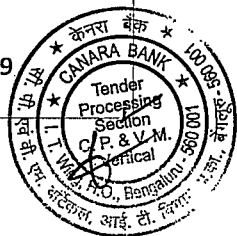


REQUEST FOR EXPRESSION OF INTEREST

FOR

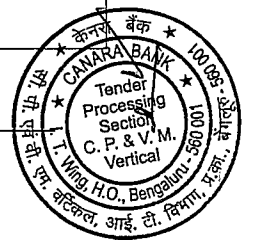
**EMPANELMENT OF VENDORS FOR CONTENT DEVELOPMENT AND
HOSTING SERVICES FOR E-LEARNING SOLUTION IN CANARA BANK FOR
THREE YEARS**

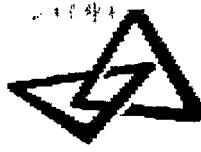
Issued by: Canara Bank,
Centralized Procurement & Vendor Management Vertical,
Information Technology Wing,
1st Floor, Naveen Complex,
14, M G Road,
Bengaluru - 560 001
Email: dittenders@canarabank.com
Phone No: 080-25584040 Extension- 245/225/474



Bid Details in Brief Description

Sl. No.	Description	Details
1.	EOI No. and Date	EOI 06/2023-24 dated 21/10/2023
2.	Name of the Wing	Information Technology Wing
3.	Brief Description of the EOI	Expression of Interest for Content Development and Hosting Services for E-Learning Solution in Canara Bank for Three Years
4.	Bank's Address for Communication and Submission of Tender	Deputy General Manager Canara Bank, Centralized Procurement & Vendor Management Vertical, IT Wing, 1st Floor, Naveen Complex, 14, MG Road, Bengaluru -560 001 Tel - 080-25584040 Extension-245/225/474 Fax- 080-25596539 Email: dittenders@canarabank.com Senior Manager, Centralized Procurement & Vendor Management Vertical
5.	Date of Issue of EOI	21/10/2023, Saturday
6.	Earnest Money Deposit (Refundable)	Rs.50,000/-
7.	Tender Fee (Non-Refundable)	Rs.2,000/-
8.	Last Date and Time for Submission of Queries for Pre Bid Meeting	31/10/2023, Tuesday, 3.00 PM
9.	Date of Pre Bid Meeting	03/11/2023, Friday, 3.30 PM
10.	Last Date and Time for Submission of Bids	21/11/2023, Tuesday, 3.00 PM
11.	Date of Opening of Bid	21/11/2023, Tuesday, 3.30 PM
12.	Venue for Prebid Meeting and Bid Opening	Pre-bid meeting will be held on 03/11/2023, Friday, 3.30 PM Venue: Pre Bid meeting will be held Online (through Microsoft Teams) and participants are requested to attend the meeting Online.





scanned copy of authorization and Valid ID Card of the participant by email to dittenders@canarabank.com. (Physical copy should be submitted at later date)

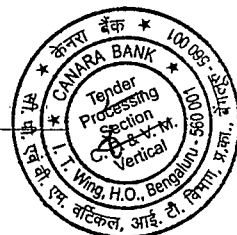
Upon perusal of the same the link / meeting id will be shared to the participant to participate in the meeting (Microsoft Teams).

Pre-bid Queries should be sent to E-mail dittenders@canarabank.com and must reach us on or before 30/10/2023, Monday at 3.00 pm. Subject of the email should be given as "Pre Bid Queries for EO1 06/2023-24 dated 21/10/2023". Queries reaching afterwards will not be entertained.

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.



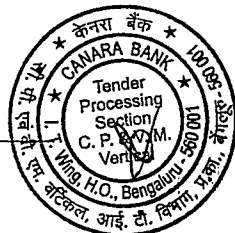
Disclaimer

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 https://canarabank.com/User_page.aspx?cid=110 and it will become part and parcel of EOI.

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.

No person of the Bank or the Contractors, vendors and third parties shall violate the Social Media Policy of the Bank. Non-adherence to the standards/guidelines in relation to Social Media Policy issued by the Bank from time to time and any omission or commission which exposes the Bank to actual or potential monetary loss or otherwise, reputation loss on account of non-adherence of Social Media related systems and procedures on the part of personnel of the Bank or Contractors, Vendors and third parties shall be construed as violation of Social Media Policy.





Abbreviations used in this Document

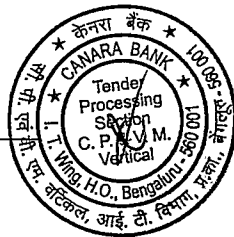
Sl. No.	Abbreviation	Description
1.	BG	Bank Guarantee
2.	DD	Demand Draft
3.	IT	Information Technology
4.	EMD	Earnest Money Deposit
5.	GST	Goods and Service Tax
6.	HO	Head Office
7.	LD	Liquidated Damage
8.	MSME	Micro Small & Medium Enterprises
9.	NEFT	National Electronic Funds Transfer
10.	NI Act	Negotiable Instruments Act
11.	OEM	Original Equipment Manufacturer
12.	OS	Operating System
13.	PAN	Permanent Account Number
14.	EOI	Expression Of Interest
15.	RFQ	Request for Quotation
16.	AICC	Aviation Industry Computer Based Training Committee
17.	CBT	Computer Based Training / Tutorial
18.	MSD	Module Specification Document
19.	FTP	File Transfer Protocol
20.	GUI	Graphic User Interface
21.	IPR	Intellectual Property Rights
22.	L1	The Lowest offer in the Commercial Bid
23.	LMS	Learning Management System
24.	SME	Subject Matter Expert



CONTENTS

Sl. No.	Details	Sl. No.	Details
1	About Canara Bank	13	Preparation of Bids
2	Definitions	14	Submission of Bids
3	About EOI	15	Bid Opening
4	Objective	16	Erasures or Alterations
5	Eligibility Criteria	17	Evaluation of EOI
6	Scope of Empanelment	18	Clarifications of Offers
7	Project Timeline	19	Modification/Cancellation of EOI
8	Empanelment Procedure	20	Responsibility for Completeness
9	De-empanelment of Bidders	21	Intimation to Successful Bidders
10	Clarification to the EOI and Pre bid Queries	22	Issuance of Limited EOI
11	Pre bid Meeting	23	Intellectual Property Right
12	Amendment to EOI		

