केनरा बैंक Canara Bank

Corrigendum-1 to EOI 01/2025-26 dated 08/05/2025 for Empanelment of Service Providers for conducting E-Auction of Gold Jewelry for a period of three (03) years in Canara Bank.

a. **EOI Document Details (Page 2 of 45, Bid End date/ Bid Opening Date):**

Description	Existing details	Amended details
Bid End Date/Time	09/06/2025, 15:00:00	11/06/2025, 15:00:00
Bid opening Date/Time	09/06/2025, 15:30:00	11/06/2025, 15:30:00

B. It is decided to amend the following in respect of the above RFP:

Sl. No	Section/ Annexure/ Appendix of GeM Bid	Clause No.	Existing Clause	Amended Clause
1.	Annexure-3 Qualification Criteria	Clause 3	The bidder should have provided e-Auction services of Movable and immovable assets in at least 3 Scheduled Commercial Banks during last 5 years.	The bidder should have provided e-Auction services of Movable or immovable assets in at least 1 Scheduled Commercial Bank / FI/ NBFC during last 5 years Refer amended Annexure-3
2.	Annexure-3 Qualification Criteria	Clause 4	The bidder should have successfully completed at least 50 (fifty) assignments successfully as e-Auction service provider with any Scheduled Commercial Bank/ FI / NBFC during immediately preceding 3 years as on the date of submission of bid.	ASP should have completed 50 successful e-auction events with any Scheduled Commercial Bank/ FI / NBFC during immediately preceding 3 years as on the date of submission of bid. Refer amended Annexure-3

Canara Bank Tender Processing Section C.P. & V.M. Vertical Technology Services Wing, H.O. Bengaluru

3.	Annexure-3 Qualification Criteria	Clause 11	The bidder should have support office for in Bengaluru. The service provider should have its presence across the PAN India, either its own office or tie-up arrangement with other agencies for support.	ASP can have support office anywhere in India and shall support Bank Pan India in its e auction process. Refer amended Annexure-3
4.	Annexure-9 Scope of Work	Clause 1.3	One Event shall mean One e-tendering full life cycle of online auction.	One Event shall mean e-auction of gold. Refer Amended Annexure-09
5.	Annexure-9 Scope of Work	1. General: Sub Clause 1.4	The solution offered should be based on open standard, complete and should be able to integrate with Bank's websites and other legacy systems for making on-line payment, if feasible.	Clause stands deleted Refer Amended Annexure-09
6.	Annexure-9 Scope of Work	1.General: Sub Clause 1.12	The ASP should be able to provide any module of the solution independently without dependency on any other module. Bank may opt to start with one or few modules but reserves the right to utilize all modules at a later stage without any additional cost.	The ASP should be able to provide any module of the solution independently without dependency on any other module as required by the Bank for e auction of gold. Refer Amended Annexure-09

7.	Annexure-9 Scope of Work	Clause 2 The Solution/System should broadly have the following modules/features:	2.3 Creation of Requisition 2.6 Prepare Bid document online 2.13 Upload attachments to Bid 2.14 Price Bid Opening 2.16 Award of Bid 2.18 Management Information System (MIS) 2.21 The solution should be ready for e-payment integration.	These modules /features are optional. All other modules related to Gold loan e-auction are mandatory. Refer Amended Annexure-09
8.	Annexure-9 Scope of Work	Clause 2 Sub Clause 2.10	Uploading of Bid	Sub Clause stands deleted Refer Amended Annexure-09
9.	Annexure-9 Scope of Work	Clause 2 Sub Clause 2.11	Downloading of Bid by prospective Bidders	Sub Clause stands deleted Refer Amended Annexure-09
10.	Annexure-9 Scope of Work	Clause 2 Sub Clause 2.21	The solution should be ready for e-payment integration	Sub Clause stands deleted Refer Amended Annexure-09
11.	Annexure-9 Scope of Work	Clause 14 Sub Clause 14.4	14.4. The ASP should have their Support Office in Bengaluru and shall support Bank PAN-India in its e-auction process through their representative at Gold Loan Wing, Bengaluru.	ASP can have support office anywhere in India and shall support Bank Pan India in its e auction process. Refer Amended Annexure-09

