



Request for Proposal in GeM Portal [RFP]

for

“SUPPLY, CONFIGURATION, INSTALLATION, COMMISSIONING AND MAINTENANCE OF 1000 NUMBERS OF CASH RECYCLERS UNDER CAPEX MODEL”.

RFP Ref. No.: RFP-14/DBS/1000CRs/2022 dated 08/08/2022.

GEM BID No : GEM/2022/B/2425189

Issued by:

Canara Bank,
Procurement & Vendor Payments Section,
Digital Banking Services Wing,
Head Office Annexe - (K G Road),
2nd Floor, Devanga Towers, K G Road, Bengaluru - 560 009.
Phone No - 080-2207 3850.
Email Id - hodbsdprocurement@canarabank.com

The information provided by the bidders in response to this RFP Document will become the property of the Bank and will not be returned. The Bank reserves the right to amend, rescind or reissue this RFP Document and all amendments will be advised to the bidders and such amendments will be binding on them. The Bank also reserves the right to accept or reject any or all the responses to this RFP Document without assigning any reason whatsoever.

This document is prepared by Canara Bank for Procurement of **1000 NUMBERS OF CASH RECYCLERS UNDER CAPEX MODEL IN CANARA BANK**. It should not be reused or copied or used either partially or fully in any form.

A.BID SCHEDULE

| S.No | Description | Details |
|------|--|--|
| 1. | RFP No & Date | RFP-14/DBS/1000CRs/2022 dated 08/08/2022 |
| 2. | Brief Description of RFP | Supply, Configuration, Installation, Commissioning and Maintenance of 1000 numbers of Cash Recyclers Under Capex Model. |
| 3. | Contact Details | Canara Bank, Procurement & Vendor Payments Section Digital Banking Services Wing 2 nd Floor, Devanga Tower, No:35 KG Road, Bengaluru - 560 009 Contact: 080-22073850 Senior Manager, Procurement & Vendor Payments Section Email: hodbsdprocurement@canarabank.com |
| 4. | Date of Issue of RFP | 08/08/2022, Monday |
| 5. | Contract Period | 07 Years(1 Year Comprehensive Warranty plus Six(06) Years AMC, if contracted) |
| 6. | Tender Fee (Non-Refundable) | Rs.20,000.00 + GST |
| 7. | Earnest Money Deposit (Refundable) | Rs. 3,00,00,000/- (Rupees Three Crore Only) |
| 8. | Performance Bank Guarantee / Bid Security | 3 % of Total Order Value. |
| 9. | Purchase Preference Policy | Applicable |
| 10. | Last Date and Time for Submission of Bids | 29/08/2022, Monday, 03.00 PM |
| 11. | Date, Time and Venue for opening of Part-A Conformity to Eligibility Criteria | 29/08/2022, Monday, 03.30 PM <u>Venue:</u> Procurement & Vendor Payments Section Digital Banking Services Wing 2 nd Floor, Devanga Tower, No: 35 KG Road, Bengaluru -560 009. |
| 12. | Date and Time for opening of Technical Bid Part-B / Commercial Bid Part-C | Will be intimated at a later date. |
| 12. | Pre-bid Meeting Date & Time and Venue | Pre-bid meeting will be held on 24/08/2022, Wednesday, 03.00 PM at <u>Venue:</u> Canara Bank, Procurement & Vendor Payments Section, Digital Banking Services Wing 2 nd Floor, Devanga Tower, No:35 KG Road, Bengaluru -560 009. |

