

# केनरा बैंक Canara Bank



## REQUEST FOR PROPOSAL [RFP]

### FOR

**"SUPPLY, INSTALLATION AND MAINTENANCE OF SCANNERS FOR CHEQUE TRUNCATION SYSTEM UNDER RATE CONTRACT"**

Issued by: Canara Bank,  
Procurement Group, 1<sup>st</sup> Floor,  
DIT Wing, Naveen Complex,  
14, MG Road, Bengaluru -560 001  
Phone No - 080- 25590070, 25584873  
Email Id - [hoditapm@canarabank.com](mailto:hoditapm@canarabank.com)



**A. BID SCHEDULE & ABBREVIATIONS**

**1. BID SCHEDULE**

Sl. No.	Description	Details
1.	RFP No. and Date	RFP 20/2020-21 dated 08/10/2020
2.	Name of the Wing	Department of Information Technology
3.	Brief Description of the RFP	Supply, Installation and Maintenance of Scanners for Cheque Truncation System under rate contract.
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: <a href="mailto:hoditapm@canarabank.com">hoditapm@canarabank.com</a>
5.	Date of Issue of RFP	08/10/2020, Thursday
6.	Tender Fee (Non-refundable)	Rs.5,900 ( including 18% GST)
7.	Earnest Money Deposit (Refundable)	Rs.65,00,000/-
8.	Performance Guarantee/Bid Security Bank	10% of Total Order Value
9.	Purchase Preference Policies	Applicable
10.	Last Date and Time for Submission of Bids	29/10/2020, Thursday 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.	29/10/2020, Thursday 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	Will be intimated at a later date.



13.	Pre-bid Meeting Date & Time	<p>i. Pre-bid meeting will be held on 19/10/2020, Monday at 3.30 pm.</p> <p><b>Venue:</b> 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 pre-bid meeting should share the scanned copy of authorization and Valid ID Card of the participant by email to <a href="mailto:hoditapm@canarabank.com">hoditapm@canarabank.com</a>. (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>ii. Pre bid queries should be submitted as per Appendix-D.</p> <p>iii. Pre-bid Queries should be sent to E-mail <a href="mailto:hoditapm@canarabank.com">hoditapm@canarabank.com</a> and must reach us on or before 16/10/2020, Friday at 3.00pm. Subject of the email should be given as "Pre Bid Queries for RFP 20/2020-21 dated 08/10/2020". Queries reaching afterwards will not be entertained.</p>
14.	Other Details	<p>i. The bidders must fulfil the Pre-Qualification criteria for being eligible to bid.</p> <p>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 <a href="https://canarabank.com/tenders.aspx">https://canarabank.com/tenders.aspx</a>.</p> <p>iii. 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://www.canarabank.com/tenders.aspx>) and it will become part and parcel of RFP.

The information provided by the bidders in response to this RFP Document will become the property of the Bank and will not be returned. This RFP document prepared by Canara Bank should not be reused or copied or used either partially or fully in any form.

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 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.	AMC	Annual Maintenance Contract
2.	BG	Bank Guarantee
3.	BOM	Bill of Material
4.	CTS	Cheque Truncation System
5.	DD	Demand Draft
6.	DIT	Department of Information Technology
7.	EMD	Earnest Money Deposit
8.	EPEAT	Electronic Product Environmental Assessment Tool
9.	FCC	Federal Communications Commission
10.	GST	Goods and Service Tax
11.	HO	Head Office
12.	LAN	Local Area Network
13.	LD	Liquidated Damage
14.	LST	Local Service Tax
15.	MAF	Manufacturer Authorisation Form
16.	MSME	Micro Small & Medium Enterprises
17.	MTBF	Mean Time Between Failure
18.	MTTR	Mean Time To Restore
19.	NEFT	National Electronic Funds Transfer
20.	NI Act	Negotiable Instruments Act
21.	OEM	Original Equipment Manufacturer
22.	OS	Operating System
23.	PDI	Pre Delivery Inspection
24.	PERT	Project Execution and Review Technique
25.	RFP	Request For Proposal [Interalia the term 'Tender' is also used]
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27.	UL	Underwriters Laboratories

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**SECTION B - INTRODUCTION**

**1. About Canara Bank:**

CANARA BANK, a body Corporate and a premier Public Sector Bank established in the Year 1906 and nationalized under the Banking Companies (Acquisition and Transfer of Undertakings) Act, 1970, having its Head office at 112, J C Road Bengaluru-560002 and among others, having DIT Office at Naveen Complex, No.14, M G Road, Bengaluru-560001. Syndicate Bank has amalgamated with Canara Bank with effect from 01/04/2020. The amalgamated Bank i.e., Canara Bank is having pan India presence of more than 10,391 branches, 24 Circle Offices and 176 Regional Offices situated across the States. The Bank is working on Core Banking System using Flex cube solutions. The Bank is a forerunner in implementation of IT related products and services and continuously making efforts to provide the state of art technological products to its customers.

**2. Definitions:**

- 2.1. 'Bank' means unless excluded by and repugnant context or the meaning thereof, shall mean 'Canara Bank', described in more detail in paragraph 1 above and which has invited bids under this Request for Proposal and shall be deemed to include its successor and permitted assigns.
- 2.2. 'RFP' means Request for Proposal for Supply, Installation and Maintenance of Scanners for Cheque Truncation System under rate contract in Canara Bank.
- 2.3. 'Bidder' means a vendor submitting the proposal in response to RFP.
- 2.4. 'Solution' means Supply, Installation and Maintenance of Scanners for Cheque Truncation System under rate contract 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, subject to compliance to all the Terms and Conditions of the RFP, etc.

**3. About RFP:**

- 3.1. The Bank wishes to procure Scanners for Cheque Truncation System from reputed vendors to its Branches/Offices spread across the Country.
- 3.2. In this connection, Bank invites sealed offers ('Conformity to Eligibility Criteria', 'Technical Proposal' and 'Commercial Bid') for Supply, Installation and Maintenance of Scanners for Cheque Truncation System under rate contract in Canara Bank as per the Terms & Conditions, Technical Specifications and Scope of Work described elsewhere in this document.