CANARA BANK Tender Processing Section C.P. & V.M. Vertical Technology Services Wing, H.O. Bengaluru-01

12.	Annexure-10 Technical and Function Specifications	Clause 1.6	The System should work with the Digital Certificates (Class III) issued by any of the licensed Certifying Authorities in India.	Clause stands modified Refer Amended Annexure-10
13.	Annexure-10 Technical and Function Specifications	Clause 1.7	The System should support Evaluation based on a formula by which some percentage is allocated for Technical and some percentage is allocated for Commercial.	Clause stands deleted Refer Amended Annexure-10
14.	Annexure-10 Technical and Function Specifications	Clause 3.5	Application should detect and alert about the mandatory missing pages/files/documents to the tenderer, if any before Bid Submission.	Clause stands deleted Refer Amended Annexure-10
15.	Annexure-11 Technical Evaluation Criteria	All clauses	Existing Annexure-11	Refer Amended Annexure-11

other instructions and terms & conditions of the above RFP shall remain unchanged.

Please take note of the above amendments while submitting your response to the subject RFP.

Date: 03/06/2025
Place: Bengaluru

Deputy General Manager

केनरा बैंक ★ CANARA BANK ★ Tender Processing Section P. & V. M. Vertical, Technology Services Wing, H.O., Bengaluru-01

केनरा बैंक Canara Bank

Annexure-3

Amended Qualification Criteria

(Eligibility Criteria Declaration has to be submitted in Company's letter head)

Subject: Expression of Interest for Empanelment of Service Providers for conducting E-Auction of Gold Jewellery for a period of three (03) years in Canara Bank.

Ref: EOI 01/2025-26 dated 08/05/2025

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

Sl. No.	Qualification Criteria	Documents to be submitted In compliance with Qualification Criteria
1.	The bidder should either be Class-I or Class-II local supplier as defined in Public Procurement (Preference to Make in India) Revised Order (English) dated 19/07/2024.	Certificate of local content to be submitted as per Annexure-15 as applicable.
2.	The Company operating should be legally compliant company and can be: **a.** A partnership firm or a Limited Liability Partnership duly registered under the Limited Liability Partnership Act, 2008. (OR) **b.** Company duly registered in India as per Indian Companies Act, 1956 or Indian Companies Act, 2013. (OR) **c.** Proprietorship firm duly registered under the applicable shops and commercial Establishments Act and should be compliant to all the applicable laws.	Copy of Certificate of FIRM/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. (OR) Copy of Certificate of registration under 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. For (c)

केनरा बैंक CANARA BANK Tender Processing Section C.P. & V.M. Vertical Technology Services Wing, H.O. Bengaluru-01

Sl. No.	Qualification Criteria	Documents to be submitted In compliance with Qualification Criteria
		Documentary proof for confirming registration of Proprietorship firm (e.g. Copy of Certificate of registration under shops and commercial Establishments Act., GST etc.)
3.	The bidder should have provided e-Auction services of Movable or immovable assets in at least 1 Scheduled Commercial Bank / FI/ NBFC during last 5 years	The bidder has to provide relevant purchase order/ work order / engagement letter along with satisfactory project completion certificate/ Reference letter from the Concerned Organization/Email reference from the client clearly specifying the details of service provided. *Kindly note that that Client's Email should be from their official Email IDs only, containing their name, designation & Contact number.*
4.	ASP should have completed 50 successful e- auction events with any Scheduled Commercial Bank/ FI / NBFC during immediately preceding 3 years as on the date of submission of bid.	The bidder has to provide relevant purchase order/ work order / engagement letter along with satisfactory project completion certificate/ Reference letter from the Concerned Organization/Email reference from the client clearly specifying the details of the assignments. *Kindly note that that Client's Email should be from their official Email IDs only, containing their name, designation & Contact number.*
5.	The service provider should be certified by STQC (Standardization Testing and Quality Certification (STQC) Directorate) as per latest laws.	The bidder should submit valid STQC certificate to this effect.
6.	The bidder should have average annual turnover of Rs.45 lakh during the last three (3) financial years (i.e., 2021-22, 2022-23 and 2023-24). This must be the individual company turnover and not of any group of companies.	Bidder has to submit audited Balance Sheet for last 3 Years i.e., 2021-22, 2022-23 and 2023-24. 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.