No	ANNEXURES
1)	Checklist
2)	Covering Letter Format
3)	Eligibility Criteria Declaration
4)	Bidder's Profile
5)	Authorization Letter Format
6)	List of major customers
7)	Compliance Statement
8)	Non-Disclosure Agreement
9)	Bidders Service Support Details
10)	Office details
11)	Tender Fee & Bid Security Declaration
12)	Scope of Work
13)	Self-certification of the bidder towards Local Content





1. About Canara Bank

- 1.1. CANARA BANK is one of the largest public sector banks 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 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 9714 branches, 24 Circle offices and 176 Regional Offices situated across the States. The Bank also has offices abroad in London, Dubai, and New York.
- 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:

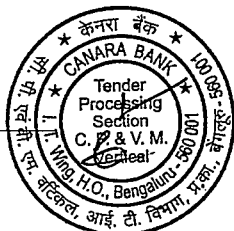
- 2.1. 'Bank' means, unless excluded by and repugnant to context or the meaning thereof, shall mean 'Canara Bank', described in more detail in Paragraph 1 above and which has invited bids under this Expression of Interest and shall be deemed to include its successors and permitted assigns.
- 2.2. 'EOI' means Expression of Interest for Empanelment of Vendors for Content Development and Hosting Services for E-Learning Solution in Canara Bank for Three years.
- 2.3. The firms, institutions & companies submitting the proposal in response to this EOI shall hereinafter be referred to as 'Bidder'.
- 2.4. 'Contract' means the agreement signed by successful bidder and the Bank at the conclusion of bidding process, wherever required.
- 2.5. 'Proposal' means that Technical proposal including any documents submitted by the bidder as per the formats prescribed in the EOI.

3. About EOI

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 vendors as identified by the bank after completion of the selection process.

4. Objectives

- 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 Vendors for Content Development and Hosting Services for E-Learning Solution in Canara Bank for Three years.



4.2. The bidders satisfying the Eligibility Criteria as per the EOI and having experience in engagement of Vendors for Content Development and Hosting Services for E-Learning Solution may respond.

4.3. The bank is looking for companies who have sufficient experience, resources and established facilities and can support Bank's requirement for providing "Content Development and Hosting Services for E-Learning Solution in Canara Bank for Three years".

5. Eligibility Criteria

5.1. Interested bidders, who are capable of Content Development and Hosting Services for E-Learning Solution mentioned in the present EOI document and meet the Eligibility Criteria as per Annexure-3, may respond.

5.2. Non-compliance to any of the 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 criteria evaluation. The proof provided must be in line with the details mentioned in "Documents to be submitted for Compliance". Any credential detail mentioned in "eligibility Criteria Compliance" not accompanied by relevant proof documents will not be considered for evaluation.

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

6. Scope of Empanelment:

6.1. To facilitate the e-Learning facility and to meet the Job family requirements, Bank intends to outsource the module development services.

6.2. This tender is being floated to empanel e-Learning module (including both e-learning course and video) developers to provide services for developing e-learning modules matching to job family needs.

6.3. The content for these modules would be provided by us in text, pdf, ppt or other suitable formats either in hard or soft copy, preferably in soft copy. The e-Learning modules will have to be SCORM1.2 /AICC standards/ mp4 (for videos) with latest version as at the time of developing for uploading to the Bank's LMS.

6.4. Bidder who is interested in participating in this EOI must fulfil the eligibility criteria mentioned in the document and also be in a position to comply with the technical requirements.

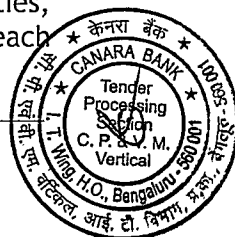
6.5. The bidder must also agree to all our terms & conditions mentioned under this EOI.

6.6. Bank will not accept any deviations from the terms and conditions specified in the tender. Deviations may result in disqualification of the offer made by the vendor.

6.7. Along with the above please refer Annexure-12 for detailed scope of work.

7. Project Timeline:

7.1. The timeline for each module may vary depending on the frequency of Activities, Quantum, Length and Duration of Activities. The indicative timeline for each module is as mentioned below:





Sl. No.	Activity	Indicative Timeline
a.	Preparation of MSD including workshop with Bank	1 Week
b.	Preparation of story board	1 Week
c.	Developing Alpha version / first cut animated Video	2 Weeks
d.	Developing Beta version	1 week
e.	Developing Final version	1 Week

8. Empanelment Procedure

The Vendor for providing Content Development and Hosting Services for E-Learning Solution Services will be empaneled as per the following process:

- 8.1. Vendor/s satisfying the eligibility criteria will be short listed after due scrutiny of documents submitted by the bidder.
- 8.2. Bank reserves the right to accept / reject any or all Expression of Interest (EOI) received in response to this advertisement without assigning any reasons, whatsoever.

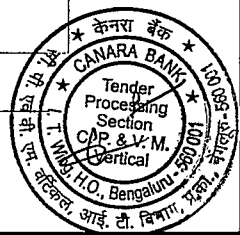
9. De-empanelment of bidders

- 9.1. During empanelment period, the Bank reserves the right to de-empanel any bidder. The Bank's decision will be final in this regard.
- 9.2. Bank retains with themselves the authority to blacklist or bar a bidder for a specified period of the time from participating in its tendering process where the Bank has authentic information that the bidder has been debarred/black listed from participating in the tendering process by an international organization or by a local organization on grounds 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 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 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 bidder in advance.

10. Clarification to the EOI and Pre-Bid Queries

- 10.1. The bidder should carefully examine and understand the scope, 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 as per the format mentioned below:

Sl. No.	Bidder's Name	Page No.	Section	EOI Clause	Clause/Technical Specification	Bidder's Query
1						



2						
3						
4						
5						
6						

10.2. All communications regarding points requiring clarifications and any doubts shall be given in writing to the Deputy General Manager, Centralized Procurement and Vendor Management Vertical, Canara Bank, IT Wing, HO (Annexe), 14, M G Road, Bengaluru - 560 001 and as specified in bid schedule before due date & time.

10.3. No queries will be entertained from the bidders after the above date and time mentioned in the bid schedule.

10.4. No oral or individual consultation shall be entertained.

11. Pre-Bid meeting

11.1. A pre-bid meeting of the intending bidders will be held as scheduled in Bid schedule to clarify any point/doubt raised by them in respect of this EOI. No separate communication will be sent for this meeting.