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| 13. | Pre-Bid Queries | <p>Participating bidders may submit their queries pertaining to the bid as per GeM Guidelines Only.</p> <ul style="list-style-type: none"> • Subsequent changes/amendments made, based on the suggestions and clarifications as per pre-bid meeting shall be deemed to be a part of the RFP document and shall be uploaded on GeM Portal Only. • No Queries/Suggestions shall be entertained after pre-bid meeting. • No oral or individual consultation shall be entertained. • Non reply to any of the queries raised by the vendors during pre-bid Meeting shall NOT be considered as acceptance of the query/issue by the Bank. <p>Pre-Bid Queries shall be submitted to hodbsdprocurement@canarabank.com as per Annexure-4 at least 2 days before the Pre-Bid meeting date.</p> |
| 14. | Commercial Bid Format | <p>Commercial Bid Format (Annexure-11 Bill of Material) has been provided with this RFP for the better understanding of the requirements. The bid process shall be in accordance with GeM Portal guidelines only.</p> |
| 15. | Publication | <p>This document can be downloaded from following websites https://canarabank.com/tenders.aspx, https://bidplus.gem.gov.in/bidlists</p> <p>Any amendments, modifications, Pre-Bid replies & any communication etc. shall be uploaded on GeM Portal only. No individual communication will be sent to the individual bidder.</p> <p>The Bank reserves the right to Cancel or postpone the tender at any stage without assigning any reason whatsoever.</p> |
| 16. | Important Instructions for Bid Submission | <ul style="list-style-type: none"> • The bid documents and commercial bid shall be submitted online on GeM portal ONLY as per this RFP document and as per the provisions and terms & conditions of GeM portal. • Please make sure that all the documents are properly scanned and are legible to read. • Bank Guarantee towards Earnest Money Deposit and all Declarations/ Forms/ Formats/ Documents etc. asked in the RFP, which need to be submitted on Stamp Paper shall be submitted both Online (Scanned Copy) on GeM portal and Offline (Physical Copy) in the Tender Box by the bidder before bid submission timeline. |

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| | | <p>Physical Copy as mentioned above, shall be submitted at:</p> <p><i>Canara Bank, Digital Banking Services Wing, Devanga Tower 2nd Floor, 35, KG Road, Bengaluru 560009</i></p> <ul style="list-style-type: none"> • Offline documents shall reach to us within the stipulated timeline. • The Envelope containing Offline documents as mentioned above shall contain the name and address of the bidder and name of RFP. If the envelope containing such documents is not sealed and marked in the prescribed manner, the Bank will assume no responsibility for the bid's misplacement or premature opening. • The information and documents provided by the bidders in response to this RFP shall become the property of the Bank and will not be returned. Only the Bank Guarantee towards Earnest Money Deposit/Bid Security shall be returned in accordance with relevant clause(s) of this RFP. |
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Note:

- This document can be downloaded from following website <https://canarabank.com/tenders.aspx>. In that event, the bidders should pay the Tender Fee for tender document and the bidder has to submit the tender fee through NEFT to the account mentioned in the Bid document.
- Any amendments, modifications, Pre Bid replies & any communication etc. will be uploaded in the Bank's website only (i.e. <https://canarabank.com/tenders.aspx>). No individual communication will be sent to the individual bidders.
- The Bids shall be opened as per the process and guidelines of GeM Portal. Canara Bank is not responsible for non-receipt of responses to RFP within the specified date and time due to any reason including postal holidays or delays. Any bid received after specified date and time of the receipt of bids prescribed as mentioned above, will not be accepted by the Bank. Bids once submitted will be treated as final and no further correspondence will be entertained on this. No bid will be modified after the specified date & time for submission of bids. No bidder shall be allowed to withdraw the bid.
- The bidder shall upload all the requisite documents while submitting the bid online on GeM portal as per the terms, conditions and process of GeM Portal. It is bidder's responsibility to ensure submission of all documents at the time of submission of bid online and no request in this regard shall be entertained post completion of bidding timeline.

DISCLAIMER

The information contained in this Request for Proposal (“RFP”) document or information provided subsequently to Bidders or applicants whether verbally or in documentary form by or on behalf of Canara Bank (or Bank), is provided to the Bidder(s) on the terms and conditions set out in this RFP document and all other terms and conditions subject to which such information is provided. This RFP document is not an agreement and is not an offer or invitation by Canara Bank to any parties other than the applicants who are qualified to submit the bids (hereinafter individually and collectively referred to as “Bidder” or “Bidder/s” respectively). The purpose of this RFP is to provide the Bidders with information to assist the formulation of their proposals. This RFP does not claim to contain all the information each Bidder requires. Each Bidder may conduct its own independent investigations and analysis and is free to check the accuracy, reliability and completeness of the information in this RFP. Canara Bank makes no representation or warranty and shall incur no liability under any law, statute, rules or regulations as to the accuracy, reliability or completeness of this RFP. The information contained in the RFP document is selective and is subject to updating, expansion, revision and amendment. It does not purport to contain all the information that a Bidder requires. Canara Bank does not undertake to provide any Bidder with access to any additional information or to update the information in the RFP document or to correct any inaccuracies therein, which may become apparent.