**4. Objective:**

- 4.1. The Bank intends to procure Scanners for Cheque Truncation System to the locations of the Bank as per the Terms & Conditions, Technical Specifications and Scope of Work described elsewhere in this document.
- 4.2. The selected bidder will enter into a Contract with the Bank Centrally at DIT Wing, Head Office for supply of various items as per the specifications and Requirements details mentioned in the RFP.
- 4.3. The selected bidder will undertake to ensure availability of offered Scanners for Cheque Truncation System during the contract period, as well as maintenance of sufficient inventory of genuine spare parts for a minimum period of Five (5) years.
- 4.4. The selected bidder will provide the latest available models of hardware items, or software to meet the RFP requirement. In case the proposed hardware or software item is not available at the time of Purchase Order during the validity of the Contract Period, Bidder has to provide the hardware or Software with higher specification or higher version without any additional cost to the Bank.

**5. Requirement Details**

- 5.1. Bank invites sealed offers ('Conformity to Eligibility Criteria', 'Technical Proposal' and 'Commercial Bid') for Supply, Installation and Maintenance of Scanners for Cheque Truncation System under rate contract in Canara Bank as per the Terms & Conditions, Technical Specifications/requirement and Scope of Work described elsewhere in this document. The brief description of Scanners for Cheque Truncation System in Canara Bank is furnished in following tables:

Sl. No.	Item details	Quantity	Location
a.	Supply, Installation and Maintenance of Scanners for Cheque Truncation System in Canara Bank as per Technical Specifications/ Requirements narrated in Annexure-7 and Scope of Work narrated in Annexure-8	5,300	As per Appendix-K

- 5.2. It may be noted that the requirement given in this RFP is indicative only and may vary as per actual needs. Also note that there is no minimum purchase commitment by the Bank to the Bidder. Bank shall procure the Hardware items as and when requirement arises at the rates fixed and on the terms & conditions of this RFP.
- 5.3. Detailed technical specification for each of the above Scanners for Cheque Truncation System is furnished in Annexure-7. All the Scanners ordered for Supply, Installation and Maintenance of Scanners for Cheque Truncation System should have comprehensive onsite warranty of 3 years & AMC for 2 Years (if contracted).
- 5.4. Bank reserves the right to increase or decrease the quantum of purchase by 25% in respect to the quantity specified in this tender at the same rate arrived at on the Terms and Conditions of this Tender.



**6. Participation Methodology:**

- 6.1. In the tender either the authorized Bidder on behalf of the Principal/OEM or Principal/OEM 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, the same Bidder shall not submit a bid on behalf of another Principal/OEM in the same tender for the same item/product/service.
- 6.3. If any product of Principal/OEM is being quoted in the tender, the Principal/OEM cannot bid for any other Principal's/OEM's product in the same tender.
- 6.4. In the event of Authorized Dealer being not able to perform the obligations as per the provisions of the contract, the Principal/OEM 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. A vendor submitting the proposal in response to this RFP shall hereinafter be referred to as 'Bidder' and Supply, Installation and Maintenance of Scanners for Cheque Truncation System in Canara Bank shall hereinafter be referred as "Solution".
- 7.2. Interested Bidders, who can Supply, Install and Maintain Scanners for Cheque Truncation System for the Offices/Branches of Canara Bank and meeting the Eligibility Criteria as per Annexure-2 may respond.
- 7.3. Non-compliance to any of Eligibility criteria would result in outright rejection of the Bidder's proposal. The Bidder is expected to provide proof for each of the points for eligibility evaluation. The proof provided must be in line with the details mentioned in "Documents to be submitted for Eligibility Criteria Compliance". Any credential detail mentioned in "Eligibility Criteria Compliance" not accompanied by relevant proof documents will not be considered for evaluation.

**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 conform compliance to the Scope of Work as mentioned in Annexure-8. The bidders are required to go through the complete RFP document thoroughly. The obligation / responsibilities mentioned elsewhere in the document, if any, shall be the integral part of the scope.

**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 Bangalore as a single point of contact for the Bank.
- 8.2.2. Project implementation team should be conversant with local 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:**

No separate training is required. The selected Vendor has to give demo and explain operational guidelines of the product at the site of the installation to Bank's Officials.



**SECTION C - DELIVERABLES & SERVICE LEVEL AGREEMENTS**

**1. Delivery, Installation, Configuration and Integration:**

- 1.1. Bank shall provide the address and contact details for delivery of Scanners for Cheque Truncation System while placing the order.
- 1.2. Delivery of all Scanners for Cheque Truncation System should be within 8 weeks from the date of acceptance of the Purchase Order or 9 weeks from the date of Purchase Order whichever is earlier. Please note that no extra charges will be paid for those locations where road permit is required. The selected bidder has to arrange for road permit, E-way bill at his own cost. It will be the sole responsibility of the selected bidder to submit any form required for release of shipment from the check post. The selected bidder is required to make the arrangements for delivery of hardware to the locations as per the list of locations /items provided from time to time by the Bank. However, the Bank will provide letters / certificate / authority to the selected bidder, if required.
- 1.3. Bank shall provide the Circle Office/Regional Office/Branch Office address and contact details for delivery of materials. The effective date for delivery will be from the date of providing the addresses of Circle Offices/Regional Offices/Branch Offices to the selected bidder by the Bank. All the ordered materials should be delivered as mentioned in clause 1.2. On finalization of Circle Offices/Regional Offices/Branch Offices, bank will move the CTS Scanners to the end location and instruct the selected bidder for installation. However Bank reserves the right to change/modify locations for supply of the items. In the event of any change/modification in the locations where the hardware items are yet to be delivered, the selected bidder in such cases shall deliver, install and commission at the modified locations without any additional cost to the Bank. Correct Serial Numbers of the Devices should be captured by selected bidder before delivery of the CTS Scanners for future tacking, inventory management and shall be shared with Bank.
- 1.4. On delivery of the Devices to Circle Offices/Regional Offices, Circle Offices/Regional Offices will shift the CTS Scanners to the respective new/proposed Branches/Offices and inform the selected bidder for installation. The warranty period will start from the date of successful acceptance test carried out at the new Branch/Office locations only.
- 1.5. However, if the hardware items are already delivered, and if the modifications in locations are made after delivery, the selected bidder shall carry out installation and commissioning at the modified locations and the Bank in such cases shall bear the shifting charges/arrange shifting and the selected bidder shall shift the material to the alternate locations at mutually agreed price. The Warranty/AMC should be applicable to the altered locations also.
- 1.6. Partial or incomplete or damaged delivery of materials will not be considered as delivered of all the ordered materials. Date of delivery shall be treated as date of last material delivered to the ordered locations if materials are not damaged. In case materials are delivered with damage, Date of delivery shall be treated as date of replacement of damaged material with new one. Delivery payment shall be paid against completion of delivery of all the ordered materials without any damage and proof of delivery duly certified by Bank's Officials, along with delivery payment claim letter.