11.2. 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.

11.3. Bank has the discretion to consider any other queries raised by the bidder's representative during the pre-bid meeting.

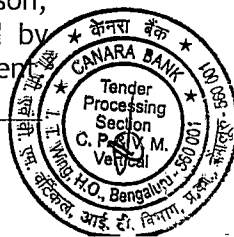
11.4. Bank will have liberty to invite its technical consultant or any outside agency, wherever necessary, to be present in the pre-bid meeting to reply to the technical queries of the bidders in the meeting.

11.5. 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.

11.6. 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.

12. Amendment to EOI

12.1. 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





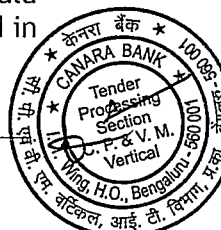
- 12.2. Notification of amendments will be put up on the Bank's website (www.canarabank.com) and will be binding on all bidders and no separate communication will be issued in this regard.
- 12.3. In order to allow prospective bidders reasonable time in which to take the amendment into account in preparing 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.

13. Preparation of Bids

- 13.1. 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.
- 13.2. 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.
- 13.3. The Conformity to Eligibility Criteria should be complete in all respects and contain all information sought for, as per Annexure-3.
- 13.4. Bidders can also submit the EMD with Account Payee Demand Draft in favour of Procurement Group payable at Bangalore.
- 13.5. Bidder has to submit scanned copy / proof of the DD along with bid and has to ensure delivery of hardcopy to the Buyer within 5 days of Bid End date / Bid Opening date.
- 13.6. Bidders can also submit the EMD with Payment online through RTGS / internet banking to the following:
- Beneficiary name: DIT Procurement
Account No.: 0792201002351
IFSC Code: CNRB0000792
Bank Name: Canara Bank
Branch address: Trinity Circle Bangalore.
- 13.7. Bidder to indicate bid number and name of bidding entity in the transaction details field at the time of online transfer. Bidder has to send scanned copy / proof of the Online Payment Transfer along with bid.

14. Submission of Bids

- 14.1. The sealed envelope containing the response to EOI along with the required documents shall be super scribed on the top of the envelope "Expression of Interest of Vendors for Content Development and Hosting Services for E-Learning Solution in Canara Bank for Three years in response to EOI 06/2023-24 dated 21/10/2023" 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 Bid Schedule.





- 14.2. If the last day of 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.
- 14.3. Bids sent through post/courier will not be accepted/evaluated. No offer will be accepted directly.
- 14.4. 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.
- 14.5. The following officials will facilitate in bid related queries and make arrangements for deposit of bid documents.

First Official	Alternate Official
Mr. Praveen Kumar K K Senior Manager Canara Bank CP & VM Vertical, IT Wing, First Floor, Naveen Complex, 14 M G Road, Bengaluru - 560 001. Tel - 080 25590070	Mr. Nagendra Kumar M Assistant General Manager Canara Bank CP & VM Vertical, IT Wing, First Floor, Naveen Complex, 14 M G Road, Bengaluru - 560 001.

- 14.6. In case the 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 above.
- 14.7. The bidder should make all the necessary arrangements to ensure that the sealed and marked tender documents are dropped in the Tender Box only at the Place, Venue, Date and Time mentioned in Bid schedule.
- 14.8. 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.

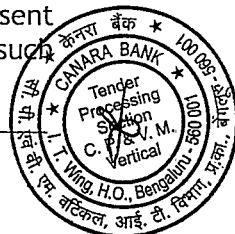
15. Bid Opening

- 15.1. EOI will be opened in the presence of the Bidder's representative/s who may choose to attend the bid opening as per Bid Schedule.

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.

Note: Authorization letter should be carried in person and shall not be placed inside in any of the bid covers.

- 15.2. 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.

15.3. 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.

16. Erasures or Alterations

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. Evaluation of EOI

17.1. 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.

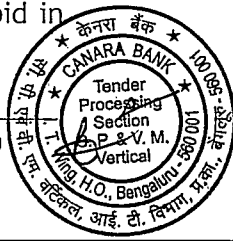
17.2. The Bank will scrutinize the Bid/s received to determine whether they are complete in all respects as per the requirement of EOI, whether the documents have been properly signed and whether items are offered as per EOI requirements, whether technical documentation as required to evaluate the offer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

17.3. EOI submitted by the bidder will be evaluated based on the format mentioned in **Annexure-1**. Bidders who will qualify from Eligibility Criteria Evaluation will be empaneled. Period of empanelment will be decided by the Bank. The short listed applicants will be notified in due course. Only shortlisted applicants will be invited to participate in the tender/EOI. No interim enquiries will be entertained. The decision taken by the Bank shall be final and no representation or correspondence shall be entertained.

18. Clarifications of Offers

18.1. 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.

18.2. 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.



18.3. 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.

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

19. Modification/Cancellation of EOI

19.1. 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.

19.2. 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:

- a) Services contemplated are no longer required.
- b) Change in the scope of work or due to unforeseen circumstances and/or factors and/or new developments.
- c) The project is not in the best interest of the Bank.
- d) Any other reason.

19.3. 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.

20. Responsibility for completeness

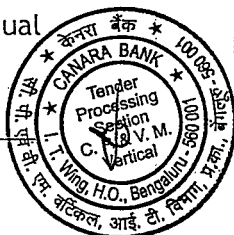
20.1. The Bidder shall be responsible for any discrepancies, errors and omissions in the bid, or other information submitted by him irrespective of whether these have been approved, reviewed or otherwise accepted by the Bank or not. The Bidder shall take all corrective measures arising out of discrepancies,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

20.2. 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.

20.3. 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.

21. Intimation to the successful Bidders

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



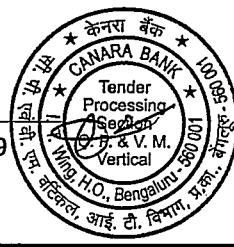


22. Issuance of limited EOI

- 22.1. The Bank reserves the right to issue limited EOI based on the responses and the requirement of the Bank.
- 22.2. Only shortlisted applicants will be invited to participate in the limited EOI Process. The shortlisted applicants will be provided with limited EOI documents through E-mail or hand delivery. The vendors are required to respond accordingly.
- 22.3. No interim enquiries will be entertained. The decision taken by the Bank shall be final and no representation or correspondence shall be entertained.
- 22.4. 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.
- 22.5. The Bank reserves the right to avail services independently on its own without reference to shortlisted bidders of EOI.