Canara Bank reserves the right of discretion to change, modify, add to or alter any or all of the provisions of this RFP and/or the bidding process, without assigning any reasons whatsoever.

Canara Bank in its absolute discretion, but without being under any obligation to do so, update, amend or supplement the information in this RFP. Canara Bank reserves the right to reject any or all the Request of Proposals received in response to this RFP document at any stage without assigning any reason whatsoever. The decision of Canara Bank shall be final, conclusive and binding on all the parties.

The bidder shall bear all the costs associated with or relating to the preparation and submission of the bid including but not limited to preparation, copying, postage, delivery fees, expenses associated with any demonstrations or presentations which may be required by the Bank or any other costs incurred in connection with or relating to the bid. All such costs and expenses will remain with the bidder and the Bank shall not be liable in any manner whatsoever for the same or for any other costs or other expenses incurred by a bidder in preparation or submission of the Bid, regardless of the conduct or outcome of the bidding process.

No person of the Bank or the Bidders, 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 Bidders, Vendors and third parties shall be construed as violation of Social Media Policy.

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B. INTRODUCTION

1. About Canara Bank:

CANARA BANK is a third largest public sector bank owned by Government of India. Canara Bank is a body Corporate and a premier Public Sector Bank established in the Year 1906 by Shri. Ammembal Subba Rao Pai and nationalized under the Banking Companies (Acquisition and Transfer of Undertakings) Act, 1970. Canara Bank Head office is located at 112, J C Road Bengaluru-560002 and Digital Banking Services wing located at Devanga Tower, # 35, K G Road, Bengaluru-560009.

The Bank is having pan India presence of 9734 branches, 24 Circle offices and 176 Regional Offices as on 31/03/2022, situated across the States. The bank also has offices abroad in London, Dubai and New York. As per the announcement made by the Department of Finance Services on 30 August 2019, Manipal based Syndicate Bank has been merged from 01 April 2020.

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.

This invitation of Bids is open to all Service Providers who have presence in India and who fulfill all the Eligibility criteria and who comply with all the requirements of Scope of Work as mentioned in the bid document.

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 Request for Proposal and shall be deemed to include its successor and permitted assigns.
- 2.2 'GeM' means Government e-Marketplace wherein the whole bidding process shall be conducted online.
- 2.3 'RFP' means Request for Proposal for "Supply, Configuration, Installation, Commissioning and Maintenance of 1000 numbers of Cash Recyclers Under Capex Model.
- 2.4 "Bid" (including the term 'tender', 'offer', 'quotation' or 'proposal' in certain contexts) means an offer including written reply or submission of response to this RFP to supply goods, services or execution of works made in accordance with the terms and conditions set out in a document inviting such offers;
- 2.5 "Bidder (including the term 'tenderer', 'consultant' or 'Service Provider') means an eligible entity/firm or company, participating in a procurement process with the Procuring Entity and submitting the Bid in response to this RFP.
- 2.6 'Contract' means the agreement signed by successful bidder and the Bank including all attachments and appendices thereto and all documents incorporated by reference therein, at the conclusion of bidding process, wherever required.

- 2.7 'Successful Bidder'/ 'L1 bidder' will be the L1 bidder in totality after conclusion of the bidding process, subject to compliance to all the Terms and Conditions of the RFP, etc.
- 2.8 "Vendor/Service Provider" is the successful Bidder found eligible as per eligibility criteria set out in this RFP, whose technical Bid has been accepted and who has emerged as L1 Bidder as per the selection criteria set out in the RFP and to whom notification of award has been given by the Bank.
- 2.9 "The Contract Price/Project Cost" means the price payable to the Vendor under the Contract for the full and proper performance of its contractual obligations.
- 2.10 "Services" means all services, scope of work and deliverables to be provided by a Bidder as described in the RFP and include provision of technical assistance, training, certifications, auditing and other obligation of the Vendor covered under this RFP.
- 2.11 "Product" means all the hardware, it's all components, peripheral apparatus, associated software/ firmware/ operating software, Software Agent(s).
- 2.12 "Project" means "Supply, Configuration, Installation, Commissioning and Maintenance of 1000 numbers of Cash Recyclers Under Capex Model.
- 2.13 "The Project Site" means locations where services as desired in this RFP document are to be provided.
- 2.14 "Deficiencies" shall mean defects arising from non-conformity with the mutually agreed specifications and/or failure or non-conformity in the Scope of the Services.
- 2.15 "Intellectual Property Rights" shall mean, on a worldwide basis, any and all: (a) rights associated with works of authorship, including copyrights & moral rights; (b) Trade Marks; (c) trade secret rights; (d) patents, designs, algorithms and other industrial property rights; (e) other intellectual and industrial property rights of every kind and nature, however designated, whether arising by operation of law, contract, license or otherwise; and (f) registrations, initial applications, renewals, extensions, continuations, divisions or reissues thereof now or hereafter in force (including any rights in any of the foregoing).
- 2.16 "Root Cause Analysis Report" shall mean a report addressing a problem or non-conformance, in order to get to the 'root cause' of the problem, which thereby assists in correcting or eliminating the cause, and prevent the problem from recurring.