- 1.7. The selected bidder should ensure installation, configuration, Integration and commissioning of the delivered Hardware & Software and complete all the works specified in the Scope of Work at the bank branch/office within 1 week from the date of delivery of all the materials for each ordered locations.
- 1.8. The Installation will be deemed as incomplete if any component of the hardware is not delivered or is delivered but not installed and / or not operational or not acceptable to the Bank after acceptance testing/ examination. In such an event, the supply and installation will be termed as incomplete and system(s) will not be accepted and the warranty period will not commence. The installation will be accepted only after complete commissioning of hardware.
- 1.9. In case, if any of the location where items are delivered but not installed for 30 days from the date of delivery, for the reasons 'Site Not Ready', Bank will pay the installation & commissioning amount to the bidder on production of 'Site Not Ready' report with reason from the particular locations duly signed by our Bank Officials and bidder's representatives and also submission of financial Bank Guarantee [as per Appendix-H] of value equivalent to the payment claim (Invoice value inclusive of GST) made along with an undertaking letter to complete the installation process as per Scope of Work mentioned in this RFP, as and when the sites become ready for installation/Acceptance. However, the bidder should arrange for the immediate installation of the Scanners as soon as the sites are ready communicated by the bank without any cost to the bank till the scope of work is completed.
- 1.10. Commissioning of the hardware will be deemed as complete only when the same is accepted by the Bank in accordance with the Terms & Conditions of this RFP.

## 2. Pre-Dispatch Inspection (PDI):

- 2.1. The Bank and/or its nominated officials/consultants may carry out pre-dispatch inspection of all ordered equipment or any part thereof before delivery. On account of PDI, there will not be any change in delivery terms and conditions. However the bank will have the discretion to conduct PDI.
- 2.2. The selected bidder shall inform his readiness for pre-dispatch inspection at least 7 days in advance. Inspection of the ordered equipment to be supplied to the Bank shall be carried out at bidder's site/facility. There shall not be any additional charges payable by the Bank for such inspection. However, the Bank will have the discretion to recover the costs related to travel and stay of its staff/consultants from the bidders if the ordered equipment offered for inspection are not as per the Bank's order or if the selected bidder fails to comply with the test and inspection procedure.

## 3. Uptime:

- 3.1. The selected bidder shall guarantee a 24x7 availability with monthly uptime of 98.00% for the solution as specified in Annexure-7 and Annexure-8 during the period of the Contract and also during AMC, if contracted, which shall be calculated on monthly basis.
- 3.2. The "Uptime" is, for calculation purposes, equals to the Total contracted hours in a month less Downtime. The "Downtime" is the time between the Time of Failure and Time of Restoration within the contracted hours. "Failure" is the condition that renders the Bank unable to perform any of the defined functions on the Solution.



"Restoration" is the condition when the selected bidder demonstrates that the solution is in working order and the Bank acknowledges the same.

- 3.3. If the selected 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 selected bidder shall provide the Monthly uptime reports during the warranty period and ATS period, if contracted.
- 3.4. The Downtime calculated shall not include any failure due to bank, third party and Force Majeure.
- 3.5. The percentage uptime is calculated on monthly basis as follows:

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

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

#### 4. Penalties/Liquidated Damages:

- 4.1. Penalties/Liquidated damages for delay in Delivery and Installation of Scanners for Cheque Truncation System would be as under:

- 4.1.1. Non-compliance of the Supply/delivery clause (1.2) will result in the Bank imposing penalty of 0.50% (Plus GST) on delay in delivery per week or part thereof, on the invoice value location/office address wise (exclusive of GST).
- 4.1.2. Non-compliance of the Installation, configuration and Commissioning as per clause (1.7) will result in the Bank imposing penalty of 0.50% (Plus GST) on delay on installation of Scanners for Cheque Truncation System, per week or part thereof, on the invoice value of the Scanners for Cheque Truncation System location/office address wise (exclusive of GST).
- 4.1.3. However, the total Penalty/LD to be recovered under above clauses 4.1.1, and 4.1.2 shall be restricted to 5% (Plus GST) of the total value of the order (exclusive of GST).

- 4.2. Penalties/Liquidated damages for not maintaining uptime:

- 4.2.1. If the selected bidder fails to maintain the guaranteed uptime during Warranty and AMC period, Penalty for uptime will be deducted as under:

Level of availability calculated on monthly basis	Penalty amount
98.00% to 100%	No Penalty would be deducted
97.00% to < 97.99%	0.10% (Plus GST) on total order value (exclusive of GST) for every hour or part thereof.
96.00% to 96.99%	0.20% (Plus GST) on total order value







	(exclusive of GST) for every hour or part thereof.
95.00% to 95.99%	0.30% (Plus GST) on total order value (exclusive of GST) for every hour or part thereof.
<95.00%	1.00% (Plus GST) on total order value (exclusive of GST) for every hour or part thereof.

