

Request for Expression of Interest

REQUEST FOR EXPRESSION OF INTEREST  
FOR  
EMPANELMENT OF VENDOR/S FOR CONTENT DEVELOPMENT AND  
HOSTING SERVICES FOR E-LEARNING SOLUTION IN CANARA BANK

Issued by : Canara Bank,  
Asset Procurement & Management Group,  
Department of Information Technology Wing,  
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**Bid Details in Brief Description**

Sl. No.	Description	Details
1.	EOI No.	EOI 03/2017-18 dated 30/01/2018
2.	Department Name	Department of Information Technology
3.	Brief Description of the EOI	Request for Expression of Interest for "Empanelment of Vendor/s for Content Development and Hosting Services for E-Learning Solution" in Canara Bank.
4.	Bank's Address for Communication and Submission of Tender	Deputy General Manager Canara Bank, AP&M Group, DIT Wing, 1 <sup>st</sup> Floor, Naveen Complex, 14, MG Road, Bengaluru -560 001 Tel - 080-25590070, 25584873 Fax- 080-25596539 Email: <a href="mailto:hoditapm@canarabank.com">hoditapm@canarabank.com</a> Senior Manager, Asset Procurement & Management Group
5.	Date of Issue	30/01/2018, Tuesday
6.	Last Date of Submission of Queries for Pre Bid Meeting	06/02/2018, Tuesday, 11.00 AM
7.	Date of Pre Bid Meeting	07/02/2018, Wednesday, 3.00 PM
8.	Last Date of Submission of Bids	21/02/2018, Wednesday up to 3.00 PM
9.	Date of Opening of Bid	21/02/2018, Wednesday at 3.30 PM
10.	Document Fees (Non Refundable)	Rs. 5,900/- (Inclusive 18% GST)
11.	Earnest Money Deposit(Refundable)	Rs. 50,000/-
<p>This document can be downloaded from Bank's website <a href="http://www.canarabank.com/english/announcements/expression-of-interest">http://www.canarabank.com/english/announcements/expression-of-interest</a>. In that event, the bidders should pay the Document Fee for EOI document by means of DD drawn on any scheduled Commercial Bank for the above amount in favour of Canara Bank, payable at Bengaluru and submit the same along with the EOI.</p>		



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 <http://www.canarabank.com/english/announcements/expression-of-interest> and it will become part and parcel of EOI.

It may be noted that corrigendum, addendum, amendments, time-extensions, clarifications, response to bidder's queries, if any to EOI will not be published through any advertisement in newspapers or any other media. Prospective bidders shall regularly visit Bank's website for any change/development in relation to this 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.	ADDIE	Analysis Design Development Implementation and Evaluation
2.	AICC	Aviation Industry CBT (Computer-Based Training) Committee
3.	AMC	Annual Maintenance Contract
4.	ATS	Annual Technical Support
5.	BG	Bank Guarantee
6.	BOM	Bill of Material
7.	CSD	Course Specification Document
8.	CVC	Central Vigilance Commission
9.	DD	Demand Draft
10.	DIT	Department of Information Technology
11.	EMD	Earnest Money Deposit
12.	GST	Goods and Service Tax
13.	GUI	Graphic User Interface
14.	HO	Head Office
15.	LAN	Local Area Network
16.	LD	Liquidated Damage
17.	MSME	Micro Small & Medium Enterprises
18.	MTBF	Meantime Between Failure
19.	MTTR	Meantime to Restore
20.	NEFT	National Electronic Funds Transfer
21.	NI Act	Negotiable Instruments Act
22.	OEM	Original Equipment Manufacturer
23.	OS	Operating System
24.	PAN	Permanent Account Number
25.	RFP	Request For Proposal [Interalia the term 'Tender' is also used]
26.	RFQ	Request for Qualification
27.	RTGS	Real Time Gross Settlement
28.	SME	Subject Matter Expert



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## 1. About Canara Bank

CANARA BANK, a body Corporate and a premier Public Sector Bank established in the Year 1906 and nationalized under the Banking Companies (Acquisition and Transfer of Undertakings) Act, 1970, having its Head office at 112, J C Road Bengaluru-560002 and among others is having Department of Information Technology Wing at Naveen Complex, No.14, M G Road, Bengaluru-560001. The Bank is having Pan India presence of more than 6170 Branches, 21 Circle Offices & 118 Regional Offices situated across the States and presence in abroad. The Bank is working on Core Banking System using Flexcube solutions. As part of initiatives, the Bank has also deployed various IT applications / products like ATMs, Internet & Mobile Banking, UPI, Financial Inclusion, RTGS/NEFT, Depository Services, and Online Trading etc. In addition to these, the Bank proposes to implement several new IT Projects on an on-going basis depending upon the needs. The Bank is a forerunner in implementation of IT related products and services and continuously making efforts to provide the state of art technological products to its customers.

