केनरा बैंक Canara Bank △
Syndicate

REQUEST FOR PROPOSAL [RFP]

FOR

"SELECTION OF VENDOR FOR SUPPLY, INSTALLATION, IMPLEMENTATION, CUSTOMIZATION AND MAINTENANCE OF CUSTOMER De-DUPLICATION SOLUTION IN CANARA BANK"

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

केनरा बैंक Canara Bank △
‖ सिंडिकेट Syndicate ‖

A. BID SCHEDULE & ABBREVIATIONS

1. BID SCHEDULE

Sl. No.	Description	Details
1.	RFP No. and Date	RFP 12/2020-21 dated 31/07/2020
2.	Name of the Wing	Department of Information Technology
3.	Brief Description of the RFP	Selection of Vendor for Supply, Installation, Development, Implementation, Customization and Maintenance of Customer De-Duplication Solution
4.	Bank's Address for Communication	Deputy General Manager Canara Bank, Procurement Group, 1st Floor, DIT Wing, Naveen Complex, 14 MG Road, Bengaluru -560 001
		Senior Manager, Procurement Group Tel - 080-25590070,25584873 Fax- 080-25596539 Email: hoditapm@canarabank.com
5.	Date of Issue of RFP	31/07/2020, Friday
6.	Tender Fee (Non-refundable)	Rs.5,900 (including 18% GST)
7.	Earnest Money Deposit (Refundable)	Rs.10,00,000/-
8.	Performance Bank Guarantee/Bid Security	10% of Total Order Value
9.	Purchase Preference Policies	All are Applicable as per Section-H (except the order is not divisible. Hence, Bank will not split the Order)
10.	Last Date and Time for Submission of Bids	21/08/2020, Friday upto 3.00 PM Venue: Canara Bank, First Floor, DIT Wing, HO (Annex), Naveen Complex, 14 M G Road, Bengaluru 560001.
11.	Date, Time & Venue for opening of Part A- Conformity to Eligibility Criteria.	21/08/2020, Friday at 3.30pm Venue: Canara Bank, Second Floor, Conference Hall, DIT Wing-HO (Annex), Naveen Complex, 14 M G Road, Bengaluru 560001.

12.	Date and time for opening of Technical Bid Part-B / Commercial Bid Part-C (indicative	Will be intimated at a later date.
13.	Pre-bid Meeting Date & Time	i. Pre-bid meeting will be held on 11/08/2020, Tuesday at 3.30 PM. Venue: Pre Bid meeting will be held Online (through Microsoft Teams)and participants are requested to attend the meeting Online. Those who are interested in participating the prebid meeting should share the scanned copy of authorization and Valid ID Card of the participant by email to hoditapm@canarabank.com. (Physical copy should be submitted at later date) Upon perusal of the same the link / meeting id will be shared to participate in the meeting (Microsoft Teams). ii. Pre bid queries should be submitted as per Appendix-D. iii. Pre-bid Queries to E-mail hoditapm@canarabank.com must reach us on or before 07/08/2020, Friday at 3.00PM. Subject of the email should be given as "Pre Bid Queries for RFP 12/2020-21 dated 31/07/2020". Queries reaching afterwards will not be entertained.
14.	Other Details	i. The bidders must fulfill the Pre-Qualification criteria for being eligible to bid. ii. 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 https://canarabank.com/tenders.aspx. iii. No suggestions or queries shall be entertained after pre-bid meeting.

This document can be downloaded from following website https://canarabank.com/tenders.aspx and https://eprocure.gov.in/epublish/app. In that event, the bidders should pay the Tender Fee for tender document by means of DD drawn on any Scheduled Commercial Bank for the above mentioned amount in favour of Canara Bank, payable at Bengaluru and submit the same as mentioned above.

Any amendments, modifications, Pre Bid replies & any communication etc. will be uploaded in the Bank's website only (i.e. https://canarabank.com/tenders.aspx). No individual communication will be sent to the individual bidders.

DISCLAIMER

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

Canara Bank reserves the right of discretion to change, modify, add to or alter any or all of the provisions of this RFP and/or the bidding process, without assigning any reasons whatsoever. Such change will be published on the Bank's Website (https://canarabank.com/tenders.aspx) 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.	AIOPS	Artificial Intelligence for IT Operations
2.	AMC	Annual Maintenance Contract
3.	ATS	Annual Technical Support
4.	APM	Application Performance Monitoring
5.	NMS	Network Monitoring Solution
6.	BG	Bank Guarantee
7.	BOM	Bill of Material
8.	DD	Demand Draft
9.	DEM	Digital Experience Monitoring
10.	DIT	Department of Information Technology
11.	EMD	Earnest Money Deposit
12.	GST	Goods and Service Tax
13.	HO	Head Office
14.	HTTP	Hyper Text Transfer Protocol
15.	HTTPS	Hyper Text Transfer Protocol Secure
16.	ISDN	Integrated Services Digital Network
17.	ITIM	IT Infrastructure Monitoring
18.	ITU	International Telecommunication Union
19.	LAN	Local Area Network
20.	LD	Liquidated Damage
21.	MAF	Manufacturer Authorisation Form
22.	MSE	Micro and Small Enterprises
23.	MSME	Micro Small & Medium Enterprises
24.	MTBF	Mean Time Between Failure
25.	MTTR	Mean Time To Restore
26.	NEFT	National Electronic Funds Transfer
27.	NI Act	Negotiable Instruments Act
28.	NPMD	Network Performance Monitoring and Diagnostics
29.	OEM	Original Equipment Manufacturer
30.	OS	Operating System
31.	PERT	Project Execution and Review Technique
32.	RFP	Request For Proposal [Interalia the term 'Tender' is also used]
33.	RTGS	Real Time Gross Settlement

LIST OF CONTENTS

	SECTION E - SELECTION OF BIDDER		
1.	Preliminary Scrutiny	5.	Normalization of Bids
2.	Clarification of Offers	6.	Intimation to Qualified/Successful Bidders
3.	Evaluation of Bids	7.	Correction of Error in Commercial Bid
4.	Bidders Presentation/Site Visit/Product Demonstration/POC	8.	Determination of L1 Price

	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 Customer De-Duplication Solution
6.	Non-Disclosure Agreement
ANNEXURES (To be submitted with Part B -Technical Proposal)	
7.	Technical & Functional Requirement for Selection of Vendor for Supply, Installation, Development, Implementation, Customization and Maintenance of Customer De-Duplication Solution
8.	Scope of work for Selection of Vendor for Supply, Installation, Development, Implementation, Customization and Maintenance of Customer De-Duplication Solution
9.	Undertaking of Authenticity for Selection of Vendor for Supply, Installation, Development, Implementation, Customization and Maintenance of Customer De-Duplication Solution
10.	Compliance Statement
11.	Undertaking Letter
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/submitting Part A- Conformity to Eligibility Criteria
B.	Instructions to be noted while preparing/submitting Part B- Technical Proposal
C.	Instruction to be noted while preparing/submitting Part C-Commercial Bid
D.	Format for Sending Pre bid 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
I.	Pre Contract Integrity Pact
J.	Business Rules and Terms & Conditions of Reverse Auction
K.	Location Details
L.	Vendor Risk Assessment

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

कैनरा बैंक Canara Bank △
|₹ सिंडिकेट Syndicate|

B. INTRODUCTION

1. About Canara Bank

1.1. CANARA BANK is a fourth largest public sector bank owned by Government of India. Canara Bank is a body Corporate and a premier Public Sector Bank established in the Year 1906 by Shri. Ammembal Subba Rao Pai and nationalized under the Banking Companies (Acquisition and Transfer of Undertakings) Act, 1970. Canara Bank Head office is located at 112, J C Road Bengaluru-560002 and Department of Information Technology wing located at Naveen Complex, No.14, M G Road, Bengaluru-560001.

1.2. The Bank is having pan India presence of more than 10391 branches, 24 Circle offices and 176 Regional Offices situated across the States. The bank also has offices abroad in London, Hong Kong, Moscow, Shanghai, Dubai, Tanzania and New York. As per the announcement made by the Department of Finance Services on 30 August 2019, Manipal based Syndicate Bank has been merged from 01 April 2020.

1.3. The Bank is a forerunner in implementation of IT related products, 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 it successors and permitted assigns.

2.2. 'RFP' means Request for Proposal for "Selection of Vendor for Supply, Installation, Development, Implementation, Customization and Maintenance of Customer De-Duplication Solution".

2.3. 'Bidder' means a vendor submitting the proposal in response to the RFP.

2.4. 'Solution' means providing "Supply, Installation, Development, Implementation, Customization and Maintenance of Customer De-Duplication 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'/ 'Selected bidder'/ 'L1 bidder' means the Bidder who is found to be the lowest bidder after conclusion of the bidding process including the reverse auction, subject to compliance to all the Terms and Conditions of the RFP, etc.

3. About RFP

Bank invites sealed offers ('Conformity to Eligibility Criteria', 'Technical Proposal' and 'Commercial Bid') for Selection of Vendor for Supply, Installation, Development, Implementation, Customization and Maintenance of Customer De-Duplication Solution in Canara Bank as per the Terms & Conditions, Technical Specifications and Scope of Work described elsewhere in this document.

4. Objective

Canara Bank is pleased to invite proposal for Customer De-Duplication Solution from the prospective bidders having proven past experience in similar implementation and competence in the field.

5. Requirement Details

5.1. Bank invites sealed offers ('Conformity to Eligibility Criteria', 'Technical Proposal' and 'Commercial Bid (indicative)') from eligible, reputed entities for Supply, Installation, Development, Implementation, Customization and Maintenance of Customer De-Duplication Solution in Canara Bank. The Customer De-Duplication Solution have product capability of including de-duplicaion of data while customer on-boarding as per the Terms & Conditions, Technical Specifications and Scope of Work described elsewhere in this document.

