

REQUEST FOR EXPRESSION OF INTEREST

FOR

**“EMPANELMENT OF IT CONSULTANTS FOR SELECTION OF SYSTEM
INTEGRATORS FOR CBS AND ALLIED APPLICATIONS”**

Issued by: Canara Bank,
Procurement Group,
Department of Information Technology Wing,
1st Floor, Naveen Complex,
14, M G Road,
Bengaluru - 560 001.
Ph: 080-25590070
Email id: hoditapm@canarabank.com



Bid Details in Brief Description

Sl. No.	Description	Details
1.	EOI No. and Date	EOI 04/2021-22 dated 21/01/2022
2.	Name of the Wing	Department of Information Technology
3.	Brief Description of the EOI	Expression of Interest for Empanelment of IT Consultants for Selection of System Integrators for CBS and allied applications.
4.	Bank's Address for Communication and Submission of Tender	Deputy General Manager Canara Bank, Procurement Group, DIT Wing, 1 st Floor, 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 EOI	21/01/2022, Friday
6.	Earnest Money Deposit (Refundable)	Rs.1,00,000 /-
7.	Last Date and Time for Submission of Queries for Pre Bid Meeting	28/01/2022, Friday, 3.00 PM
8.	Pre Bid Meeting Date & time	<p>1. Pre-bid meeting will be held on 31/01/2022, Monday 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 participant details to dittenders@canarabank.com.</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-C.</p> <p>Pre-bid Queries should be sent to E-mail dittenders@canarabank.com and must reach us on or before 28/01/2022, Friday at 3.00pm. Subject of the email should be given as "Pre Bid Queries for EOI 04/2021-22"</p>

		04/2021-22 dated 21/01/2022". Queries reaching afterwards will not be entertained.
9.	Last Date and Time for Submission of Bids	22/02/2022, Tuesday up to 3.00 PM
10.	Date of Opening of Bid	22/02/2022, Tuesday at 3.30 PM
This document can be downloaded from following websites https://canarabank.com/User_page.aspx?cid=110 and https://eprocure.gov.in/epublish/app .		
Any amendments, modifications, Prebid replies and any communication etc., will be uploaded in the Bank's website only (i.e., https://canarabank.com/User_page.aspx?cid=110). No individual communication will be sent to the bidders.		



DISCLAIMER

The information contained in this Expression of Interest (“EOI”) 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 EOI document and all other terms and conditions subject to which such information is provided. This EOI 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 EOI is to provide the Bidders with information to assist the formulation of their proposals. This EOI does not claim to contain all the information each Bidder require. 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 EOI. 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 EOI. The information contained in the EOI document is selective and is subject to updating, expansion, revision and amendment. It does not purport to contain all the information that a Bidder require. Canara Bank does not undertake to provide any Bidder with access to any additional information or to update the information in the EOI 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 EOI and/or the bidding process, without assigning any reasons whatsoever. Such change will be published on the Bank's Website (www.canarabank.com) and it will become part and parcel of EOI.

The information provided by the bidders in response to this EOI Document will become the property of the Bank and will not be returned. This EOI 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 EOI. Canara Bank reserves the right to reject any or all the expression of interest / proposals received in response to this EOI document at any stage without assigning any reason whatsoever. The decision of Canara Bank shall be final, conclusive and binding on all the parties.



ABBREVIATIONS USED IN THIS DOCUMENT

Sl. No.	Abbreviation	Description
1.	CBS	Core Banking Solution
2.	CVC	Central Vigilance Commission
3.	DC	Data Center
4.	DD	Demand Draft
5.	DIT	Department of Information Technology
6.	DRC	Disaster Recovery Center
7.	EOI	Expression of Interest
8.	IFSC	Indian Financial System Code
9.	IT	Information Technology
10.	NEFT	National Electronic Fund Transfer
11.	NI ACT	Negotiable Instrument Act
12.	PAN	Permanent Account Number
13.	PMO	Project Management Office
14.	RFP	Request for Proposal
15.	RTGS	Real Time Gross Settlement

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1. About Canara Bank

- 1.1. CANARA BANK is a third 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, 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 context or the meaning thereof, shall mean 'Canara Bank', described in more detail in paragraph 1 above and which has invited bids under this Expression of Interest and shall be deemed to include its successors and permitted assigns.
- 2.2. 'EOI' means this Expression of Interest for Empanelment of IT Consultants for Selection of System Integrators for CBS and allied applications in Canara Bank.
- 2.3. The firms, institutions & companies submitting the proposal in response to this EOI shall hereinafter be referred to as 'Bidder'.

3. About EOI

- 3.1. Bank intends to empanel IT Consultants who can provide suitable and appropriate technical consultancy services for Selection of System Integrator for CBS and allied applications.
- 3.2. The EOI document is not a recommendation or invitation to enter the contract, agreement or any other arrangement in respect of the services. The provision of the services is subject to compliance to selection process and appropriate documentation being agreed between the bank and selected vendor/s as identified by the bank after completion of the selection process.