## 2. Definitions

- 2.1. 'Bank' means, unless excluded by and repugnant to context or the meaning thereof, shall mean 'Canara Bank', described in above clause 1 and which has invited bids under this Expression of Interest (EOI) and shall be deemed to include its successors and permitted assigns.
- 2.2. 'EOI' means this Expression of Interest for "Empanelment of Vendor/s for Content Development and Hosting Services for E-Learning Solution" in Canara Bank.
- 2.3. 'Bidder' means a vendor or lead partner in a strategic partnership consisting of JV, Strategic Partnership via MoU or Consortium partner who is submitting the proposal in response to this EOI.

## 3. About EOI

- 3.1. Bank intends to empanel vendors who can provide suitable and appropriate Content Development and Hosting services for E-Learning Solution.
- 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 vendors as identified by the bank after completion of the selection process.

## 4. Objective

- 4.1. The Bank proposes of implementing Learning Management System (LMS) which will be hosted in Bank owned cloud. Bank also intends to select a vendor for designing and developing of e- Learning Lessons, e-Capsules/M-Nuggets, animated videos, and live videos which have to be developed in HTML5, or MP4 formats respectively based on the contents provided by the Bank for hosting on the proposed e-Learning portal. The Lessons, capsules, videos will be on various topics related to Banking, Management, Technology, Soft skills, HR and Marketing of Banking products etc. as per the Terms and Conditions, Technical Specifications and Scope of Work described elsewhere in this document.



- 4.2. To facilitate enhancement in knowledge levels & skill sets, Bank proposes to develop contents for use in Desktop & Mobile devices.
- 4.3. The objective is to make available technology based learning inputs to its employees in a quick, easy, convenient and cost-effective manner.
- 4.4. Learning Management System is an ongoing project. Through this EOI Bank proposes to empanel vendors for the Content Development and Hosting Services for E-Learning Solution.

## 5. Eligibility Criteria

Interested Bidders, who can Develop and Host Content for E-Learning Solution in Canara Bank and meeting the Eligibility Criteria as per Annexure-3 may respond.

## 6. Document Fee and EMD

- 6.1. The following amount shall be payable towards Document Fee and EMD.

Document fees for Rs.5,900/- (Non Refundable) (Includes GST @18%)	By way of DD favoring "Canara Bank" payable at Bengaluru.
Non Interest EMD for Rs.50,000/- (Refundable)	By way of DD favoring "Canara Bank" payable at Bengaluru/ Bank Guarantee in lieu of EMD as per ANNEXURE-8.

- 6.2. MSEs are exempted from paying Document Fee/Cost & EMD.
- 6.3. MSEs should submit relevant documentary proof for claiming the exemptions.
- 6.4. Further, all bidders shall have to comply the following:
  - 6.4.1. Failure to produce the documents as necessary proof along with the EMD and Document fee while submission of EOI proposal shall render the applicant ineligible for empanelment.
  - 6.4.2. The Bidder should submit separate DDs one each for EMD and Document Fee, if DDs are submitted.
  - 6.4.3. The Bidder should not provide any commercial proposal with the response to this EOI.

## 7. Project Scope of Empanelment

- 7.1. Empanelment would be for Content Development and Hosting Services for e-Learning Solution in Canara Bank.
- 7.2. Empanelment would be for THREE YEARS and is subjected to annual review. 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 amongst the qualified empanelled bidders and seek responses for various requirements. Individual tender/s will contain detailed terms and conditions, instructions, specifications and scope of work. Selected Bidder/s has to submit KYC documents.

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

#### 8. Empanelment Procedure

The Vendor/s will be empanelled as per the following process:

- 8.1. The Vendor/s 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 (at the discretion of the Bank). The date of presentation shall be intimated to the short listed bidders in advance.
- 8.3. Based on the documents submitted, and the presentations made and expertise, the panel shall select the Vendor/s for empanelment.
- 8.4. The 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 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 vendor 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 vendor when applying for the tenders, the Bank reserves the right to remove such Bidders from the empanelled list without giving any notice to the vendor in advance.
- 9.4. Empanelled Vendors not submitting their response continuously for Three (3) limited tenders may be de-listed from our empanelment list at the discretion of the Bank. However, those services which are not provided by the bidder at the time of empanelment will not be counted.