5.2. Detailed technical specification/requirement is furnished in **Annexure-7**, and Scope of Work in **Annexure-8**. Bank is looking for reputed entities for Supply, Installation, Development, Implementation, Customization and Maintenance of Customer De-Duplication Solution.

6. Participation Methodology

6.1. In a tender either the authorized Bidder on behalf of the Principal/OEM/OSD or Principal/OEM/OSD itself can bid but both cannot bid simultaneously for the same item/product in the same tender.

6.2. If a Bidder bids on behalf of the Principal/OEM/OSD, the same Bidder shall not submit a bid on behalf of another Principal/OEM/OSD in the same tender for the same item/product/service.

6.3. If any product of Principal/OEM/OSD is being quoted in the tender, the Principal/OEM/OSD cannot bid for any other Principal's/OEM's/OSD's product in the same tender.

6.4. In the event of the Bidder being not able to perform the obligations as per the provisions of the contract, the OEM/OSD/principal should assume complete responsibility on behalf of the Bidder for providing end-to-end solution i.e., technology, personnel, financial and any other infrastructure that would be required to meet intent of this RFP at no additional cost to the bank. To this effect Bidder should provide a dealer/distributor certificate as per **Annexure-13**.

7. Eligibility Criteria

7.1. Interested Bidders, who can Supply, Install, Develop, Implement, Customize and Maintain Customer De-Duplication Solution in Canara Bank and meet the Eligibility Criteria as per Annexure-2 may respond.

7.2. Non-compliance to any of Eligibility criteria would result in outright rejection of the Bidder's proposal. The Bidder is expected to provide proof for each of the points for eligibility evaluation. The proof provided must be in line with the details mentioned in "Documents to be submitted for Eligibility Criteria Compliance". Any credential detail mentioned in "Eligibility Criteria Compliance" not accompanied by relevant proof documents will not be considered for evaluation.

8. Scope of Work

8.1. The Broad Scope of work shall include but not be limited as mentioned in Annexure-8. Bidder has to confirm compliance to the Scope of Work as mentioned in Annexure-8.The bidders are required to go through the complete RFP document thoroughly. The obligation / responsibilities mentioned elsewhere in the document, if any, shall be the integral part of the scope.

8.2. Project Completion and Management

8.2.1. 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.

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

9. Technical / Functional Requirements

The Bidder shall comply with the Technical & Functional Specifications narrated in Annexure-7. The bidder should also maintain confidentiality of information shared with them during the tenure of the project.

10. Training

The Selected Bidder should provide training as per Annexure-8. Cost for the same to be factored in the Bill of Material.

C. DELIVERABLES & SERVICE LEVEL AGREEMENTS (SLAS)

1. Supply, Installation, Development, Implementation, Customization and Maintenance of Customer De-Duplication Solution in Canara Bank

1.1. Bank shall provide the address and contact details for delivery of required software and other items for implementation of Solution while placing the order.

1.2. Project Schedule are as follows:

1.2.1. Implementation & rollout of Customer De-Duplication Solution in Canara Bank:

    1.2.1.1. The selected bidder would need to complete the implementation and go live of the Solution covering all functionalities of the Bank as per Annexure-7 & Annexure-8 for the respective modules.

    1.2.1.2. The selected Bidder would need to implement and make live all these modules as per Clause no. 1.2.5 of Section-C {Deliverables & Service Level Agreements (SLAs)} from the date of acceptance of Purchase order to the selected bidder by the Bank.

1.2.2. UAT, Stress Testing & Parallel Run:

For the implementation phase to be complete all the testing, regression, stress testing and parallel run should be completed. It will be the selected bidder's responsibility to create the environments for the Bank's team to do the testing and the selected bidder will be required to assist the Bank in the entire testing phase.

1.2.3. Interface building:

All interfaces as mentioned should be developed and successfully implemented as specified in this RFP.

1.2.4. Facilities Management:

The Bank expects the selected bidder to provide all the services mentioned in this document the day the first module of the Customer De-Duplication Solution is successfully implemented and made live.

1.2.5. High-level Roll-Out Plan:

The detailed rollout plan for implementing the Customer De-Duplication Solution across all offices is given below:

Sl. No.	Contents	Timelines
a.	Acceptance of Purchase Order	Within 7 days from the date of issue of Purchase Order.

b.	Finalizing the Business requirement for the Bank, in co-ordination with identified team at the Bank & Delivering the customized solution in the Bank.	Within 4 Weeks from the date of acceptance of Purchase Order or within 5 Weeks from the date of Purchase Order whichever is earlier.
c.	Integration with Bank's CBS	Within 2 Weeks after providing API document for CBS Integration from Bank's Team.
d.	UAT of all modules of all systems.	Within 2 Weeks from the date of Successful Integration with Bank's CBS and acceptance by the Bank.
e.	Rollout and Go Live for all modules of all system.	Within 2 Weeks from the date of completion of UAT.
f.	Core team training for the proposed solution.	After go-live of the Solution, Bank will inform the dates for Training.

1.3. Any deliverable that has not been implemented or not operational on account of which the implementation is delayed, will be deemed/treated as non-delivery thereby excluding the Bank from all payment obligations under the terms of this contract.

1.4. Commissioning of the software will be deemed as complete only when the same is accepted by the Bank in accordance with the Terms & Conditions of this Tender.

2. Integration & Interfaces

2.1. The selected bidder has to work with M/s IBM, system integrator of our CBS for agent deployment, policy creation and configuration in CBS Servers and Network Devices.

2.2. The selected bidder has to work with different application vendors in order to integrate new solution to the existing workload or new workloads during contract period.

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

3. Security:

3.1. The Bidder has to use standard procedures like hardening, dedicated configuration in order to comply security standards including cyber security.

3.2. The Bank will not provide any remote session and direct internet connectivity to the equipment in terms of support which may leads to the vulnerability of the system.

3.3. The Bank may conduct security audit in the proposed solution after complete implementation.

3.4. The Bidder has to do necessary changes in the configuration directed by security team of the bank after security audits like VAPT, Code Audit etc. without disturbing the production and existing backed up copies.

3.5. The Bidder has to follow the industry best practices in Configuration of Operating System and other Software.

3.6. Any kind of change like update, upgrades etc. in the system after complete installation will not lead into any commercial during contract tenure.

3.7. Bidder should take adequate security measures to ensure confidentiality, integrity and availability of the information.

3.8. 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.

3.9. The selected bidder will have to establish all the necessary procedures/ infrastructure/technology /personnel to ensure the Information System Security as per the guidelines prescribed by RBI and the policies of the Bank.

4. Acceptance

4.1. Bank will evaluate the offered Solution implemented by the bidder. If the Solution experiences no failures and functions according to the requirements of the RFP as determined by the Bank during the implementation period, then the solution will be accepted by the Bank and the project will be considered as deemed signed-off.

4.2. After the Solution has been accepted by the Bank, the Vendor may submit an invoice for the Solution.

4.3. The warranty will start from the date of Go-Live.

5. Uptime

5.1. The bidder shall guarantee a **24x7x365** availability of the solution with monthly uptime of **99.00%** for the solution as specified in **Annexure-7 and Annexure-8** during the period of the Contract and during AMC/ATS, if contracted, which shall be calculated on monthly basis.

5.2. The "Uptime" is, for calculation purposes, equals to the Total contracted minutes in a month less Downtime. The "Downtime" is the time between the Time of Failure and Time of Restoration within the contracted minutes. "Failure" is the condition that renders the Bank unable to perform any of the defined functions on the Solution. "Restoration" is the condition when the selected bidder demonstrates that the solution is in working order and the Bank acknowledges the same.

5.3. If the Bidder is not able to attend the troubleshooting calls on solution working due to closure of the office/non-availability of access to the solution, the response time/uptime will be taken from the opening of the office for the purpose of uptime calculation. The Bidder shall provide the Monthly uptime reports during the warranty period and ATS period, if contracted.

5.4. The Downtime calculated shall not include any failure due to bank, third party and Force Majeure.

5.5. The percentage uptime is calculated on monthly basis as follows:

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

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

5.7. Helpdesk and Technical support services to include system maintenance windows.

5.8. Provide a robust, fault tolerant infrastructure with enterprise grade SLAs with an assured uptime of 99.00%.

5.9. Service provisioning and de-provisioning times (scale up and down) in near real-time should be as per the SLA requirement of the Bank.

5.10. Bidder shall implement the monitoring System including any additional tools required for measuring and monitoring each of the Service Levels as per the SLA between the Bank and the bidder.

6. Penalties/Liquidated Damages

6.1. **Penalties/Liquidated damages for delay in Delivery and Installation of Solution would be as under:**

6.1.1. Non-compliance of the delivery of customized solution and BRD documents as per clause (1.2.5-b) will result in the Bank imposing penalty of 0.50% (Plus GST) on delay per week or part thereof, on the Order value of the solution (exclusive of Taxes) as per Line Item no. 1 of Table A of Annexure -14.

6.1.2. Non-compliance of the UAT Timelines of the solution as per clause (1.2.5-d) will result in the Bank imposing penalty of 0.50% (Plus GST) on delay per week or part thereof, on the Order value of the solution (exclusive of Taxes) as per Line Item no. 1 of Table A of Annexure -14.

6.1.3. Non-compliance of the Go-Live Timelines of solution as per clause (1.2.5-e) will result in the Bank imposing penalty of 0.50% (Plus GST) on delay per week or part thereof, on the Order value of the solution (exclusive of Taxes) as per Line Item no. 1 of Table A of Annexure -14.