- 4.2.2. The maximum penalty levied shall not be more than 10% (plus GST) of purchase order value (exclusive of GST) during warranty period and 50% (Plus GST) of AMC amount payable (exclusive of GST) for one Year.
- 4.2.3. If monthly uptime is less than 95%, the Bank shall levy penalty as above and shall have full right to terminate the contract under this RFP or AMC, if contracted. The right of termination shall be in addition to the penalty. The above penalty shall be deducted from any payments due to the selected bidder (including AMC payments).
- 4.3. **Penalties/Liquidated Damages for non-performance:** If the specifications of the RFP are not met by the selected bidder during various tests, the selected bidder shall rectify the same at their cost to comply with the specifications immediately to ensure the committed uptime, failing which the Bank reserves its right to invoke the Bank Guarantee.
- 4.4. The liquidated damages shall be deducted / recovered by the Bank from any money due or becoming due to the selected bidder under this purchase contract or may be recovered by invoking of Bank Guarantees or otherwise from selected bidder or from any other amount payable to the selected 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.
- 4.5. All the above LDs are independent of each other and are applicable separately and concurrently.
- 4.6. LD is not applicable for the reasons attributable to the Bank and Force Majeure.

## 5. Payment Terms:

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

Sl. No.	Payment Stages	% of Payment	Condition/Remarks
a.	Delivery	70%	On delivery of Scanners for Cheque Truncation System and on production of relevant documents.
b.	Installation, configuration & commissioning	30%	Will be released after successful installation, configuration & commissioning and Acceptance of Hardware & Software items supplied as per Scope of Work.



- 5.2. Please note that Originals of invoices (plus One Copy) reflecting GSTIN, State Code, HSN Code, State Name, Taxes & Duties, Proof of delivery duly signed by Bank officials of the respective Branch/office and Manufacturer's / Supplier's Warranty Certificate (wherever applicable) should be submitted while claiming payment in respect of orders placed.
- 5.3. The selected bidder has to submit installation and acceptance reports duly signed by the Bank officials of the respective Branch/offices, while claiming payment. The invoice, installation and acceptance report should contain the product serial number of the items supplied.
- 5.4. Payments shall be released upon submission of relevant documents as per RFP terms and found in order by the respective offices, who have placed order on the selected Bidder.
- 5.5. Bank will not pay any amount in advance.
- 5.6. Payment shall be released within 30 days of submission of relevant documents as per RFP terms.
- 5.7. The Bank shall finalize the installation and Acceptance format mutually agreed by the selected bidder. The selected bidder shall strictly follow the mutually agreed format and submit the same for each location wise while claiming installation and acceptance payment.
- 5.8. The payments will be released through NEFT / RTGS after deducting the application LD/Penalty, TDS if any, by centrally by Head Office at Bengaluru and the selected bidder has to provide necessary Bank Details like Account No., Bank's Name with Branch, IFSC Code etc.

**6. Local Support:**

- 6.1. The selected bidder should be capable of meeting the service & support standards as specified in this tender.
- 6.2. The selected bidder shall provide Warranty and AMC support [if contracted] on 24\*7\*365 basis for all the locations.
- 6.3. **Response Time and Meantime to Restore [MTTR]**
  - 6.3.1. Response Time shall be 4 hours and MTTR shall be 2 business days.
  - 6.3.2. Time specified above is from lodging of complaint.





**7. Software, Drivers and Manuals:**

- 7.1. The selected bidder shall supply along with each item, all the related documents, OS and Software Licenses and necessary media of the software loaded in the Scanners for Cheque Truncation System without any additional cost. The media and documents shall be in English. These will include but not restricted to User Manual, Operation Manual, Other Software and Drivers etc.
- 7.2. All related documents, manuals, catalogues and information furnished by the bidder shall become the property of the Bank.

**8. Warranty:**

The entire equipment / hardware & software deployed for this project shall be under **Comprehensive Onsite Warranty** covering all parts, updates, minor update of software, maintenance or support for its proper operation, performance and output as specified in the RFP technical specifications for a period of 3 years from the date of Installation/commissioning. However, consumables and physically damaged plastic will not be covered under warranty.

**9. Annual Maintenance Contract (AMC) (if contracted):**

- 9.1. At the time of submission of bids, the Bidder has to quote AMC for Hardware & software Items for 2 years after completion of 3 years warranty periods, in the Commercial Bid separately for Comprehensive maintenance contract.
- 9.2. The Bank, at its discretion may enter into Annual Maintenance Contract (AMC) of hardware and software supplied with the Bidder after completion of respective warranty periods.
- 9.3. Support for maintenance of Scanners (including drivers and software license) supplied should be available for a minimum period of 2 years, covering all parts, maintenance and support, after expiry of warranty period.
- 9.4. The Bank will pay AMC charges for Scanners (including software) 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.
- 9.5. During the Warranty and AMC (if contracted) period, the selected bidder should extend the On Site Service Support. The scope of Warranty and AMC (if contracted) shall include:
- 9.5.1. Rectification of Bugs/defects if any.
  - 9.5.2. Ensuring uptime of 98.00%.
  - 9.5.3. Preventive Maintenance quarterly.
  - 9.5.4. Maintenance of Scanners and including Software.
- 9.6. 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 selected bidder are abnormally low (i.e. AMC/ATS Cost percentage per annum should not be less than 5% of the cost of Hardware and software). The Bank has discretion to consider such offer or for seeking



clarification from the selected bidder to decide for consideration. This Bank Guarantee will be towards contractual/AMC obligations of the selected 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 selected bidder has to submit this Bank guarantee in addition to the Security Deposit/Bank Guarantee as specified in clause 8 of SECTION-F. The selected bidder shall be responsible for extending the validity date and claim period of the Bank guarantees as and when it is due, on account of incompleteness of the project and warranty period.