4. Objective

- 4.1. Canara Bank invites application from reputed Bidders to submit their "Expression of Interest" who fulfills the eligibility criteria as given below for empanelment of IT Consultants for providing Consultancy Services for Selection of System Integrator for CBS and allied applications in Canara Bank.
- 4.2. The bidders satisfying the Eligibility Criteria as per the EOI and having experience in IT consultancy services in PSU/BFSI sector may respond.



5. Eligibility Criteria

Bidders meeting the Eligibility Criteria as mentioned in Annexure-3 of this EOI may respond.

6. Earnest Money Deposit

6.1. Earnest Money Deposit (EMD)/Bank Guarantee In Lieu Of EMD:

6.1.1. The bidder shall furnish Non interest earning Earnest Money Deposit (EMD) as specified in Bid details in brief description by way of Demand Draft drawn on any scheduled bank in favour of Canara Bank, payable at Bengaluru and should be kept along with the bid.

6.1.2. In case the EMD is submitted in the form of Bank Guarantee, the same should be valid for the minimum period of 6 months from the last date for submission of offer. The format for submission of EMD in the form of Bank Guarantee is as per ANNEXURE-8.

6.1.3. The EMD of bidders will be returned upon the finalization of Empanelment.

6.1.4. The EMD may be forfeited/ Bank Guarantee may be invoked, if the bidder withdraws or amends the bid during the period of bid validity which is six months from the date of Expression of Interest or date of finalization of the empanelment whichever is later.

6.2. Further, all bidders shall have to comply the following:

6.2.1. Failure to produce the documents as necessary proof along with the EMD while submission of EOI proposal shall render the applicant ineligible for empanelment.

6.2.2. The Bidder should not provide any commercial proposal with the response to this EOI.

7. Scope of Empanelment

7.1. Empanelment would be for IT Consultants providing Consultancy Services for Selection of System Integrator for CBS and allied applications.

7.2. Empanelment would be for **ONE YEAR**. However, the Bank reserves the right to cancel or extend the validity period of empanelment. Bank's decision will be final in this regard.

7.3. During Empanelment period, Bank will float limited tenders/RFP amongst the qualified empaneled vendors and seek responses for various requirements. Individual tender/s will contain detailed terms and conditions, instructions, location details and scope of work. Such limited tenders shall be floated by Bank.

7.4. The guidelines issued by Ministry of Finance, Central Vigilance Commission and any other statutory / regulatory body related to selection, appointment and employment of Consultants from time to time, shall be applicable.

8. Empanelment Procedure

The consultant will be empaneled as per the following process:

- 8.1. Consultants satisfying the eligibility criteria will be short listed after due scrutiny of documents submitted by the bidder.
- 8.2. All the shortlisted intending bidders have to make a presentation before a panel of Bank Officials. The date of presentation shall be intimated to the short listed bidders in advance.
- 8.3. Based on the documents submitted, the presentations made and the expertise, the panel shall select the consultants for empanelment.

9. De-empanelment of bidders

- 9.1. During empanelment period, the Bank reserves the right to de-empanel any vendor. The Bank's decision will be final in this regard.
- 9.2. Bank should retain with themselves the authority to blacklist or bar a bidder for a specified period of the time from participating in its procurement process where the Bank has authentic information the bidder has been debarred from participating in the procurement process by a foreign country, international organization or by a local organization on ground of fraud or corruption or for some other reason which, in the opinion of the Bank is not compatible with its procurement policy and ethical standard.
- 9.3. If the service provided by the selected bidder is found to be unsatisfactory or if at any time it is found that the information provided for empanelment or for any tender is false or if irregularities shown by the selected bidder when applying for the tenders, the Bank reserves the right to remove such Bidders from the empaneled list without giving any notice to the vendor in advance.

10. Scope of Work of IT Consultant

- 10.1. To assist Bank in finalizing strategy and selection of System Integrators (SI) for managing and maintenance of CBS & other allied applications.
- 10.2. Conduct a detailed current assessment of IT infrastructure and System Integrator services. Current state assessment of implemented IT infrastructure and applications, its capacity, End of Support (EOS), End of Life (EOL), license, current and expected growth and advice the Bank on technology refresh strategy in tune with growth anticipated.
- 10.3. Reviewing current state assessment of implemented setup, its engagements with respective System Integrator, service providers, its interdependencies and advice Bank.
- 10.4. Study the current SI practices and Project Implementation and understand the experience of the Bank in these areas with current SI to incorporate any learnings and modifications in future arrangements. Identifying requirement, upgrade, replacement, enhancement based on the Bank's future requirements at DC, DRC, NDR for hardware, software, network, ATS, AMC, security, helpdesk across all applications and infrastructure components of current System Integrator.

