

**Corrigendum-5 to GeM Bid ref. no: GEM/2025/B/5781717 dated 04/01/2025 for Selection of Service Provider for Supply, Installation, Implementation, Integration, Customization and Maintenance of Document Management Solution for Global Trade Processing Centre for a period of five years in Canara Bank.**

**It is decided to amend the following in respect of the above GeM bid:**

**a. GeM bid document (Bid End date/ Bid Opening Date, Page no. 1 of 7):**

Description	Existing details	Amended details
Bid End Date/Time	27/02/2025, 15:00:00	<u>07/03/2025</u> , 15:00:00
Bid opening Date/Time	27/02/2025, 15:30:00	<u>07/03/2025</u> , 15:30:00

**b.**

Sl No	Section/ Annexure/ Appendix of GeM Bid	Clause No.	Existing Clause	Amended Clause
1.	Annexure-2 Pre-Qualification Criteria	Annexure-2 Pre-Qualification Criteria	Existing Annexure-2 Pre-Qualification Criteria	<u>Amended Annexure-2 Pre-Qualification Criteria Attached to this Corrigendum</u>
2.	Annexure-17 Bill of Material	Annexure-17 Bill of Material	Existing Annexure-17 Bill of Material	<u>Amended Annexure-17 Bill of Material Attached to this Corrigendum</u>
3.	Annexure-10 Technical Evaluation Criteria	Annexure-10 Technical Evaluation Criteria	Existing Annexure-10 Technical Evaluation Criteria	<u>Amended Annexure-10 Technical Evaluation Criteria</u>

**All the other instructions and terms & conditions of the above RFP shall remain unchanged.**

**Please take note of the above amendments while submitting your response to the subject RFP.**

**Date: 21/02/2025  
Place: Bengaluru**

  
**Deputy General Manager**



Amended Annexure-2  
Pre-Qualification Criteria

(Should be submitted on Company's letter head with company seal and signature of the authorized person)

SUB: RFP for Selection of Service Provider for Supply, Installation, Implementation, Integration, Customization and Maintenance of Document Management Solution for Global Trade Processing Centre for a period of five years in Canara Bank

Ref: GEM/2025/B/5781717 dated 04/01/2025

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

Sl. No.	Qualification Criteria	Documents to be submitted In compliance with Qualification Criteria	Bidders Response
1.	Signing of Pre-Contract Integrity Pact	The bidder should submit signed Pre-Contract integrity pact on Non-Judicial Stamp Paper of Rs.500/- or more (as per respective state Stamp Act whichever is higher) as per Appendix-F.	
2.	The Bidder should either be Class-I or Class-II local supplier as defined in Public Procurement (Preference to Make in India) Revised Order (English) dated 19/07/2024.	Certificate of local content to be submitted as per Annexure-5 as applicable.	
3.	<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. (OR)</p> <p>b. Company duly registered in India as per Indian Companies Act, 1956 or Indian Companies Act, 2013. (OR)</p> <p>c. 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 FIRM/LLP registration. (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>(OR)</p> <p>Copy of Certificate of registration under 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>For (c ) Documentary proof for confirming registration of Proprietorship firm (e.g. Copy of Certificate of</p>	