केनरा बैंक * CANARA BANK * Tender Processing Section C.P. & V.M. Vertical Technology Services Wing, H.O., Bengaluru-01

Sl. No.	Qualification Criteria	Documents to be submitted In compliance with Qualification Criteria
7.	The Bidder should have positive Net Worth as on 31/03/2024 and also should have not eroded by more than 30% in the last three financial years, ending on 31/03/2024.	The Bidder must produce a certificate from the Company's Chartered Accountant to this effect. The documents certified by Chartered Accountants should mandatorily contain Unique Document Identification Number.
8.	The bidder should not be owned by or controlled by any director/employee/ex-employee of the Bank or by any of their relatives.	Bidder has to submit an undertaking to this effect.
9.	E-Auction solution proposed by the service provider should conform to the requirements of CVC guidelines, Central Govt. guidelines, / Govt./ regulatory guidelines mentioned on it, validity of which may be verified from the certifying authority.	An undertaking confirming CVC guidelines, Central Govt. guidelines/ Govt. / regulatory authority should be provided.
10.	The agency shall have professionals with complete knowledge of the Technology Platform including the software and hardware and shall have adequate skilled and trained manpower to handle e-auction process. The Technology provided by E-auction service providers shall address all the issues while selling the assets.	HR Certificate (along with list and certifications of the employees and self-declaration forms of employees on their experience and qualifications/certifications)
11.	ASP can have support office anywhere in India and shall support Bank Pan India in its e auction process.	The detailed list of the office addresses along with contact details to be submitted on company letter head. Self-declaration regarding tie-up arrangement in case the service provider is not having its presence to be submitted.
12.	Bidder to provide undertaking that none of the proprietor/ partners/ directors of the bidder(s) is/are relatives of any member of the Bank's Board of directors.	Letter of Undertaking in company's letter head.

केनरा बैंक ★ CANARA BANK ★ Tender Processing Section C. P. & V. M. Vertical Technology Services Wing, H.O., Bengaluru-01

Sl. No.	Qualification Criteria	Documents to be submitted In compliance with Qualification Criteria
13.	The bidder should provide confirmation that any person/ Partnership/ LLP/ Company including any subsidiary or holding company/ proprietorship connected to bidder directly or indirectly has not participated in the EOI process.	The bidder should submit letter of confirmation on the Company's letter head to this effect.
14.	Bidders should not be under debarment/blacklist period for breach of contract/ fraud/ corrupt practices by any Scheduled Commercial Bank/ Public Sector Undertaking/ State or Central Government or their agencies/ departments on the date of submission of this EOI.	The Bidder should submit self-declaration on the Company's letter head to this effect.
15.	Any Bidder (including OEM and OSD/OSO, if any) from a country which shares a land border with India will be eligible to bid, only if the Bidder (including OEM and OSD/OSO) are registered with the Competent Authority. Bidder (entity) from a country which shares a land border with India means: a. An entity incorporated, established or registered in such a country; or b. A subsidiary of an entity incorporated, established or registered in such a country; or c. An entity substantially controlled through entities incorporated, established or registered in such a country; or d. An entity whose beneficial owner is situated in such a country; or e. An Indian (or other) agent of such an entity; or f. A natural person who is a citizen of such a country; or	A declaration stating "We have read the clause regarding restrictions on procurement from a Bidder of a country which shares a land border with India. We further certify that we and our OEM are not from such a country or if from such a country, has been registered with Competent Authority. We hereby certify that we and our OEM fulfills all requirements in this regard and are eligible to be considered" to be submitted in Company's letter head. [Where applicable, evidence of valid registration by the Competent Authority shall be attached.]