- 10.5. Define and prepare the current IT service catalogue and find out the critical inter dependence between all IT services and IT application portfolio, under existing SI contract.
- 10.6. Ascertain the critical inevitable IT services, components, if any which should remain with existing System Integrator (SI)/service providers.
- 10.7. Assist the Bank in realizing project goals and objectives by interfacing between various application system providers/vendors/service providers and the Bank.
- 10.8. Define and benchmark Service Level Agreement (SLA) and Key Performance Indicators (KPI).
- 10.9. Prepare RFP & its scope, service levels, payment terms, evaluation methodology and assist Bank in completing end-to-end selection process of System Integrators for CBS & allied applications.
- 10.10. Define the evaluation methodology in line with CVC/Govt of India and regulatory requirements and industry trends.
- 10.11. Assist in assessing business volumes and elements based on organic growth & market trends that need to be supported.
- 10.12. Assist the Bank in preparing the rationale to gain the necessary approvals for such decisions including presentations to relevant committees, participate in key meetings and submission of necessary documents explaining the rationale for such decisions, as applicable.
- 10.13. Assist in Evaluate the Scope of work for floating RFP.
- 10.14. Assist in Preparation of Draft for Techno-Commercial RFP.
- 10.15. Assist the Bank in drafting the pre-bid technical and functional responses for the queries raised by the bidders.
- 10.16. Assist in Technical and Commercial evaluation of bids and assist in Contract finalization.
- 10.17. Assist in preparing & issuing purchase order.
- 10.18. Assist in Agreement execution, Signing Integrity pack, BG & PBG Submission by vendor
- 10.19. Assist in any other legal formalitiès.
- 10.20. Assist in On boarding of vendor.
- 10.21. Assist in Co-existence, KT & Handholding of BAU from current vendor to new vendor.

11. Conflict of Interest

- 11.1. The consultant shall not receive any remuneration in connection with the assignment except as provided in the contract. The consultant and its affiliates shall not engage in consulting or other activities that conflict with the interest of the employer under the contract.



- 11.2. The IT Consultant and any of its affiliates / consortium members will not be eligible to work in any of the projects as IT implementation agency where the consultant has provided their consultancy services.
- 11.3. The consultant shall not get associated as consultant / advisor / implementation agency or in any other capacity with any of the agencies taking part in the bid process in the project in which the consultant is appointed as consultant.
- 11.4. Participation by IT Consultant with a conflict of interest situation will result in the disqualification.
- 11.5. The scope of work is defined on the understanding the requirement for engaging IT Consultant. The Scope of work is comprehensive but not limited to.

12. Pre-Bid Queries

- 12.1. The bidder should carefully examine and understand the scope and terms and conditions of EOI and may seek clarifications, if required. The bidders in all such cases seek clarification in writing in the same serial order of that of the EOI by mentioning the relevant page number and clause number of the EOI.
- 12.2. All communications regarding points requiring clarifications and any doubts shall be given in writing to the Deputy General Manager, Canara Bank, DIT Wing, HO (Annexe), 14, M G Road, Bengaluru - 560 001 or an email can be sent to hoditapm@canarabank.com by the intending bidders before the date and time specified in the Bid details in brief description.
- 12.3. No queries will be entertained from the bidders after the cut-off date and time.
- 12.4. No oral or individual consultation shall be entertained.

13. Pre-Bid meeting

- 13.1. A pre-bid meeting of the intending bidders will be held as per schedule specified in the Bid details in brief description to clarify any point/doubt raised by them in respect of this EOI.
- 13.2. No separate communication will be sent for this meeting. If the meeting date is declared as a holiday under NI Act by the Government subsequent to issuance of EOI, the next working day will be deemed to be the pre-bid meeting day. Authorized representatives of interested bidders shall be present during the scheduled time. In this connection, Bank will allow a maximum of TWO (2) representatives from each Bidder to participate in the pre-bid meeting.
- 13.3. Bank has the discretion to consider any other queries raised by the bidder's representative during the pre-bid meeting.
- 13.4. The Bank will consolidate all the written queries and any further queries during the pre-bid meeting and the replies for the queries shall be made available in the Bank's website and no individual correspondence shall be made. The clarification of the Bank

in response to the queries raised by the bidder/s, and any other clarification/ amendments/corrigendum furnished thereof will become part and parcel of the EOI and it will be binding on the bidders.

- 13.5. Non receipt of reply to the queries raised by any of the Bidders shall not be accepted as a valid reason for non submission of Bid. In addition, non reply to any query may not be deemed the version of the Bidder as reflected in the query has been accepted by the Bank.

14. Amendment to EOI

- 14.1. At any time prior to deadline for submission of Bids, the Bank, for any reason, whether, at its own initiative or in response to a clarification requested by prospective bidder, may modify the bidding document, by way of an amendment.
- 14.2. Notification of amendments will be put up on the Bank's website (www.canarabank.com) and will be binding on all bidders and no separate communication will be issued in this regard.
- 14.3. In order to allow prospective bidders reasonable time in which to take the amendment into account in preparing their bids, the Bank, at its discretion, may extend the deadline for a reasonable period as decided by the Bank for the submission of Bids.