#### 10. Scope of Work for Content Development and Hosting Services

- 10.1. Bank proposes to develop and manage approximately 100 course modules for Learning Management System (LMS) on Desktop / PC / Mobiles/Tablets etc. on the topics as decided by the Bank.
- 10.2. The course developed should be SCORM (Preferably SCORM 1.2 and SCORM 2004 version) and AICC (Aviation Industry CBT (Computer-Based Training) Committee) compliant. The courses shall also be made available on a CD/DVD version as a standalone course also. This standalone courses should play on flash player.





- 10.3. The course developed i.e. e-Lessons, e-Capsule/M-Nuggets should have cross platform compatibility (i.e. Android, Windows, Safari, iOS etc.) and also compatible with major browsers (i.e. IE, Mozilla Firefox, Google Chrome, etc.) i.e. it should be accessible on open UI.
- 10.4. The content developed shall have a combination of various features :
- 10.4.1. For Desktop / PC :**
- a. Level (1) “Standard” showing more of text, graphics, pop ups, user interface, few illustrations animations and background narration.
  - b. Level (2) “Premium” showing minimal text, rich illustrations and animations, embedded video and background narration. These are only the illustrations.
- 10.4.2. For Tablets / Mobiles and other mobile devices :**
- a. Level (1) “Standard” showing more of text, graphics and user interface on Mobiles / tablets.
  - b. Level (2) “Premium” showing more of text, graphics and user interface on Mobiles / tablets.
- 10.5. The selected vendor would employ industry standard practices such as ADDIE (Analysis, Design, Development, Implementation, and Evaluation) model for the development of courses. The duration of the course, format such as graphics, audio, video etc would be decided in mutual consultation with the vendor and the bank.
- 10.6. The Bank will have all Intellectual Property Rights on the courses developed and delivered by the vendor to the Bank.
- 10.7. The vendor should make use of efficient multi-media elements (Animation, videos etc.) such that it uses very low bandwidth when the content is accessed using Wide Area Network (WAN) and low bandwidth internet connection.
- 10.8. Each course will have inbuilt quiz and tests to check the understanding of the subject at proper intervals. These should be in multiple formats such as multiple choice, drag and drop, fill in the blanks, match the answers, hot spots etc. 5-10 questions randomly should appear to the participant during the course of lesson.
- 10.9. The Bank shall assign an SME (Subject Matter Expert) for each course under development who shall be the single point of contact for communication from and to the bank for that particular course.
- 10.10. The vendor should have a team of Instructional Designers who would closely interact/meet with the SME of the Bank at different stages of the development after seeking prior approval from the SME. They should be ready to travel to Staff Training College, Bangalore and to Department of Information Technology, Bengaluru for clarifications of doubts. No extra charges shall be paid for such travel by the Bank.
- 10.11. The courses should be developed so that they could be launched from any LMS that supports SCORM, AICC standards.
- 10.12. Widely accepted standards and latest tools shall be used for multimedia content development and features for efficient delivery shall be explored.
- 10.13. The course content shall be developed in English and Hindi language.



- 10.14. While the Bank's SME (Subject Matter Expert) will generally provide text that contains domain knowledge, the vendor shall provide, ensuring that IPR (Intellectual Property Rights) issues are not violated, various sets of sketches, pictures, graphics, animations, video etc. to enable SME (Subject Matter Expert) to select appropriate ones.
- 10.15. Bank will provide the list of courses to be developed and the corresponding details of the Faculty/SME who would be Single Point of Contact (SPC) for that course.
- 10.16. **E-learning Content Development:** The project will result in creation of multimedia information based e-learning Modules (E Learning modules includes E Lessons and E Capsules/M-Nuggets, live videos and animation). The module should be developed using the state- of-the-art e-learning techniques to deliver simple and clear information. The modules developed should be compatible with the implemented E-LMS.

**10.16.1. Content Development Specifications:**

- a. The successful bidder is required to work in a collaborative, iterative process to refine and improve each module.
- b. Take on all aspects of production, including integrating text, developing graphics (images and animations) and other content creating a user interface and associated tools, coding and final assembly into a functional product for e-learning content. Also, take on all aspects of creating graphics, animation for animated videos and conducting live shoots, editing and post production for live videos.
- c. The content should be compliant with accessibility guidelines (for differently abled people) and may be offered as an OPTIONAL item.
- d. Design and Development of e-Learning Lessons and e-Capsules will be developed based on the content that would be provided by the Bank with their collaboration. The e-Lessons and e-capsules 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, Safari, Chrome, etc.,). All Intellectual Property Rights on content will be owned exclusively by the Bank.
- e. 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.
- f. Modification/updation of the e-Lessons and e-Capsules from time to time by the Bidder or by the Bank.
- g. Compliance with the guidelines issued by BANK from time to time with respect to the GUI and navigation functionalities.