## **10. Scope Involved During Contract Period:**

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

- 10.1. If any software and Hardware updates provided by the OEM as free of cost, it should be provided and installed & configured by the selected bidder during Warranty and AMC support [If contracted].
- 10.2. Any corruption in the Software or media shall be rectified during the full period of the contract including Warranty and AMC, if contracted, at no extra cost to the Bank.
- 10.3. The system spare parts/services, as and when required, and complete maintenance of the Scanners for Cheque Truncation System during warranty period and AMC (if contracted), shall be supported for a period to be specified by the Bank.
- 10.4. The support shall be given in person only.
- 10.5. Only licensed copies of software shall be supplied and ported in the Scanners. The selected bidder shall grant an irrevocable perpetual license to the Bank to use the software. Further, all software supplied shall be of latest version.
- 10.6. The selected bidder shall provide centralized complaint booking facility to the bank and the dash board, if available, shall be provided to the Bank. The method of booking complaints shall be E-mail, Toll-free no, on line portal, web, etc.
- 10.7. Escalation matrix should be provided for support, technical, project, etc. as per Annexure-12.
- 10.8. During AMC period [If contracted] Bank may, by notice of not less than 30 days in writing to the selected bidder, modify or delete either any location or all location, either partial items or all items of the contract.

## **11. Mean Time Between Failures (MTBF):**

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

**12. Subcontracting:**

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

**13. 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 selected 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.

**14. Secure Deployment & Security Compliance to Policies and Process:**

- 14.1. All the hardware or required components should be shipped directly from OEM to Bank premises.
- 14.2. All the underlying infrastructure components such as OS or any product should be hardened on each environment before made functional.
- 14.3. The bidder shall abide by the access level agreement to ensure safeguards of the confidentiality, integrity and availability of the information systems. Bidder will not copy any data obtained while performing services under this RFP to any media including hard drives, flash drives or other electronic device other than as expressly approved by Bank.
- 14.4. The Bank will have the right to audit the bidder's people, processes, technology etc., as part of vendor security risk assessment process.
- 14.5. The system should be fully compliant with ISO27001 controls.

**15. Access to Audit:**

- 15.1. 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.
- 15.2. 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.



**SECTION 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 (Not Applicable)	13.	Assumptions/Presumptions/Modification
6.	Tender Fee	14.	Submission of Bids (Not Applicable)
7.	Earnest Money Deposit (EMD)/Bank Guarantee In Lieu Of EMD	15.	Bid opening
8.	Make & Models		

The above mentioned clauses except Preparation of Bids and Submission of Bids are part and parcel of the RFP. Bidders are requested to refer at the following website for the above mentioned clauses [https://www.canarabank.com/User\\_page.aspx?othlink=5/](https://www.canarabank.com/User_page.aspx?othlink=5/). The following clauses are part and parcel of the RFP in place of Preparation of Bids and Submission of Bids.



**SECTION 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 uploaded, 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 Bid:**

- 3.1. 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 Annexure-2 of RFP and on the documents submitted as per Appendix-A. 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. 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.
- 3.3. **Part B- Technical Proposal:**
  - 3.3.1. The Part B- Technical Proposals submitted by the bidder will be evaluated for the documents submitted as per Appendix-B. The Part C-Commercial Bids of only those bidders who qualified in Part B- Technical Proposals, will be opened with due communication by the Bank.
  - 3.3.2. 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.





3.3.3. The Technical Evaluation will be for Technical requirement as per Annexure-7 of RFP.

3.3.4. Against each of the specifications under Technical requirements there is Bidder's response column where the bidder has two options viz., Yes, No to indicate their response.

3.3.5. Presentation and Demonstration of the solution will be an important input to understand quality of the Bidder's capability and experience and other details furnished by the Bidder.

**3.4. Part C-Commercial Bid:**

The Part C- Commercial bids 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 the documents submitted as per Appendix-C.

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

- 4.1. The Bank reserves the right to call for a presentation on the features and functionalities from those Bidders who have qualified in Part A-Conformity to Eligibility Criteria.
- 4.2. As a part of Technical Evaluation based on the technical bids submitted by the bidders, Bank at its discretion call for providing of Proof of Concept (PoC) of proposed solution at the location which is identified by the Bank.
- 4.3. This exercise will be undertaken before opening of the Commercial bids of the bidders whose Part B -Technical proposals has been opened. Format for POC is attached in Appendix-L.
- 4.4. Bidders are further required to be in preparedness to demonstrate the proposed solution by arranging for product walk-through at their own installations/principals/ R&D labs duly meeting the specific requirements/issues raised by the Bank. As a part of the technical evaluation the Bank may at its discretion, request either all bidders or any of them to arrange for the demonstration of their product more than once if felt necessary before commercial evaluation.
- 4.5. The Bank at its discretion may call for providing of Proof of Concept (PoC) of proposed solution at the site mutually agreed.
- 4.6. Bidders should arrange for visits to the reference sites wherein the product is successfully implemented by them. The bidder shall take necessary permission from the site owner and demonstrate the features and performance to the Bank at their own cost. The Bank may require onsite reference visit or a Telephonic conversation with the concerned.
- 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. 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.

**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](http://www.canarabank.com)). Commercial Bids of only technical qualified bidders shall be opened. Final list of the Bidders (L1, L2, L3...etc.) will be announced as indicated above. No separate intimation will be sent to successful Bidder.

**7. Determination of L1 Price**

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

- 7.2. The L1 bidder will be determined on the basis of the lowest price quoted in the Commercial bid. Bidder who has quoted lowest Total Cost of Ownership in the Annexure-14-Bill of material, will be declared as L1 Bidder.

- 7.3. However, the Bank does not bind itself to accept the lowest or any Bid and reserves the right to reject any or all bids at any point of time prior to the order without assigning any reasons whatsoever.

- 7.4. The bank reserves the right to re-tender without assigning any reasons whatsoever. The bank shall not incur any liability to the affected bidder(s) on account of such rejection. Bank shall not be obliged to inform the affected bidder(s) of the grounds for the Bank's rejection.



- 7.5. 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.
- 7.6. The bidder who is L1 will be referred to as the selected bidder.