15. Preparation of Bids

- 15.1. All bids and supporting documents shall be submitted in English and on A4 size paper, spirally bound securely and in serial order. The response should be submitted in a structured format as per the checklist appended.
- 15.2. All pages of EOI should be stamped and signed by Authorized Signatory of the Bidder. All pages of the bid document should be serially numbered and shall be signed by the authorized person/s only. The person/s signing the bid shall sign all pages of the bid and rubber stamp should be affixed on each page. The bidder should submit a copy of Board Resolution or power of attorney document showing that the signatory has been duly authorized to sign the bid document.
- 15.3. The bid must contain EMD/ Bank Guarantee in lieu of EMD as per ANNEXURE-8 of this document. The Conformity to Eligibility Criteria should be complete in all respects and contain all information sought for, as per ANNEXURE-1.

16. Erasures or Alterations

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

17. Submission of Bids

- 17.1. The sealed envelope containing the response to EOI along with the required documents shall be superscribed on the top of the envelope "Expression of Interest for Empanelment of IT Consultants for Selection of System Integrator for CBS and allied applications in Canara Bank" in response to EOI 04/2021-22 dated 21/01/2022. The Name and address of the bidder should also be specifically mentioned on the top of the sealed envelope. The EOI response should be deposited in the Tender Box at the Place, Venue, Date and Time mentioned in the Bid details in brief description.
- 17.2. If the last day for submission of bids is declared as a holiday under NI Act by the Government subsequent to issuance of EOI, the next working day will be deemed to be the last day for submission of the EOI. The Bid/s which is/are deposited after the said date and time shall not be considered.
- 17.3. Bids sent through post/courier will not be accepted/evaluated. No offer will be accepted directly.
- 17.4. If envelope containing bid documents is not sealed and marked in the prescribed manner, the Bank will assume no responsibility for the bid's misplacement or premature opening.
- 17.5. The following officials will facilitate in bid related queries and make arrangements for deposit of bid documents.

First Official	Alternate Official
<p>Mr. Kiran Thez Senior Manager, Canara Bank Procurement Group, DIT Wing, First Floor, Naveen Complex, 14 M G Road, Bengaluru - 560 001. Tel - 080 25590070</p>	<p>Mr. Nagendra Kumar M Divisional Manager, Canara Bank Procurement Group, DIT Wing, First Floor, Naveen Complex, 14 M G Road, Bengaluru - 560 001. Tel - 080 25590832</p>

- 17.6. In case bid documents are too bulky to be placed inside the tender box, arrangements will be made by the above mentioned officials to receive the tender. However, bidder should reach the venue before the date and time stipulated in the Bid details in brief description.
- 17.7. The bidder shall bear all costs associated with the preparation of and submission of the bid including cost of preparation/presentation etc. The Bank will not be responsible or liable for these costs, regardless of the conduct or outcome of the bidding process.

18. Bid Opening

- 18.1. EOI will be opened in the presence of the Bidder's representative/s who may choose to attend the bid opening as per schedule specified in the Bid details in brief description.

- 18.2. Bidder's representative may be present in the place and venue well in time along with an authorization letter in hand for each bid opening under this EOI, as per the format (ANNEXURE-5) enclosed and sign in Register of Attendance during opening of EOI.
- 18.3. Note: Authorization letter should be carried in person and shall not be placed inside in any of the bid covers.
- 18.4. If any of the bidders or all bidders who submitted the tender are not present during the specified date, time and venue of opening, it will be deemed that such bidder is not interested to participate in the opening of the Bid/s and the bank at its discretion will proceed further with opening of the EOI in their absence.
- 18.5. The Bidders may note that no further notice will be given in this regard. Further, in case the bank does not function on the aforesaid date due to unforeseen circumstances or holiday, then the bid will be accepted up to 3.00 PM on the next working day and bids will be opened at 3:30 PM at the same venue on the same day.

19. Evaluation of EOI

- 19.1. The Bank will evaluate the bid/s submitted by the bidder/s under this EOI by the officers of the bank. The Bank may engage an external agency for evaluation of the bid. It is Bank's discretion to decide at the point of time.
- 19.2. The Bank will scrutinize the Bid/s received to determine whether they are complete in all respects as per the requirement of EOI, whether the documents have been properly signed and whether items are offered as per EOI requirements, whether technical documentation as required to evaluate the offer has been submitted. The Bank may, at its discretion, waive any minor non-conformity or any minor irregularity in the bid which does not constitute a material deviation. 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.
- 19.3. EOI submitted by the bidder will be evaluated based on the documents mentioned in ANNEXURE-1. Bidders who will qualify from Eligibility Criteria Evaluation will be empaneled. The short listed applicants will be notified in due course. Only shortlisted applicants will be invited to participate in the tender/RFP. No interim enquiries will be entertained. The decision taken by the Bank shall be final and no representation or correspondence shall be entertained.

