

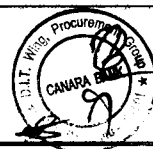
केनरा बैंक Canara Bank

सिंडिकेट Syndicate



**REQUEST FOR PROPOSAL [RFP]
FOR
SELECTION OF SERVICE PROVIDER FOR SOFTWARE TESTING &
QUALITY ASSURANCE SERVICES
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



A. BID SCHEDULE & ABBREVIATIONS

1. BID SCHEDULE

Sl. No.	Description	Details
1.	RFP No. and Date	RFP 16/2020-21 dated 02/09/2020
2.	Name of the Wing	Department of Information Technology
3.	Brief Description of the RFP	Selection of Service Provider for Software Testing & Quality Assurance Services in Canara Bank
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	02/09/2020, Wednesday
6.	Tender Fee (Non-refundable)	Rs.5,900/- (including 18% GST)
7.	Earnest Money Deposit (Refundable)	Rs.15,00,000/-
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, Time and Venue for Submission of Bids	28/09/2020, Monday upto 3.00pm Venue: Canara Bank, First Floor, DIT Wing-HO (Annexe), Naveen Complex, 14 M G Road, Bengaluru 560001.
11.	Date, Time & Venue for opening of Part A- Conformity to Eligibility Criteria.	28/09/2020, Monday at 3.30pm Venue: Canara Bank, Second Floor, Conference Hall, DIT Wing-HO (Annexe), Naveen Complex, 14 M G Road, Bengaluru 560001.
12.	Date and time for opening of Technical Bid Part-B / Commercial Bid Part-C	Will be intimated at a later date.

13.	Pre-bid Meeting Date & Time	<p>1. Pre-bid meeting will be held on 16/09/2020, Wednesday at 3.30 pm.</p> <p>Venue: Pre Bid meeting will be held Online (through Microsoft Teams) and participants are requested to attend the meeting Online.</p> <p>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)</p> <p>Upon perusal of the same the link / meeting id will be shared to the participant to participate in the meeting (Microsoft Teams).</p> <p>2. Pre bid queries should be submitted as per Appendix-D.</p> <p>3. Pre-bid Queries should be sent to E-mail hoditapm@canarabank.com and must reach us on or before 14/09/2020, Monday at 3.00pm. Subject of the email should be given as "Pre Bid Queries for RFP 16/2020-21 dated 02/09/2020". Queries reaching afterwards will not be entertained.</p>
14.	Other Details	<p>1. The bidders must fulfil the Pre-Qualification criteria for being eligible to bid.</p> <p>2. Subsequent changes made based on the suggestions and clarifications as per pre-bid meeting shall be deemed to be part of the RFP document and shall be uploaded on the Bank's corporate website https://canarabank.com/tenders.aspx.</p> <p>3. No suggestions or queries shall be entertained after pre-bid meeting.</p>

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 used in this Document:

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

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B. INTRODUCTION

1. About Canara Bank

- 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 above paragraph and which has invited bids under this Request for Proposal and shall be deemed to include its successors and permitted assigns.
- 2.2. 'RFP' means Request for Proposal for "Selection of Service Provider for Software Testing & Quality Assurance Services in Canara Bank".
- 2.3. 'Bidder' means a vendor submitting the proposal in response to the RFP.
- 2.4. 'Solution' means providing "Testing & Quality Assurance Services" in Canara Bank.
- 2.5. 'Customer' includes Prospective Customers, Leads, Applicants, Guarantors, Collateral holders, Employees, Legal heir, Nominee, Signing Authority, Director, Owner, Proprietor and such other parties. It includes natural persons i.e. Individuals and other persons i.e. Firms, Companies, HUF etc.
- 2.6. 'Contract' means the agreement signed by successful bidder and the Bank at the conclusion of bidding process, wherever required.
- 2.7. 'Successful Bidder' / 'H1 bidder' means the Bidder who is found to be the highest scored bidder after conclusion of the bidding process, subject to compliance to all the Terms and Conditions of the RFP, etc.

3. About RFP

The Bank intends to conduct Testing & Quality Assurance of solutions/software by engaging service provider. In this connection, Bank invites sealed offers ('Conformity to Eligibility Criteria', 'Technical Proposal' and 'Commercial Bid') for Selection of Service Provider for Software Testing & Quality Assurance Services in Canara Bank as per the Terms & Conditions, Technical Requirements and Scope of Work described elsewhere in this document.

4. Objective

The Bank is looking at a highly professional relationship with the service providers who shall provide services to the Bank on Testing & Quality Assurance for solution/services implemented /proposed to be implemented under Government's PSB reforms agenda EASE 3.0. It is essential to ensure that the software applications implemented by the Bank under EASE 3.0 are bug free, possess high quality and give desired and accurate results. This requires various levels of thorough testing of both in-house and vendor developed / changed applications before releasing in live environment for use by Customers / Staff.

5. Requirement Details

5.1. Bank invites sealed offers ('Conformity to Eligibility Criteria', 'Technical Proposal' and 'Commercial Bid') from eligible, reputed entities for Testing & Quality Assurance service providers having required expertise, industry standard certification and credentials in the field to undertake Testing and Quality Assurance for software and services procured/ developed under EASE 3.0.

5.2. The Service providers should provide Testing and Quality Assurance Services to Canara Bank as per the Terms & Conditions, Technical Requirements and Scope of Work described elsewhere in this document.

5.3. Primary focus of the Project is to leverage services to assure Testing & Quality Assurance primarily for the products under:

- 5.3.1. Lead Management System including digital market place
- 5.3.2. Digital Lending for Retail and SME
- 5.3.3. Digital Lending for Cash Flow based Lending
- 5.3.4. Loan Management System for Retail and SME
- 5.3.5. Tech enabled Agriculture lending
- 5.3.6. Queue Management System
- 5.3.7. Mobile Banking Platform
- 5.3.8. IT Based Collection Management System
- 5.3.9. Recovery Management System

5.4. Scope of Testing and Quality Assurance engagement for above applications will be provided to the successful bidder. Bank will either implement new or upgrade the above listed applications to implement EASE 3.0 Strategy and comply necessary standards.

6. Participation Methodology

6.1. A dedicated testing firm/ a firm having dedicated business line/ practice for testing software products can participate in this tender.

6.2. A developer/ system integrator/ consultants for implementation in Canara Bank for any of the IT applications implemented in the Bank cannot participate in this tender.

7. Eligibility Criteria

7.1. Interested Bidders, who can provide Testing & Quality Assurance services to 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.

7.3. Canara Bank, reserves the right to verify/evaluate the claims made by the bidder independently. Any deliberate misrepresentation will entail rejection of the offer.