6.1.4. However, the total Penalty/LD to be recovered under above clauses 6.1.1 & 6.1.2 & 6.1.3 shall be restricted to 15% (Plus GST) of the total Order value of the solution (exclusive of Taxes) as per Line Item no. 1 of Table A of Annexure -14.

6.2. **Penalties/Liquidated damages for not maintaining uptime:**

6.2.1. Penalties for not maintaining Uptime will be calculated as mentioned below:

Level of availability calculated on monthly basis	Penalty
99.00% to 100%	No penalty

98.00% to 98.99%	0.5% (plus GST) on invoice value* (excluding taxes)
97.00% to than 97.99%	1.00% (plus GST) on invoice value* (excluding taxes)
96.00 % to 96.99%	1.5% (plus GST) on invoice value* (excluding taxes)
95.00% to 95.99%	2.0 % (plus GST) on invoice value* (excluding taxes)
Less than 95%	2.5 % (plus GST) on invoice value* (excluding taxes)

* Invoice value of the solution excluding AMC/ATS as per Table-A of Bill of Material.

6.2.2. Bank will calculate the uptime monthly and basing on the downtime penalty will be levied. The maximum penalty levied under above clause 6.2.1 shall not be more than the 10% (plus GST) of the order value as per Table-A of Annexure -14 during warranty period. The maximum penalty levied under above clause 6.2.1 shall not be more than 25% of AMC/ATS amount payable for respective year (plus GST) during AMC/ATS period.

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

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

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

7. Payment Terms

The following terms of payment shall be applicable to this contract and will be released after execution of Contract Agreement:

7.1. Payment schedule will be as under:

Sl. No.	Payment Stage	% of Payment
a.		40% payment shall be made after successful UAT.

	Supply of Enterprise Licenses for Customer De-Duplication Solution	30% after Go-Live (on completion of source code audit, VAPT, etc.) and sign-off by the Bank.
		30% after depositing the customized source code under escrow arrangement.
b.	Database cost (in case Database being used is other than Oracle Database)	100% on Delivery and Installation of Database Licenses.
c.	Implementation, customization, Sign-off	100% of One Time Implementation Cost will be paid after sign-off, acceptance from the Bank and signing escrow agreement.
d.	Training Charges	100% of the Training Charges on completion of training and acceptance by the Bank.
e.	Customization charges	After completion of customization and acceptance by the bank and for the actual man days utilized.
f.	AMC/ATS of Customer De-Duplication Solution	Payment shall be made quarterly in arrears.

7.2. Bank will release the payment on completion of activity and on production of relevant documents/invoices. Please note that Originals of invoices (plus one copy) reflecting GST, GSTIN, HSN Code, State Code, State Name, Taxes & Duties, Proof of delivery duly signed by Bank officials of the respective Branch/office and Manufacturer's/ Supplier's Warranty Certificate should be submitted while claiming payment in respect of orders placed.

7.3. The selected bidder has to submit installation report/Sign off report duly signed by the Bank officials of the respective offices in originals while claiming payment. The invoice and installation report should contain the product serial number of the items supplied.

7.4. Bank will not pay any amount in advance.

7.5. Payment shall be released within 30 days from submission of relevant documents as per RFP terms.

7.6. The bank shall finalize the installation and Acceptance format mutually agreed by the bidder. The bidder shall strictly follow the mutually agreed format and submit the same for each location wise while claiming installation and acceptance payment.

7.7. The payments will be released through NEFT / RTGS after deducting the applicable LD/Penalty, 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. Local Support

8.1. The Support should be available on 24x7X365 basis for solution.

8.2. Support should include advising & helping the Bank in implementing controls for the risk advised by regulators/Govt. of India.

8.3. The Support should be for an unlimited number of incidents reported to them and provides a practical solution to resolve the issue. The support should be provided over phone, E mail web based, in person, if required. All escalations will be attended / responded-promptly not later than 30 minutes of reporting.

8.4. The Bidder is responsible for providing Incident Management for offered solution. Bidder is responsible for providing practical solution for resolution of the issues and implementation of the same to resolve the issue.

8.5. The Bidder should help Bank in resolving any security observations as per the IS policy of the Bank.

8.6. The Bidder will be responsible for attending complaints during all hours 24x7x365 basis of contract period.

8.7. 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.

8.8. However, penalty shall be applicable as per uptime clause.

8.9. Response Time and Meantime to Restore [MTTR]

    8.9.1. Response Time shall be 2 hours and MTTR shall be 4 hours.

    8.9.2. Time specified above is from lodging of complaint.

9. Escrow arrangement during Contract period

9.1. The Bidder shall inform the Bank about the software if any developed by the Bidder/anyone supplying through the bidder, and customized to the requirements of the Bank.

9.2. The Bidder will place the Source Code (and the procedures necessary to build the source into executable form) along-with flow diagrams and technical write up for the Software, within Thirty (30) days of implementation in escrow with a reputable agency acceptable to both the parties. The modalities of the versions to be kept etc., can be finalized at the time of lodging the software for escrow.

9.3. The escrow will be released to the Bank in the event of the Contract being terminated for either default or Insolvency of the Bidder or should be Bidder cease, or give notice of intention to cease to provide maintenance or technical support services for the software as required by the contract. The release will be effected by the agent within 15 days of receipt of written demand from the purchase therefore.

9.4. The cost of verification of the software payable to Escrow Agent and annual subscription fee shall be payable by the owner of the software meaning that Bank shall not be liable to pay any amount to Escrow Agent taking from verification to its annual subscription to updation fee.

9.5. The application software should mitigate Application Security Risks; at a minimum, those discussed in OWASP top 10 (Open Web Application Security Project).

9.6. The Bidder shall provide complete and legal documentation of all subsystems, licensed operating systems, licensed system software, and licensed utility software and other licensed software. The Bidder shall also provide licensed software for all software products whether developed by it or acquired from others. The Bidder shall also indemnify the Bank against any levies / penalties on account of any default in this regard.

9.7. The Bidder should provide Application Security Certificate along with report of the proposed solution to Bank, However, Bank in its discretion to conduct Code audit to check the vulnerability associated with proposed software/solution, if in case observations are found then bidder has to take up with OEM immediately to attend the same for closure before project acceptance/signoff.

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 selected bidder shall provide warranty for a period of Three Year from the date of Go Live. Such Warranties shall be applicable to post Go Live support for application and infrastructure.

11.2. The selected bidder shall provide all products(s) and documentation updates, patches/fixes and version upgrades within 15 days of their availability/ release date and should carry out installation and make operational the same at no additional cost to the Bank. Bidder will have to obtain all necessary licenses, approvals, consents of third parties/ principle manufactures and all necessary technology, hardware and software to enable it to provide the solution at no additional cost to the Bank.

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

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

12.2. The Bank, at its discretion may enter into Annual Maintenance Contract / Annual Technical Support (ATS) of software, License supplied with the bidder after completion of respective warranty periods.

12.3. Support for maintenance of solution (including Software and software license) supplied should be available for a minimum period of Two (2) years, covering all parts, maintenance and support, after expiry of warranty period.

12.4. The Bank will pay AMC/ATS charges for Solution (including hardware, software OS and license) after the end of warranty period. Such payment shall be released quarterly in arrears after satisfactory completion of service during the period and submission of reports and invoices.

12.5. During the Warranty and AMC/ATS (if contracted) period, the Bidder should extend On Site Service and Support whenever and wherever required. The scope of Warranty and AMC (if contracted) shall include:

12.5.1. Rectification of Bugs/defects if any.
12.5.2. Ensuring uptime of 99.00%
12.5.3. Preventive Maintenance.
12.5.4. Maintenance of Software/License supplied.

12.6. It may be noted that the Bank reserves the right to demand additional performance Bank Guarantee (as per Appendix-G) to the tune of 10% of the value of the Purchase Order, if AMC/ATS charges quoted by the bidder are abnormally low (i.e. AMC/ATS Cost percentage per annum should not be less than 5% of the cost of Hardware, software and License). The Bank has discretion to consider such offer or for seeking clarification from the bidder to decide for consideration. This Bank Guarantee will be towards contractual/AMC/ATS obligations of the bidder. Bidder shall quote the charges of AMC/ATS as per the Bill of Material (Annexure-14). This Bank guarantee shall be submitted within 15 days from the date of acceptance of the order which shall cover warranty and AMC/ATS period with a claim period of 3 months. The bidder has to submit this Bank guarantee in addition to the Security Deposit/Bank Guarantee as specified in clause 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 incompletion of the project and warranty period.

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

13.1. During the contract period the bidder should inform Bank about all release/version change of patches/ upgrades/ updates of software/ middleware etc. as and when released by the selected bidder/OSD.

13.2. During the contract period the bidder should apply and upgrade all release/version change of patches/ upgrades/ updates of software/ middleware etc. as and when released by the selected bidder/OSD.

13.3. If any software, License updates provided by the OSD as free of cost, it should be provided and installed & configured by the selected bidder free of cost to the Bank during Warranty and AMC support [If contracted].

13.4. Any corruption in the software/License/Hardware shall be rectified during the full period of the contract including Warranty and AMC/ATS, if contracted, at no extra cost to the Bank.

13.5. The vendor shall make availability of spare parts/services, components etc. as and when required, and complete maintenance of the software and hardware during warranty period and AMC/ATS (if contracted).

13.6. The support shall be given in person only.

13.7. Only licensed copies of software shall be supplied. The bidder shall grant an irrevocable perpetual license to the Bank to use the software. Further, all software supplied shall be of latest version.