20. Clarifications Of Offers

- 20.1. 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 request for such clarifications and the Bidders response will necessarily be in writing and it should be submitted within the time stipulated by the Bank.
- 20.2. The Bank may go through a process of evaluation and normalization of the bids to the extent possible and feasible, to ensure that shortlisted bidders are more or less on the



same footing by seeking incremental bid submission in part of the requested clarification by the Bank OR Revised submissions of the entire bid in the whole.

20.3. 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 EOI, agree to participate in the normalization process and extend their co-operation to the Bank during this process.

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

21. Modification/Cancellation of EOI

21.1. The EOI is not an offer by Canara Bank but an invitation to get the response from the interested bidders for short listing the bidders for Bank's requirements. No contractual obligations whatsoever shall arise from the Expression of Interest process.

21.2. The Bank reserves the right to cancel EOI process at any time, without thereby incurring any liabilities to the affected bidder[s]. Reasons for cancellation, as determined by the Bank in sole discretion include but are not limited to, the following:

21.2.1. Services contemplated are no longer required

21.2.2. Change in the scope of work or due to unforeseen circumstances and/or factors and or/or new developments

21.2.3. The project is not in the best interest of the Bank

21.2.4. Any other reason

21.3. The Bank also reserves the right to modify/cancel/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.

22. Responsibility for completeness

22.1. The Bidder shall be responsible for any discrepancies, errors and omissions in the bid, or other information submitted by him irrespective of whether these have been approved, reviewed or otherwise accepted by the Bank or not. The Bidder shall take all corrective measures arising out of discrepancies, error and omissions in the bid and other information as mention above within the time schedule.

22.2. Willful misrepresentation of any fact within the Bid will lead to the disqualification of the Bidder without prejudice to other actions that Bank may take. All the submission, including any accompanying documents, will become property of Canara Bank.

22.3. The Bank reserves the right to verify the validity of bid information and to reject any bid where the contents appear to be incorrect, inaccurate or inappropriate at any time during the process of EOI or even after the award of contract.

23. Intimation to the selected Bidders

23.1. The Bank will prepare the list of Bidders on the basis of evaluation. The short listed applicants will be notified on the Bank's website (www.canarabank.com) / Notice Board. No separate intimation will be sent to individual Bidders.

24. Issuance of RFP

24.1. Only shortlisted applicants will be invited to participate in the RFP Process. The shortlisted applicants will be provided with tender documents through E-mail or hand delivery. The vendors are required to respond accordingly.

24.2. No interim enquiries will be entertained. The decision taken by the Bank shall be final and no representation or correspondence shall be entertained.

24.3. Canara Bank reserves the right to accept / reject any or all expression of interest received in response to this advertisement without assigning any reasons, whatsoever.

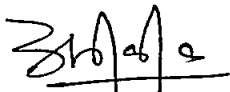
24.4. The Bank may issue RFP to the shortlisted bidders as part of EOI. The Bank reserves the right to issue RFP based on the responses and the requirement of the Bank.

24.5. The Bank reserves the right to avail services independently on its own without reference to shortlisted bidders of EOI.

25. Independent External Monitors

The Name and Contact details of the Independent External Monitor(IEM) nominated by the Bank are as under:

Sri. Rakesh Jain Email:rakeshjain18@hotmail.com	Sri. D R S Chaudhary Email: dilip.chaudhary@gmail.com
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DEPUTY GENERAL MANAGER

**ANNEXURE-1
CHECKLIST**

Sub: Empanelment of IT Consultants for Selection of System Integrators for CBS and allied applications.

Ref: EOI 04/2021-22 dated 21/01/2022

The bidder shall confirm whether following are submitted in their bid. The bidder shall indicate the page no. where the details are furnished; otherwise, bid is liable for rejection.

Sl. No.	Details	Reference/ Clause Nos	Complied & Submitted (Yes/No)	Page No. at which details are enclosed
1.	Covering Letter	ANNEXURE-2		
2.	Bidder's Profile	ANNEXURE-4		
3.	The documents in support of Eligibility Criteria, wherever required as mentioned in this EOI.	ANNEXURE-3		
4.	List of major clients and the quantum of orders with approximate value executed to various organizations including Major PSU Banks and other financial institutions for the last 3 years.	ANNEXURE-6		
5.	Authorization letter format for Bid Opening (to be carried by the person who is authorized to attend the Bid opening).	ANNEXURE-5		
6.	Copy of Power of Attorney or Authorization letter from the Company designating the authorized representative of the company for signing the bid document should be furnished along with the bid document.	Clause No. 15.2		
7.	Three (3) Years Audited Balance sheet and financial statements for the past three years i.e. 2018-19, 2019-20 and 2020-21 and the certificate from the Company's Chartered Accountant stating that the company has positive Net worth as on 31/03/2021.	ANNEXURE-3		
8.	Compliance Statement	ANNEXURE-9		
9.	Team of Consultants	ANNEXURE-10		
10.	EMD by Demand Draft favouring Canara Bank payable at Bengaluru/Bank Guarantee as per ANNEXURE-8 is enclosed.	Clause No.6		

Note: Failure to produce the necessary proof may render the applicant in-eligible for empanelment.