**10.16.2. Content Development Standards:**

- a. Bidder should be willing 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.
- b. 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.
- c. The content developed for Tablet/Mobiles should be platform independent and should support all mobile web browsers.
- d. Capability to develop and deploy minimum 5 courses simultaneously.

**10.16.3. Content Development Methodology :**

The e-Learning Lessons and e-Capsule/M-Nuggets must be created in such a way that ensures widespread access and compatibility for users across the Bank.

Various steps involved in the content development for e-Lessons and e-Capsule/M-Nuggets 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 (by chunking and taking care of Learning Objectives, concepts etc.) to suit the approach to be adopted for development of the e-Lesson. Bidder (represented by Instructional Designers and developers) shall hold a workshop/ discussion with the BANK/ to finalize e-Lesson layout/animated video/live shoot video (Course Specification Document-CSD) indicating table of contents, number of screens, e-Learning Lesson duration, dominant learning style and Level of user interactivity etc., The restructured contents, finalized after discussion with BANK will be part of the CSD. Level of user interactivity (Level I / II / III/) has to be decided at this (CSD) stage. After approval of the Course Specification Document, work will be awarded to the Bidder who will advise the BANK with the details of their Project Team associated with the e- Lesson.

**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 1 week from the date of CSD, 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 lesson to the BANK if necessary (containing the table of contents, number of screens and level of user interactivity etc.). The actual cost of the lesson 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 lesson/animated video/live shoot 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 (for live shoots the timeframe will be determined between the BANK and the bidder) from the date of approval of story board. Thereafter the Beta version of the e-Lesson with total voice over (which will be equivalent to CD/DVD version of the e-Lesson with a 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 version, Bank's E-LMS version final approved CSD - including input contents, story board (both PPT / word and PDF versions) and source code] will have to be delivered by the bidder to the BANK. The maximum time frame for completing the final version would be 2 Days from the date of confirmation from BANK with regard to uploading of error free E-LSS version on e-Learning portal.

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

**10.16.4. Table of time lines for the Bidder:**

Sl.No.	Activity	Timeline
a.	Preparation of CSD including workshop with BANKs	1 week
b.	Preparation of Storyboard	1 week
c.	Developing Alpha version/first cut animated video	2 weeks
d.	Developing Beta version	1 week
e.	Developing Final version	1 week

**10.17. Hosting Services**

The bidder has to host, manage and maintain the content with E-LSS (Learning Management System) as on turn-key basis for all the said courses irrespective of number of users of these subjects.

**10.18. Guidelines for e-Lesson**

The lesson structure should comply with one of the levels of user interaction I, II and III detailed in Appendix-A shown elsewhere in this document. GUI and navigation must be same as detailed below for all the e-lessons.

**10.18.1. Organisation of the content**

**Sesson Layout:**

Subiect->Sub-topic (Sub-Module) (if needed)->Topic

Module->Lesson



e-lesson structure:

- a. Each lesson should mention its objectives.
- b. Each lesson should mention its Target group (Target group should be specifically mentioned and not merely stating 'AH staff ', 'All Officers' etc.)
- c. Each lesson should have two or more modules. Each topic (module) should have 30 WebPages (expecting users to invest around a maximum of 30 minutes to learn). The Lesson duration (learning time) may not exceed 60 minutes.
- d. Depending on the content, context and user capability a lesson will be categorized as basic, intermediate or advanced level.
  - i. Basic level lesson: Designed for conceptual understanding & clarify and creating awareness among users.
  - ii. Intermediate level lesson: Designed for development, operational procedures and implementation.
  - iii. Advanced level lesson: Designed for developing higher skills/ knowledge, in depth analysis on the topic.
- e. Examples, voice (accent), pictures, names and animation etc should be Indian.
- f. On start, user should be able to choose between the Book-marked page or the first page: When the user logs-in again, a message box should prompt stating whether he wants to view the lesson from beginning or from where he has last left (*the Book marking to be done automatically when a user exits the e-lesson*).
- g. One 'info' screen (with required voice over) should be provided for each lesson. This should have details like the topic names, the no. of screens and their duration, Date as on which the e-lesson has been updated, BANK's name, Bidder name, email address for feedback, message from the BANK (A message box should be provided for the BANK to key in his comments on the lesson).
- h. In the case of Hyperlinks, use link text that is easy to understand in a given context. All link texts should be self-explanatory.
  - i. Page audio: Voice over should be only about the topic and important points; some special instructions etc. and not to read the whole text. However, whatever is spoken should be displayed in a collapsible window (as Audio Text). Provision for Audio playback/ repeat controls should be made so that learner can listen to the audio again if needed. By default Audio Text Box should be in closed form.
- j. If there are no audio systems with the user, he should be suggested to keep the audio transcript button on so that he can read the audio text.
- k. Lesson screen should start maximised: The lesson should be launched in fullscreen mode on *the landing page of the E-LMS (leaving provisions for accommodating default bars, if any)*.
- l. Every lesson will have a welcome screen with name of the "e-lesson", lesson objectives, target group and Disclaimer clause. This