3. Objective:

- 3.1 The objective of this GeM bid is to select a bidder (based on the Eligibility Criteria, Technical Eligibility and Commercial quoted by Bidders) for Supply, Configuration, Installation, Commissioning and Maintenance of 1000 numbers of Cash Recyclers Under Capex Model as per the Technical Specifications, Scope of Work, Terms and Conditions as described elsewhere in this document.
- 3.2 Bank may increase the Indented quantity by 25% as mentioned in this RFP based upon Bank's requirements if any, at the same rate and as per the same terms and conditions of this RFP.

- 3.3 The selected bidder shall integrate Cash Recyclers with Bank’s existing CBS /ATM Switch within stipulated timelines as mentioned in this GeM bid.
- 3.4 The selected bidder will enter into a Contract with the Bank at DBS Wing, Head Office for supply of 1000 (One Thousand) Cash Recyclers Under Capex Model as per the Functional and Technical specifications mentioned in Annexure-8 and Annexure-9 respectively. Requirements details mentioned in the GeM Bid.
- 3.5 The selected bidder will undertake to ensure availability of Cash Recyclers during the contract period, as well as maintenance of sufficient inventory of genuine spare parts during contract period.

4. Requirement Details:

- 4.1 Bank invites offers from eligible bidders for Supply, Configuration, Installation, Commissioning and Maintenance of 1000 (One Thousand) numbers of Cash Recyclers Under Capex Model as per Terms and Conditions, and Scope of work described elsewhere in this document. The numbers stated above are indicative in nature and subject to change on the discretion of the Bank.
- 4.2 Bank may increase the Indented quantity by 25% as mentioned in this RFP based upon Bank’s requirements if any, at the same rate and as per the same terms and conditions of this RFP.

| S.No | Description of Items | Quantities | Location |
|------|---|---------------------------|--|
| 1 | Supply, Configuration, Installation, Commissioning and Maintenance of 1000 numbers of Cash Recyclers inclusive of One additional set of (05)Five Cassettes consisting of Four (04) Currency Cassettes and One(01) Reject Bin/Cassette to comply with Cassette Swap Functionality. | 1000 (One Thousand) | Location Details will be shared while placing the purchase order.(PAN India) |

- 4.3 Detailed Functional, Technical Specifications for the above proposed procurement is provided as a separate annexure. Refer Annexure-08 &Annexure-09 for more details.
- 4.4 The proposed procurement of Cash Recyclers should have a Comprehensive onsite warranty of 01 year and AMC of 06 Years.
- 4.5 **The selected Bidder shall provide One set of Cash Recycler of same make and configuration to Bank without any additional cost to facilitate Testing/UAT.**

5. Participation Methodology:

- 5.1 In this GeM bid either the authorized bidder on behalf of the Principal/OEM/OSD or Principal/OEM/OSD itself can bid but both cannot bid simultaneously for the same item/product.
- 5.2 If a bidder bids on behalf of the Principal/OEM/OSD, the same bidder shall not submit a bid on behalf of another Principal/OEM/OSD in this GeM bid for the same item/product/service.