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

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

14. Subcontracting

The Bidder shall must engage OEM/OSD professional services for the complete project Management and Implementation of proposed solution, if OEM/OSD does not have service model then bidder must engage OEM/OSD Certified Partner for the implementation after taking prior consent of the Bank, however project management to be done by OEM/OSD only. The Bidder can engage one system integrator however bidder will be responsible for Supply, Installation, Implementation and Integration of Solution as per RFP. Bank will not enter agreement with any third party.

15. 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.

16. Access to Audit:

16.1. Periodically audit may be conducted either by Bank's internal auditors or by Bank's external auditors or by regulatory authorities in respect of security/network access and authorization controls and procedures, backup and recovery and other Deliverables/Services provided by Bidder. The Bank shall have the right to conduct Cyber security audit in the proposed solution on completion of the implementation. In order to conduct the Audit it may be necessary for the Auditors to access the servers and also to interact with their personnel. Bidder at request of the Bank shall provide access to the Bank's Auditors in this regard to the facilities/ installations/technical resources related to the project.

16.2. Whenever any Government or Regulatory Authority, including RBI or Securities & Exchange Board of India requests for information from the Bank's for any compliance, regulatory or legal purpose relating to the proposal, then upon the Bank's request, Bidder shall assist the Bank in responding to such a request, by providing the required information to the Bank, or such a government authority.

D. BID PROCESS

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

The above mentioned clauses are part and parcel of the RFP. Bidders are requested to refer at the following website for the above mentioned clauses https://canarabank.com/User_page.aspx?othlink=5.

E. SELECTION OF BIDDER

1. Preliminary Scrutiny

1.1. The Bank will scrutinize the Bid/s received to determine whether they are complete in all respects as per the requirement of RFP, whether the documents have been properly signed, whether items are offered as per RFP requirements and whether technical documentation as required to evaluate the offer has been submitted.

1.2. Prior to detailed evaluation, the Bank will determine the substantial responsiveness of each Bid to the bidding document. Substantial responsiveness means that the bid conforms to all terms and conditions, scope of work and technical specifications and bidding document is submitted without any deviations.

2. Clarification of Offers

2.1. During the process of scrutiny, evaluation and comparison of offers, the Bank may, at its discretion, seek clarifications from all the bidders/any of the bidders on the offer made by them. The bidder has to respond to the bank and submit the relevant proof /supporting documents required against clarifications, if applicable. The request for such clarifications and the Bidders response will necessarily be in writing and it should be submitted within the time frame stipulated by the Bank.

2.2. The Bank may, at its discretion, waive any minor non-conformity or any minor irregularity in the offer. Bank's decision with regard to 'minor non-conformity' is final and the waiver shall be binding on all the bidders and the Bank reserves the right for such waivers.

3. Evaluation of Bids

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

3.2. **Part A-Conformity to Eligibility Criteria:**

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

3.3. **Part B-Technical Proposal:**

3.3.1. The Part B-Technical Proposal of only those bidders who qualified in Part A-Conformity to Eligibility Criteria, will be opened with due communication by the Bank. The Part B-Technical Proposal submitted by the bidder will be evaluated based on documents submitted as per **Appendix-B**. The proof of documents should be submitted as per Appendix-B and it will be evaluated by the Bank and Bank will seek clarification, if required.

3.3.2. The Technical Evaluation will be for Technical and Functional requirement as per Annexure- 7 and compliance to Scope of Work as per Annexure-8.

3.3.3. Based on the evaluation as per **Annexure-7** each Bidder will be given certain marks. Only those Bidders scoring minimum 75% and fulfilling the Terms & Conditions will be declared as technically qualified bidders.

3.4. Part C-Commercial Bid (indicative):

The Part C- Commercial bids (indicative) of only those bidders who qualified in **Part B-Technical Proposal** will be opened with due communication by the Bank. The **Part C-Commercial Bid** (indicative) submitted by the bidder will be evaluated based on the documents submitted as per **Appendix-C**. However, for arriving at L1, Bank will conduct Reverse Auction as mentioned elsewhere in the RFP document.

3.5. Reverse Auction: Bank will conduct Reverse Auctions for arriving at L1/L2/L3 ....etc.

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

4.1. The Bank reserves the right to call for a presentation on the features and functionalities from those Bidders who have qualified in **Part A-Conformity to Eligibility Criteria**. Each Qualifying bidder is required to complete the POC within 10 Days. Hence, Bidder is required to arrange the required software in advance and need to submit the pre-requisites document in order to complete the POC within 10 Days.

4.2. As a Part of Technical Evaluation based on the technical bids submitted by the Bidders, Bank at its discretion may call the Bidders for conducting POC (Proof of Concept) of the Solution proposed by them. This exercise will be undertaken before opening of the Commercial Bids (indicative) of the Bidders whose Part B-Technical proposals has been opened.

4.3. The Bank at its discretion to call for providing Proof of Concept (PoC) of proposed solution at the location that is identified by the Bank.

4.4. Results of the Proof of Concept (PoC) will be shared with all the members of evaluation committee for considering the same during evaluation process.

4.5. Bidders are further required to be in preparedness to demonstrate the proposed solution by arranging for product walk-through at their own installations/principals/ R&D labs duly meeting the specific requirements/issues raised by the Bank. Bidder should demonstrate complete features as per Annexure-7 and Annexure-8 during live demonstration of the product at the discretion of the bank.

4.6. Setting of evaluation criteria for product demonstrations shall be entirely at the discretion of the Bank. The decision of Bank in this regard shall be final and in this regard, no correspondence shall be entertained.

4.7. All expenses incurred in connection with the above shall be borne by the bidder. However, Bank will bear the travelling, boarding and lodging expenses related to its own personnel and its Consultants, if any.

4.8. The presentation/document shared during the presentation/POC shall form the integral part of the offer made by the vendor and features mentioned therein should be delivered as part of the offer by the bidder at no extra cost to Bank, irrespective of the fact that such features are explicitly mentioned in the RFP or not.

5. Normalization of Bids

5.1. The Bank may go through a process of technical evaluation and normalization of the bids to the extent possible and feasible to ensure that, shortlisted bidders are more or less on the same technical ground. After the normalization process, if the Bank feels that, any of the Bids needs to be normalized and that such normalization has a bearing on the price bids; the Bank may at its discretion request all the technically shortlisted bidders to re-submit the technical and Commercial Bids once again for scrutiny. The resubmissions can be requested by the Bank in the following manner;

5.1.1. Incremental bid submission in part of the requested clarification by the Bank

OR

5.1.2. Revised submissions of the entire bid in the whole

5.2. The Bank can repeat this normalization process at every stage of bid submission till Bank is satisfied. The shortlisted bidders agree that, they have no reservation or objection to the normalization process and all the technically shortlisted bidders will, by responding to this RFP, agree to participate in the normalization process and extend their co-operation to the Bank during this process.

5.3. The shortlisted bidders, by submitting the response to this RFP, agree to the process and conditions of the normalization process.

6. Intimation to Qualified/Successful Bidders

The Bank will prepare a list of qualified bidders at each stage on the basis of evaluation of Part A-Conformity to Eligibility Criteria, Part - B Technical Proposal and Part C-Commercial Bid. The names of qualified bidders at each stage would be announced on the Notice Board/Bank's website (i.e. www.canarabank.com). Commercial Bids (indicative) of only technical qualified bidders shall be opened. After conducting the Online Reverse Auction, final list of the bidders (L1, L2, L3....etc) will be announced as indicated above. No separate intimation will be sent to successful Bidder.

7. Correction of Error in Commercial Bid

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

7.1. Bank may waive off any minor infirmity or non-conformity or irregularity in a bid, which does not constitute a material deviation.

7.2. If there is discrepancy between the unit price and total price (which is obtained by multiplying the unit price by the quantity), the unit price shall prevail and the total price shall be corrected accordingly.

7.3. If there is discrepancy between percentage and amount, the amount calculated on percentage basis will prevail.

7.4. If there is discrepancy in the total arrived at Bill of Material (addition, subtraction, multiplication, division and carryover of amount from one page to another), correct total will be arrived by the Bank and the same will prevail over the total furnished in the Bill of Material.

7.5. If there is a discrepancy between words and figures, the rate/ amount in words shall prevail, unless the amount expressed in words is related to an arithmetical error in which case, the amount in figures will prevail, subject to the above two provisions.

7.6. If the bidder does not accept the correction of errors, the bid will be rejected.

8. Determination of L1 Price

8.1. L1 Price will be determined after giving effect to arithmetical correction, if any.

8.2. The L1 bidder will be determined on the basis of the lowest price quoted in the Reverse Auction. The Reverse Auction would be conducted for Total Cost of ownership given in Bill of Material as per **Annexure-14** of the RFP or in a manner described in **Appendix-J** (Business Rules and Terms & Conditions of Reverse Auction).

8.3. **Online Reverse Auction:**

8.3.1. Bidders, whose Commercial Bids (Indicative) has been opened by the Bank will be called for the Reverse Auction.

8.3.2. Reverse Auction event will be carried out among the technically qualified Bidders, based on evaluation of Part B-Technical Proposal, for providing opportunity to the Bidders to quote the price dynamically for the procurement for which RFP is floated and also to get the most competitive price.

8.3.3. For finalization of the most competitive offer, the Bank will conduct "Reverse auction" The detailed procedure and Business rules for the Reverse auction is given as per **Appendix-J**.

8.3.4. Bank will call the technically qualified bidders whose Commercial Bids (Indicative) have been opened by the Bank for participating in the Reverse auction process which will be conducted by an Auction company authorized by the Bank. Bank will share the contact details of the concerned person of the Auction Company. Specific rules for this particular event viz. date and time, CAP price, bid decrement value, duration of event etc. shall be informed by the Auction Company to the participating bidders before the event. The bidders should furnish indicative prices for the project in their Indicative Commercial Bid to facilitate finalizing the start bid for "Reverse auction". However, the CAP price for Reverse auction will be fixed by the Bank.