Sl. No.	Qualification Criteria	Documents to be submitted In compliance with Qualification Criteria	Bidders Response
		registration under shops and commercial Establishments Act., GST etc.)	
4.	If not a group of company, Bidder Company shall not be owned or controlled by any Director, or Key managerial personnel of the Canara Bank or their relatives.	Letter of Undertaking in company's letter head has to submit in this effect.	
5.	The bidder should provide confirmation that any person/ Partnership/ LLP/ Company including any subsidiary or holding company/ proprietorship connected to bidder directly or indirectly has not participated in the bid process.	The bidder should submit letter of confirmation on the Company's letter head to this effect.	
6.	The bidder should have an average annual turnover of Rs.40 Crores during last 3 financial years (i.e., 2021-22 & 2022-23, 2023-24) from Indian operations. This must be the individual company turnover and not of any group of companies.	Bidder should submit Audited Balance Sheet copies for last 3 financial years i.e., 2021-22 & 2022-23, 2023-24 along with certificate from the Company's Chartered Accountant to this effect with Unique Document Identification Number.	
7.	The Bidder/OEM should have implemented/maintaining the Trade Finance Solution in at least in <u>one Bank in India/ Global</u> having more than 1000 branches or the solution handling at least 20000 Branch users/sessions during last five years as on the date of submission of bid	The bidder/OEM has to provide relevant purchase order/work order / engagement letter & signoff along with satisfactory project completion certificate/ Reference letter from the Concerned Organization/ Email reference from the client detailing the services along with Name, Designation, Contact details.	
8.	The Net Worth of bidder should not be negative as on 31/03/2024 and also should have not been eroded more than 30% in the last three financial years ending on 31/03/2024.	The bidder should submit certificate from the Company's Chartered Accountant with UDIN to this effect.	
9.	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. An entity incorporated, established or registered in such a country; or	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 requirements in this regard and are eligible to be considered" to be submitted in Company's letter head.	



Sl. No.	Qualification Criteria	Documents to be submitted In compliance with Qualification Criteria	Bidders Response
	<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>	[Where applicable, evidence of valid registration by the Competent Authority shall be attached.]	
10.	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 as on date of submission of bid.	The bidder should submit self-declaration on the Company's letter head to this effect.	
11.	The bidder/OEM should have support office for 24x7 support.	The Bidder should submit the details viz., address, phone no., email id and contact person Name & Mobile no. etc.,	
12.	Authorization Certificate - Whether the Bid is authenticated by authorized person.	Bidder to submit a copy of the Board Resolution and the Power of Attorney and KYC documents evidencing the authority delegated to the authorized signatory.	

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 Pre-Qualification Criteria should be part of the RFP.

Date:  
Place:

Signature with seal  
Name:  
Designation :





**Annexure-17**  
**Bill of Material**

(Should be submitted on Company's letter head with company seal and signature of the authorized person)

SUB: RFP for Selection of Service Provider for Supply, Installation, Implementation, Integration, Customization and Maintenance of Document Management Solution for Global Trade Processing Centre for a period of five years in Canara Bank

Ref: GEM/2025/B/5781717 dated 04/01/2025

**Notes**

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

**Table - A**

**Cost of Hardware & other Items (Including OS & Licenses) for implementation of Document Management Solution for Global Trade Processing Centre**

[Amount in Rupees]

Sl. No.	Requirement Details		Unit Price with Three years Comprehensive onsite warranty and support (Excl. of Tax)	Qty	Total Cost with Three Year Comprehensive Onsite Warranty and support (Excl. of tax)	Tax for Column c		Total Cost with Three Year Comprehensive Onsite Warranty and support (Incl. of tax)
			a		c = a*b	% tax	Tax Amt.	f = c+e
1.	Hardware / Appliance including OS for DC	App Server						
		Web Server						
		Data base Server						
		Any other (add more rows of required)						
		Necessary SSL Certificate for all Applications						
2.	Hardware / Appliance including	App Server						
		Web Server						
		Data base Server						



	OS for DRC	Any other (add more rows of required)						
		Necessary SSL Certificate for all Applications						
3.	Hardware /Appliance including OS for UAT	App Server						
		Web Server						
		Data base Server						
		Any other (add more rows of required)						
		Necessary SSL Certificate for all Applications						
4.	Cost of Database Licenses (In case proposed database is Oracle then, Database cost to be indicated as Zero)							
5.	Any other Software/ Licenses (In case proposed middleware is Oracle Weblogic Enterprise edition then cost to be indicated as Zero)							
6.	Total Cost of Hardware & other Items (Including OS & Licenses) for implementing Document Management Solution for Global Trade Processing Centre(Sum of column F of rows 1,2,3,4 and 5)							

Note: Bidder has to provide the adequate quantity of items in column-b of Table-A as required to cover the entire Scope of Work and Technical Requirements for the entire contract period as mentioned in the RFP document. In future if any additional Hardwares/Softwares are required for the smooth functioning of the solution the same has to be provided by the bidder at no cost to the Bank.