page should be as light as possible.

- m. Only one topic/concept/subject should be discussed on a screen.
- n. Sub-topic will be a Shareable Content Object (SCO). One SCO should address one learning objective. Each Learning Objective may have many learning objects (LO). SCORMing to be done preferably at sub-topic level.
- o. Percentage of the completion of the sub-topic (SCO) (reporting of progress) to be shown only when the user has reached the last screen of the sub-topic/module and not when the user has only attempted the 1st or any other page of the sub-topic / module.
- p. Clicks *generally* should not exceed more than 4 to 5 in one screen except in exceptional situation wherever required Key Points/Tips/Additional information needs to be added.

### **10.19. Content Formation**

- 10.19.1. Proper chunking and sequencing should be adopted.
- 10.19.2. Clear and simple language should be used for the text.
- 10.19.3. Appropriate Graphics/animation suiting the content to be used.
- 10.19.4. As far as possible photographs of individuals are to be avoided and animated photographs are to be used.
- 10.19.5. Bubbles/tip up is to be provided for underlying instructions/guidelines.
- 10.19.6. Each e-lesson should have various sections to address a 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/ lesson.
  - e. Glossary
  - f. FAQs/ Dos and Don'ts/ Key Learnings
  - g. Reading materials
  - h. Help
  - i. Others (e.g. Notes)
- 10.19.7. Include Notes feature (with save, print, close options), where the user can take down important notes (Notepad).
- 10.19.8. Practice questions need to be added in-between the screens. Feedback needs to be provided for correct and incorrect answers. One or two quiz questions should be after each Learning Object (every 6 or 7 screens) to create interest among the learners.
- 10.19.9. 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).
- 10.19.10. Assessments need to be added at the end of the lesson.



- 10.19.11. User should be provided with feedback as to the performance in the lesson assessments with answers.
- 10.19.12. Appropriate Encouraging words/gesture to be used at the end of the lesson/topic.
- 10.19.13. Print version of lesson material may be considered by the SME(BANK)s depending on the nature of the e-lesson: Print the onscreen text including all the content text (e.g. on-screen, tabbed screen content, bullets, etc. in text format only and not the screenshot or a copy of the storyboard).
- 10.19.14. Glossary items and important words in the lesson content as identified by the SME need to be italicized.
- 10.19.15. Bubble help for italicize words/abbreviations/acronyms/the terms required to be defined/glossary items etc. across the lesson should be provided.
- 10.19.16. Glossary words should have a reference to the page of their first appearance.
- 10.19.17. Help screen to show the complete screenshot. The detailed help information about the items should be grouped on the basis of its function 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.

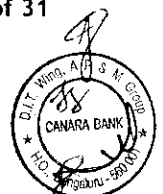
**10.20. Guidelines for e-Capsule / M-Nugget :**

The guidelines shown above for standards of content development for e-Lesson may be followed for e-Capsules also, but the following additional guidelines must be strictly followed:

- 10.20.1. Voice over / Audio is not required for e-Capsule/M-Nuggets and hence it should not be added.
- 10.20.2. Maximum duration of the capsule/Nugget should be 15 minutes.
- 10.20.3. The e-Capsule/Nugget must contain only a single module and the maximum number of screens must be restricted to 20 as far as possible.
- 10.20.4. Maximum size of the capsule should be 10 MB.
- 10.20.5. The capsule may contain Assessment as an integral part of it.