8.3.5. Bidders should note that the indicative commercial bid is considered for the purpose of conducting Reverse auction process only. The L-1 bidder will be decided only later, on finalization of prices through Reverse auction.

8.3.6. Bidders should note that the indicative commercial bid is considered for the purpose of conducting Reverse auction process only. The L-1 bidder will be decided only later, on finalization of prices through Reverse auction.

8.3.7. The L1 bidder emerging at the end of the Reverse Auction process shall be required to submit the break-up of their Final price (last bid price) again as per **Annexure-14** within 2 working days. Failure or refusal to offer the services/goods at the price committed through Reverse Auction shall result in forfeit of the EMD with the Bank, which may please be noted.

8.4. **Re-auction/s Rules:**

    8.4.1. Bank may consider the option of a Re-Auction/s in following circumstances:

        8.4.1.1. At the end of the Reverse Auction, L1 price is not acceptable to the Bank.

        8.4.1.2. During the process of reverse auction, if there is no bids from logged in bidders, Bank may decide a re-auction by increasing the CAP price for Re-auction.

        8.4.1.3. At the end of the Reverse Auction If only one bidder puts up bid/s, Bank at its discretion may decide a re-auction.

    8.4.2. Even after conducting Reverse Auction/s, if no Bidder has quoted or the prices quoted by them are not acceptable to the Bank. Bank at its discretion can ask all the technically qualified Bidders to submit the Closed Commercial Bid by giving sufficient time to the Bidders. If Bidder/s are not submitting the Commercial Bid in due date and Time, their EMD will liable to be forfeited. If the EMD is submitted by the way of BG, Bank can its discretion invoke the Bank Guarantee.

    8.4.3. Canara Bank reserves the right to reject any or all proposals. Similarly, it reserves the right not to include any bidder in the final short-list.

8.5. The Bank reserves the right to modify any terms, conditions and specifications of the RFP and Bank reserves the right to obtain revised price bids from the bidders with regard to change in RFP clauses. The Bank reserves the right to accept any bid in whole or in part.

8.6. The bidder who is L1 will be referred to as the selected bidder.

F. OWNERSHIP & AWARDING OF CONTRACT

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

The above mentioned clauses are part and parcel of the RFP. Bidders are requested to refer at the following website for the above mentioned clauses https://canarabank.com/User_page.aspx?othlink=5.

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

The above mentioned clauses are part and parcel of the RFP. Bidders are requested to refer at the following website for the above mentioned clauses https://canarabank.com/User_page.aspx?othlink=5.

केनरा बैंक Canara Bank △
‖ सिंडिकेट Syndicate ‖

H. PURCHASE PREFERENCE

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

The above mentioned clauses are part and parcel of the RFP. Bidders are requested to refer at the following website for the above mentioned clauses https://canarabank.com/User_page.aspx?othlink=5.

Deputy General Manager

Note: The following Sections, Annexures, Forms and Formats are uploaded in Bank's website under URL: **https://canarabank.com/User_page.aspx?othlink=5.** Bidders are requested to submit applicable Annexures, Forms and Formats by downloading from the above mentioned website.

Sections	
Section D	BID PROCESS
Section F	OWNERSHIP & AWARDING OF CONTRACT
Section G	GENERAL CONDITIONS
Section H	PURCHASE PREFERENCE
Annexures	
Annexure-1	Bid Covering Letter
Annexure-3	Bidder's Profile
Annexure-4	Service Support Details
Annexure-5	Track Record of Past Implementation of Projects
Annexure-6	Non-Disclosure Agreement
Annexure-9	Undertaking of Authenticity
Annexure-10	Compliance Statement
Annexure-11	Undertaking Letter
Annexure-12	Escalation Matrix
Forms (Purchase Preference)	
Form PP-A	Undertaking for Applicability of Purchase Preference Policy
Form PP-B	Self-Declaration of MSEs and Startups
Form PP-C	Undertaking by Bidder towards Mandatory Minimum LC
Form PP-D	Certificate by Statutory Auditor of Bidder towards Mandatory Minimum LC
MeitY Form - 1	Affidavit of Self Certification regarding Domestic Value Addition in an Electronic Product
DoT Form - 1	Self-Certification regarding Local Content (LC) for Telecom Product, Services or Works
Bid Formats	
Appendix D	Format for Sending Prebid Queries.
Appendix E	Authorization Letter Format.
Bank Guarantee Formats	
Appendix-F	Bank Guarantee Format for Earnest Money Deposit.
Appendix G	Proforma of Bank Guarantee for Contract Performance.
Appendix H	Format for Bank Guarantee for Advance Warranty Payment.

Pre Contract Integrity Pact	
Appendix I	Pre Contract Integrity Pact.
Reverse Auction Formats	
Appendix J	Business Rules and Terms and Conditions of Reverse Auction.
Appendix J (1) & Appendix J(3)	Format to be submitted before commencement of Reverse Auction.
Appendix J(2)	Format to be submitted after Reverse Auction by L1 vendor.
Other Format	
Appendix-K	Location Details.
Draft Contract Agreement	

Annexure-2
Eligibility Criteria Declaration

The Deputy General Manager
Canara Bank
Procurement Group - DIT Wing
HO: BENGALURU

SUB: RFP for Selection of Vendor for Supply, Installation, Development, Implementation, Customization and Maintenance of Customer De-Duplication Solution.

Ref: Your RFP 12/2020-21 dated 31/07/2020.

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

	Sl. No.	Eligibility Criteria	Documents to be submitted for Eligibility Criteria Compliance	Bidder's Response and Documents Submitted
CONSTITUTION	1.	The Bidder should be a partnership firm registered under LLP Act, 2008/Indian Partnership Act, 1932 or Company in India as per Indian Companies Act, 1956 or Indian Companies Act, 2013 and should have been in operation for last three years as on RFP date.	Copy of Certificate of LLP registration. (OR) Copy of Certificate of Incorporation and Certificate of Commencement of business in case of Public Limited Company (OR) Certificate of Incorporation in case of Private Limited Company, issued by the Registrar of Companies.	
OEM/OSD/OSO	2.	Bidders shall be the Original Equipment Manufacturer (OEM)/Original Software Developer (OSD)/Original Software Owner (OSO) of the proposed solution Or An authorized dealer	If the applicant is an OEM/OSD/OSO, an Undertaking Letter has to be submitted to this effect. Or If the bidder is an Authorized Dealer, an Authorization letter from their OEM/OSD/OSO to deal/market their product in India and it should be valid for a minimum period of five years from the date of RFP.	

FINANCIALS	3.	The Bidder should have the Average Turnover of minimum Rs.10 Crores for last three (3) financial years (i.e. 2017-18, 2018-2019, 2019-20) from Indian Operations only. This must be the individual company turnover and not of any group of companies.	Bidder has to submit copies of audited Balance Sheets for last 3 Years [i.e. 2017-18, 2018-19 and 2019-20 (audited/provisional)]. AND Bidder must produce a certificate from the Company's Chartered Accountant to this effect. The documents certified by Chartered Accountants should mandatorily contain Unique Document Identification Number.	
	4.	The Bidder should have Positive Net Worth as on 31/03/2020.	The Bidder must produce a certificate from the Company's Chartered Accountant to this effect. The documents certified by Chartered Accountants should mandatorily contain UDIN.	
BIDDER EXPERIENCE	5.	The Bidder should have implemented Customer De-Duplication/ Name Screening Solution/AML Solution in at least One (1) Government Organisations/ Banking Financial Services and Insurance sector in India as on the date of RFP.	Purchase Order copies/reference letters from the customer clearly mentioning the solution name should be submitted by the Bidder.	
OEM Experience	6.	The proposed solution should have been implemented (not necessarily by the Bidder) in Government Organisations/ Banking Financial Services and Insurance sector in India having a minimum of 10 million records in a single instance.	Reference letter from the customer clearly mentioning the volume of data processed should be submitted.	
	7.	The Customer De-Duplication Solution quoted by the Bidder should have been implemented (not necessarily by the Bidder) in at least 3 Government Organisations/ Banking Financial Services and Insurance sector in India. Out of these 3, at least one of these organizations should be Scheduled Commercial Bank in India.	Purchase Order copies/reference letters from the customer clearly mentioning the solution name should be submitted by the bidder.	

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

Date

Signature with seal
Name :
Designation :

Annexure-7
Technical & Functional Requirement Development, Implementation and Maintenance of Customer De-Duplication Solution

SUB: RFP for Selection of Vendor for Supply, Installation, Development, Implementation, Customization and Maintenance of Customer De-Duplication Solution.

Ref: Your RFP 12/2020-21 dated 31/07/2020.