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 primary point of contact for the Bank.

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

9. Technical Requirements:

The Bidder shall submit their team profile and documents as per the Technical Requirements as mentioned in Annexure-7. The Bidder should also maintain confidentiality of information shared with them during the tenure of the project.

C. DELIVERABLES & SERVICE LEVEL AGREEMENTS (SLAs)

1. Project Timelines

- 1.1. Bank shall provide the address and contact details for providing Testing and Quality Assurance services while placing the order.
- 1.2. The Bidder should accept the Purchase Order within seven (7) days from the date of issuance of Purchase Order.
- 1.3. Bidder should meet the deadlines as mentioned below for the completion of the Scope of Work of the RFP:

Sl. No.	Phase	Scope	Timelines from the date of acceptance of Purchase Order
1.	Phase-I	Study, analysis & documentation of the present scenario & finalizing the Plan of Action	within 30 days from the date of acceptance of Purchase Order.
2.	Phase-II	Deploying suitable resources onsite and offsite	within 45 days from the date of completion of Phase-I
3.	Phase-III	Implementation of Projects/Sub-Projects identified in Phase-I above	within 90 days from the date of completion of Phase-I
4.	Phase-IV	Implementation of Projects/Sub-Projects identified in Phase-I above	within 6 months from the date of completion of Phase-I

2. Security

- 2.1. The Bidder has to use standard procedures like comply with Bank's information security policy while conducting the assessment.
- 2.2. Bidder should take adequate security measures to ensure confidentiality of the information.
- 2.3. The selected bidder will have to establish all the necessary procedures/documentations to ensure the Information System Security as per the guidelines prescribed by RBI and the policies of the Bank.
- 2.4. The selected bidder has to comply with bank's social media policy.

3. Penalties/Liquidated Damages

- 3.1. **Liquidated Damages for non-delivery of Services:** Failure to complete the activities as per phases mentioned in Clause 1 shall attract penalty at the rate of Rs.500/- (plus GST) per day or part thereof for each phase. However, the total penalty under this Clause shall be restricted to 10% (plus GST) of the project cost excluding GST.
- 3.2. **Penalties/Liquidated Damages for non-performance:** If the bidder does not meet the requirements of the RFP during various assessments, the bidder shall rectify the same at bidders cost to comply with the requirements immediately to ensure completion of the activity, failing which the Bank reserves its right to invoke the Bank Guarantee.
- 3.3. **Penalties for any defects in Testing and quality assurance will be levied as per Annexure-15.**

- 3.4. The Bidder shall perform its obligations under the agreement entered into with the Bank, in a professional manner.
- 3.5. If any act or failure by the bidder under the agreement results in failure or inoperability of systems and if the Bank has to take corrective actions, to ensure functionality of its property, the Bank reserves the right to impose penalty, which may be equal to the cost it incurs or the loss it suffers for such failures.
- 3.6. If the Bidder fails to complete the due performance of the contract in accordance with the specification and conditions of the offer document, the Bank reserves the right either to cancel the order or to recover a suitable amount as deemed reasonable as Penalty / Liquidated Damage for non-performance.
- 3.7. Any financial loss to the Bank on account of fraud taking place due to Successful Bidder, its employee or their services provider's negligence shall be recoverable from the Successful Bidder along with damages if any with regard to the Bank's reputation and goodwill.
- 3.8. Bank may impose penalty to the extent of damage to its any equipment, if the damage was due to the actions directly attributable to the staff of the Bidder.
- 3.9. 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.
- 3.10. All the above LDs are independent of each other and are applicable separately and concurrently.
- 3.11. LD is not applicable for the reasons attributable to the Bank and Force Majeure.

4. Payment Terms

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

Sl. No.	Scope	Payment Terms
1.	Onsite Resource Charges	Monthly in arrears after calculating Number of days of services availed by the Bank and after deducting applicable LD, if any.
2.	Offsite Resource Charges	Monthly in arrears after calculating Number of days of services availed by the Bank and after deducting applicable LD, if any.

- 4.2. Bank will release the payment on completion of activity and on production of relevant documents/invoices. Please note that Originals of invoices (plus One Copy) reflecting GST, GSTIN, State Code, HSN Code, State Name, Taxes & Duties, Proof of delivery duly signed by Bank officials of the respective Branch/office should be submitted while claiming payment in respect of orders placed.
- 4.3. The selected bidder has to submit documentary proof for completion of activities for each milestone as defined in Payment Stage in clause 4.1, duly signed by the Bank officials in originals while claiming payment.
- 4.4. The bank shall finalize the Sign-off and Acceptance format mutually agreed by the bidder. The bidder shall strictly follow the mutually agreed format and submit the same while claiming payment.



- 4.5. Bank will not pay any amount in advance.
- 4.6. Payment shall be released within 30 days from submission of relevant documents as per RFP terms.
- 4.7. The payments will be released through NEFT/RTGS after deducting the applicable LD/Penalty, TDS if any, 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.

5. Local Support

The bidder should have resources and local office in Bangalore or Mumbai capable of meeting the service & support standards as specified in this tender. Service support should be available during every event.

6. Documents, Standard Operating Procedures and Manuals

All related documents, manuals, Standard Operating Procedures (SOPs), best practice documents and information furnished by the bidder shall become the property of the Bank.

7. Subcontracting

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

8. Right to Audit

- 8.1. The Selected Bidder (Service Provider) has to get itself annually audited by internal/ external empaneled Auditors appointed by the Bank/inspecting official from the Reserve Bank of India or any regulatory authority, covering the risk parameters finalized by the Bank/such auditors in the areas of products (IT hardware/software) and services etc., provided to the Bank and the Service Provider is required to submit such certification by such Auditors to the Bank. The Service Provider and or his/their outsourced agents/subcontractors (if allowed by the Bank) shall facilitate the same. The Bank can make its expert assessment on the efficiency and effectiveness of the security, control, risk management, governance system and process created by the Service Provider. The Service Provider shall, whenever required by the Auditors, furnish all relevant information, records/data to them. All costs for such audit shall be borne by the Bank.
- 8.2. Where any deficiency has been observed during audit of the Service Provider on the risk parameters finalized by the Bank or in the certification submitted by the Auditors, the Service Provider shall correct/resolve the same at the earliest and shall provide all necessary documents related to resolution thereof and the auditor shall further certify in respect of resolution of the deficiencies. The resolution provided by the Service Provider shall require to be certified by the Auditors covering the respective risk parameters against which such deficiencies have been observed.
- 8.3. The Service Provider shall, whenever required by the Bank, furnish all relevant information, records/data to such auditors and/or inspecting officials of the Bank/Reserve Bank of India and or any regulatory authority. The Bank reserves the right to call and/or retain for any relevant material information/reports including auditor review reports undertaken by the service provider (e.g., financial, internal control and security reviews) and findings made on Selected Bidder in conjunction with the services provided to the Bank.