23. Intellectual Property Rights:

- 23.1. Bidder warrants that the inputs provided shall not infringe upon any third party intellectual property rights, including copyrights, patents and other intellectual property rights of any nature whatsoever. Bidder warrants that the deliverables shall not infringe upon any third party. Intellectual property rights, including copyrights, patents and other intellectual property rights of any nature whatsoever. The bidder should ensure that the Hardware and Software supplied to the Bank shall not infringe the third party intellectual property rights, if any. The bidder has to ensure that third party rights are not infringed even in case of equipment /software supplied on behalf of consortium as bidder.
- 23.2. In the event that the Deliverables become the subject of claim of violation or infringement of a third party's intellectual property rights, bidder shall at its choice and expense: [a] procure for Bank the right to continue to use such deliverables; [b] replace or modify such deliverables to make them non-infringing, provided that the same function is performed by the replacement or modified deliverables as the infringing deliverables; or [c] if the rights to use cannot be procured or the deliverables cannot be replaced or modified, accept the return of the deliverables and reimburse bank for any amounts paid to bidder for such deliverables, along with the replacement costs incurred by Bank for procuring an equivalent equipment in addition to the penalties levied by Bank. However, Bank shall not bear any kind of expense, charge, fees or any kind of costs in this regard. Notwithstanding the remedies contained herein, the bidder shall be responsible for payment of penalties in case service levels are not met because of inability of the bank to use the proposed solution.
- 23.3. The indemnification obligation stated in this clause apply only in the event that the indemnified party provides the indemnifying party prompt written notice of such claims, grants the indemnifying party sole authority to defend, manage, negotiate or settle such claims and makes available all reasonable assistance in defending the claims [at the expenses of the indemnifying party]. Notwithstanding the foregoing, neither party is authorized to agree to any settlement or compromise or the like which would require that



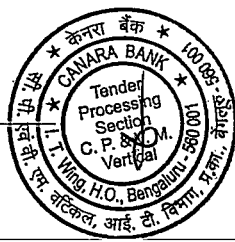
23.4. The indemnified party make any payment or bear any other substantive obligation without the prior written consent of the indemnified party. The indemnification obligation stated in this clause reflects the entire liability of the parties for the matters addressed thereby.

23.5. The bidder acknowledges that business logics, work flows, delegation and decision making processes of Bank are of business sensitive nature and shall not be disclosed/referred to other clients, agents or distributors of Hardware/Software.

Handwritten signature

DEPUTY GENERAL MANAGER

Handwritten signature



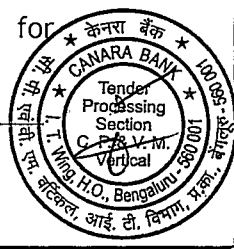


ANNEXURE- 1
CHECKLIST

The bidder shall confirm whether following are submitted in their EOI/ 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.	The documents in support of Eligibility criteria declaration, wherever required as mentioned in this EOI.	Annexure- 3		
3.	Bidder's Profile.	Annexure- 4		
4.	Authorization letter format for Bid Opening (to be carried by the person who is authorized to attend the Bid opening).	Annexure- 5		
5.	List of Major Customers of the Bidder in Last 3 Years and References	Annexure- 6		
6.	Compliance Statement	Annexure- 7		
7.	Non-Disclosure Agreement	Annexure- 8		
8.	Service Support Details	Annexure- 9		
9.	Office Details	Annexure- 10		
10.	Tender fee and bid security declaration	Annexure- 11		
11.	Scope of Work	Annexure- 12		
12.	Self-certification of the bidder towards Local Content	Annexure- 13		
13.	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. 13.2		

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]
1	Whether Bidder has to submit Declaration as per Annexure-11 in lieu of waiver of Tender fee & EMD?	
2	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?	
3	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	
4	Whether address of Office on which communication/ order has to be placed is indicated in Annexure-4.	
5	Whether ensured that the offer is in sealed envelope and super scribed as Empanelment of Vendors for Expression of Interest for Empanelment of Vendors for Content Development and Hosting Services for E-Learning Solution in in Canara Bank for Three years. The EOI No., Name of the Bidder and Due date of the EOI is specified	
6	Whether ensured Indexing of all Documents submitted with page numbers?	

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

Date:

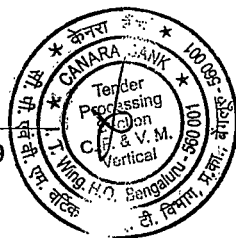
Signature with seal:

Place :

Name:

Designation :

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.	Ensure
--	--------



केनरा बैंक



Canara Bank

ANNEXURE-2

Covering Letter Format

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

To

The Deputy General Manager,
Canara Bank,
Centralized procurement and vendor Management Vertical,
IT, Naveen Complex, 14 M G Road,
Bengaluru - 560 001, Karnataka

Dear Sir,

Sub: Empanelment of Vendors for Content Development and Hosting Services for E-Learning Solution in Canara Bank for Three years.

Ref: EOI 06/2023-24 dated 21/10/2023

@@@

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 empaneled Corporate Business Correspondent. 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 limited EOI process to provide the selected technologies for which requirement arises in the Bank.

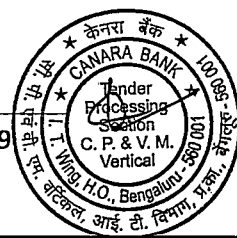
We agree to abide by and fulfill all the terms and conditions and scope of work as defined in EOI and in default thereof, to forfeit and pay to you or your successors, or authorized nominees such sums of money as are stipulated in the conditions contained in EOI.

We will not sub-contract works to any contractor from a country which shares a land border with India unless such contractor is registered with the Competent Authority (refer: F/No.6/18/2019-PPD dated 23/07/2020 of Public Procurement Division, Department of Expenditure, Ministry of Finance). We further understand that any false declaration and non-compliance of the above would be a ground for immediate termination of the contract and further legal action in accordance with the laws.

All the details mentioned by us are true and correct and if Bank observes any misrepresentation of facts on any matter at any stage, Bank has the absolute right to reject the proposal and disqualify us from the selection process. Bank reserves the right to verify /evaluate the claims made by the Bidder independently.