- 5.3 If any product of Principal/OEM/OSD is being quoted in this GeM bid, the Principal/OEM/OSD cannot bid for any other Principal's/OEM's/OSD's product.
- 5.4 In the event of the bidder being not able to perform the obligations as per the provisions of the contract, the OEM/OSD/principal should assume complete responsibility on behalf of the bidder for providing i.e., technology, personnel, financial and any other infrastructure that would be required to meet intent of this GeM bid at no additional cost to the bank. To this effect bidder should provide a dealer/distributor OEMs certificate as per Annexure-7.

6. Eligibility Criteria:

- 6.1 Interested Bidders, who are capable of Supply, Configuration, Installation, Commissioning and Maintenance of 1000 numbers of Cash Recyclers under Capex Model inclusive of One additional set of (05)Five Cassettes consisting of Four (04) Currency Cassettes and One(01) Reject Bin/Cassette to comply with Cassette Swap Functionality and meet the Eligibility Criteria as per Annexure-5, may respond.
- 6.2 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 evaluation. The proof provided must be in line with the details mentioned in "Documents to be submitted for Eligibility Criteria Compliance". Any of the Eligibility Criteria not accompanied by relevant proof documents will not be considered for evaluation.
- 6.3 Canara Bank, reserves the right to verify/evaluate the claims made by the bidder independently. Any deliberate misrepresentation will entail rejection of the offer.

7. Scope of Work:

As given in Annexure-10 of this document.

8. Training:

- 7.1 The Bidder shall provide user level training for identified employees of the Bank, depending upon Bank's requirement on PAN India basis without any additional cost to the Bank.
- 7.2 The Scope of training shall cover all aspects of the operating of the Cash Recyclers, trouble shooting of the Cash Recyclers, First Level maintenance, taking back up of images captured by VSS, retrieval of images etc., at the time of installation to the identified users at every Cash Recycler location. The same shall also be incorporated in the training manual/document.
- 8.1 Bidder should provide the training as and when they receive request from Bank to this effect. The Bidder shall ensure delivering training material and hands-on during the training.
- 8.2 The selected Bidder should also make provision for downloadable lessons / user manuals / procedure documents etc.,

C. DELIVERABLE AND SERVICE LEVEL AGREEMENTS

1. Delivery, Installation, Configuration, Integration, Commissioning & Acceptance:

- 1.1 Bank shall provide the address and contact details of the Branches for Supply, Configuration, Installation, Commissioning and Maintenance of 1000 numbers of Cash Recyclers under Capex Model in Canara Bank with the Successful Bidder. The allotment of location(s) for installation will be at the sole discretion of the Bank and the same shall be accepted and Cash Recyclers shall be delivered and installed within due date.
- 1.2 The selected bidder shall ensure smooth delivery of Cash Recyclers in LOTS as decided by Bank from time to time. Similarly, the selected bidder shall ensure maintenance of sufficient inventory of Cash Recyclers & Associated Spare Parts at the Bidder's end to ensure smooth/timely delivery to Bank's locations in LOTS.
- 1.3 The delivery of Cash Recyclers to Bank will be communicated to the Successful Bidder in the Purchase Order. Please note that no extra charges will be paid for those locations wherever road permit is required. The selected bidder has to arrange for road permit, E-Way bill at his own cost. It will be the sole responsibility of the selected bidder to submit any form required for release of shipment from the check post.
- 1.4 Allotment of locations for Installation will be decided at the sole discretion of the Bank and same shall be delivered and installed within the date and timelines specified by the Bank.
- 1.5 Delivery of Cash Recyclers, associated Hardware and Software at all sites within Four (04) to Six (06) weeks. Non-compliance of delivery will result in imposing penalty of 0.50% of total contract value/ per week part thereof, on the invoice value. The maximum penalty will be 5% of total order value.
- 1.6 The selected bidder is required to make the arrangements for delivery of Cash hardware to the locations as per the list of locations provided by Bank from time to time. However, the Bank will provide letters / certificate / authority to the selected bidder, if required.
- 1.7 The successful bidder should ensure installation of Both Hardware and Software of Cash Recycler and complete all the works specified in the Scope of Work. The selected bidder has to submit the related licenses to the Bank along with the satisfactory completion of works duly authenticated by the Branch.
- 1.8 The Installation will be deemed as incomplete if any component of the Cash Recycler Software/Hardware is not delivered or is delivered but not installed and / or not operational or not acceptable to the Bank after acceptance testing/ examination. In such an event, the supply and installation will be termed as incomplete and system(s) will not be accepted and the warranty period will not commence. The installation will be accepted only after complete commissioning of Cash Recycler, its Hardware and Software.
- 1.9 However, if the hardware items are already delivered, and if the modifications in locations are made after delivery, the selected bidder shall carry out installation and commissioning at the modified locations in coordination with the Bank for

shifting at no additional cost. The Warranty should be applicable to the altered locations also.