**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		

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://www.canarabank.com/User\\_page.aspx?othlink=5](https://www.canarabank.com/User_page.aspx?othlink=5)

**12. Distribution of Purchase order:**

- 12.1. The Bidder who has quoted lowest price in the reverse Auction, will be declared as L1 Bidder. L1 Bidder has to provide the final Bill of Material as per Annexure-14 for L1 prices quoted in the Reverse Auction within 48 hours from the completion of reverse Auction Process.
- 12.2. The Bidder who has quoted the 2<sup>nd</sup> lowest price in the Reverse Auction will be declared as L2 Bidder.
- 12.3. The Bank reserves the right to split the quantities amongst L1 and L2 vendors for each item in proportions of 70:30 provided L2 vendors in each item is willing to match all the prices/rates of the L1 Prices for that particular item and complying the other terms & condition of the RFP in a fair and transparent manner.
- 12.4. Norms for distribution of purchase order is as under:
  - 12.4.1. In case of selection of 2 Bidders, 70% of required quantity will go to L1 and remaining 30% of required quantity will be distributed to the next bidder.
  - 12.4.2. First offer for matching the price with L1 will be given to L2 .In case L2 does not agree to match L1 price, then the offer will be extended to L3 and so on.
  - 12.4.3. This does not give any right to L2, L3, L4, L5 and other Bidders to demand the distribution of purchase order.
  - 12.4.4. The Bank reserves the right to place order on L1 and L2 bidder only irrespective of the fact whether the other bidders i.e. L3 and so on match their price with L1 bidder or not. In the event of L2, L3, L4 etc. are not matching the L1 price the entire quantity for that particular item will be awarded to L1 Vendor for that item.
  - 12.4.5. In case the Bank opts to procure 25% additional scanners for cheque truncation system, the orders will be apportioned in the same 70:30 ratio only.

- 12.5. Bank reserves the right to make changes, based on actual requirements, at the time of placing the orders.
- 12.6. Minor deviations in the number of allotments if any, will be accounted for at the appropriate time to ensure equitable distribution.
- 12.7. Bank reserve the rights to negotiate the rates where it deems necessary. In the event a bidder is not able to fulfil the contract, the Bank has right to cancel the order, invoke the Bank guarantee and to distribute the order to the other selected vendor/s.
- 12.8. If at the end of the Reverse Auction/s only one Bidder submits their Bid, Bank reserves the right to place the entire order on L1 Bidder only.
- 12.9. Bank has the right to cancel the process before awarding any orders at any point of time without assigning any reasons

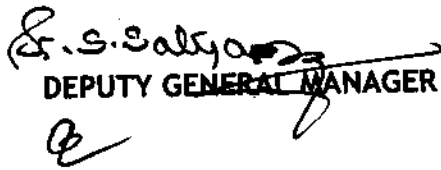
**SECTION G - GENERAL CONDITIONS**

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

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://www.canarabank.com/User\\_page.aspx?othlink=5](https://www.canarabank.com/User_page.aspx?othlink=5)

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://www.canarabank.com/User\\_page.aspx?othlink=5](https://www.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://www.canarabank.com/User\\_page.aspx?othlink=5](https://www.canarabank.com/User_page.aspx?othlink=5). Bidders are requested to submit applicable Annexures, Forms and Formats by downloading from the above-mentioned website.

<b>Sections</b>	
Section D	BID PROCESS
Section F	OWNERSHIP & AWARDING OF CONTRACT
Section G	GENERAL CONDITIONS
Section H	PURCHASE PREFERENCE
<b>Annexures</b>	
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
<b>Forms (Purchase Preference)</b>	
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
<b>Bid Formats</b>	
Appendix D	Format for Sending Prebid Queries.

Appendix E	Authorization Letter Format.
<b>Bank Guarantee Formats</b>	
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.
<b>Pre Contract Integrity Pact</b>	
Appendix I	Pre Contract Integrity Pact.
<b>Reverse Auction Formats (Not Applicable)</b>	
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.
<b>Other Format</b>	
Appendix-K	Location Details.
<b>Draft Contract Agreement</b>	



## Annexure-2

### Eligibility Criteria Declaration

[Note: These details should be on the letter head of Bidder and should be signed by an Authorized Signatory]

SUB: RFP for Supply, Installation and Maintenance of Scanners for Cheque Truncation System under rate contract in Canara Bank

Ref: RFP 20/2020-21 dated 08/10/2020

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. 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.	



	2.	<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>	
OEM/OSD/OSO	3.	<p>Bidders shall be the Original Equipment Manufacturer (OEM) (OR) An authorized dealer</p>	<p>If the applicant is a OEM, an Undertaking Letter has to submitted to this effect.</p> <p>If the bidder is an Authorised Dealer, an Authorisation letter from their OEM to deal/market their product in India and it should be valid for a minimum period of five years from the date of acceptance by the Bank.</p>	

<b>FINANCIALS</b>	4.	The Turnover of the Bidder should be minimum Rs.50.00 crores each year during last three (3) financial years (i.e. 2017-18, 2018-19, 2019-2020).	Bidder has to submit copies of audited Balance Sheet for Years 2017-18, 2018-19 and Provisional/ un-audited Balance Sheet for year 2019-2020].  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.	
	5.	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.	
<b>Bidder Experience</b>	6.	The Bidder should have supplied at least 1,000 Scanners for Cheque Truncation System per year to Government Department/ PSU organization/ BFSI / company in India in last three years as on the RFP date.	The Bidder has to provide order copy/reference letter duly confirming the delivery/supply of the scanners for Cheque Truncation System from the organization to this effect.	
	7.	The Bidder should have their Own/Franchise Service /Support Office in at least 10 out of 24 Circle Office locations of the Bank as mentioned in Annexure-4 of the RFP.	The Bidder has to submit the details viz., Address, phone no., email id and contact person Name & Mobile no. etc. as per Annexure-4. In Case Bidder is having Service /Support Office for only 10 Circle Offices Locations of the Bank, Bidder has to provide an Undertaking that they will support remaining 14 Circle Office Locations from their nearest Service Center as per RFP terms.	