केनरा बैंक ★ CANARA BANK ★ Tender Processing Section C. P. & V. M. Vertical Technology Services Wing, H.O., Bengaluru-1

Sl. No.	Qualification Criteria	Documents to be submitted In compliance with Qualification Criteria
	g. A consortium or joint venture where any member of the consortium or joint venture falls under any of the above.	
16.	Authorization Certificate - Whether the Bid is authenticated by authorized person.	Bidder to submit a copy of the Power of Attorney or the Board Resolution and KYC documents evidencing the authority delegated to the authorized signatory.

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 Qualification Criteria should be part of the EOI.

Date: **Signature with seal**

Place: **Name:**

केनरा बैंक CANARA BANK Tender Processing Section C. P. & V. M. Vertical Technology Services Wing, H.O., Bengaluru-1

केनरा बैंक Canara Bank

Annexure-9

Amended Scope of Work

Sub: Expression of Interest for Empanelment of Service Providers for conducting E-Auction of Gold jewellery for a period of three (03) years in Canara Bank

Ref: EOI 01/2025-26 dated 08/05/2025.

The Service Provider shall conduct Online Auction Events for the Bank. The Gold Accounts / items to be auctioned will be decided by the Bank and communicated to Service Provider from time to time. The Service Provider shall work closely with working team members from the Bank for preparation of guidelines for buyer(s), hosting, managing and smooth execution of e-acution/s.

The Bank may send the Notice for auction for sale of assets for newspaper advertisement in two languages (One English, and one other language of Bank's choice, expenses for the advertisement shall be borne by the Bank, to be claimed from defaulter as per loan agreement/court order), with following information:

Process for Sale of Gold through Online Auction:

Sl. No.	Activity	Responsibility (ASP / Bank)
1	Putting e-Auction Tab / Auction page on corporate website.	BANK
2	Sending Sale Catalog (i.e. the list of Gold put under e-sale) by Bank to ASP as per the scope of services. Sale catalog is to be provided by Bank to ASP as per ASP's standard format along with scanned copy of Gold's valuation certificate and scanned photographs of the Gold, if available.	BANK To be sent by Bank 10-15 working days prior to the date of sale in consultation with ASP.
3	Facilitate pre-sale inspection of gold to the interested buyers.	BANK
4	Conduct Market Making activities which includes Identifying, Training and Registering interested buyers for the sale.	ASP
5	Deciding & designing of Sale Strategy.	ASP
6	Hosting of catalogue etc. on sale of site of ASP.	ASP
7	Collecting EMD and providing Final list of Bidders who have remitted EMD & KYC Doc.	BANK
8	Issue of user id and password to eligible buyers and arrangement of observer's Login	ASP

केनरा बैंक CANARA BANK Tender Processing Section C. P. & V. M. Vertical Technology Services Wing, H.O. Bengaluru-01

	ID / Password for BANK to view the sale online.	
9	Conduct sale among the eligible buyers allowed to participate in the sale.	ASP
10	Submit Auction Report along with Buyers' details and their quotation to BANK within 60 Minutes working hours after sale closure.	ASP
11	Physical handing over of the Gold to buyers along with their complete documents as per details available in the Sale Catalog and as displayed to buyers, provided the buyer make full payment immediately	BANK

The Application Service Provider (ASP) shall comply with the Technical Specifications narrated in Annexure and adhere to the guidelines issued by Government of India and other Regulatory bodies related to Online auction events / activities. The ASP also should maintain confidentiality in any type of the information received in tendering process / e-auction events conducted by them for the Bank. Scope of work shall include but not be limited to the following:

1. General:

1.1. The scope of work shall cover enabling of hosted solution for online auction of gold security for Canara Bank.

1.2. The system shall cover full life cycle of online auction.

1.3. One Event shall mean e-auction of gold.

1.4. The ASP must have its own secured portal hosted in its own server and related computer hardware setup in its own premises/own data center/ leased Data Center in India for the online auction application designed and customized exclusively for Canara Bank.

1.5. Bank's data shall be encrypted and stored in secured format. Within 10 days of completion of every quarter, the data pertaining to Bank shall be submitted in a softcopy.

1.6. The ASP shall provide Training to Administrators and Users of the Application as well as providing training to the prospective bidders during each Event at no extra cost.