**11. Bid Document & Cost**

- 11.1. This document can be downloaded from Bank's website <http://www.canarabank.com/english/announcements/expression-of-interest>. In that event, the bidders should pay the Document Fee of Rs.5,900/- for EOI document by means of DD drawn on any scheduled Commercial Bank for the above amount in favour of Canara Bank, payable at Bengaluru and should be kept along with the bid cover. Submission of the cost of the bid document in other than the bid cover is liable to be rejected on grounds of non-payment of the cost of the bid document. MSEs are exempted from payment of Document Fee on submission of relevant documentary proof.
- 11.2. The Bidder shall bear all costs associated with the preparation and submission of the bid and the Bank will not be responsible for the costs, regardless the conduct



or outcome of the bidding process. The Bank is not liable for any cost incurred by the bidder in replying to this EOI. It is also clarified that no binding relationship will exist between any of the respondents and the Bank until the execution of the contract.

## 12. Pre-Bid Queries

- 12.1. The bidder should carefully examine and understand the scope of work 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](mailto:hoditapm@canarabank.com) by the intending bidders before 11:00 AM on 06/01/2018 (Tuesday).
- 12.3. No queries will be entertained from the bidders after the above date and time.
- 12.4. No oral or individual consultation shall be entertained.
- 12.5. 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 <http://www.canarabank.com/english/announcements/expression-of-interest> 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 RFP and it will be binding on the bidders.

## 13. Pre-Bid Meeting

- 13.1. A pre-bid meeting of the intending bidders will be held as scheduled below to clarify any point/doubt raised by them in respect of this EOI.

Date	Day	Time	Venue
07/02/2018	Wednesday	3.00 PM	Canara Bank, DIT Wing, Conference Hall, II Floor, Naveen Complex, 14 M.G Road, Bengaluru - 560001.

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.

- 13.2. Bank has the discretion to consider any other queries raised by the bidder's representative during the pre-bid meeting.
- 13.3. 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.





13.4. 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 raised by the vendors during pre-bid Meeting shall not be considered as acceptance of the query/issue 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.

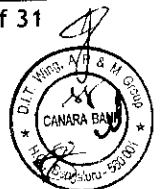
#### 16. Earnest Money Deposit (EMD)/Bank Guarantee In Lieu Of EMD

16.1. The bidder shall furnish Non interest earning Earnest Money Deposit (EMD) of Rs.50,000/- (Rupees Fifty Thousand Only) 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.

16.2. In Case the EMD is submitted in the form of Bank Guarantee, the same should be valid for the minimum period of 12 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.

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

16.4. 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.



**17. 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.

**18. Submission of Bids**

**18.1.** The sealed envelope containing the response to EOI along with the required documents shall be superscribed on the top of the envelope “Empanelment of Vendor/s for Content Development and Hosting Services for E-Learning Solution in Canara Bank” in response to EOI 03/2017-18 dt 30/01/2018. 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 below:

Last Date of submission of Bid	Day	Time	Venue
21/02/2018	Wednesday	Up to 3.00 PM	Canara Bank, DIT Wing, First Floor, Naveen Complex, 14 M.G Road, Bengaluru - 560 001.

**18.2.** 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.

**18.3.** Bids sent through post/courier will not be accepted/evaluated. No offer will be accepted directly.

**18.4.** 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.

**18.5.** The following officials will facilitate in bid related queries and make arrangements for deposit of bid documents.

First Official	Alternate Official
Mr. R S Vinaya Kumar Senior Manager AP & M Group, DIT Wing, First Floor, Naveen Complex, 14 M G Road, Bengaluru - 560 001. Tel - 080 25590070	Mr. K S Satyanarayana Assistant General Manager AP & M Group, DIT Wing, First Floor Naveen Complex, 14 M G Road, Bengaluru - 560 001. Tel - 080 25590832

**18.6.** 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 above.

**18.7.** 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.

## 19. Bid Opening

19.1. EOI will be opened in the presence of the Bidder's representative/s who may choose to attend the bid opening as per following schedule.

Date	Day	Time	Venue
21/02/2018	Wednesday	3.30PM	Canara Bank, Conference Hall, 2 <sup>nd</sup> Floor, Naveen Complex, 14 M.G Road, Bengaluru 560001.

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

19.2. 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.

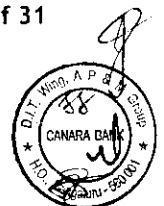
19.3. The Bidders may note that no further notice will be given in this regard. Further, in case the bank does not function on the aforesaid date due to unforeseen circumstances or holiday, then the bid will be accepted up to 3.00 PM on the next working day and bids will be opened at 3:30 PM at the same venue on the same day.

## 20. Evaluation of EOI

20.1. 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.

20.2. 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.