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

Technical & Functional Requirement Development, Implementation and Maintenance of Customer De-Duplication Solution

Sl. No.	Requirement	Max Marks		Compliance (Yes/No)	Remarks (If any)
		Available	Not Available		
1.	Solution should be able to support data sources of different types (like Oracle, Excel)	3	0		
2.	Solution should have inbuilt features and multiple algorithms for fuzzy matching, pattern recognition, phonetic matching, abbreviations handling	5	0		
3.	Solution should be able to handle - fixing trailing spaces, standardize address elements which should enhance the quality of merged data	2	0		
4.	Solution Should have capability to handle Indian Names variations - Indian Phonetics while showing potential matches	2	0		
5.	Solution should be able to match the records basing on the configured fields like Name, DOB, Address, Parent's name, Pin code, etc. These fields should be configurable by bank'	5	0		
6.	Solution should have the provision to configure field wise weightage, field wise matching threshold and prioritize fields by bank's team using UI based interface	5	0		

7.	Solution should allow user to configure rules using a simple user-friendly interface (Solution must support add / modify / delete matching rules through a UI based interface).	2	0		
8.	Solution should have ability to identify a golden / survival record basing on the rules configured.	3	0		
9.	Solution should have capability to selectively merge data from multiple address and phone numbers while arriving at the golden record, i.e. should allow the user to selectively choose the value for individual field of golden record.	5	0		
10.	Solution should be able to provide 'scored and weighted' results for decision making	3	0		
11.	Solution should provide UI based application to show the result of matching process and allow for manual approval / rejection of merged entries. Such an application should be customizable as per bank's requirement.	5	0		
12.	Solution should support running scheduled matching process in batches and also periodically on an ongoing basis through a scheduler interface.	3	0		
13.	Solution should be capable of integration with CBS / internal Systems for connecting as source repository as well as pushing the merged data.	2	0		
14.	Solution should be able to perform the matching across various data points of the Bank like CBS, AML, etc. with separate set of matching rules configured for each source.	3	0		
15.	Solution must support De-duplication across multiple data sources (2 different version of CBS / Card master data, etc.)	2	0		
16.	Solution should provide API for checking matching entries along with matching % for a passed in customer data.	5	0		
17.	System should provide real-time deduplication through API for onboarding of new customers through any channel (including CBS)	5	0		

All the requirement mentioned in Annexure-7 are mandatory. Non-compliance to any of the requirement as per Annexure-7 will lead to disqualification.

Date

Signature with seal
Name :
Designation :

Annexure-7(A)

Scoring Matrix for the Customer De-Duplication Solution

A	PRIMARY OBJECTIVES	Maximum Score	Marks Allotted
1.	Number of Client Implementation in Banking sector in India More than 3 = 10 Marks At least 1 = 5 Marks None =0 Marks (Bidder to submit Reference letter from the respective Bank)	10	
2.	Availability of rule engine based de-duplication parameter configuration DIY(Do it Yourself) by Bank : 10 Marks Vendor Dependency: 5 Marks (Bidder to submit Product Brochure mentioning the above parameter)	10	
3.	Experience in providing API based real-time and scheduled batch modes of de-duplication / matching process Yes = 10 marks No= 0 Marks (Bidder to submit Reference letter from the respective Bank)	10	
4.	Experience in handling large volume of Data For every 10 million records - 2 marks	10	
5.	Compliance of Functional requirement as per Annexure-7	60	
	TOTAL	100	

Bidder has to score minimum 75% marks (75 out 100) for qualifying under evaluation of Part B-Technical proposal.

Date

Signature with seal
Name :
Designation :

Annexure-8
Scope of Work

SUB: RFP for Selection of Vendor for Supply, Installation, Development, Implementation, Customization and Maintenance of Customer De-Duplication Solution.

Ref: Your RFP 12/2020-21 dated 31/07/2020

1. **Objective**

   1.1. To perform Data De-duplication among the existing customer base of Canara Bank.

   1.2. To handle unification of Customer details upon merger of data from various sources.

   1.3. To check and identify a match in the existing data at the time of new customer onboarding basing on various parameters other than ID details.

2. **Solution / System capability**

   The following features/capabilities are expected to be available in the proposed solution:

   2.1. **De-duplication / Matching Tool:**

      2.1.1. Provision to connect and upload data from different type of data sources like database, flat file, excel, etc.

      2.1.2. Data profiling capability (to analyze the existing data for checking data quality, anomalies, standardize data elements, etc.)

      2.1.3. System/solution support for multiple algorithms for matching which support fuzzy matching, pattern recognition, phonetic matching, abbreviations, advanced filtering for junk characters & machine learning skills.

      2.1.4. Data Element Standardization for elements like address while arriving the golden record (not while matching).

      2.1.5. Pre-defined rule sets and configure simple and complex rules as per requirement.

      2.1.6. Provision for configuring match threshold as per requirement.

      2.1.7. Run match process, consolidation and creation of golden record.

      2.1.8. Match process output in output formats as per bank's requirement.

      2.1.9. Provision to connect to multiple source repositories for running the matching process.

      2.1.10. Source & Target repositories should be configurable.

      2.1.11. System/solution should support manual matching / rejection.

      2.1.12. Provision to create and schedule jobs for running in batch mode (batch size should be configurable).

2.2. UI based Portal:

2.2.1. UI based portal should be made available for checking the results of the matching process run.

2.2.2. The portal should list set of records that comply all the matching rules separately, which can be accepted for merger straight away.

2.2.3. System should list the matching entries with all the fields that were used for matching along with the other fields which have to be merged for arriving at the golden record.

2.2.4. User should be able to pick and choose values from any field for merging in the golden record.

2.2.5. The portal should also list the set of records which have matched partially. The match % against every rule should also be displayed for the user to decide on approval / rejection.

2.2.6. Portal should have reports in customized formats.

2.2.7. It should also provide dashboard on the metrics of batch processes being run, no. of potential matches found by the system, no. of entries merged, pending for approval / rejection, etc.

2.2.8. The portal should be plugged into the bank's AD based Single Sign On.

2.2.9. Approval / rejection should support Dual Verification (maker-checker).

2.3. API / Integrations / Other support:

2.3.1. System/solution support for real-time matching (through API - any new customer on boarding either through CBS or alternate channels should perform de-duplication through this mode).

2.3.2. System should be able to run the matching process with multiple sources like CBS (for deduplication), AML list (negative screening), etc. This should be possible in both batch mode and API mode. Basing on a passed parameter from the invoking system, the proposed system should be able to run the matching process with the respective source and list the potential matches.

2.3.3. Provision for an API to return the match % along with the details of matching entries.

2.3.4. Integration to CBS / other internal systems for merged data.

2.3.5. Audit trail & logs on all the activities.

2.3.6. Periodical Cleansing of the data by running scheduled jobs.

2.4. Configuration / administration of the system:

2.4.1. The rule engines required for running the deduplication should be configured based on Bank data and as per the Bank requirement.

2.4.2. Further basing on any change in the policy / bank requirement, the rule engines should be configurable by the bank team through a portal/API.

2.4.3. Bank team should be provided with Role based access through a portal for configuration, monitoring, dashboard, etc.

2.5. Other Technical Requirements:

2.5.1. The proposed system/solution should be able to provide data as per bank's requirement.

2.5.2. The proposed system/solution should be able to analyse the nature of source data.

2.5.3. The proposed system/solution should be able to suggest best suited matching algorithms.

2.5.4. Configure the rules for the first time.

2.5.5. Configure metrics on which matching rules to be applied like Customer Name, Address, DOB, phone number, Father name, Mother name, Spouse name, OVD details, etc.

2.5.6. Customer photo and specimen signature viewing facility should be available in the portal/API.

2.6. MIS & Analytics:

2.6.1. Develop a custom dashboard as per the requirement of our Bank in the portal for the bank.

2.6.2. The admin module / dashboard of the solution provided to the bank should have real-time analytics on deduplication.

2.6.3. The reports thus generated should be downloadable / exportable.

2.7. Regulatory Compliance:

2.7.1. The solution proposed by the bidder should abide to the security requirements of the RBI, respective Government/ other regulatory agencies and the Bank.

2.7.2. The bidder should assist the bank in adhering to compliance guidelines of the regulatory authorities and facilitate bank.

2.7.3. The bidder should ensure that all the regulations of Information Technology Act, 2000 as amended from time to time, are being adhered to.

2.7.4. The bidder should provide the parameters to audit the tools by 3rd party auditors (for security) and any vulnerability observed shall be rectified by the bidder without any additional cost to the Bank.

2.8. Security Aspects:

2.8.1. The entire process should be secure and end-to-end encrypted.

Canara Bank, DIT Wing, HO - RFP 12/2020-21 dated 31/07/2020   Page 41 of 55

2.8.2. Important fields of the customer data should be redacted and stored and masked values to be displayed wherever necessary.

2.8.3. The solution may undergo software and security audit as per stipulations and all remarks / observations in the audit reports to be rectified / incorporated.

2.8.4. Separate modules for different levels of users with role based access for Business, IT, MIS, etc.

2.8.5. The bidder must disclose the limitation/capability of the solution provided.

3. Deployment of Customer De-Duplication Solution:

3.1. The Bidder is required to design, develop, supply, install, train, customize, test, implement, rollout and maintain the Solution as per the requirements of this RFP for the period of the contract.

3.2. The bidder has to implement the solutions at DC and DRC. Bidder may also need to implement part of proposed solution/application at offices of the Bank and other locations within the Bank or its associates etc. depending on the proposed solution. During implementation, the selected bidder needs to adhere to all the requirements provided by Bank as part of this RFP.

3.3. The developed application should accommodate the growth of the Bank and adhere to the projections provided in the RFP document without any commercial implication during the contract period

4. Interface & Integration requirements:

4.1. Bidder has to customize, implement, train, rollout and maintain the interfaces.

4.2. The Bidder is required to build interfaces between the proposed Solution with the applications and systems mentioned in the RFP.

4.3. Bank expects that the integration/interface architecture is based around industry best practices.

4.4. The selected Bidder will be responsible for identifying the detailed interface requirements for integrating the proposed packages to the existing systems of the Bank for all functionalities as mentioned in this RFP.

4.5. The interface architecture should be clearly defined. The integration architecture should include the types of interfaces supported; the standards used and should comply with Bank architecture principles.

4.6. The Bidder will present to the Bank the interface requirements for review. Any suggestions from the Bank will have to be included by the Bidder.

4.7. The Bidder will be responsible for developing, testing and maintaining the interfaces. When developing the interfaces, the Bidder should ensure the requirements of data format, frequency of data transfer, quality checks and validations before data transfer and priorities for data transfer are identified and addressed.