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 undertake that we have not been blacklisted/debarred by any Scheduled Commercial Banks/Public Sector Undertakings/Government Entities in India as on date.



केनरा बैंक



Canara Bank

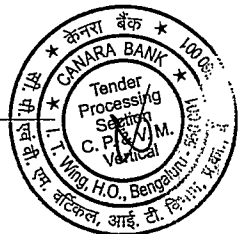
We hereby declare that the information submitted above is true to the best of our knowledge. We understand that in case any discrepancy is found in the information submitted by us, our Bid is liable to be rejected.

Date:

Signature with seal

Name:

Designation:





ANNEXURE-3
Eligibility Criteria Declaration

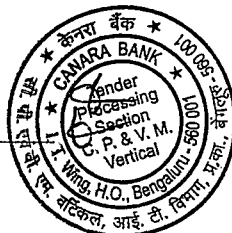
[On Firm's / Company's letter head]

Sub: Empanelment of Vendors for Content Development and Hosting Services for E-Learning Solution in Canara Bank for Three years

Ref: EOI 06/2023-24 dated 21/10/2023

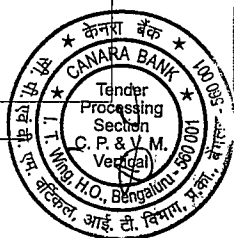
We have carefully gone through the contents of the above referred EOI along with replies to pre-bid queries & amendment, if any and furnish the following information relating to Eligibility Criteria.

Sl. No.	Eligibility Criteria	Documents to be submitted In compliance with Eligibility Criteria	Bidders Response
1.	<p>The Company operating should be legally compliant company and can be:</p> <p>a. A partnership firm or a Limited Liability Partnership duly registered under the Limited Liability Partnership Act, 2008.</p> <p align="center">(OR)</p> <p>b. Company duly registered in India as per Indian Companies Act, 1956 or Indian Companies Act, 2013.</p> <p align="center">(OR)</p> <p>Proprietorship firm duly registered under the applicable shops and commercial Establishments Act and should be compliant to all the applicable laws.</p>	<p>Copy of Certificate of LLP registration.</p> <p align="center">(OR)</p> <p>Copy of Certificate of Incorporation and Certificate of Commencement of business in case of Public Limited Company or Certificate of Incorporation in case of Private Limited Company, issued by the Registrar of Companies.</p> <p align="center">(OR)</p> <p>Copy of Certificate of registration under shops and commercial Establishments Act.</p>	
2.	<p>The Bidder should have average turnover of Rs.5 Cr (Rupees Five Crore) & above in the last 3 (three) financial years (i.e., 2020-21, 2021-22 and 2022-23). This must be the individual company turnover and not of any group of companies.</p>	<p>Bidder has to submit audited Balance Sheet copies for last 3 Years i.e. 2020-21, 2021-22 and 2022-23 along with certificate from the Company's Chartered Accountant to this effect with Unique Document Identification Number.</p>	





3.	The Bidder should have positive Net Worth as on 31/03/2023 and also should have not eroded by more than 30% in the last three financial years, ending on 31/03/2023.	The Bidder should submit certificate from the Company's Chartered Accountant with UDIN to this effect.	
4.	The bidder should have supplied content development service for e-learning solutions in at least three Govt. depts./ Public sector Unit/ Schedule commercial Banks /IITs/IIMs/Universities /MNCs in India.	The bidder should submit Purchase order copies/ Satisfactory performance certificate from clients / Contract with client/ Audit report.	
5.	Bidder should possess the requisite human resource capabilities. i.e. minimum 20 professionals and should be in permanent roster of the selected bidder working in the area of video production/quality assurance/Implementation operations.	Letter form HR head Mentioning the total number of employees (Regular/Contractual) along with the names of employees.	
6.	The agency must have in- house production facilities for production and editing of contents in all forms including video in high definitions, research based technical content etc.	Image or video samples of your in-house facility through USB/FTP/Drive.	
7.	Bidders should not be under debarment/blacklist period for breach of contract/ fraud/ corrupt practices by any Scheduled Commercial Bank/ Public Sector Undertaking/ State or Central Government or their agencies/ departments on the date of submission of this EOI.	The Bidder should submit self-declaration on the Company's letter head to this effect.	
8.	Any Bidder (including OEM and OSD/OSO, if any) from a country which shares a land border with India will be eligible to bid, only if the Bidder (including OEM and OSD/OSO) are registered with the Competent Authority. Bidder (entity) from a country which shares a land border with India means:	A declaration stating "We have read the clause regarding restrictions on procurement from a Bidder of a country which shares a land border with India. We further certify that we and our OEM are not from such a country or if from such a country, has been registered with Competent Authority. We hereby certify that we and our OEM fulfills all	





<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>requirements in this regard and are eligible to be considered" to be submitted in Company's letter head.</p> <p>[Where applicable, evidence of valid registration by the Competent Authority shall be attached.]</p>	
---	---	--

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 Technical cum Eligibility.

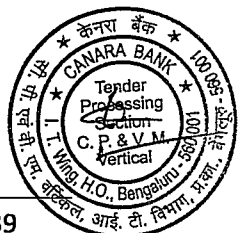
Date:

Signature with seal

Place:

Name:

Designation :



ANNEXURE-4

Bidder's Profile

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

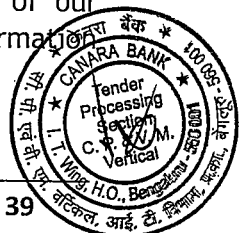
Sub: Empanelment of Vendors for Content Development and Hosting Services for E-Learning Solution in Canara Bank for Three years

Ref: EOI 06/2023-24 dated 21/10/2023

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)	Address for Correspondence: Registered Office: Corporate Office:	
7)	Single Point of contact for this EOI and upcoming RFP/RFQ Name: Designation: Mobile No.: Landline No.: Fax: Email-ID (any changes in the above should be informed in advance to Bank)	
8)	Domestic Customer Base (Number of Clients for Where Consultancy Service have been provided in India)	
9)	<u>Details of Service Net Work</u>	
10)	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.