Sl. No.	Annexure-1: Other Clauses	Vendor Response [Yes/No]	Page No. at which details are enclosed
1	Whether Cost of the Tender document (Demand Draft payable at Bengaluru) is submitted?		
2	Whether EMD / Bank guarantee in lieu of EMD Submitted?		
3	Whether the Bid is authenticated by authorized person? Copy of Power of Attorney or Authorization letter from the company authorizing the person to sign the bid document to be submitted in Conformity to Eligibility Criteria?		
4	Whether all pages are authenticated with signature and seal (Full signature to be affixed and not initials). Erasures / Overwriting / Cutting / Corrections authenticated Certification / Undertaking is authenticated?		
5	Whether address of Office on which communication / order has to be placed is indicated in ANNEXURE-4		
6	Whether ensured that the offer is in sealed envelope and super scribed as "Empanelment of Consultants for providing Consultancy Services for Selection of System Integrator for CBS and allied applications in Canara Bank", The EOI No., Name of the Bidder and Due date of the EOI is specified on		
7	Whether ensured Indexing of all Documents submitted with page numbers?		

Bidders to verify the above checklist and ensure accuracy of the same before submission of the bid.

Checked for accuracy

Date

Signature with seal

Name :

Designation :

Note: The Authorization letter as per format ANNEXURE-5 is to be carried in person and shall not be placed inside any of the bid covers.



ANNEXURE-2

Covering Letter Format

(Covering Letter has to be submitted in company's letter head)

Offer Reference No:

Date: dd-mm-yyyy

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

Dear Sir,

Sub: Empanelment of IT Consultants for Selection of System Integrators for CBS and allied applications.

Ref: EOI 04/2021-22 dated 21/01/2022

We have examined the above mentioned tender document including all annexures, the receipt of which is hereby duly acknowledged and subsequent pre-bid clarifications/modifications /amendments, if any, furnished by the Bank and we, the undersigned, offer to get short listed as Consultant for providing Consultancy Services for Selection of System Integrator for CBS and allied applications with the said EOI.

The undersigned is authorized to sign on behalf of the Bidder Company and the necessary supporting documents delegating this authority is enclosed to this letter.

If our offer is accepted, we undertake to participate in the RFP process to consult/advise the Bank in respect of

- A) Providing consultation for Selection of System Integrator for CBS and allied applications.
- B) Conducting a thorough Gap Analysis of the existing IT environment.
- C) Based on the Gap Analysis, guide Bank to prepare Scope and float RFP for Enhancing Digital Customer Experience for the Bank.

We enclose a Demand Draft favouring 'Canara Bank payable at Bengaluru' /Bank Guarantee as per ANNEXURE-8 for Rs. 1,00,000/- as Non-interest Earning refundable deposit/EMD.

We agree to abide by and fulfill all the terms and conditions of the EOI and in default thereof, to forfeit and pay to you or your successors, or authorized nominees such sums of money as are stipulated in the conditions contained in EOI.

We enclose a list of Public Sector/ Private Sector Banks in India (giving their full addresses of IT Department) to whom we have provided Consultancy Services for Selection of System Integrator for CBS and allied applications.

We accept all the Instructions and Terms and Conditions of the subject EOI.

We confirm that we have noted the contents of the EOI and have ensured that there is no deviation in filing our response to the EOI and that the Bank will have the right to disqualify us in case of any such deviations.

We hereby declare that the information submitted above is true to the best of our knowledge. We understand that in case any discrepancy is found in the information submitted by us, our Bid is liable to be rejected.

Date :
Place :

Signature with seal:
Name :
Designation :



ANNEXURE-3
Eligibility Criteria Declaration

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

Sub: Empanelment of IT Consultants for Selection of System Integrators for CBS and allied applications.