4.8. The Bidder must ensure that all applicable interfaces are automated with no manual intervention required for their successful operation on an on-going basis.

4.9. The Bidder must ensure to incorporate all necessary security & control features within the application, operating system, database, etc. so as to maintain integrity and confidentiality of data at all times.

4.10. The Bidder will be responsible for setting up the test environment for interface testing.

4.11. The Bidder will help/assist the Bank in preparing the test cases for the testing. Bidder shall ensure that the test cases meet all the testing requirements of the Bank.

4.12. The Bidder must ensure that a sound methodology is implemented (e.g. SOA governance framework, integration competency centre) to manage the interfaces.

5. Software Licenses:

5.1. The Bank will not be responsible or liable for any infringements or unauthorized use of the licensed products. In the event of any claims against the Bank for any license related issues, the selected Bidder will have to act upon the same and all liabilities and claims whatsoever will have to be settled by the selected Bidder.

5.2. Further, if the selected Bidder has missed out providing any required licenses to the Bank, then the Bank will not bear any additional amount for procurement of such licenses at a later date.

5.3. Selected Bidder is required to consider the Technical Support of the Solution and related application software for the period of contract from day one.

6. Hardware:

6.1. Bank will be providing required Hardware as virtual machines (ESXi) or physical servers and other items at the discretion of the Bank. Bidder has to provide the sizing requirement for both the options.

6.2. System should be sized to ensure that data relating performing the de-duplication would be retained online for entire lifecycle.

6.3. The selected Bidder is required to provide appropriate interface for quick retrieval of data from the archives as and when required without any intervention by the bidder once the system goes live. Data archival must be an automated process based on certain business rules which will be shared with the successful bidder and data retrieval system needs to be user friendly on demand system without the intervention of the selected Bidder once the system is online.

6.4. The design should be such that the minimum availability requirements as specified in the SLA section of the RFP are met.

6.5. The Proposed Application should support Active-Active configuration.

7. Database:

7.1. The Bank intends to have application which runs preferably on Oracle Database for which the Bank has full use license.

7.2. If the Database is used other than oracle, Bidder to mention the cost separately in the Bill of Material.

7.3. The selected Bidder will have to provide complete support for installation, implementation, maintenance etc. during the period of the contract.

7.4. The sizing methodology and working will need to be done by the bidder and submit to the Bank as part of technical bid.

8. Implementation Methodology:

8.1. The selected Bidder should follow a suitable methodology for delivering the requirements of the RFP for the entire contract period. Accordingly, the Bidder should factor for necessary effort and team deployment. The methodology should clearly lay out the overall steps from initiation to closure of this engagement.

8.2. The FSD (Functional Requirement Document) would be reviewed by the Bank and the selected bidder is expected to remediate all gaps identified by the Bank.

8.3. The methodology should address all stages including development, customization, and Facilities Management services. Each step should detail the input, process and output. The selected Bidder should further provide the deliverables and sign off process for each of the deliverables at various stages. The selected Bidder would need to deploy team for implementation (including Project Manager) onsite at Bank's location (Bangalore) on full time basis.

8.4. The selected Bidder must ensure that these resources are on the project on a full time onsite basis during the implementation phase.

9. Business Process Definition (BPD)/Parameterization:

9.1. The selected bidder is also expected to carry out and document a detailed current assessment for all business activities, and services performed by the Bank to gain understanding of the Bank's existing business and operations.

9.2. The selected bidder is expected to help the Bank to parameterize the product and provide valuable inputs at the time of system parameterization based on the current state assessment undertaken by the selected bidder. Also, the core team training conducted by the selected bidder should reflect the understanding of the Bank's current processes as a result of conducting the current assessment.

9.3. The selected bidder would be responsible for ensuring that the BPD/Parameterization exercise is as per the plan.

10. Customization:

10.1. The Selected Bidder has to carry out all the customisations as per the Techno Functional Specification without any additional cost to the Bank.

10.2. The Bidder is expected to undertake a detailed current system and procedures assessment for the Solution. The Bidder is expected to document the current state assessment and get the same reviewed and approved by the Bank.

10.3. The Bidder is also expected to identify the current state gaps between the procedures and practices followed by the Bank with the Customer De-Duplication Solution being implemented and get the same reviewed and approved by the Bank.

10.4. The Bidder needs to provide all statutory and regulatory reports as required by the regulatory institutions. The Bank will not pay any additional customization costs either for gaps observed and/or gaps observed for statutory or regulatory reports as required by the Bank.

10.5. The Bidder is expected to provide a resolution to all gaps observed during Functional specifications evaluation, Product Demonstration, Current Systems Study, Training, User Acceptance Testing (UAT), Business Process Definition (BPD) and subsequent roll out for all the proposed solutions. The cost of customization should be included in the price bid.

10.6. The Bidder will have to ensure that the software provided as part of the Customer De-Duplication Solution project meets all the requirements described in detail in the functional and technical requirements and to carry out all customizations or development work as maybe required by the Bank at no additional charge/fees/expenses.

10.7. The Bidder will have to provide all the MIS reports as per the requirements of the Bank. For meeting the MIS requirements of the Bank, the Bidder will also need to provide a report generation tool and train the Bank personnel as part of the RFP. The precise scope of the customization and development work to be undertaken by the selected bidder will have to be as per the requirements of the Bank as described in the RFP.

10.8. The selected bidder will have to document and submit to the Bank all the testing activities, procedures and results. The selected bidder is required to ensure that the software provides interfaces to the other application systems at the Bank as specified in respective functional specifications as per Techno Functional Specification at no additional cost or fees or charges or expenses.

10.9. The selected bidder will have to provide the Bank weekly progress reports on the bugs/problems reported/points taken up with schedule of date of reporting, date of resolving and status for all kind of bugs and problems whether reported by Branch Office /Area Office/Corporate Office or selected bidder staff.

10.10. Customizations would be both with respect to the Customer De-Duplication Solution and interfaces that the Bank proposes to implement through the selected Bidder.

11. API based Integration to Canara Bank Systems:

11.1. The selected bidder is expected to build integration between the proposed system and other systems like CBS, Customer on-boarding application etc., under the scope.

11.2. The selected bidder would have to make a system study, identify gaps, resolve the same, test all such scenarios and then implement the same into production.

11.3. To ensure the tight integration of the system, the selected bidder needs to integrate all the software modules. The selected bidder will be responsible for fault detection and rectification.

11.4. The selected bidder is responsible to ensure that the systems are fully functional the way they are expected to operate and behave.

12. Testing:

12.1. The Bank proposes to conduct "User Acceptance Testing" ("UAT") of the Solution for the purpose of ensuring that all the functionalities requested for by the Bank are available and are functioning accurately. The UAT would be carried out for the Customer De-

Duplication Solution proposed by the selected bidder. The detailed test cases along with test data and expected results will be created by the selected bidder and approved by the Bank. The Bank may also add test cases if it identifies any gaps. The Bank shall participate in the UAT along with the bidder; all necessary support needs to be provided by the selected bidder to the Bank.

12.2. The selected bidder will convey to the Bank that all the customizations that are required for "Go Live", as agreed upon and signed off by the Bank are completed and the solution is ready for final testing.

12.3. The Bank expects the test environment to be available to the Bank at all times, for the purpose of testing.

12.4. The Bidder is expected to provide access to the Bank employees to its test and development infrastructure. The Bank plans to use the testing environment throughout the period of the contract.

12.5. The Bidder will assist the Bank in conducting all the tests and analyzing/comparing the results. Bidder shall provide adequate full time resources conversant in respective business areas, for trouble-shooting and resolving defects during the entire UAT process.

12.6. Any deviations/discrepancies/errors observed during the testing phase will be formally reported to the selected Bidder and the selected bidder will have to resolve them immediately or within the UAT approach and guidelines formulated between the Bidder and the Bank. The resolution timelines will be completely aligned to the project timeline of this RFP.

12.7. The selected bidder will be responsible for maintaining appropriate program change control and version control for all the modifications/enhancements carried out during the implementation/testing phase.

12.8. The selected bidder will be responsible for providing and updating system & user documentation as per the modifications.

13. Training:

13.1. The Selected bidder will be responsible for training the Bank's employees in the areas of parameterization, migration, operations, management, error handling, system administration, etc. The training should at least cover the following areas:

13.1.1. Functionality available in the solution

13.1.2. Product setup and Parameterization

13.1.3. Impact analysis

13.1.4. Advanced user training

13.1.5. Techniques of generating various MIS/EIS reports

13.1.6. Using of all the auditing tools being provided

13.1.7. Developing new audit reports/tools in the proposed solution

13.1.8. System and Application administration

13.1.9. Log analysis and monitoring

13.1.10. Database and data dictionary

13.2. The training should be for 10 officials for a period of 3 days.

13.3. All trainings are to be conducted at Bank premises.

13.4. Training infrastructure such as training rooms, projectors, etc. will be provided by the Bank. The selected bidder will be responsible for providing trainers and any requisite training materials to the trainees.

13.5. The onus of preparing the training material will be on the selected bidder.

13.6. The selected bidder will be expected to deliver to the Bank, one physical copy and one electronic copy of documentation for each of the deliverables and online context-sensitive help module included in the software to enable the Bank's personnel to use and understand the operations of the deliverables. The Bank may make additional copies of the Bank specific documentation for its internal use.

13.7. The selected bidder has to ensure that there is online help available for each functional area within the solution post go live of the application for every user of the Bank.

14. Stress Testing & Parallel Run:

14.1. The Bank proposes to conduct "Stress Testing" for the Solution for the purpose of ensuring that all the functionalities requested for by the Bank are available and are functioning accurately. It is up to the Bank if they want to participate in the Stress Testing. If the Bank decides to participate in the Stress Testing along with the selected bidder, all necessary support needs to be provided to the Bank.