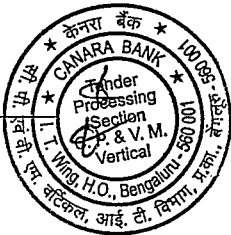
केनरा बैंक



Canara Bank

Date:
Place :

Signature with seal:
Name:
Designation :



केनरा बैंक



Canara Bank

ANNEXURE-5

Authorization Letter Format

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

The Deputy General Manager
Canara Bank,
Centralized procurement and vendor Management Vertical,
IT Wing
Naveen complex, 14 MG Road
Bengaluru - 560 001

Date: _____

Dear Sir,

Sub: Empanelment of Vendors for Content Development and Hosting Services for E-Learning Solution in Canara Bank for Three years.

Ref: EOI 06/2023-24 dated 21/10/2023

@@@

This has reference to your above EOI for Empanelment of Vendors for Content Development and Hosting Services for E-Learning Solution in Canara Bank for Three years, Mr. / Miss/Mrs. _____ is hereby authorized to attend the bid opening of the above EOI _____ DT: _____ on _____ on behalf of our organization.

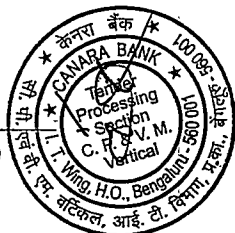
The specimen signature is attested below:

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

Sub: Empanelment of Vendors for Content Development and Hosting Services for E-Learning Solution in Canara Bank for Three years.

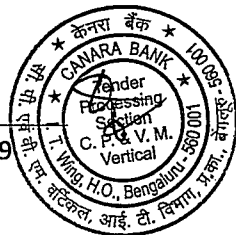
Ref: EOI 06/2023-24 dated 21/10/2023

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/orders Order No. & date value etc.	Documentary Proof like Satisfactory Letter from customer to be Enclosed or Purchase Order copies to be enclosed
1	2	3	4	5

(Enclose necessary documentary proof)

Date:
Place :

Signature with seal:
Name:
Designation :





Annexure-7

Compliance Statement

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

The Deputy General Manager
Canara Bank,
Centralized procurement and vendor Management Vertical
IT Wing
Naveen complex, 14 MG Road
Bangalore - 560 001

Date: _____

Dear Sir,

Sub: Empanelment of Vendors for Content Development and Hosting Services for E-Learning Solution in Canara Bank for Three years.

Ref: EOI 06/2023-24 dated 21/10/2023

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

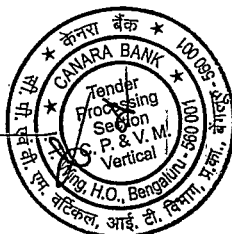
Sl. No.	Description	Complied Yes/No
1	Scope of Empanelment	
2	Empanelment Procedure	
3	EOI document	

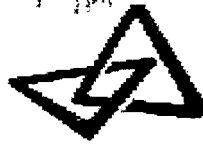
We also undertake that we are complying with the prevailing guidelines issued by various regulatory authorities on Minimum Wages Act, applicable labor laws, from time to time for the resources deployed for Empanelment of Vendors for Content Development and Hosting Services for E-Learning Solution in Canara Bank for Three years.

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:
Place :

Signature with seal:
Name:
Designation :





ANNEXURE-8

Non-Disclosure Agreement

(To be given on the Company's Letter Head)

WHEREAS, we, _____,
having Registered Office at _____, hereinafter referred to
as the Bidder, are agreeable to provide Business Correspondent Services at locations
allocated by Canara Bank, having its office at 14, Naveen complex, HO(annex), M.G Road
Bengaluru -560001 hereinafter referred to as the BANK and,

WHEREAS, the Bidder understands that the information regarding the Bank's Infrastructure
shared by the BANK in their Expression of Interest is confidential and/or proprietary to the
BANK, and

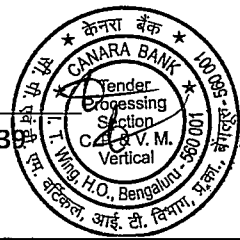
WHEREAS, the Bidder understands that in the course of submission of the offer for
"Empanelment of Vendors for Content Development and Hosting Services for E-Learning
Solution in Canara Bank for Three years" and/or in the aftermath thereof, it may be
necessary that the Bidder may perform certain jobs/duties on the Banks properties and/or
have access to certain plans, documents, approvals or information of the BANK; NOW
THEREFORE, in consideration of the foregoing, the Bidder agrees to all of the following
conditions, in order to induce the BANK to grant the Bidder specific access to the BANK's
property/information. The Bidder will not publish or disclose to others, nor, use in any
services that the Bidder performs for others, any confidential or proprietary information
belonging to the BANK, unless the Bidder has first obtained the BANK's written authorization
to do so.

The Bidder agrees that notes, specifications, designs, memoranda and other data shared by
the BANK or, prepared or produced by the Bidder for the purpose of submitting the offer to
the BANK for the said solution, will not be disclosed during or subsequent to submission of
the offer to the BANK, to anyone outside the BANK.

The Bidder shall not, without the BANKs written consent, disclose the contents of this
Request for Proposal (Bid) or any provision thereof, or any specification, plan, pattern,
sample or information (to be) furnished by or on behalf of the BANK in connection therewith,
to any person(s) other than those employed/engaged by the Bidder for the purpose of
submitting the offer to the BANK and/or for the performance of the Contract in the
aftermath. Disclosure to any employed/engaged person(s) shall be made in confidence and
shall extend only so far as necessary for the purposes of such performance.

Date:
Place :

Signature with seal:
Name:
Designation :



Annexure-9

Service Support Details

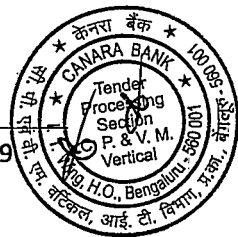
Sub: Expression of Interest of Vendors for Content Development and Hosting Services for E-Learning Solution in Canara Bank for Three years.

Ref: EOI 06/2023-24 dated 21/10/2023

Sl. No	Location	Postal Address	Contact Details (including Name of In charge and his contact no. email etc.)	Service Facilities Available (Describe)	Jurisdiction
1	Bidders Office Details				
2					

Date:
Place :

Signature with seal:
Name:
Designation :



Annexure- 10Office Details

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

Sub: Expression of Interest of Vendors for Content Development and Hosting Services for E-Learning Solution in Canara Bank for Three years.