1.7. The ASP should provide Help-line and support on connectivity & other technical issues during Events without any additional cost.

1.8. The ASP shall be responsible for patch updates of the deployed solution to make it compatible with the latest versions of Operating Systems, Browsers and other resources necessary for access within the contract period without incurring any additional cost for the Bank.

1.9. The ASP shall be responsible for including any change request by the Bank in the solution offered before first four (04) successful events at no extra cost to the Bank. Change Requests after the aforementioned events shall be carried out at mutually agreed costs.

1.10. During the period of the contract, the ASP may be required to carry out additional customization in existing module of their software to meet the requirement of Canara

केनरा बैंक CANARA BANK Tender Processing Section C.P. & V.M. Vertical Technology Services Wing, H.O. Bengaluru-01

Bank which may arise out of changes for regulatory compliance or change request by the Bank without any additional cost.

1.11. The ASP should be able to provide any module of the solution independently without dependency on any other module as required by the Bank for e auction of gold.

2. **The Solution/System should broadly have the following modules/features:**

2.1. A single domain solution with independent modules for e-auction events.

2.2. Creation of user-ids for Gold Loan Wings/ Circles for e-auction events.

2.3. Creation of Requisition (Optional)

2.4. Creation of Bid

2.5. Cancel/Re-invite Bid

2.6. Prepare Bid document online (Optional)

2.7. Approve Bid online

2.8. Create Bidding formats

2.9. Centralized Registration of Bidders

2.10. Submit Bids Online

2.11. Upload attachments to Bid (Optional)

2.12. Price Bid Opening (Optional)

2.13. Publish Bid Results

2.14. Award of Bid (Optional)

2.15. Winning Bid order

2.16. Management Information System (MIS) (Optional)

2.17. Audit Trail

2.18. Availability of system 24x7.

3. **Gap Analysis and Customization:**

The ASP shall customize the software suitable for Bank's Technical and Functional Requirements and shall make the Application ready for UAT. Bank shall conduct User Acceptance Test (UAT) assisted by the ASP after the UAT signoff after onboarding the vendor through limited RFQ post empanelment. The online auction solution shall be deemed accepted only.

4. **Audit Trail:**

The system should provide for adequate audit trail including log reports for all the activities, transactions and any changes in configuration, information/data changes, updations etc.

5. **MIS/Reports:**

MIS reports in the form of total number of bids with the value for a bids as well as for a particular bidder, lowest bid with the details, the details of the bidder etc., the progression of the tendering process etc. shall be provided in addition to configurable reports with available data based on actual requirements for a given option/e-auction process.

6. **Data Ownership:**

The ownership of all data (Auction related data, RFP/tender documents/forms) lies with Bank only. The ASP will only be custodian of this data during contract period.

7. **Data Protection:**

The ASP will take all measures to keep data pertaining to Bank. A copy of this data should be kept in fireproof vault at DC and DR of ASP. At the end of contract period, the ASP will handover this data to Bank, in readable soft format.

8. **e-Payment Integration:**

The e-auction solution should be ready for e-Payment integration and be capable to electronically handle the following:

8.1. Receipt & Refund of Earnest Money Deposit (EMD) and any other deposits during the bidding and auction award process. Canara Bank will specify the bank account into which the amount is to be received for each bid.

8.2. Electronic refund of any double payments made by the bidders while submitting bids.

8.3. Electronic Performance Bank Guarantee (PBG) feature should be incorporated/ made available whenever the same would be available with majority of banks in near future.

NOTE: However, the option of both e-payment and offline payment should be available. The mode of payment will be specified in each bid.

9. **Security Features:**

9.1. <u>**Data Encryption:**</u> The system shall support a minimum of 128 bit encryption for sensitive data, and information while in transfer.

9.2. <u>**Prevention of Unauthorized access:**</u> The system shall incorporate Intrusion detection / prevention system, Firewall, online anti-virus scanning that protects it against unauthorized access and hackers, apart from normal requirements relating to prevention of unauthorized access.

9.3. <u>**Inactivation of right mouse button:**</u> The system should ensure that the functionality of right button of the mouse is inactive and ensure the source code should not be visible.