<b>OEM Experience</b>	<p><b>8.</b> Minimum 1,000 Nos. of the Make of Scanners for Cheque Truncation System (not necessarily the model) offered to Bank in this RFP should have been supplied to Government Department/ PSU organization/ <u>BFSI</u>/ company in India (not necessarily by the bidder) in last three years as on the RFP date.</p>	<p>The Bidder has to provide order copy/reference letter from the organization duly mentioning the make of the Scanners for Cheque Truncation System to this effect.</p>	
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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 :

**Compliance to Technical Specifications of Scanners for Cheque Truncation System**

[Note: These details should be on the letter head of Bidder and should be signed by an Authorized Signatory]

SUB: RFP for Supply, Installation and Maintenance of Scanners for Cheque Truncation System under rate contract in Canara Bank.

Ref: Your RFP 20/2020-21 dated 08/10/2020

**Note:**

- i. 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.
- ii. The Bidder shall provide all other required equipments and/or services, whether or not explicitly mentioned in this RFP, to ensure the intent of specification, completeness, operability, maintainability and upgradability.
- iii. The selected bidder shall own the responsibility to demonstrate that the services offered are as per the specification/performance stipulated in this RFP and as committed by the bidder either at site or in bidder's work site without any extra cost to the Bank.

**A. Technical Specification for 50 DPM Scanners for Cheque Truncation System with UV Capability**

Sl. No.	Functionality	Description	Offered Specifications	Bidder's Compliance Yes/No
a.	Make and Model			
b.	Performance	Minimum 50 DPM		
c.	Size	Table Top		
d.	Automatic Document Feeder	i. Single Document automatic insertion ii. Holding minimum 50 documents iii. Double feed detection		
e.	Pockets	A single exit pocket capable of holding upto 50 documents		
f.	Document Specifications	Width: Min: 54 mm ( 2.12") Max: 108 mm (4.3") Length: Min: 80 mm ( 3.14") Max: 235 mm ( 9.25")		

g.	Interface & Drivers	USB 2.0 /3.0 port or above Windows 7/8/10 or above		
h.	Magnetic Reader	E13B / CMC7/Auto detect MICR reader		
i.	Image Capture	<p>Scanning: Contact Image sensors (CIS) technology (front and rear)</p> <p>Image type : Gray Scale, Black &amp; white Image format: JIFF, TIFF</p> <p>Compression : JPEG, CCITT G4</p> <p>Image resolution: B/W TIFF be at 200 DPI &amp; TIFF 6.0 Standard, Gray Scale JPEG be at 100 DPI Advanced dynamic thresholding.</p> <p>Ultra Violet Imaging: Detect the presence of UV ink on the cheques and the driver should be integrated with Canara Bank's CTS application for the detection of UV logo and photocopy cheques.</p>		
j.	Diagnostic	<p>On board Diagnostics: Tests the functionality of the scanner</p> <p>Power-on Self Testing: Automatic self-testing and photocells calibration when powering the unit</p>		
k.	Other additional Components	Bidder should provide certified IQA / IQU engine along with scanner as per NPCI / RBI specifications.		



l.	Other requirements	i. Bidder should ensure that the scanner is compatible and should support UV functionality with the CTS Application being used by Canara Bank at different CTS Grids.		
		ii. The scanner must be able to detect photocopy of the cheque.		
		iii. The scanner must generate all image views along with UV image in a single pass		
		iv. The Offered scanners should be compatible with & conform to the Cheque Truncation Systems requirement of RBI		
m.	Functional Requirement for Scanners for Cheque Truncation System	i. The Scanners offered by the vendor should be compatible for implementing Bank's CTS software provided by M/s NCR Corporation India Pvt. Ltd.,		
		ii. The Scanners offered should have a minimum track speed as above. Product brochures of the scanners are to be supplied.		
		iii. The Scanners must be fully compliant with and ready for Cheque Truncation Systems (CTS) and should conform to the CTS standards as per the directives and guidelines issued by Reserve Bank of India from time to time and current as on the date of submission of the tender.		
		iv. Bidder to offer scanners meeting CTS Standard 2010 requirements. The scanners should be flexible enough to handle changes in the CTS standards mandated by RBI in the course of CTS testing.		



		v. The Scanners must be brand new and manufactured as per the latest technology.		
		vi. The Scanners should be robust, capable of sustained operations and have seamless integration of different modules each for scanning, MICR reading, endorser and sorting.		
		vii. The bidder should quote for and supply the required scanners along with the associated software. Bank will provide the PCs		
		viii. The Scanners should be capable of handling all instruments used in India such as cheques, Demand Drafts, Divided/Interest Warrants etc.,		
		ix. The rejection rate of the scanners should not exceed 5%.		
		x. The Scanners should be able to save the image scanned through default software (Which comes default with the Cheque Scanner) to PC.		

Date

Signature with seal

Name :

Designation :





## Annexure-8

### Compliance to Scope of Work

[Note: These details should be on the letter head of Bidder and should be signed by an Authorized Signatory]

SUB: RFP for Supply, Installation and Maintenance of Scanners for Cheque Truncation System under rate contract in Canara Bank.

Ref: Your RFP 20/2020-21 dated 08/10/2020

Sl. No.	Scope of Work	Bidder's Compliance (Yes/No)
1.	The Scanners proposed to be supplied for Cheque Truncation System (CTS) Project as per this RFP should be compatible with the NCR-CTS Software running in the Bank.	
2.	The scope of the Services and Maintenance is to be provided for a period of Five years from the date of acceptance by the bank.	
3.	The selected bidder should maintain the CTS Scanners during warranty period of 3 Years and AMC period for 2 years. During the warranty period and AMC period, the selected bidder is bound to do all hardware spares replacement without extra cost to Bank covering all parts & labour from the date of acceptance of the Scanners by the Bank at the respective locations i.e. on-site comprehensive warranty. The Bank, however, reserves the right to enter into Annual Maintenance Contract (AMC) agreement either location-wise / Circle-wise or from a single centralized location.	
4.	The Bidder should note that CTS Scanners being procured shall be delivered at location as per requirements of bank and the selected bidder will be required to support all such installations.	
5.	For delivery location, the selected bidder is expected to provide items with the related hardware, all subsystems, operating systems, system software, software drivers and manuals etc.	
6.	Scanners should be installed in dedicated Desktops by loading the related drivers and tested for successful creation of files. Sample cheques should be scanned successfully.	
7.	Selected Bidder has to install the scanner at delivered location and has to ensure the working of Scanner with CTS Application.	
8.	Scanners should be compatible and work on the CTS software in existence in our Bank which is provided by M/s NCR Corporation India (P) Ltd., Presently, Bank is not using UV facility. However, the selected bidder has to enable UV facility at a later date at all locations upon receiving request from the Bank within 15 days without any additional cost to the bank.	
9.	The configuration as per the technical and other specifications of the Scanners must be installed and made functional.	



