working day will be deemed to be the last day for submission of the RFP. The Bid/s which is/are deposited after the said date and time shall not be considered.
- 14.4. Bids sent through post/courier will not be accepted/evaluated. Bids should be deposited in the Tender Box.
- 14.5. If the envelopes, including the outer envelope is not sealed and marked in the prescribed manner, the Bank will assume no responsibility for the bid's misplacement or premature opening.
- 14.6. The following officials will facilitate in bid related queries and make arrangements for deposit of bid documents.



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

14.7. In case bid documents are too bulky to be placed inside the tender box, arrangements will be made by the above mentioned officials to receive the tender. However, bidder should reach the venue before the date and time stipulated as per above clause 14.2.

15. Bid Opening

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

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

Note: Authorisation letter should be carried in person.

15.3. Attendance of all the representatives of the bidders who are present at bid opening will be taken in a register against Name, Name of the Company and with full signature.

15.4. The Bidders may note that no further notice will be given in this regard. Further, in case the bank does not function on the aforesaid date due to unforeseen circumstances or declared as holiday then the bids will be accepted on the next working.

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

15.5.1. Name of the Bidders.

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

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

15.6. If any of the bidders or all bidders who submitted the tender are not present during the specified date, time, and venue of opening it will be deemed that such bidder is not interested to participate in the opening of the Bid/s and the bank at its discretion will proceed further with opening of the Part A - Conformity to Eligibility Criteria in their absence.

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

15.8. The Commercial Bid of only those bidders who are qualified in Part-B Technical Proposal will be opened.