Ref: EOI 06/2023-24 dated 21/10/2023

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

Details of the Human Resources available with the firm segregated on the categories:

Sl. No.	Category	Name	Qualification	Experience/Skill/Domain	With the Firm since

Date:
Place :

Signature with seal:
Name:
Designation :



Annexure-11

Tender Fee and Bid Security Declaration

(to be provided on letter head)

To,

The Deputy General Manager,
Canara Bank,
Centralized procurement and vendor Management Vertical
IT Wing, Head Office,
Naveen Complex, 14 M G Road

**Sub: Expression of Interest of Vendors for Content Development and Hosting Services
for E-Learning Solution in Canara Bank for Three years.**

Ref: EOI 06/2023-24 dated 21/10/2023

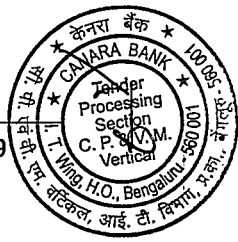
Dear Sir

We declare that if we withdraw or modify our Bids during the period of validity, or if we are awarded the contract and we fail to sign the contract, or to submit a performance security before the deadline defined in the EOI, we note that we will be suspended for the period of two years from being eligible to submit Bids for contracts with Canara Bank.

[Signature of Authorized Signatory]

Date:
Place :

Signature with seal:
Name:
Designation :





ANNEXURE-12
Scope of Work

[On Firm's / Company's letter head]

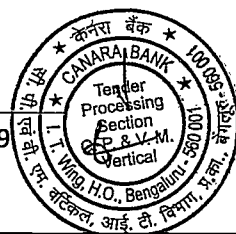
Sub: Empanelment of Vendors for Content Development and Hosting Services for E-Learning Solution in Canara Bank for Three years

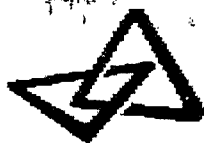
Ref: EOI 06/2023-24 dated 21/10/2023

Successful Bidders will have to perform the following tasks / activities:

1. Specifications for Creation of E learning modules:

- 1.1. Design and Develop the modules (Courses and Videos) on the subjects decided by the Bank, so that they could be launched from any LMS that supports SCORM 1.2, AICC (Aviation industry Computer Based Training Committee) standards/ mp4 (for videos).
- 1.2. These modules should consist of multimedia elements such as text, images, videos, quizzes and interactive elements, which can be accessed remotely via the internet. Such modules should use very low band width when the content is accessed using wide area network (WAN) and low bandwidth internet connection.
- 1.3. The modules shall be developed in multiple languages as per the requirement of the Bank, machine voice can be used for voice over.
- 1.4. Voice (accent), pictures, names and animations etc. should be Indian.
- 1.5. Depending on the content, context and user capability a module will be categorized as Basic, Intermediate or Advanced level.
 - ✓ **Basic Level Module:** Designed for conceptual understanding and clarify and creating awareness among users
 - ✓ **Intermediate level Module:** Designed for development operational procedures and implementation
 - ✓ **Advanced level Module:** Designed for developing higher skills or knowledge, in-depth analysis on the topic.
- 1.6. Each E-learning course shall mention its objectives, Target group, should have two or more topics. Each topic should have 30 webpages (expecting users to invest around a maximum of 30 minutes to learn).
- 1.7. One Info screen should be provided for each course having details like the topic names, the no. of screens and their duration, date on which the course is updated.
- 1.8. On start, user should be able to choose between the book marked page or the first page.
- 1.9. In case of Hyperlinks, use link text that is easy to understand in a given context. All link texts should be self-explanatory.
- 1.10. Course screen should start maximized. The course should be launched in full screen mode on the landing page of LMS.
- 1.11. Each course shall have a welcome screen with the name of the e- course, course objectives, target group and Disclaimer clause.
- 1.12. Only one topic/concept/subject should be discussed on a screen.





- 2.2.2. The content should be compliant with accessibility guidelines (for differently abled people) and may be offered as an OPTIONAL item.
- 2.2.3. Design and Development of e-Learning courses and videos based on the content that would be provided by the Bank. The e-courses and videos developed also should be of cross platform compatibility (i.e. Android, Windows, IOS and any other mobile platforms) and also compatible with major browsers (i.e. IE, Mozilla Firefox, Google Chrome, etc.,). The design and content will be developed in collaboration with the Bank. The Bank will own it and will have all Intellectual Property Rights on it, exclusively.
- 2.2.4. The courseware to be developed, should be interactive and have graphics to text, video, audio, animation etc. in the form of charts, graphs and pictorial representations and game based e-learning content overall. The modules should have an option of voice-over on/off in case candidates would like to use the options. The courseware developed should be portable on any standard E-LMS (Learning Management System) and also should run independently on any standard browser.
- 2.2.5. Modification/ updation of the e-Courses and videos from time to time by the Bidder or by the Bank at its discretion.
- 2.2.6. Compliance with the guidelines issued by BANK from time to time with respect to the GUI and navigation functionalities.

3. Content Development Standards

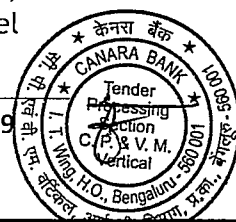
- 3.1. Bidder has to follow the guidelines relating to Design, Naming Conventions, File organization (size & type etc.), Functional Requirements, Content formation, Content presentation and placement of objects etc. as specified by the Bank.
- 3.2. Capability to create reusable content sets or learning objects and make them available to course developers and content experts throughout the organization to eliminate duplication for rapid assembly of customized contents.
- 3.3. The content developed should be compatible for Tablet/Mobiles, platform independent and should support all mobile web browsers and Desktops.
- 3.4. Bidder should have the capability to develop and deploy minimum 5 modules simultaneously.

4. Content Development Methodology

- 4.1. The e-Learning Courses and videos must be created in such a way that ensures widespread access and compatibility for users across the Bank.
- 4.2. Various steps involved in the content development for e-Courses and videos are as under:

Step-I: Raw Content will be provided by the Subject Matter Experts of the BANK to the Bidder.

Step-II: Bidder will restructure and rewrite contents in text format to suit the approach to be adopted for development of the e- module. Bidder (represented by Instructional Designers and developers) shall hold a workshop/ discussion with the BANK/ to finalise e- module layout (Module Specification Document- MSD) indicating table of contents, number of screens, e-Learning Course duration, dominant learning style and Level of user Interactivity etc., The restructured contents, finalised after discussion with BANK/, will be part of the MSD. Level





of user interactivity has to be decided at this (MSD) stage. After approval of the Module Specification Document, work will be awarded to the Bidder, who will advise the BANK, the details of their Project Team associated with the e-Module.