10. **Customization flexibility and scalability:**

The system shall be scalable and shall permit expansion of both the capacity and functionality either with the existing configuration or through the addition of items, details of which shall be furnished by Canara Bank. The system shall incorporate the necessary requirements to meet the scope and requirements as stated.

11. **Compliances:**

11.1. The system shall provide for storage of all electronic data as per the requirements of Canara Bank, Government of India and conforming to the Information Technology (IT) Act 2000 and any further amendments.

11.2. The ASP's solution must comply with guidelines of Government of India/ MeitY/ GFR/ GIGW (Guidelines for Indian Government Websites) or any other guidelines of GOI or any regulatory authorities in respect of e-procurement issued from time to time.

11.3. STQC Audit Compliance: The ASP must have its own e-auction system, software and services audited by STQC with valid certification on the date of bid submission whereby Compliance to 'Guidelines for compliance to Quality requirement of e-Procurement System' dated 31st August 2011 of Department of Information Technology (DIT), Ministry of Communications & Information Technology of India.

केनरा बैंक CANARA BANK Tender Processing Section C.P. & V.M. Vertical Technology Services Wing, H.O. Bengaluru

12. Operational Support:

The responsibilities of the selected ASP include, but not limited to the following:

12.1. Support through telephone/E-mail/Web during Monday to Saturday, 09.00 AM to 07.00 PM.

12.2. Support for all system and associated components of the e-auction solution.

12.3. Ensuring that the system is available 24x7. The ASP should install/develop its own tool for monitoring the same.

12.4. Re-installations, in the event of system crash/failures.

12.5. Develop Standard Operating Procedures (SOPs).

12.6. Over all monitoring and management of the systems implemented, which includes administration of Networks, UPS and all other services ancillary to these facilities, in compliance with standards and specifications.

12.7. Ensure overall security of the solution for protection of all the servers and systems implemented for the project.

12.8. Ensure timely fine tuning of the application to enhance the end-user experience.

13. Process Operations Response Times:

Sizing and capability of the Solution and Hardware deployed would be such that the solution is able to deliver the web page or screen output at the user end within 5 seconds of query or request submission under ideal condition.

14. Other Terms and Conditions:

14.1. E-auction events will have to be carried out as specified by the Bank without disturbing any existing process and other activities and at time schedules as may be indicated by the Bank.

14.2. The ASP will also provide the details regarding the redundancy available at their primary site in case of any eventuality.

14.3. The e-auction solution proposed by the ASP and related systems should conform to the requirements of Central Govt. guidelines on e-auction.

14.4. ASP can have support office anywhere in India and shall support Bank Pan India in its e auction process.

15. Other Requirements:

15.1. The offered product/services should comply with the provisions of IT Act 2000 and subsequent amendments and Government of India guidelines and any other regulatory body guidelines. The ASP should provide documentary evidence confirming that their software is staged in a 'Data Centre Environment' and have been providing comprehensive support to the online event and supplier/buyer helpdesk on the following parameters:

15.1.1. Number of staff on tech helpdesk.
15.1.2. Number of concurrent events that can be conducted.

15.2. The ASP shall have in place a documented Quality and Audit process.

Canara Bank Tender Processing Section C.P. & V.M. Vertical Technology Services Wing, H.O., Bengaluru-01

15.3. The ASP shall allow the bank to add multiple items for bidding depending on the procurement.

15.4. Bidders to a tender shall be given the system generated user-ids and password. The bidders shall be able to log in to the system from anywhere through the internet and submit their responses/bid/s. The lowest bid (highest bid in case of Forward Auction) at the particular moment will be displayed on the screens of all the participants. A bidder shall not able to see another participant's bid but at Canara Bank's end detailed inputs of all the bidders shall be displayed. The final results will be based on the lowest price amongst all the bidders (highest bid in case of Forward Auction) for a particular bidder. The system shall provide for various MIS reports.

15.5. The system shall have features which would ensure ease of use based, flexible features, other characteristics would include extensions, changes as may be warranted with the due process of authentication.