Ref: EOI 04/2021-22 dated 21/01/2022

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

Sl. No.	Eligibility Criteria	Documents to be submitted along with the EOI	Bidders Response
1.	The Bidder should be a partnership firm registered under LLP Act, 2008/Indian Partnership Act, 1932 or Company in India as per Indian Companies Act, 1956 or Indian Companies Act, 2013 and should have been in operation for last five years as on EOI 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.	The Bidder should have national presence with minimum experience of 5 years as on the date of EOI for providing IT Consultancy for Large projects implementation i.e., Core Banking / Data warehouse/ Enterprise Wide Integrated Risk Management / Digital Transformation of project value of minimum Rs.50 Crores in BFSI/PSU having more than 1500 Branches.	Experience certificate from BFSI/PSU or Assignment letters/order letters, client references. The order copies / certificates should prove that the consultant has experience of 5 years as on the date of EOI.	
3.	The Bidder should have minimum overall turnover of Rs.300.00 Crores with Rs.50.00 Crores from Consultancy Services for each year for the last three financial years (i.e. 2018-19, 2019-20 and 2020-21). This must be the individual company turnover and not of any group of companies.	Bidder has to submit Balance Sheet for last 3 Years i.e. 2018-19, 2019-20 and 2020-21 (audited/provisional). AND Bidder must produce a certificate from the Company's Chartered Accountant to this effect. The documents certified by Chartered Accountants should mandatorily contain Unique Document Identification Number.	

4.	The Bidder should have Positive Net Worth as on 31/03/2021.	The Bidder must produce a certificate from the Company's Chartered Accountant to this effect. The documents certified by Chartered Accountants should mandatorily contain Unique Document Identification Number.	
5.	The Bidder should be a consultant partner for at least 3 turnkey projects for Information Technology/Digitalization for BFSI/PSU during the last three years from the date of EOI.	The Bidder has to provide order copy/reference Letter duly mentioning the turnkey project name and duration from the customer to this effect.	
6.	The firm should have a pool of at least 10 professionals who have experience in consulting for at least 2 turnkey projects for Information Technology/Digitalization for BFSI/PSU during the last three years from the date of EOI.	Copy of the certificates mentioned along with the profile of the professionals and letter from Company Secretary that stating they are on payroll of the bidder.	
7.	The bidder shall have local office in Bengaluru / Mumbai with own personnel / Support Centers to liaison various activities.	The Bidders to furnish their details like contact details with postal address, no. of personnel etc., besides Local Contact Person Name, Address, Phone No, Mobile No, Email etc.	
8.	The bidders firm or its subsidiaries should not be engaged with Bank in the business of System Integration of hardware or software / solution providers or implementation services or providing facilities management services.	A self-declaration must be furnished.	
9.	The bidder should not have been blacklisted/barred/disqualified by any regulator/statutory body/Government Organization in India as on the date of EOI.	A self-declaration to this effect must be furnished.	

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:
Place:

Signature with seal
Name :
Designation :

ANNEXURE-4
Bidder's Profile

(Bidder's Profile has to be submitted in company's letter head)

Sub: Empanelment of IT Consultants for Selection of System Integrators for CBS and allied applications.

Ref: EOI 04/2021-22 dated 21/01/2022

Sl. No.	Particulars	Details
1)	Name of the Bidder	
2)	Constitution	
3)	Date of Establishment/ Incorporation	
4)	Whether in technical collaboration with Foreign Company? If so give details	
5)	Number of Years in the Business	
6)	Number of years of experience in Handling large projects for Banks.	
7)	Address for Correspondence: Registered Office: Corporate Office:	
8)	Single Point of contact for this EOI and upcoming RFP Name: Designation: Mobile No.: Landline No.: Fax: Email-ID (any changes in the above should be informed in advance to Bank)	
9)	Domestic Customer Base (Number of Clients for Where Consultancy Service have been provided in India)	
10)	<u>Details of Service Net Work</u> Bengaluru: Mumbai:	
11)	PAN number GSTIN <u>Beneficiary Bank Details</u> Beneficiary Name	

Beneficiary Account Number Type of Account (OD/OCC etc.) IFSC Name of the Bank and Branch address	
--	--

Wherever applicable submit documentary evidence to facilitate verification.

We hereby declare that the information submitted above is true to the best of our knowledge. We understand that in case any discrepancy is found in the information submitted by us our Bid is liable to be rejected.

Date :

Place :

Signature with seal:

Name :

Designation :



ANNEXURE-5

Authorization Letter Format

(Authorization Letter Format has to submitted in Company's Letter Head)

The Deputy General Manager
Canara Bank,
Procurement Group
DIT Wing
Naveen complex, 14 MG Road
Bengaluru - 560 001

Date: _____

Dear Sir,

Sub: Empanelment of IT Consultants for Selection of System Integrators for CBS and allied applications.

Ref: EOI 04/2021-22 dated 21/01/2022

This has reference to your above EOI for Empanelment of Consultants for providing Consultancy Services for Selection of System Integrator for CBS and allied applications in Canara Bank.

Mr. / Miss/Mrs. _____ is hereby authorized to attend the bid opening of the above EOI _____ DT: _____ on _____ on behalf of our organization.

The specimen signature is attested below:

(Specimen Signature of Representative)

(Signature of Authorizing Authority)

(Name & Designation of Authorizing Authority)

Place :



ANNEXURE-6

List of Major Customers of the Bidder in Last 3 Years and References in IT Consulting

Sub: Empanelment of IT Consultants for Selection of System Integrators for CBS and allied applications.