20.3. EOI submitted by the bidder will be evaluated based on the format mentioned in ANNEXURE-1. Bidders who will qualify under Eligibility Criteria Evaluation will be empanelled. 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 limited RFP/RFQ. No interim enquiries will be entertained. The decision taken by the Bank shall be final and no representation or correspondence shall be entertained.



## 21. Clarifications of Offers

- 21.1. 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.
- 21.2. 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.
- 21.3. 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 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.
- 21.4. The shortlisted bidders, by submitting the response to this EOI, agree to the process and conditions of the normalization process.

## 22. Modification/Cancellation of EOI

- 22.1. 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.
- 22.2. 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:
- 23.1.1. Services contemplated are no longer required
- 23.1.2. Change in the scope of work or due to unforeseen circumstances and/or factors and or/or new developments
- 23.1.3. The project is not in the best interest of the Bank
- 23.1.4. Any other reason
- 22.3. 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.

## 23. Responsibility for Completeness

- 23.1. 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.





23.2. 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.

23.3. 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.

#### 24. Intimation to the selected Bidders

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.

#### 25. Issuance of limited RFP/RFQ

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

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

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

25.4. 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.

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

#### 26. Independent External Monitors

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

Sri. Dilip Mavinkurve Email:dilipmav@gmail.com	Sri. Hari Santosh Kumar Email:hsantoshkumar50@gmail.com
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DEPUTY GENERAL MANAGER



## ANNEXURE-1

### CHECKLIST

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.	A Demand Draft of Rs.5,900/- (Non-Refundable) favouring Canara Bank payable at Bengaluru towards Document Fee.	Clause No.6		
4.	EMD for Rs.50,000/- by Demand Draft favouring Canara Bank payable at Bengaluru/Bank Guarantee as per ANNEXURE-8 is enclosed.	Clause No.6		
5.	The documents in support of Eligibility Criteria, wherever required as mentioned in this EOI.	Annexure-3		
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. 16.2		
7.	List of major clients and the quantum of orders with approximate value executed to various organizations including Government Department/PSU/Scheduled Commercial Banks/IITs/IIMs/Universities/MNCs in India for the last 3 years.	Annexure-6		
8.	Compliance Statement	Annexure-9		
9.	Authorization letter format for Bid Opening (to be carried by the person who is authorized to attend the Bid opening).	Annexure-5		

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

Date

Signature with seal

Name :

Designation :



**ANNEXURE-2**  
**Covering Letter Format**

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

Offer Reference No:

Date: \_\_\_\_\_

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

Dear Sir,

Sub: Empanelment of Vendor/s for Content Development and Hosting Services for E-Learning Solution.

Ref: EOI 03/2017-18 Dated 30/01/2018.

Having examined the EOI document including all Annexures the receipt of which is hereby duly acknowledged, we undersigned offer to get short listed as vendor/s for Content Development and Hosting Services for e-Learning Solution in Canara bank with the said EOI.

If our offer is accepted, we undertake to participate in the RFP/RFQ process for Content Development and Hosting Services for e-Learning Solution in Canara Bank.

We enclose a Demand Draft favouring 'Canara Bank payable at Bengaluru' / Bank Guarantee as per ANNEXURE-8 for Rs.50,000/- 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 developed and hosted e-learning Solution.

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

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 Vendor/s for Content Development and Hosting Services for E-Learning Solution.

Ref: EOI 03/2017-18 Dated 30/01/2018

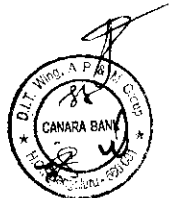
We have carefully gone through the contents of the above referred EOI and furnish the following information relating to Eligibility Criteria.

Sl. No.	Financial and other Requirements to be met by the Bidder.	Documents to be submitted along with the EOI.
1.	The bidder should be a Registered Company in India as per Indian Companies Act 1956/2013 / Partnership Firm/ LLP in India and should be in existence for minimum period of five (5) years as on the date of RFP.	Copy of Certificate of Incorporation / Certificate of Commence of Business (in case of Companies) and Partnership Deed (in case of Partnership / LLP) to be submitted by the bidder.
2.	The Turnover of the Bidder should be minimum Rs. 1.0 Crore in the previous financial year (i.e. 2016-17)	Audited Balance Sheet, P&L account or Chartered Accountant Certificate to that effect.
3.	The Bidder should have positive net worth as on 31 <sup>st</sup> March 2017.	Audited Financial statement or CA Certificate to that effect.
4.	The bidder should have supplied Content Development Service for e-Learning Solution in atleast Three Government Department/Public Sector Unit/Scheduled Commercial Banks/IITs/IIMs/ Universities/ MNCs in India.	Purchase Order Copies/ Reference Letters to that effect.
5.	The bidder shall have local office in Bengaluru with their Own / Support Centers personnel to liaison various activities.	The Bidder has to furnish their details such as Office address, Contact person name, Phone No, Mobile No, Email Id and Level of Technical working at Bengaluru Office as per Annexure-10.
6.	The Bidder has not been blacklisted / barred by any Public Sector Bank/ Government Organisation/PSU or any regulatory body in India as on date of the bid submission.	Self-declaration on the letter head of the bidder confirming the criteria.
7.	Non-Disclosure Agreement.	Non-Disclosure agreement (as per ANNEXURE-9) to be submitted by the bidder.