14.2. The selected bidder will provide following to the Bank:

14.2.1. Determine breaking points for the solution

14.2.2. Confirm that intended specifications are being met

14.2.3. Determine modes of failure (how exactly a solution fails)

14.2.4. Test stable operation of a part or solution outside standard usage

14.3. Any deviations/discrepancies/errors observed during the testing phase will be formally reported to the selected bidder and the selected bidder will have to resolve them immediately or within the Stress Testing approach and guidelines formulated between the selected bidder and the Bank. The resolution timelines will be completely aligned to the project timeline of this RFP.

We hereby comply with the Scope of Work mentioned from Point no. 01 to 14 of Annexure 8-Scope of Work.

Date

Signature with seal
Name :
Designation :

Annexure-13
Manufacturer Authorization Form

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

No._____ dated_____

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

Dear Sir,

SUB: **RFP for Selection of Vendor for Supply, Installation, Development, Implementation, Customization and Maintenance of Customer De-Duplication Solution.**

Ref: **RFP 12/2020-21 dated 31/07/2020**

We _____who are established and reputed manufacturers/original software owner/developer of _____having factories/development facilities at 1)_____and 2)_____do hereby authorize M/s_____(Name and address of the Agent/Dealer) to offer their quotation, negotiate and conclude the contract with you against the above invitation for tender offer.

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

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

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

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

Yours faithfully

(Name)
For and on behalf of

M/s

Annexure- 14
Bill of Material

SUB: RFP for Selection of Vendor for Supply, Installation, Development, Implementation, Customization and Maintenance of Customer De-Duplication Solution.

Ref: RFP 12/2020-21 dated 31/07/2020

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

(The Bidder is expected to quote the costs for all items required for fully complying with the requirements of the RFP (including addendums, Corrigendum, if any) in the respective sections of the price bid. The prices for the respective sections would be deemed to include all components required to successfully implement and maintain the solution for the period of the contract.)

Table -A
Price details for Implementing Customer De-Duplication Solution in Canara Bank

Sl. No.	Requirement Details	Price with Three years Comprehensive onsite warranty and support (Excl. of Tax)	AMC/ATS Charge after completion of warranty period of 3 years (Excl. of tax)		Price with Three Years Comprehensive Onsite Warranty and Two Years AMC/ATS after Warranty period (Excl. of tax)	Tax for Column D		Price with Three Years Comprehensive Onsite Warranty and Two Years AMC/ATS after Warranty period (Incl. of tax)
			4th year	5th year		Tax %	Tax Amt.	
		A	B	C	D=A+B+C	E	F	G=D+F
1.	Cost for Customer De-Duplication Solution with Enterprise Licenses							
2.	Database cost (Bidder to put Zero(0) in case Oracle Database is being used by solution)							
3.	One Time Implementation Cost		xx	xx				
4.	Training Cost as per clause 13.2 of Annexure-8		xx	xx				
5.	Total Cost of the solution (total of column-G of row 1,2,3 & 4)							

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

Description	Charges Per Man day [Excl. of Tax]	Tax %	Tax Value	Charges Per Man day [Incl. of Tax]	No. of Years	No. of man days#	Total Cost [Incl. of Tax]
	a	b	c	d=(a+c)	e	f	g=(dxexf)
Cost for any additional requirements additional customization/ enhancement					5	50	

Table-C
Total Cost for 5 Years Contract Period

(Amount in Indian Rupees)

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

Undertaking

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

ii. We confirm that we have gone through RFP clauses, subsequent amendments and replies to pre-bid queries (if any) and abide by the same.

iii. We have not changed the structure of the format nor added any extra items. We note that any such alternation will lead to rejection of Bid.

iv. We agree that the Bank will accept no counter condition/assumption in response to commercial bid. Bank has a right to reject such bid.

v. We are agreeable to the payment schedule as per "Payment Terms" of the RFP.

Date

Signature with seal
Name :
Designation :

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

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

1) Index of all the documents submitted with page numbers.

2) Cost of Tender document by way of DD payable at Bengaluru / Exemption Certificate.

3) Earnest Money Deposit (EMD)/Bank Guarantee in lieu of EMD / Exemption Certificate.

4) Undertaking for applicability of Purchase Preference Policy as per Form PP-A. (if eligible)

5) Self-Declaration of MSEs/Startup as per Form PP - B. (if eligible)

6) Undertaking by Bidder towards Mandatory Minimum LCas per Form PP-C (In Case Bidder Seeking Benefit of PP-LC). (if eligible)

7) Certificate by Statutory Auditor of Bidder towards Mandatory Minimum LCas per Form PP-D (In Case Bidder Seeking Benefit of PP-LC). (if eligible)

8) Power of Attorney / Authorisation letter signed by the Competent Authority with the seal of the bidder's company / firm in the name of the person signing the tender documents with supporting documents.

9) Bid Covering letter as per **Annexure-1**.

10) Eligibility Criteria declaration as per **Annexure-2** with documentary proof in support of the Eligibility Criteria.

11) Bidder's Profile as per **Annexure-3**.

12) Service Support Details as per **Annexure-4**.

13) Track Record of Past Implementation of Projects as per **Annexure-5**.

14) Non-Disclosure Agreement as per **Annexure-6**.

15) Signed Pre Contract Integrity Pact as per **Appendix-I** on non-judicial Stamp paper.

16) Bidder should submit Vendor Risk Assessment with all supporting documents as per **Appendix-L** attached to this RFP.

17) Write up on the Work Experience / Expertise on Customer De-Duplication Solution.

18) Bidder should have central help Desk available on 24x7x365 basis for support and complaint booking. Details of the Help Desk phone no. & email ID has to be provided.

19) Bidder should provide Call Log in procedure for call logging and ticketing.

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

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

1) Index of all the document submitted with page numbers.

2) Compliance to the Technical & Functional Requirement of Customer De-Duplication Solution as per **Annexure-7.**

3) Compliance to the Scope of Work as per **Annexure-8.**

4) Undertaking of Authenticity for Supply, Installation, Implementation and Maintenance of IT Infrastructure Monitoring Solution for Canara Bank as per **Annexure-9.**

5) Compliance Statement as per **Annexure-10.**

6) Undertaking Letter as per **Annexure-11.**

7) Escalation Matrix as per **Annexure-12.**

8) Manufacturer Authorization form as per **Annexure-13.**

9) Masked bill of Material as per **Annexure-14.**

10) Technical Documentation (Product Brochures, leaflets, manuals, drawings).

11) A detailed list of the other Infrastructure required and any other precautions to be undertaken should be given in detail along with the Technical Proposal.

12) Bidder has to provide detailed proposed BOM each line item wise for Solution, OS, Licenses for Five (5) Years as part of Technical Bid.

13) Bidder has to provide hardware sizing (physical/virtual) as per RFP for the proposed solution.

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

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

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

1) Bill of Material as per **Annexure-14.**

2) Affidavit of Self Certification regarding Domestic Value Addition in an Electronic Product. (MeitY Form -1) (if eligible).

3) Self-Certification regarding Local Content (LC) for Telecom Product, Services or Works. (DoT Form - 1) (if eligible).

Appendix-L

VENDOR RISK ASSESSMENT

1. NAME AND ADDRESS OF THE VENDOR:

Regd Office
Correspondence address

2. Name of the Activity/Project with us:

I) COMPANY PARTICULARS:

Sl. No.	Particulars	Remarks
1.	Whether any change in constitution of firm	Yes/No
	If yes, term(yrs) from last change/initial estb	
	If yes, date of reconstitution	
2.	Main business of vendor	
	Experience in years(main business)	
	Subsidiary business (Annexe if many business)	
	Experience in years (Subsidiary business)	
3.	Whether unit is MSME/start up	Yes/No
4.	Is firm holds any quality certifications like ISO/BIS etc.,	Yes/No
	If yes, give details and how many certificates holds	
5.	Details of sister concerns dealing in same type of business like similar type of business or no similar type or no sister concern	-
6.	Present Banker	
	Status of firm with present Banker(applicable if unit is sick/NPA only)	
7.	Constitution of Firm like individual or prop, partnership, LLP, ltd company, PSU etc	

II) BUSINESS PARTICULARS OF FIRM:

1.	Major clients of vendor (in nos)	
	Details of clients (annexe if many)	
2.	No of business projects received for last 2 year(nos)	
	Value of the above projects(Rs.)	
	No of projects , participated in last 2 year	
	No of projects in execution phase of last 2 year receipts.	
3.	Major competitors in market (NO)	

III)LEGAL ISSUES AND OBLIGATIONS:

1.	Ever blacklisted from any organization for last 5 years	Yes/No
	If yes, give details	
2.	Any notice received from any regulatory body	Yes/No
	If yes, give details	
3.	Any major litigations in police/court/DRT/Income tax/ED/CBI/ Labour court or any such regulatory body.	Yes/No
	If yes, give details	
4.	Whether all statutory dues like ESI, PF, tax, etc., are paid upto last ABS.	Yes/No
	If no, particulars of pending dues	
5.	Any major fraud/breach of policies within company noticed for last 2 years	Yes/No
	If yes, impact (amount)	

IV)BUSINESS POSITION:

1.	Latest Audited Balance sheet submitted	Yes/No
2.	Firm business growth in upward trend (analyse last 3 yrs BS)	Yes/No
3.	Firm profit in upward trend (analyse last 3 yrs BS)	Yes/No
4.	Firm growth position to that of industry is acceptable	Yes/No
5.	Firm is credit rated	Yes/No
	If yes, rating agency & present rating	
6.	Industry position of firm (like gartner listing, etc.,) and whether firm is in better position or best position or not in better position	