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 requirements 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. The Techno-Commercial evaluation process will consist of two stages:

3.3.3.1. Technical Evaluation

3.3.3.2. Commercial Evaluation



The evaluation process aims to find out the best fit (based on technical and commercial evaluation) of bidder and can be summarized in the following points:

- 3.3.4. The technical evaluation shall be performed first to identify the list of Bidder as per the technical evaluation criteria defined in the RFP. Each bidder shall be assigned a Technical Score (T).
- 3.3.5. The bidders should submit the commercial bill of materials covering cost for each Services (for each line item) and total cost for the bank as per Annexure-13.
- 3.3.6. Commercial Bid evaluation will be done based on weightage of 30%.
- 3.3.7. After completion of Commercial Bid evaluation. The Commercial Bid will comprise of the Total Cost for Bank (TC_B) and break-up of their final price as per Annexure-13.
- 3.3.8. The final selection of the bidder will be based on the Technical Score (T) and the Total Cost to the Bank (TC_B). (T1L1 Basis)
- 3.3.9. Sample evaluation process is shown below:

Technical Scores:

Bidder1 (B1)	Bidder2 (B2)	Bidder 3 (B3)
Technical Score = T1 Max Technical Score = 100	Technical Score = T2 Max Technical Score = 100	Technical Score = T3 Max Technical Score = 100
Weighted Score (WT1) = $70\% \times T1$	Weighted Score (WT2) = $70\% \times T2$	Weighted Score (WT3) = $70\% \times T3$

Commercial Scores:

Bidder 1 Total Cost for Bank = $B1TC_B$

Bidder 2 Total Cost for Bank = $B2TC_B$

Bidder 3 Total Cost for Bank = $B3TC_B$

Commercial Score Calculation:

$C1B = L1 / B1TC_B \times 30$

$C2B = L1 / B2TC_B \times 30$

$C3B = L1 / B3TC_B \times 30$

Where $L1 = \text{MIN} (B1TC_B, B2TC_B, B3TC_B)$

Final Scores:

Bidder 1 Score = $WT1 + C1B$

Bidder 2 Score = $WT2 + C2B$

Bidder 3 Score = $WT3 + C3B$

Selected Bidder for the Bank = H1 (Max of Scores of Bidders 1, 2 and 3)

3.3.10. Technical Evaluation of Bidders

3.3.10.1. Bidders will be evaluated technically on the basis of marks obtained in Technical Scoring Chart as mentioned in Annexure-7.

3.3.10.2. The Technical offer submitted by the Bidders shall be evaluated as per various components mentioned:

- a. Past experience
- b. Credentials
- c. Bidder presentation
- d. Approach methodology & plan
- e. Team Profile

3.4. Part C-Commercial Bid:

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

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

- 4.1. Bidders are further required to be in preparedness to demonstrate the proposed solution by arranging for service delivery walk-through at their own installations/principals/ R&D labs duly meeting the specific requirements/issues raised by the Bank.
- 4.2. Setting of evaluation criteria for 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.
- 4.3. All expenses incurred in connection with the above shall be borne by the bidder. However, Bank will bear the travelling, boarding and lodging expenses related to its own personnel and its Consultants, if any.

5. Normalization of Bids

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

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

OR

5.1.2. Revised submissions of the entire bid in the whole

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



6. Intimation to Qualified/Successful Bidders:

The Bank will prepare a list of qualified bidders at each stage on the basis of evaluation of Part A-Conformity to Eligibility Criteria, Part - B Technical Proposal and Part C-Commercial Bid. The names of qualified bidders at each stage would be announced on the Notice Board/Bank's website (i.e. www.canarabank.com). Commercial Bids of only technical qualified bidders shall be opened. Final list of the bidders (H1, H2, H3...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. Commercial Evaluation and Selection of Bidder:

- 8.1. L1, L2, L3 ... Bidder will be decided purely on the Amount quoted in the Bill of Material. L1, L2, L3 ... prices quoted in the Bill of Material will be taken for H1 calculation for selection of Successful bidder as mentioned in the Clause no. 3.3 of this section.
- 8.2. However, the Bank does not bind itself to accept the lowest or any Bid and reserves the right to reject any or all bids at any point of time prior to the order without assigning any reasons whatsoever.
- 8.3. The bank reserves the right to re-tender without assigning any reasons whatsoever. The bank shall not incur any liability to the affected bidder(s) on account of such rejection. Bank shall not be obliged to inform the affected bidder(s) of the grounds for the Bank's rejection
- 8.4. 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.
- 8.5. The bidder who is H1 as per Clause 3.3 of this section will be referred as the selected bidder.

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		

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

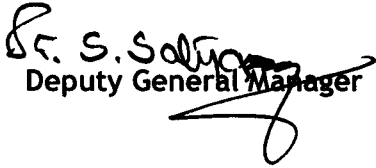
1.	General Order Terms	13.	Confidentiality and Non-Disclosure
2.	Roles & Responsibility during project Implementation	14.	Indemnity
3.	Responsibilities of the Selected Bidder	15.	Force majeure
4.	Human Resource Requirement	16.	Responsibilities of the Bidder
5.	Responsibility for completeness	17.	Corrupt 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.

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 (Not Applicable)	
Appendix J	Business Rules and Terms and Conditions of Reverse Auction.
Appendix J (1) & Appendix J(3)	Format to be submitted before commencement of Reverse Auction.
Appendix J(2)	Format to be submitted after Reverse Auction by L1 vendor.
Other Format	
Appendix-K	Location Details. (Not Applicable)
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 Service Provider for Software Testing & Quality Assurance Services
in Canara Bank**

Ref: Your RFP 16/2020-21 dated 02/09/2020

**We have carefully gone through the contents of the above referred RFP and Replies to Pre-bid
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	a.	The Bidder should be a partnership firm registered under LLP Act, 2008/Indian Partnership Act, 1932 or Company in India as per Indian Companies Act, 1956 or Indian Companies Act, 2013 and should have been in operation for last five 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.	