Bidder has to provide the details of all items quoted such as Hardware, Storage, Software, Middleware, Database, Operating System, Licenses, etc. along with its specification details in a separate sheet.





**Table - B**

**Perpetual Enterprise License cost for Document Management Solution for Global Trade Processing Centre with comprehensive onsite Support & Maintenance for 3 Years**

[Amount in Indian Rupees]

Sl. No.	Requirement Details	Price details (Excl. of Tax)	Tax for Column a		Total Cost (Incl. of tax)
			Tax %	Tax Amt.	
		a	b	c	d=a+c
1.	Perpetual Enterprise License cost for Document Management Solution for Global Trade Processing Centre with comprehensive onsite Support & Maintenance <u>for 3 Years</u>				
2.	<b>Total Perpetual Enterprise License cost for Document Management Solution for Global Trade Processing Centre with comprehensive onsite Support &amp; Maintenance <u>for 3 Years</u></b>				

Note: Perpetual Enterprise License with unlimited usage.

**Table-C**

**One-time Implementation Charge**

[Amount in Indian Rupees]

Sl. No.	Details	Total Cost (Excl. of tax)	Tax for Column a		Total Cost (Incl. of tax)
			% tax	Tax Amt.	
		a	b	c	d=a+c
1.	One time implementation cost for DC, DRC & UAT infrastructure and Migration				
2.	<b>Total cost for One time implementation at DC, DRC &amp; UAT infrastructure</b>				

**Table - D**

**AMC/ATS cost for items mentioned in Table-A, Table-B**

[Amount in Indian Rupees]

Sl. No.	Description	Post Warranty AMC/ATS Charges year wise					
		AMC/ATS Charges (Excl. of tax)		Total AMC /ATS for two Years (Excl. of Tax)	Tax for Column c		Total AMC/ ATS for two Years (Incl. of Tax)
		4 <sup>th</sup> Year	5 <sup>th</sup> Year		% tax	Tax Amt.	
		a	b	c=a+b	d	e	f=c+e
1.	Hardware/ Appliance including OS for DC						
2.	Hardware/ Appliance including OS for DR						
3.	Hardware/ Appliance including OS for UAT						



4.	Database Licenses (In case proposed database is Oracle then, Database cost to be indicated as Zero)						
5.	Any other Software/ Licenses (In case proposed middleware is Oracle WebLogic Enterprise edition then cost to be indicated as Zero)						
6.	<u>Perpetual Enterprise License for Document Management Solution for Global Trade Processing Centre</u>						
7.	Total Cost for AMC/ATS for 2 years after the completion of warranty period of 3 years						

**Table - E**  
**Charges for Onsite Resources from go-live date**

[Amount in Indian Rupees]

Sl. No	Requirement Details	Unit Resources Charges					Unit Resources Charges Excl. of taxes)	No. of Resources	Total Cost for resources (Excl. of taxes)	Tax for Column g		Total Cost for resources (Incl. of taxes)
		1 <sup>st</sup> Year	2 <sup>nd</sup> Year	3 <sup>rd</sup> Year	4 <sup>th</sup> Year	5 <sup>th</sup> Year				% tax	Tax Amt.	
		a	b	c	d	e	f=a+b+c+d+e	N	g=f*N	h	i	j=g+i
1.	Senior Resources (L2)							1				
2.	Junior Resources (L1)							1				
3.	Total Cost of Onsite Resources from go-live date (Sum of Sl. No. 1 to 2)											

**Note:** The addition/ deletion of resource (optional) will be availed by the Bank based on the requirement of resources during the contract period of five years. Bank shall intimate the same as and when the requirement arises.