Step-III: Submission of Storyboard by the Bidder. It should comprise Screen-wise content and other features details, in visual format (Power point presentation etc.,) to enable the BANK to appreciate the presentation of the content and also in text format for making corrections, if any. The maximum time frame for completing the story board would be 2 weeks from the date of MSD, before which the story board format will have to be submitted to the BANK. After submitting the story board to the BANK, the representative of the Bidder will have to meet / contact the BANK, with prior appointment, for confirmation of the story board after one week from the date of submitting the story board. The bidder shall submit a revised project cost of development of the Module to the BANK if necessary (containing the table of contents, number of screens and level of user interactivity etc.). The actual cost of the Module should not exceed by more than 15% of the revised project cost in any case.

Step-IV: After approval of the Storyboard, Alpha (Draft) version of the Module with sample voiceovers (to enable the BANK to select the appropriate one) will be developed and delivered by the Bidder. The maximum time frame for completing the Alpha version would be 2 weeks from the date of approval of story board. Thereafter the Beta version of the e-Course, with total voice over (which will be equivalent to CD/DVD/ Pen drive version of the e-Course, provision for multiple languages) will have to be submitted within a period of one week to BANK. The Beta version will be checked for quality (design, contents, presentation and technical) by BANK.

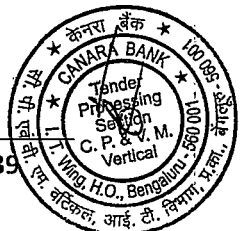
The improvements required if any, have to be carried out by the bidder.

Step-V: After incorporating the required improvements (which may be in any area e.g. design, contents, presentation and technical etc.) observed by the BANK if any, the final Gold version [CD/DVD/Pen drive version, Bank's E-LMS version final approved MSD - including input contents, story board (both PPT / word and PDF versions) and source code/editable source files for modules i.e., courses and videos] will have to be delivered by the bidder to BANK. The maximum time frame for completing the final version would be one week from the date of confirmation from BANK with regard to uploading of error free E-LMS version on e-Learning portal.

Step-VI: Deployment support, if needed in view of the Bank's E-LMS specific requirements etc., modification / customization will have to be provided by the Bidder.

5. Content Formation:

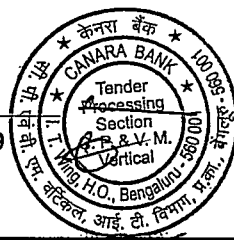
5.1. Proper organizing and Sequencing should be adopted.





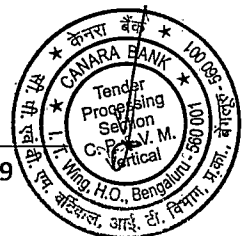
- 5.2. Clear and simple language should be used for the text.
- 5.3. Appropriate graphics animation suiting to the content to be used.
- 5.4. As far as possible photographs of individuals are to be avoided and animated photographs are to be used
- 5.5. Bubbles to be provided for underlying instructions or guidelines.
- 5.6. Each e- course and video should have various sections to address particular concept.
 - a) Introduction to the topic
 - b) Main discussion of the topic
 - c) Quiz after each topic
 - d) Self-assessment test after each topic / course
 - e) Glossary
 - f) FAQs/Dos/Don'ts / Key Learnings
 - g) Reading materials
 - h) Help
 - i) Others (e.g.: Notes)
- 5.7. Include notes feature (with save, print, close options) where the user can take down important notes (Note pad).
- 5.8. Practice questions need to be added in between the screens. Feedback needs to be provided for correct and incorrect answers. 1 or 2 quiz questions should be after each learning object (every 6 or 7 screens) to create interest among the learners.
- 5.9. Wherever more than one attempt is permitted, number of attempts permitted should be indicated as well as reset button should also be provided (True / False needs no reset).
- 5.10. Assessments need to be added at the end of the course.
- 5.11. User should be provided with feedback as to the performance in the course assessments with answers.
- 5.12. Appropriate encouraging words / gestures to be used at the end of the course.
- 5.13. Print version of Module material may be considered by the SME(Bank) depending on the nature of the e course: Print the onscreen text including all the content text (ex: On screen, Tabbed screen content, bullets etc. in text format only and not the screen shot of the story board).
- 5.14. Glossary items and important words in the course content as identified by the SME need to be italicized.
- 5.15. Bubble help for Italicized words or abbreviations or acronyms or the terms required to be defined or glossary items across the course should be provided.
- 5.16. Glossary words should have a reference to the page of their first appearance.
- 5.17. Help screen to show the complete screen shot. The detailed help information about the items should be grouped on the basis of its functions and should be displayed on mouse over. Like any popup box, help screen should also have a close button (Text+Icon) at the bottom right hand corner of the help screen.

We hereby comply with each point of the above scope of work without any deviations.



Date:
Place :

Signature with seal:
Name:
Designation :



Annexure-13

Self-certification of the bidder towards Local Content

To,

The Deputy General Manager,
Canara Bank,
Centralized procurement and vendor Management Vertical,
IT Wing, Head Office,
Naveen Complex, 14 M G Road

Sub: Expression of Interest of Vendors for Content Development and Hosting Services
for E-Learning Solution in Canara Bank for Three years.

Ref: EOI 06/2023-24 dated 21/10/2023

Dear Sir/Madam,

1. We, M/s _____ (Name of Bidder) certify that offered _____ <details of hardware/software/solution/services> is having the local content of _____ % and meets the local content requirement of 'Class-I local supplier' / 'Class-II local supplier' for the above referred tender.
2. The details of locations at which the local value additions are made as follows:

Sl. No.	Location (complete address with contact details)	Item Particulars	% of local value addition

3. We, M/s _____ (Name of Bidder) confirm that we have submitted this certificate after reading the office memorandum ref no. P-45021/102/2019-BE-II-Part (1) (E-50310) dated 04/03/2021 on 'Clarification for local content calculation PPP-MII Order - reg' of Public Procurement Section, Department of Promotion of Industry and Internal Trade, Ministry of Commerce and Industry, Government of India.

[Signature of Authorized Signatory]

Date:
Place :

Signature with seal:
Name:
Designation :