		<p>The bidder should not be from a country which shares a land border with India unless the bidder is registered with the Competent Authority (as detailed in Office Memorandum-F.No.6/18/2019-PPD of Dept. of Expenditure, Ministry of Finance). Bidder from a country which shares a land border with India means:</p> <p>a. An entity incorporated, established or registered in such a country; or</p> <p>b. A subsidiary of an entity incorporated, established or registered in such a country; or</p> <p>c. An entity substantially controlled through entities incorporated, established or registered in such a country; or</p> <p>d. An entity whose beneficial owner is situated in such a country; or</p> <p>e. An Indian (or other) agent of such an entity; or</p> <p>f. a natural person who is a citizen of such a country; or</p> <p>g. A consortium or joint venture where any member of the consortium or joint venture falls under any of the above.</p>	<p>A declaration in letter head of the firm/company stating "We have read the clause regarding restrictions on procurement from a bidder of a country which shares a land border with India; We certify that we are not from such a country or; if from such a country, have been registered with the Competent Authority (copy attached). We hereby certify that we fulfill all requirements in this regard and are eligible to be considered." to be submitted.</p>	
FINANCIALS	c.	<p>The Bidder should have minimum turnover of Rs.15.00 Crores from IT based Testing and Quality Assurance Services for each year for the last three financial years (i.e. 2017-18, 2018-19 and 2019-20). This must be the individual company turnover and not of any group of companies.</p>	<p>Bidder has to submit Balance Sheet for last 3 Years [i.e. 2017-18 (audited), 2018-19 (audited) and 2019-20 (audited/provisional)].</p> <p>AND</p> <p>Bidder must produce a certificate from the Company's Chartered Accountant to this effect.</p> <p>The documents certified by Chartered Accountants should mandatorily contain Unique Document Identification Number.</p>	
	d.	<p>The Bidder should have positive net worth as on 31/03/2020.</p>	<p>The Bidder must produce a certificate from the Company's Chartered Accountant to this effect.</p> <p>The documents certified by Chartered Accountants should mandatorily contain Unique Document Identification Number.</p>	



BIDDER EXPERIENCE	e.	Bidder should have completed End to End software testing & quality assurance services and it should be currently operational for more than three years as on date of the RFP covering Manual, Automation and Performance testing in at least two BFSI organisations in India.	Bidder should provide Proof of Purchase Order/s and Client reference/s as proof of execution in Bidder's name duly mentioning the start date and end date of the project.	
	f.	Bidder should have a dedicated testing team of at least 100 personnel on its permanent rolls.	Bidder should submit letter/certificate from Company Secretary for having 100 dedicated testing team stating that they are on permanent payroll of the company.	

We confirm that the information furnished above is true and correct. We also note that, if there are any inconsistencies in the information furnished above, the bid is liable for rejection. All documentary evidence / certificates confirming compliance to Eligibility Criteria should be part of Eligibility bid.

Date

Signature with seal

Name:

Designation:

Annexure-7
Technical & Functional Requirement for Selection of Service Provider for Software Testing & Quality Assurance Services in Canara Bank

SUB: RFP for Selection of Service Provider for Software Testing & Quality Assurance Services in Canara Bank.

Ref: Your RFP 16/2020-21 dated 02/09/2020

Consolidated Score for Relative Technical Evaluation (RTE):

Sl. No.	Criteria for Evaluation	Score
1.	Bidder's Capabilities	35
2.	Bidder's Technical & Delivery Excellence (Parameters defined to evaluate Functional, Technical and Delivery Aspects)	50
3.	Evaluation based on Presentation/Demo/Site Visit	15
	Total	100

Maximum Technical score is 100. So total marks obtained as per above criteria should be normalized to 100 as below.

(Obtained score under technical evaluation/ Total Marks) * 100 = Technical Score (T)

Note: Minimum marks to be obtained by the bidder for qualification is 70 after normalization.

Terms & Conditions

- a. Bank reserves the right to conduct interviews of the proposed team members.
- b. In case of absence of the allotted resource, the standby should perform the job of the absentee.
- c. Bank may reject such manpower if bank is not satisfied with his/her performance.



Annexure-7(A)
Bidder's Capabilities

Criteria	Sub Criteria	Evaluation Parameters	Max Scores	Bidder's Response
1. Bidder Capabilities	Industry Experience	Testing services business <ul style="list-style-type: none"> • More than 15 years - 5 Marks • More than 10 years - 3 Marks • More than 5 years - 2 Marks • Less than 5 years - 0 Marks 	5	
	Accreditation	Bidder has valid accreditation as below <ul style="list-style-type: none"> • ISO 9001: 2015 certification for the last 2 completed years - 5 Marks • ISO 9001: 2015 certification for the last one completed year - 0 Marks • ISO/IEC 17025:2017 certificate for the last 2 completed years - 5 Marks • ISO/IEC 17025:2017 certificate for the last one completed year - 0 Marks 	10	
	Test Consultants	<ul style="list-style-type: none"> • Minimum 200 ISTQB certified engineers. (10 marks) • Minimum 100 ISTQB certified engineers (5 marks) • Minimum 50 ISTQB certified engineers (3 marks) • Less than 50 ISTQB certified engineers (0 marks) 	10	
	Test Automation Consultants	<ul style="list-style-type: none"> • Minimum 100 Automation OEM certified engineers (10 marks) • Minimum 50 Automation OEM certified engineers (5 marks) • Minimum 10 Automation OEM certified engineers (3 marks) • Less than 10 Automation OEM certified engineers (0 marks) 	10	
Max - Relative Technical Evaluation Marks			35	

Note: Documentary/Certification proofs are to be enclosed to substantiate the claims made.

Date

Signature with seal

Name:

Designation:



Annexure-7(B)
Functional and Technical Aspects

Sl. No.	Evaluation Parameters	Criteria	Max Scores	Bidder's Response
1.	Bidder should have conducted testing and quality assurance for Digital Lending solution covering Manual Testing, Automation Testing and Performance Testing with Scheduled Commercial Banks in India.	1 Reference-5 Marks 2 Reference -10 marks 3 Reference-15 Marks	15	
2.	<p>Bidder should have carried out Minimum Two out of following 6 Testing Assignments in Scheduled Commercial Banks in India:</p> <ul style="list-style-type: none"> Digital Lending (Lead Management System, LOS, Business rule engine, Account Aggregator, KYC, CBS/LMS) CRM Application Lead Management System Gold Loan/KCC Loans NPA and Loan Collection Anti-Money Laundering Loan Management System <p>If Bidder has not completed any two of the Assignments in Scheduled Commercial Banks in India out of the above 6, Bidder will not qualifying under Evaluation of Part-B</p>	<ul style="list-style-type: none"> Digital Lending (Lead Management System, LOS, Business rule engine, Account Aggregator, KYC, CBS/LMS) - 5 Marks CRM Application - 2 Marks Lead Management System- 2 Marks Gold Loan/KCC Loans -2 Marks NPA and Loan Collection - 2 Marks Anti-Money Laundering - 1 Mark Loan Management System- 1 Mark 	15	
3.	<p>Bidder should have Experience in testing through Manual and automation testing for both of the following in any schedule commercial Bank in India</p> <ul style="list-style-type: none"> Mobile Banking Internet Banking 	1 Reference-10 Marks 2 Reference -20 marks 3 Reference-30 Marks	30	
4.	Testing services contract with minimum of 25 resources deployed to do Quality Assurance for multiple Banking Applications in Scheduled Commercial Banks	1 Reference-10 Marks 2 Reference -20 marks 3 Reference-30 Marks	15	
5.	Bidder should have conducted Testing of Banking Applications having Multilingual facility	1 Reference-5 Marks 2 Reference -10 marks 3 Reference-15 Marks	15	
6.	Bidder should have conducted Integrated testing services on Loan Management system with LOS, Collection & Payment Systems in Scheduled Commercial Banks in India.	1 Reference-5 Marks 2 Reference -10 marks 3 Reference-15 Marks	15	



7.	Bidder should have conducted Integrated testing services on Digital Collection system with CBS/LMS in Scheduled Commercial banks in India.	1 Reference-5 Marks 2 Reference -10 marks 3 Reference-15 Marks	15	
8.	Availability of reusable test asset for Banking domain	<ul style="list-style-type: none"> • More than 1,500 Test cases for Lead Management System(2 Marks) • More than 1,500 Test cases for Mobile Banking on boarding APP(2 Marks) • More than 7,000 Test Cases for Digital Lending(2 Marks) • More than 1,500 Test cases for Collateral Management (1 Marks) • More than 3,000 Test cases for NPA and Loan Collection (1 Marks) • More than 4,000 Test cases for Anti-Money Laundering(1 Marks) • More than 3,000 Test cases for Loan Management (1 Marks) 	10	
9.	Bidder should have experience of Testing Integration Adaptors covering API's, Micro services, ESB for scheduled commercial banks in India	1 Reference-5 Marks 2 Reference -10 marks 3 Reference-15 Marks	15	
10.	<p>Bidder should have Remote Project execution capability with certified Information Security Compliance. (Minimum ISO standards)</p> <p>Bidder has to submit the valid certificate. If Bidder is not able to submit the relevant certificate, Bidder will not qualifying under Evaluation of Part-B.</p>	5 Marks	5	
	Maximum Marks	~ 150 Converted to 50		

Note: Documentary/Certification proofs are to be enclosed to substantiate the claims made.

Date

Signature with seal

Name:

Designation:



Annexure-7(C)
Presentation and Customer (references) feedback

Presentation and Customer (references) feedback		Marks
1	Presentation and its effectiveness in execution of testing scenarios	5
2	Detailed Walkthrough of Reusable Test assets mentioned in Annexure-7(B) and Demo or POC on Test Automation tool.	10
	Maximum Marks	15

Note: Documentary/Certification proofs are to be enclosed to substantiate the claims made.



Annexure-8

Scope of Work

SUB: RFP for Selection of Service Provider for Software Testing & Quality Assurance Services in Canara Bank.

Ref: Your RFP 16/2020-21 dated 02/09/2020

1. Objective

Canara Bank desires to setup dedicated Quality Assurance (QA) team for successful implementation of EASE 3.0 strategy in the defined timeline. The selected partner is expected to work with Canara Bank and its partners for successful implementation (Go-Live) of IT enabled Digital strategies laid out in EASE 3.0, cater to various software testing requirements of Bank. The service Provider is expected to setup innovative solutions, efficient processes and framework to achieve objectives as mentioned below:

- 1.1. Comprehensive Quality Assurance of Releases.
- 1.2. Best In Class Technology & Processes
- 1.3. Efficient Automation
- 1.4. Leverage industry expertise

2. Scope Of Work

- 2.1. Quality Assurance team should be able to seamlessly cater the requirements for both agile and traditional solution development/implementation approaches identified by bank and respective applications. Quality Assurance partner need to agree and work with bank's SLA for respective applications.
- 2.2. As the primary objective is to enable Financial Services on Data and Digital driven banking in the areas of
 - 2.2.1. SMART LENDING
 - 2.2.2. TECH-ENABLED EASE OF BANKING
 - 2.2.3. HARD-WIRING SOUND BANKING
 - 2.2.4. GOVERNANCE & OUTCOME CENTRIC-HR
- 2.3. Quality Assurance partner plays important role in validating End to End Financial services delivery for each applications w.r.t Functional, Performance and security. This also ensures smooth Customer On-boarding, Customer Experience and Scalability after successful implementation of digital services.
- 2.4. Quality Assurance Partner should focus on bringing Quality Assurance excellence through robust testing framework, core capabilities, efficient processes, best in class QA practices and continuous improvement. Hence Quality Assurance partner should hold valid industry standard ISO Quality certificate for last 2 years covering Functional, Performance and Website Testing.
- 2.5. Canara Bank has identified Key drivers for successful implementation of EASE 3.0 Strategies and that should be focus area of Quality Assurance Partner as listed below



- 2.5.1. **Domain Experience:** QA partner should bring significant level of industry expertise, best practices, and hand's on experience of listed applications defined in this scope document.
 - 2.5.2. **Testing Repository:** QA Partner should bring readymade test scenarios, test cases asset, templates, frameworks of listed applications defined in this scope document.
 - 2.5.3. **Scalability:** QA Partner should have experience on benchmarking various digital applications and bring the necessary tools required for assuring the performance of listed applications in this scope document.
 - 2.5.4. **Comprehensive Quality Assurance of Releases:** QA Partner should do 100% Test coverage and achieve nearly 100% accuracy of identifying any software bugs prior to production deployment and nearly 99% prior to User Acceptance Testing by business users.
 - 2.5.5. **Best In Class Technology & Processes:** QA partner should follow standardize methodology for entire test life cycle management including test management, test execution and logging, testing automation, system performance, reporting and monitoring.
 - 2.5.6. **Domain Consultant:** QA Partner should bring pool of experienced resources that have relevant software testing knowledge and provide significant input the testing process for successful Go-Live.
 - 2.5.7. **Relevant Experience:** QA Partner should have experience in testing all the listed application (2.6.1.) services for last 10+Years and executed at least in 2PSU Banks in last 3Years.
- 2.6. **The High-Level scope of the engagement includes-**
- 2.6.1. Providing Onsite services at the premises of Bank and carrying out Integrated and Managed Quality Assurance Services for below listed applications.
 - 2.6.1.1. Lead Management System including digital market place
 - 2.6.1.2. Digital Lending for Retail and SME
 - 2.6.1.3. Digital Lending for Cash Flow based Lending
 - 2.6.1.4. Loan Management System for Retail and SME
 - 2.6.1.5. Tech enabled Agriculture lending
 - 2.6.1.6. Queue Management System
 - 2.6.1.7. Early Warning System
 - 2.6.1.8. Mobile Banking Platform
 - 2.6.1.9. IT Based Collection Management System
 - 2.6.1.10. Recovery Management System

Scope of QA Assurance engagement for above applications will be shared after contracting. Bank will either implement new or upgrade the above listed applications to implement EASE 3.0 Strategy and comply necessary standards.