15.6. The service provider shall have to ensure the existence of adequate and secure infrastructure including redundant firewalls, intrusion detection /prevention systems etc. put in place. The system shall be scalable and shall permit expansion of both the capacity and functionality.

15.7. Unauthorized Access: The system shall incorporate Data Intrusion system, fire wall, online antivirus scanning that protects it against unauthorized access and hackers, apart from normal requirements relating to prevention of unauthorized access.

15.7.1. ASP will maintain the data and records pertaining to e-auction activities and will produce the same whenever required by bank or its representative. It will be sole responsibility of the ASP to maintain system as per IT Act of India, so that same can be admissible in court of law.

15.7.2. ASP should not charge any money from the participants in e-auction for any reason like for registration, for resetting the password, or linking the digital signature to the solution etc.

We confirm to each and every point of the Scope of Work mentioned above without any deviations.

Date:

Signature with seal

Name :

Designation :

केनरा बैंक CANARA BANK Tender Processing Section C.P. & V.M. Vertical Technology Services Wing, H.O., Bengaluru-01

केनरा बैंक Canara Bank

Annexure-10

Amended Technical and Function Specifications

(Should be submitted on Company's letter head with company seal and signature of the authorized person)

Sub: Expression of Interest for Empanelment of Service Providers for conducting E-Auction of Gold Jewellery for a period of three (03) years in Canara Bank

Ref: EOI 01/2025-26 dated 08/05/2025.

Note:	
i.	If the ASP feels that certain features offered are superior to what has been specified by the Bank, it shall be highlighted separately. Information regarding any modification required in the proposed solution to meet the intent of the specifications and state-of-the-art technology shall be provided. However, the Bank reserves the right to adopt the modifications / superior features suggested/offered.
ii.	The ASP shall provide all other required equipment and/or services, whether or not explicitly mentioned in this EOI, to ensure the intent of specification, completeness, operability, maintainability and upgradability.
iii.	The selected ASP shall own the responsibility to demonstrate that the services offered are as per the specification/performance stipulated in this EOI and as committed by the ASP either at site or in ASP's work site without any extra cost to the Bank.

A. TECHNICAL REQUIREMENTS

Sl. No.	TECHNICAL REQUIREMENTS	Bidder's Compliance (Yes/No)
1.	INFRASTRUCTURE	
1.1.	ASP to provide details of the infrastructure, hardware, software, power supply, connectivity details.	
1.2.	ASP to provide details of the Data Centre and Disaster Recovery Site (if any) and the redundancy available in case of any eventuality.	
1.3.	ASP to provide the details of the helpdesk.	
1.4.	ASP to provide the details regarding number of concurrent events that can be conducted.	
1.5.	ASP to provide documents pertaining to the audit process being followed by them.	
1.6.	The System should work with non PKI platform. It shall be secure and efficient in handling the e-auction.	
1.7.	The entire data should be held in encrypted form (minimum of 128 bit encryption) and the ASP should be able to provide all the data on a quarterly basis in readable soft format.	

1.8.	The system shall incorporate Data Intrusion System, Firewall, Online Virus Scanning to prevent unauthorized and malicious access apart from normal measures already in place for the same.	
1.9.	The selected ASP shall guarantee a Quarterly uptime of minimum 99% for the Backend Infrastructure (hardware/software from the date of commencement of the proposed solution.	
2.	**ACCESS CONTROL**	
2.1.	The system should support multiple users on request of the Bank. The same should be made available at no extra cost to the bank.	
2.2.	Creation of User ID's should be automated without interference from the Bank/ASP.	
2.3.	The Bid document should not get uploaded unless one of the Administrators of Bank has approved the document for upload.	
3.	**OTHER REQUIREMENTS**	
3.1.	E-auction solution should conform to the requirements of Government of India guidelines.	
3.2.	All data should be maintained & preserved in keeping with the provisions of the IT Act 2000 and its subsequent amendment 2008 Act & DPDP Act 2023.	
3.3.	ASP to provide details of implementation team along with appropriate experience in similar projects.	
3.4.	Application should ensure that the auction documents issued to /downloaded by bidders are complete in shape as per the approved auction documents including all its corrigendum.	
3.5.	Application should ensure that all the corrigendum issued by the Competent Authority are being fully communicated in proper fashion to all bidders including those who had already purchased/downloaded the bid documents well ahead of the due date and before uploading the corrigendum.	
3.6.	Application should have facilities for evaluating/loading of bids, strictly in terms of criteria laid down in bid documents.	
3.7.	Application should have sufficient safeguards to deal with failed attempt blocking.	