The price quoted by the bidder is fixed for entire contract period and the quantity mentioned is indicative only. Bank at its discretion may place order on the selected bidder at the rates mentioned above during the contract period.

Bank reserves the right to opt for onsite resources during initial purchase order or any time post go-live, during the contract period. The payment will start only after actual deployment of resource on-site.





**Table-F**  
**Cost for any additional requirements /additional customization/ enhancement**  
[Amount in Indian Rupees]

Sl. No.	Description	Charges Per Man day (Excl. of Tax)	No. of man days per year#	No. of Year s	Total Cost (Incl. of Tax)	Tax for column d		Total Cost (Incl. of Tax)
		a	b	c	d=(a*b*c)	% Tax	Tax amt.	g=d+f
1.	Cost for any additional requirements/ additional customization/ enhancement		200	5				
	<b>Total Cost for any additional requirements /additional customization/ enhancement</b>							

# The price quoted by the bidder is fixed for entire contract period and number of man days mentioned above is indicative only. However, the no. of man-days may vary from time to time in total.

**Table-G**  
**Total Cost for 5 Years Contract Period**  
[Amount in Indian Rupees]

Sl. No.	Details	Total Cost (inclusive of taxes)
1.	Total Cost of Hardware & other Items (Including OS & Licenses) for implementing Document Management Solution for Global Trade Processing Centre as per Table-A	
2.	Total Perpetual Enterprise License cost for Document Management Solution for Global Trade Processing Centre with comprehensive onsite Support & Maintenance for 5 Years as per Table-B	
3.	Total cost for One time implementation at DC, DRC & UAT infrastructure as per Table-C	
4.	Total Cost for AMC/ATS for 2 years after the completion of warranty period of 3 years as per Table-D	
5.	Total Cost of Onsite Resources from go-live date as per Table-E	
6.	Total Cost for any additional requirements /additional customization/ enhancement as per Table-F	
7.	Total Cost of Ownership for a period of 5 years [Sum of rows 1,2,3,4,5 and 6]	

**Undertaking**

- i. Bill of material is submitted on the letter head and is signed by an Authorized Signatory with Name and Seal of the Company.





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

Date:  
Place:

Signature with seal  
Name:  
Designation:





**Amended Annexure-10**  
**Technical Evaluation Criteria**

(Should be submitted on Company's letter head with company seal and signature of the authorized person)

**SUB: RFP for Selection of Service Provider for Supply, Installation, Implementation, Integration, Customization and Maintenance of Document Management Solution for Global Trade Processing Centre for a period of five years in Canara Bank**

Ref: GEM/2025/B/5781717 dated 04/01/2025.

Bank will evaluate the technical proposals of all eligible Bidders based on the documents submitted for the below mentioned criteria:

Sl. No.	Particulars	Scoring methodology	Max Marks	Documents to be submitted For award of mark
1.	The proposed solution should have been implemented/ maintaining in any Scheduled Commercial Bank in last Five years as on the date of submission of bid .	No. of Organisations: ≥ 4 organizations: 10 marks ≥ 2 organisations & ≤ 3 organisations: 7 marks 1 organization: 5 marks	10	The bidder/OEM has to provide relevant purchase order/work order / engagement letter & signoff along with satisfactory project completion certificate/ Reference letter from the Concerned Organization /Email reference from the client detailing the services along with Name, Designation, Contact details.
2.	The Bidder/OEM should have implemented/ maintaining Trade Financing Solution in at least <u>one Bank in India/ Global</u> having more than 1000 branches during last five years as on the date of submission of bid	No. of Branches: ≥ 2000 Branches: 10 marks ≥ 1000 Branches & < 2000 Branches: 5 marks	10	The bidder/OEM has to provide relevant purchase order/work order / engagement letter & signoff along with satisfactory project completion certificate/ Reference letter from the Concerned Organization clearly mentioning about the bank branches/ Email reference from the client detailing the services along with Name, Designation, Contact details.
3.	The Bidder/OEM must have successfully implemented project of Trade Financing solution in Scheduled Commercial Banks in India during last 3 years from the date of submission of bid.	No. of years: >5 years: 10 marks > 3 years & ≤ 5 years: 7 marks up to 3 years: 5 marks	10	The bidder/OEM has to provide relevant purchase order/work order / engagement letter & signoff along with satisfactory project completion certificate/ Reference letter from the Concerned Organization/Email reference from the client detailing the services along with Name, Designation, Contact details