- 2.6.2. Key characteristics of QA partner are the combination of Process, People and Technology to deliver operational efficiency and addressing business needs with highly efficient testing services, particularly to a large Bank like us which consists of:
- 2.6.2.1. Dynamic business operations
 - 2.6.2.2. Complex software systems
 - 2.6.2.3. Multiple products or services
 - 2.6.2.4. Frequent enhancements
 - 2.6.2.5. Need for reducing time to market
 - 2.6.2.6. Common approach, methodology and deliverables
 - 2.6.2.7. Ability to support frequent releases
 - 2.6.2.8. Centralized tasks, skills and functions
 - 2.6.2.9. Clearly established goal
 - 2.6.2.10. Well defined processes
 - 2.6.2.11. Governance mechanism
 - 2.6.2.12. Multi-disciplined skill set
 - 2.6.2.13. Common tools and technology
- 2.6.3. Set-up QA framework including team structure, methods & practices, capabilities and overall governance for EASE 3.0 strategy and align with bank and application vendors.
- 2.6.4. Setup and manage software tools/technology solutions for managing entire testing lifecycle for both agile and traditional projects/releases
- 2.6.5. Deploy a bespoke self-sufficient team capable of designing, building, testing and automating use cases across bank's lines of businesses and functions.
- 2.6.6. Deploy a bespoke team for the bank with required skills sets as per the project roadmap and requirements given by the Bank. The high-level requirements may include:
- 2.6.6.1. Test Case Design for Manual and/or Automated Tests
 - 2.6.6.2. Test Execution of Manual and/or Automated Tests
 - 2.6.6.3. Non-Functional Testing
 - 2.6.6.4. Functional Testing
 - 2.6.6.5. Performance Testing
 - 2.6.6.6. Security Testing
 - 2.6.6.7. Data Migration validation
 - 2.6.6.8. Mobile UI/UX Testing

- 2.6.6.9. API Testing
- 2.6.6.10. Open API /Micro Services Testing
- 2.6.6.11. MIS Report Validation
- 2.6.7. Initially Bank shall extend help in understanding test cases for the existing applications only. However that can be taken as initial baseline which need to be reviewed for coverage, completeness and accuracy. For the new applications, QA partner to bring the test asset based on earlier experience and that needs to be customized as needed to Canara Bank.
- 2.6.8. Selected QA Partner should be proficient in all types of testing and should have experts in their team to deal with various testing methodologies like Agile testing and Dev-Ops Testing in addition to the traditional Waterfall method
- 2.6.9. Selected QA Partner shall be required to independently arrive at Testing Methodology, based on industry acceptable standards and best practices, suitable for Canara Bank taking into consideration the resources and equipment requirements for the same.
- 2.6.10. Selected QA Partner shall be required to undertake all testing tasks, render requisite services and make resources available as may be required for the successful completion of the entire assignment.
- 2.6.11. The application with all the associated components as in the illustrative list of Services to be covered under the scope of the Testing Services are mentioned below. Based on the requirement, testing of multiple applications has to be undertaken in parallel. The team involved in testing has to be proficient in multitasking as they will have to handle multiple projects at a time. However, BANK reserves the right to change the priority order and may assign required applications for testing as decided during service delivery.
- 2.6.12. Providing the latest technology that is needed for creating the testing environment.
- 2.6.13. Quality Assurance team should be involved from the beginning of the projects for early testing catch bugs & cut the defects early stage.
- 2.6.14. Vendor should be able to create the testing case for different platform or flavor of OS / DB / Applications and the hardware setup used.
- 2.6.15. All the SLA defined must be adhered by the vendor for providing the on time & quantity outputs.
- 2.6.16. QA Partner should comply all the regulatory requirements and should always be ready to provide logs, reports or cases as and when demanded.
- 2.6.17. The device on which application is going to run must also be tested and robustness also to be verified.
- 2.6.18. Change management system should be handled by the vendor to overcome the impact on the testing cycle.
- 2.6.19. QA Partner Vendor should follow documentation standard on the test cases. Test plans, test scenarios, scripts, test reports, test results are documented.



The above scope is tentative for the high-level deliverables mentioned below. However Bank have discretion avail the above testing services as per the requirement during the contract period.

2.7. High Level list of deliverables expected are given below:

- 2.7.1. Testing Roadmap and refining the existing testing strategy related to EASE 3.0
- 2.7.2. Testing planning for various applications
- 2.7.3. Providing technical and non-technical resources
- 2.7.4. Test Plan, Case Preparation for planned testing
- 2.7.5. Requirement to Test Case Traceability Matrix
- 2.7.6. Test case Design
- 2.7.7. Test case Execution
- 2.7.8. Test Execution Reports
- 2.7.9. Test case documentation
- 2.7.10. Testing Metrics Collection, Trend Analysis and Defect Leakage reports
- 2.7.11. Testing Activities coordination and Reporting
- 2.7.12. Testing Dashboard preparation
- 2.7.13. Defect Reporting and retesting on resolution
- 2.7.14. Test Data preparation
- 2.7.15. Facilitate for review & signed-off of testing artifacts.
- 2.7.16. SLA Related metrics/Reports as agreed by bank
- 2.7.17. Service Improvement Plan

QA Partner may provide value-added Service in addition to the one's mentioned above.

2.8. Applications in Scope

Managed Quality Assurance Services required for below listed applications.

- 2.8.1. Lead Management System including digital market place
- 2.8.2. Digital Lending for Retail and SME
- 2.8.3. Digital Lending for Cash Flow based Lending
- 2.8.4. Loan Management System for Retail and SME
- 2.8.5. Tech enabled Agriculture lending
- 2.8.6. Queue Management System
- 2.8.7. Early Warning System
- 2.8.8. Mobile Banking Platform



2.8.9. IT Based Collection Management System

2.8.10. Recovery Management System

We hereby comply with each point of the above Scope of Work mentioned under Annexure-8.