10.	The selected bidder should attend to re-installation of scanners due to any reason like OS upgradation in Desktop Computers etc. as a part of Warranty/AMC.	
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Date

Signature with seal

Name :

Designation :



## Annexure- 13

### Manufacturer/Authorized Distributor in India Authorization Form

[Note: This Format Letter should be on the letterhead of the OEM and should be signed by an Authorized Signatory of the manufacturer]

**SUB: RFP for Supply, Installation and Maintenance of Scanners for Cheque Truncation System under rate contract in Canara Bank.**

**Ref: Your RFP 20/2020-21 dated 08/10/2020**

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

We (Manufacturer) 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) 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 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 the 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 Supply, Installation and Maintenance of Scanners for Cheque Truncation System under rate contract in Canara Bank.

Ref: Your RFP 20/2020-21 dated 08/10/2020

Table A

#### Price details of Scanners for Cheque Truncation System

[Amount in Rs.]										
Sl. No.	Requirement Details	Unit Price with Three years Comprehensive onsite warranty and support (Excl. of Tax)	4 <sup>th</sup> year AMC/ATS Charge (Excl. of tax)	5 <sup>th</sup> year AMC/ATS Charge (Excl. of tax)	Unit Price with Three years Comprehensive onsite warranty and support and with 2 Years AMC/ATS (Excl. of Tax)	Quantity	Total Cost with Three years Comprehensive onsite warranty and support and with 2 Years	Tax for Column F		Total Cost with Three years Comprehensive onsite warranty and support and with 2 Years AMC/ATS (Excl. of Tax)
		A	B	C	D=A+B+C	E	F=DxE	G=% of tax	H=Tax Amt	I=F+H
1.	UV Scanners for Cheque Truncation System as per Annexure-7					5,300				
2.	Total Cost of Ownership for Five years contract period									

#### Undertaking

- Bill of material is submitted on the letter head and is signed by an Authorised Signatory with Name and Seal of the Company.
- We confirm that we have gone through RFP clauses, subsequent amendments and replies to pre-bid queries (if any) and abide by the same.
- 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.
- 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.
- 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 submitting Part A- Conformity to Eligibility Criteria**

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

- 1) Cost of Tender document by way of DD payable at Bengaluru / Exemption Certificate.
- 2) Earnest Money Deposit (EMD)/Bank Guarantee in lieu of EMD / Exemption Certificate.
- 3) Undertaking for applicability of Purchase Preference Policy as per Form PP-A. (if eligible)
- 4) Self-Declaration of MSEs/Startup as per Form PP - B. (if eligible)
- 5) Undertaking by Bidder towards Mandatory Minimum LC as per Form PP-C (In Case Bidder Seeking Benefit of PP-LC). (if eligible)
- 6) 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)
- 7) 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.
- 8) Bid Covering letter as per Annexure-1.
- 9) Eligibility Criteria declaration as per Annexure-2 with documentary proof in support of the Eligibility Criteria.
- 10) Bidder's Profile as per Annexure-3.
- 11) Service Support Details as per Annexure-4.
- 12) Track Record of Past Implementation as per Annexure-5.
- 13) Non-Disclosure Agreement as per Annexure-6.
- 14) Signed Pre Contract Integrity Pact as per Appendix-I on non-judicial Stamp paper.
- 15) Bidder should submit Vendor Risk Assessment with all supporting documents as per Appendix-M attached to this RFP.
- 16) Write up on the Work Experience / Expertise of the proposed solution.
- 17) Bidder should have central help Desk available on 24x7x365 basis for support and compliant booking. Details of the Help Desk phone no. & email ID has to be provided.



## **Appendix-B**

### **Instructions to be noted while submitting Part B-Technical Proposal**

All the Annexures should be submitted in Bidder's Letter Head only with seal and signature (not initials) of the authorized signatory

- 1) Compliance to Technical specifications should be complete with all columns filled in as per Annexure-7.
- 2) Compliance to Scope of Work as per Annexure-8.
- 3) Undertaking of Authenticity of Scanners for Cheque Truncation System as per Annexure-9.
- 4) Compliance Statement as per Annexure-10.
- 5) Undertaking Letter as per Annexure-11.
- 6) Escalation Matrix as per Annexure-12.
- 7) Manufacturer Authorization Form from the OEM as per Annexure-13.
- 8) Masked bill of Material as per Annexure-14.
- 9) Ownership letter by the bidder. (Undertaking letter by the bidder taking the ownership of the project execution in case third party also involved in project execution either fully or partially. The bidder shall also submit the ownership certificate issued by the third party clearly mentioning the extent of ownership.)
- 10) Undertaking letter by the Bidder that the proposed CTS Scanners 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.
- 11) Technical Documentation (Product Brochures, leaflets, manuals, drawings).
- 12) 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 submitting Part C-Commercial Bid**

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

- 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**

**Technical Criteria for Proof of Concept**

Sl. No.	Technical / Functional Requirement	Tested In POC Environment/Feature Demonstrated & Checked [Yes/No]	Bidder's Signature	Bank Official's Signature
1	Technical Requirement as per Annexure-7			





**Appendix-M**  
**VENDOR RISK ASSESSMENT**

**1. NAME AND ADDRESS OF THE VENDOR:**

<b>Regd Office</b>
<b>Correspondence address</b>

**2. Name of the Activity/Project with us:**

**1) 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	