We hereby comply with the above Scope of Work without any deviations. Non-compliance to any of the scope of work will lead to disqualification of the bidder for empanelment.

Date:
Place:

Signature with seal
Name :
Designation :

केनरा बैंक CANARA BANK Tender Processing Section C. P. & V. M. Vertical Technology Services Wing, H.O. Bengaluru-1

केनरा बैंक Canara Bank

Annexure-11

Amended Technical Evaluation Criteria

(Should be submitted on Company's letter head with company seal and signature of the authorized person)

Sub: Expression of Interest for Empanelment of Service Providers for conducting E-Auction of Gold Jewellery for a period of three (03) years in Canara Bank

Ref: EOI 01/2025-26 dated 08/05/2025.

Bank will evaluate the technical proposals of all eligible Bidders based on the documents submitted for the below mentioned criteria:

Sl. No.	Criteria	Scoring Parameters	Max marks	Documents to be submitted
1.	The Bidder should have been actively engaged in providing e-Auction services to the Scheduled Commercial Bank/ FI/ NBFC in India as on the date of submission of EOI.	**No. of years:** >5 years: **25 marks** >3 years & ≤5 years: 20 **marks** 3 years: **15 marks**	**25**	The bidder has to provide relevant purchase order/work order / engagement letter along with copy of Satisfactory letter/reference letter or email from client along with copy of purchase order from the Concerned Organization.
2.	The bidder should have successfully completed e-Auctions assignments by the Scheduled Commercial Bank/ FI/ NBFC as on the date of submission of EOI.	**No. of e-Auction:** >500: 25 **marks** >100 & ≤500: 20 **marks** >50 & ≤100: 15 **marks** 50: 10 **marks**	**25**	The bidder has to provide relevant purchase order/work order / engagement letter along with copy of Satisfactory letter/reference letter or email from client along with copy of purchase order from the Concerned Organization clearly specifying the details of services provided.
3.	The bidder should have CMMi Level certifications/ ISO Certifications.	**The Bidder should have ISO/CMM level certification. CMM certification - 25 marks. ISO 27001- 15 marks and ISO9001- 10 marks.**	**25**	The bidder should submit certificate to this effect.

CANARA BANK Tender Processing Section CP & V. M. Vertical

Sl. No.	Criteria	Scoring Parameters	Max marks	Documents to be submitted
4.	Bidder's Presentation to the Evaluation Committee	• Presentation of the bidder on approach and methodology, use cases of prior implementation- 15 **Marks** • Features of proposed solution: **5 Marks** • Solution's capabilities, Security Aspects, Integration plan - **5 Marks**	25	Evaluation will depend upon the presentation made to the Bank's panel based on the parameters
5.		**Maximum Marks**	100	

Bank will select top 10 agencies based on the marks obtained in the Technical Evaluation for Empanelment. The minimum passing mark, 60% will be considered eligible for Empanelment

<u>Terms & Conditions</u>

Bidder to note that all features must be available for demonstration during Presentation/ Product Demonstration. During evaluation, if any of the criteria mentioned as compliant is not found in the solution, marking will be modified in the respective category as evaluated by the Bank & Bank's decision shall be binding on the bidders. It is mandatory for Bidders to have all functionalities listed. Any non-compliance may lead to bidder's disqualification.

Declaration: We hereby confirm that the information submitted above is true to the best of our knowledge. We understand that in case any discrepancy is found in the information submitted by us, our response to this EOI is liable for rejection.

Date:

Signature with seal

Name:

Designation :

केनरा बैंक CANARA BANK Tender Processing Section C.P. & V.M. Vertical Technology Services Wing, H.O. Bengaluru-01