4.	The number of professionals (L1, L2 resources) employed full time by the bidder with experience of working in the proposed solution in Scheduled commercial Banks in India.	No. of professionals: ≥25 professionals: 5 marks <25 professionals: 2 marks	5	Letter from HR/company secretary and relevant certificate to be submitted. (Resource with more than two years of experience will only be considered)
5.	Bidder should have valid accreditation as below: 1. Latest Information security ISO/IEC 27001:2022 or above as and when standards updated. 2. ISO 9001(Quality Management System - QSM) 3. ISO/IEC 20000 (IT Service Management - ITSM)  OEM should have valid accreditation as below: 1. ISO/IEC 25010: Software Quality Model 2. ISO/IEC 12207: Software Lifecycle Processes	Each Certification contains 2 marks	10	Copy of valid certificate shall be enclosed. (Certificates with more than one years from the issue date will be considered)
6.	Compliance to Technical and Functional Specifications as per Section-II and Section - III of Annexure-9  Technical and functional specifications as specified in Annexure-9 readily available in the proposed Solution.	As per functional & Technical Compliance based on the responses from the Bidder as per the Annexure-9 and demonstrable at Presentation Demo and assessed by Bank.	30	The modules should be live on the date of bid submission. The bidder to submit certificate from the Bank along with the copy of engagement letter/ work order/ letter of award along with project completion certificate with relevant details for each assignment/ tools/ module.  <b>Note</b> Bidder to note that all features must be available for demonstration during Presentation/ Product Demonstration. During evaluation, if any of the criteria mentioned as compliant is not found in the solution, marking will be modified in the respective category as evaluated by the Bank & Bank's decision shall be binding on the bidders.





				It is mandatory for Bidders to have all functionalities listed. Any non-compliance may lead to bidder's disqualification at the sole discretion of Bank.
7.	Bidder's Presentation/ Demonstration	Points will be assigned by an internal committee as per Table P-1	25	Presentation to be conducted as per the schedule provided by Bank.
<b>Total Maximum Marks</b>			<b>100</b>	

Note: The bidder should score minimum 70% of marks out of 100 marks for qualifying under Technical Evaluation. The bidders qualified under Technical Evaluation will be eligible for commercial opening.

**Presentation of proposal:**

Canara Bank will schedule the presentations and intimate the time and locations to the bidders. Failure of a bidder to complete a scheduled presentation may result in the rejection of that Bidder's proposal.

**Table P-1**

Sl. No.	Presentation Agenda	Maximum Marks
1.	Work plan and methodology covering complete scope of work	7
2.	Best IT architecture with latest technology, Approach and Methodology	7
3.	Solution's capabilities	5
4.	Compliance, Security & Risk Management	3
5.	Future Scalability	3
	<b>Maximum Marks for Presentation</b>	<b>25</b>

**Terms & Conditions**

- Bidder to note that all features must be available for demonstration during Presentation/ Product Demonstration. During evaluation, if any of the criteria mentioned as compliant is not found in the solution, marking will be modified in the respective category as evaluated by the Bank & Bank's decision shall be binding on the bidders. It is mandatory for Bidders to have all functionalities listed. Any non-compliance may lead to bidder's disqualification.
- Bank reserves the right to conduct interviews of the proposed team members.
- In case of absence of the allotted resource, the standby should perform the job of the absentee.
- Bank may reject such manpower if bank is not satisfied with his/her performance.

**Declaration:** We hereby confirm 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 response to this RFP is liable for rejection.

Date:

Signature with seal

Name:

Designation :