Date

Signature with seal

Name:

Designation:



Annexure- 13 Bill of Material

SUB: RFP for Selection of Service Provider for Software Testing & Quality Assurance Services in Canara Bank.

Ref: RFP 16/2020-21 dated 02/09/2020

Notes

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

Table - A
Price Details

[Amount in Rupees]

Sl. No.	Type of Services/Items	Cost per onsite/offsite resource per month (exclusive of taxes)	No. of Resources	Total Cost of Onsite/Offsite resources per month (exclusive of taxes)	Tax for Column C		Total Cost of Onsite/Offsite resources per month (inclusive of taxes)	No. of Months	Total Cost of Onsite/Offsite resources for Two Years (inclusive of taxes)
		A			D Tax %	E Tax Amt			
1.	Project Manager (Educational Qualifications and experience as mentioned in Annexure-14)		1 Onsite					24	
2.	Test Engineer (Educational Qualifications and experience as mentioned in Annexure-14)		2 Onsite					24	
			2 Offsite					24	
3.	Automation Engineer and Analyst (Educational Qualifications and experience as mentioned in Annexure-14)		1 Onsite					24	



4.	Test Lead (Educational Qualifications and experience as mentioned in Annexure-14)		1 Onsite					24	
			1 Offsite					24	
Total Cost of Ownership (Sum of Column H of Sl. No. 1, 2, 3 and 4)									

Terms & Conditions

1. Working Days:

- (A) No. of working days in a month is considered to be 24 days.
- (B) The Working hours per day will be 8 hours excluding lunch time.
- (C) Bank reserves the right to release any resource if they are found to be below expectation.
- (D) Explicit approval needs to be sought from Bank for any deviation to the above norm.

2. The above units are indicative only and actual resource deployment would depend on requirement of the Bank.

3. In case of any additional requirement of resources, rates provided in the above table will be used on pro-rata basis for calculation of cost during the contract period.

Undertaking

- i. Bill of material is submitted on the letter head and is signed by an Authorized Signatory with Name and Seal of the Company.
- ii. We confirm that we have gone through RFP clauses, subsequent amendments and replies to pre-bid queries (if any) and abide by the same.
- iii. We have not changed the structure of the format nor added any extra items. We note that any such alternation will lead to rejection of Bid.
- iv. We agree that no counter condition/assumption in response to commercial bid will be accepted by the Bank. Bank has a right to reject such bid.
- v. We are agreeable to the payment schedule as per "Payment Terms" of the RFP.

Date

Signature with seal

Name:

Designation:



Annexure- 14 Resource Profile

Bidder must align their resources for this RFP such that sufficient to execute on time and with quality not only all agreed assignments, but also a few new requirements that come up dynamically (if any).

Service provider is responsible to ensure that there is no interruption in service, or delaying of committed timelines, due to unavailability of resources, at any time. All full-time team members need to physically work out for the project.

Service provider teams need to work in coordination and fruitful collaboration with the Bank teams, Application Vendors and other stakeholders.

Experience and Major roles are described below:

Resource	Experience	Activities	Educational Qualification
ProjectManager	5+ Years of experience as a Project Manager	<ul style="list-style-type: none"> • Will be responsible for the overall delivery of the project. • Should be a single point of contact for the Bank and act as a primary interface to the Bank for all matters that can affect the baseline, & schedule. • Implementation of the Testing process as defined & identified in the RFP document. • Maintain all project related communications through Bank SPOC. • Provide escalation to Vendor's senior management if required. • Conduct regularly scheduled project status meetings. • Review and administer the Project Change Control Procedure with the Bank SPOC. • Identify and resolve problems and issues together with Bank SPOC. • Responsible for preparation and delivery of all periodic reports/ documents relating to the projects being delivered. 	Should have passed B.E./B. TECH in any stream OR MSc(IT)/MCA from any recognized College/University duly approved by AICTE AND SHOULD HAVE passed PMP CERTIFICATION or its Equivalent



Automation Engineer and Analyst	3+ Yrs of experience in Automation testing	<ul style="list-style-type: none"> • Develop and Evolve the automation framework • Develop Scripting standards • Should understand PL/SQL • Review current scripts • Evaluate various open source automation tool. • Evaluate plugins with other tools which would enhance productivity. • Develop interface with other test tools. • Update the daily activities in Daily Status Report at end of the day. 	Should have passed B.E./B. TECH in any stream OR MCA OR M.Sc(IT) OR from any recognized College/University duly approved by AICTE & Should have passed ITSQB Foundation Level or its equivalent.
Test Lead	4+ Yrs of Experience as a Test lead	<ul style="list-style-type: none"> • Should be CSQA or any other recognized QA Certified. • Effort estimation For Preparing Proposals. • Understand the Application and Allocation of work and Responsibility • Review the Module Presentation • Review the Clarification document. • Prepare Test Strategy Document and get sign off • Project Co-ordination/Monitor Test Execution. • Review Business Scenarios and High-level test conditions • Prepare Defect Analysis Report • Prepare Status reports and MIS reports. • Prepare Test Closure Report • Update the daily activities In Daily Status Report at the end of the day. • Ensuring that the correct status of the testing for the day is communicated to the Project Manager • Responsible for Project closure, 	Should have passed B.E./B. TECH in any stream OR MCA/M.Sc(IT) from any recognized College/University duly approved by AICTE. Should have passed ITSQB Foundation Level or its equivalent.



Test Engineer	<p>3+ Years of Experience as a Test Engineer for other than B.Sc(IT)/BCA Graduates.</p> <p>5+ Years Experience as Test Engineer for B.Sc(IT)/BCA Graduates.</p>	<ul style="list-style-type: none"> • Execution of Tests as per test cases • Logging of test execution results • Assisting in Defect classification and Reporting • Able to handle text execution of module independently • Good understanding of Automation test tool QTP and any other open source tool. • Reports module specific defects analysis • Assists in design and documentation of module level test cases. • Should be able to write and execute SQL scripts for data level validations • Provision of data required for preparation of status reports • Planning of Test Strategy and creation of test plan • Ensuring the correctness of reporting test results by the team members. • Management of Resources and tracking/monitoring of Plan • Interaction with business users to ensure the complete coverage of testing for a given module • Send a Daily status Report at end of the day to the client as well as Test Manager. • Ensuring the updation of time logged in by the team members. • Sending updated timesheet to the client PM at the end of the month. • Updating the client PM about the status of tasks assigned to the team members for the day. 	<p>Should have passed B.E./B.TECH in any stream OR MCA OR M.Sc(IT) OR BSc(IT)/BCA + 5 years similar work experience after passing the degree] from any recognized College/University duly approved by AICTE.</p> <p>AND</p> <p>Should have passed ITSQB Foundation Level or its equivalent.</p>
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Bidder has to submit a certificate duly signed by Company Secretary in Bidder's letter head as per the format mentioned below:

Sl. No.	Profile of the Professionals	Educational Qualification	Experience in Years	Number of Professions quoted Under this RFP
1	Project Manager			
2	Automation Engineer and Analyst			
3	Test Lead			
4	Test Engineer			

Annexure-15 Penalties For Defects

Definition of Defects:

A defect is a container term that also covers terms such as “error”, “bug”, “flaw”, “mistake” and “failure” and relates to the functionality, product or service during its complete life cycle - from business objectives that identify its needs to the period of its production. Within these boundaries, a “defect” is defined in two ways: (a) a defect of commission is “an event that produces an incorrect or unexpected result, or causes a functionality, product or service to behave in unintended ways”; (b) a defect of omission is “an event that requires an unexpected change to a functionality, product or service and is the result of a new, unknown or changed requirement to the functionality, product or service.”. So a defect of omission refers to something that should have been done but wasn’t and a defect of commission refers to something that was done but shouldn’t have been.

Classification of Severity of Defects and penalties thereof:

Severity	Definition	Penalties levied and condition
Critical	<p>A critical defect is where (Application/ Functional) the system is unusable and the user is completely blocked from the activity that the software was intended to perform. These are serious incidents, for which there is no workaround and should be fixed to complete the testing. It will affect the customer*. Example of Show Stopper Defects</p> <ol style="list-style-type: none"> 1. Either the application or a module is not accessible 2. Not able to create loan or a deposit 3. Product is not available in the Menu for selection. 4. Product is available under the Menu but not fetched the desired result (processing screen) 5. User unable to login 6. Essential functions which a user is unable to perform <ol style="list-style-type: none"> i. Cash receipt/payment ii. CIF creation/ account opening 7. Non availability of UAT Environment. 8. Transaction flow/ screens/ menus not as per transaction requirement. 	<p>In case of defect leakage to production, the penalty will be Rs.10,000/- (Rupees Ten Thousand only) per Critical defect leaked to production. Retesting to be done at no additional cost to the bank within 4 working hours after the functionality is made available for testing and all the support required from the client is provided (environment, batch run etc.)</p>



Major	<p>Major defects are those defects which are serious and for which work around can mean</p> <ul style="list-style-type: none"> • additional transaction costs • loss of image with the customer • cause issues with the regulatory authorities <p>These have to be fixed before the software is taken to production. It affects the customer*.</p> <p>Examples:</p> <ol style="list-style-type: none"> 1. A customer account created. Application shows the account exists. However, on enquiry no data is displayed 2. Customer is not able to download account statement from website, though it comes on the screen 3. Repayment made once, effected twice in the loan account. Outstanding balances and schedule impacted 4. Error in Interest application in Deposit and Loan accounts etc. 	<p>In case of defect leakage to production, the penalty will be Rs.10,000/- (Rupees Ten Thousand only) per Major defect leaked to production Retesting to be done at no additional cost to the Bank within 4 working hours after the functionality is made available for testing and all the support required from the client is provided (environment, batch run etc)</p>
Minor	<p>Minor defects are those, which reflect deviation in functionality or missing of functionality, but there is a possible workaround. It will not impact the customer</p> <p>Example:</p> <ol style="list-style-type: none"> 1. Wrong error messages 2. System allows the user to enter 3 decimals in teller screen 3. Email/ SMS alert not generated etc. 	<p>In case of defect leakage to production, the penalty will be Rs.10,000/- (Rupees Ten Thousand only) per Minor defect leaked to production Retesting to be done at no additional cost to the Bank within 2 work days after the functionality is made available for testing and all the support required from the client is provided (environment, batch run etc.)</p>
Cosmetic	<p>Cosmetic errors are possible that affect the appearance of a functionality, product or service without any impact on the customer* Examples</p> <ol style="list-style-type: none"> 1. Spelling mistakes in labels or in the statements 2. Incorrect position of logo etc. 	<p>No penalty applicable for Cosmetic defect leakages. Retesting to be done at no additional cost to the Bank within 4 work days after the functionality is made available for testing and all the support required from the client is provided (environment, batch run etc)</p>

*Customer refers to whomsoever is the end beneficiary of the functionality. Customer may either be the Bank's customers (external) or the Bank itself (internal)

The maximum Penalty under the Annexure-15 will be limited to 20% of total Project Cost.

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

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

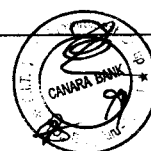
- 1) Index of all the documents submitted with page numbers.
- 2) Cost of Tender document by way of DD payable at Bengaluru / Exemption Certificate.
- 3) Earnest Money Deposit (EMD)/Bank Guarantee in lieu of EMD / Exemption Certificate.
- 4) Undertaking for applicability of Purchase Preference Policy as per Form PP-A. (if eligible)
- 5) Self-Declaration of MSEs/Startup as per Form PP - B. (if eligible)
- 6) Undertaking by Bidder towards Mandatory Minimum LC as per Form PP-C (In Case Bidder Seeking Benefit of PP-LC). (if eligible)
- 7) Certificate by Statutory Auditor of Bidder towards Mandatory Minimum LC as per Form PP-D (In Case Bidder Seeking Benefit of PP-LC). (if eligible)
- 8) Power of Attorney / Authorization 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 Testing and Quality Assurance 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 Turnkey Projects in Scheduled commercial Banks in India.



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

The Technical Proposal should be made in an organized, structured, and neat manner. Brochures / leaflets etc. should not be submitted in loose form. All the pages of the submitted bids should be filed and paginated (serially numbered) with seal and signature of the authorized signatory. All the Annexures 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 Technical Requirements as per Annexure-7.
- 3) Compliance to the Scope of Work as per Annexure-8.
- 4) Compliance Statement as per Annexure-10.
- 5) Undertaking Letter as per Annexure-11.
- 6) Escalation Matrix as per Annexure-12.
- 7) Masked bill of Material as per Annexure-13.
- 8) Certificate as per Annexure-14.
- 9) Technical Documentation (Product Brochures, leaflets, manuals, drawings).
- 10) 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.



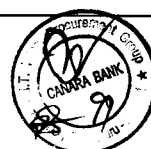
Appendix-C

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

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

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

- 1) Bill of Materials as per Annexure-13.
- 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	