Ref: EOI 04/2021-22 dated 21/01/2022

Sl. No.	Name and complete Postal Address of the Customer	Name, Designation, Telephone, Fax, Telex Nos., e-mail address of the contact person (customer)	Nature and Description of the business during last 3 years	Satisfactory Letter from customer to be Enclosed or Purchase Orders to be enclosed
1	2	3	4	6

(Enclose necessary documentary proof)

Date :
Place :

Signature with seal:
Name :
Designation :



ANNEXURE-7
Office Details

(Office Details has to be submitted In Company's Letter Head)

Sub: Empanelment of IT Consultants for Selection of System Integrators for CBS and allied applications.

Ref: EOI 04/2021-22 dated 21/01/2022

Sl. No.	Name of the Office	Address and Telephone No's	E-mail ID of office	Number of Consultant
1.	Bengaluru			
2.	Mumbai			
3.	Others (specify)			

Date :
Place :

Signature with seal:
Name :
Designation :



ANNEXURE-8

BANK GUARANTEE FORMAT FOR EARNEST MONEY DEPOSIT

To : The Deputy General Manager,
Canara Bank,
DIT Wing, Head Office,
Naveen Complex, 14 M G Road
BENGALURU

WHEREAS _____(Name of Tenderer) (hereinafter called "the Tenderer" has submitted its tender dated _____ (Date) for the execution of (Name of Contract)_____ (hereinafter called "the Tender") in favour of _____ hereinafter called the "Beneficiary";

KNOW ALL MEN by these presents that we, _____(name of the issuing Bank), a body corporate constituted under the _____ having its Head Office at _____ amongst others a branch/office at _____ (hereinafter called "the Bank" are bound unto the Beneficiary for the sum of Rs _____ (Rupees _____ only) for which payment well and truly to be made to the said Beneficiary, the Bank binds itself, its successors and assigns by these presents;

THE CONDITIONS of this obligation are:

- (a) If the Tenderer withdraws its Tender during the period of Tender validity specified in the Tender; or
- (b) If the Tenderer having been notified of the acceptance of his Tender by the Beneficiary during the period of Tender validity;
 - (i) fails or refuses to execute the Agreement, if required; or
 - (ii) fails or refuses to furnish the performance security, in accordance with clause _____ of conditions of Contract.

We undertake to pay to the Beneficiary up to the above amount upon receipt of his first written demand without the Beneficiary having to substantiate his demand, provided that in his demand the Beneficiary will note that the amount claimed by him is due to him owing to the occurrence of one or both of the two conditions, specifying the occurred condition or conditions.

Notwithstanding anything contained herein

- i) Our liability under this Bank Guarantee shall not exceed Rs. _____ (Rupees _____ only)
- ii) This Bank Guarantee is valid up to _____ and
- iii) We are liable to pay the guaranteed amount or any part thereof under this Bank Guarantee only and only if you serve upon us a written claim or demand on or before _____ (mention period of guarantee as found under clause (ii) above plus claim period)

Dated _____ day of _____ 20.....

(SIGNATURE & SEAL OF THE BANK)

This Bank guarantee should be confirmed through SFMS by the issuing Bank and the details are as follows

Name of the Bank: Canara Bank
Name of the Branch : DIT Wing
IFSC Code: CNRB0000007



ANNEXURE-9

Compliance Statement

(Compliance Statement has to submitted in Company's Letter Head)

The Deputy General Manager
Canara Bank,
Procurement Group
DIT Wing
Naveen complex, 14 MG Road
Bengaluru - 560 001

Date: _____

Dear Sir,

Sub: Empanelment of IT Consultants for Selection of System Integrators for CBS and allied applications.

Ref: EOI 04/2021-22 dated 21/01/2022

We understand that any deviations mentioned elsewhere in the bid will not be considered and evaluated by the Bank. We also agree that the Bank reserves its right to reject the bid, if the bid is not submitted in proper format as per subject.

Sl. No.	Description	Complied Yes/No
1	Scope of Empanelment	
2	Empanelment procedure	
3	Instructions to the Applicants	

We hereby declare that the information submitted above is true to the best of our knowledge. We understand that in case any discrepancy is found in the information submitted by us our tender is liable to be rejected.

Date

Signature with seal

Name :

Designation :



ANNEXURE-10
Team of Consultants

Sub: Empanelment of IT Consultants for Selection of System Integrators for CBS and allied applications.

Ref: EOI 04/2021-22 dated 21/01/2022

Sl. No	Name of Consultant	Prof. Qualifications	Certifications/ Accreditations	expertise In terms of years and areas of expertise	IT Expertise In terms of years and areas of expertise	Number of similar assignments involved in Banks in India

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

Date

Signature with seal

Name :

Designation :