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

Date:  
Place:

Signature with seal  
Name :  
Designation :





**ANNEXURE-4**  
**Bidder's Profile**

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

Sl. No.	Particulars	Details
a.	Name of the Bidder	
b.	Constitution	
c.	Date of Establishment/ Incorporation	
d.	Number of years of experience in Content Development and Hosting Services.	
e.	Address for Correspondence:  Registered Office:  Corporate Office:	
f.	Single Point of contact for this EOI and upcoming RFP/RFQ Name: Designation: Mobile No.: Landline No.: Email-ID (any changes in the above should be informed in advance to Bank)	
g.	Annual Turnover during the last three financial years. 2014-15 2015-16 2016-17 Net worth as on 31/03/2017.	
h.	PAN number for Income Tax GST Number  <u>Bank Details</u> Bank Account in the Name of Type of Account Name of the Bank and Branch address  Account Number  IFSC Code	

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 : \_\_\_\_\_ Signature with seal:  
Place : \_\_\_\_\_ Name :  
Designation : \_\_\_\_\_



**Annexure-5**  
**Authorization Letter Format**

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

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

Date: \_\_\_\_\_

Dear Sir,

Sub: Empanelment of Vendor/s for Content Development and Hosting Services for E-Learning Solution.

Ref: EOI 03/2017-18 Dated 30/01/2018

This has reference to your above EOI for Empanelment Vendor/s for Content Development and Hosting Services for E-Learning Solution in your 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**

Sub: Empanelment of Vendor/s for Content Development and Hosting Services for E-Learning Solution.

Ref: EOI 03/2017-18 Dated 30/01/2018

Sl. No.	Name and Postal Address of the Customer	Name, Designation, Telephone, email address of the contact person (customer)	Approximate quantum of e-Learning modules developed for them with Order/Reference Copies	Satisfactory Letter from customer to be Enclosed or Purchase Orders to be enclosed
1	2	3	4	5

(Enclose necessary documentary proof)

Date :  
Place :

Signature with seal:  
Name :  
Designation :



ANNEXURE-7

BANK GUARANTEE FORMAT FOR EARNEST MONEY DEPOSIT

To

.....  
.....  
.....  
.....

WHEREAS \_\_\_\_\_ (Name of Bidder) (hereinafter called "the Bidder" has submitted its Bid dated \_\_\_\_\_ (Date) for the execution of (Name of Contract) \_\_\_\_\_ (hereinafter called "the Bid") 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 CONDITION of this obligation is:

If the bidder withdraws or amends their offer of empanelment before finalization of empanelment by the Beneficiary.

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 the above condition.

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 \_\_\_\_\_ 2018

SIGNATURE OF THE BANK



**Annexure-8**  
**Compliance Statement**

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

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

Date: \_\_\_\_\_

Dear Sir,

Sub: Empanelment of vendor/s for Content Development and Hosting Services for e-Learning Solution.

Ref: EOI 03/2017-18 Dated 30/01/2018.

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	
4	Scope of Work for Content Development & Hosting Services	

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 -9**

**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 IT Infrastructure services to 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 IT  
Infrastructure shared by the BANK in their Request for Proposal 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 Vendor/s for Content Development and Hosting Services for e-  
Learning Solution" 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

Signature with seal

Name :

Designation :



**ANNEXURE-10**

**Service Support Details**

(To be submitted In Company's Letter Head)

Sub: Empanelment of vendor/s for Content Development and Hosting Services for e-Learning Solution.

Ref: EOI 03/2017-18 Dated 30/01/2018.

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

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

Category	Name	Qualification	Experience/Skill/Domain	With the firm since
Project Managers				
Instructional Designers				
Graphic Designers				
Script/Technical Writers				
Analysers				
Developer/Programmer				
Testers/quality Assurance				
Voiceover Artist				
Domain Expert				

Date :

Place :

Signature with seal:

Name :

Designation :