1.10 Partial or incomplete or damaged delivery of materials will not be considered as delivered of all the ordered materials. Date of delivery shall be treated as date of last material delivered to the ordered locations if materials are not damaged. Delivery payment shall be made against completion of delivery of all the ordered materials without any damage and proof of delivery duly certified by Bank's Officials, along with delivery payment claim letter and Invoice.

1.11 Installation, Commissioning of Hardware and Software will be deemed as Complete only when the same is accepted by the Bank in accordance with the Terms & Conditions of this Tender. The successful bidder has to provide the satisfactory Installation and Commissioning certificate(s) to the concerned Branch/Office along with the authentication of the Bank Officials.

1.12 Acceptance Test Procedure(ATP) By Bank:

1.12.1 The Acceptance Test Procedures (ATP) to demonstrate the features, qualities and capabilities of the Cash Recyclers and all equipment supplied and installed by the Bidder shall be finalized on mutual agreement with the selected bidder after signing the Contract Agreement.

1.12.2 The Acceptance Test Procedures (ATP) shall demonstrate features, qualities and capabilities of Cash Recyclers as committed in the Bid as agreed upon after final evaluation by the selected bidder.

1.12.3 The Cash Recyclers shall be accepted by the Bank within 7 days after successful completion of Installation, Configuration, Commissioning and Acceptance Test.

1.12.4 The Acceptance Test shall be conducted for each Cash Recycler separately.

1.12.5 Pending completion of acceptance tests, the Bank reserves the right to use the System and such usage shall not be construed as acceptance of System by the selected Bidder.

1.13 Completion of Acceptance Test Procedure(ATP) By Bank:

1.13.1 Immediately on successful installation and commissioning, the vendor shall ensure that, all the ATP documents reach the Bank site in time.

1.13.2 If the delays as the clause is attributable to the Bank and Bidder has delivered all the deliverables and installed/commissioned as per the terms of this RFP, though the ATP has been done subsequently, it is deemed to have been accepted the Cash Recycler after 7 days of installation and commissioning.

1.13.3 Reason for delay in conducting the ATP, either attributable to the Bank or the Bidder, shall be specifically recorded in the ATP document and duly authenticated by the Bank officials of respective location.

1.14 Commissioning of Cash Recyclers will be deemed as Complete only when the same has been accepted by the Bank in accordance with the terms and conditions of this RFP.

- 1.15 Partial or incomplete or damaged delivery of Cash Recyclers will not be considered as delivered of the ordered materials. Date of delivery shall be treated as date of replacement of damaged materials with new one. Delivery of payment shall be paid against completion of delivery of the all the ordered materials without any damage and proof of delivery duly certified by the Bank Officials along with delivery payment claim letter.
- 1.16 If undue delay happens for delivery and / or installation of the ordered Hardware/Software by the Bidder, the same shall be treated as the breach of contract. In such case, the Bank may invoke the BG/forfeit the Security Deposit without any notice to the Bidder.

2. Pre-Dispatch Inspection (PDI):

- 2.1 The Bank and/or its nominated Team of Officials/Consultants may carry out pre-dispatch inspection of all ordered Cash Recyclers or any part thereof before delivery. On account of PDI, there will not be any change in delivery terms and conditions. However, the bank will have the discretion to conduct PDI.
- 2.2 The selected bidder shall inform his readiness for pre-dispatch inspection at least 7 days in advance. However, if the PDI is not conducted within seven days from the date of readiness for PDI given by the successful bidder for the reason attributable to the Bank and/or Bank's PDI Vendor, Bank will extend the date of Delivery to the extent of delay in conducting PDI. Inspection of the ordered equipment to be supplied to the Bank shall be carried out at bidder's site/facility. There shall not be any additional charges payable by the Bank for such inspection. However, the Bank will have the discretion to recover the costs related to travel and stay of its staff/consultants from the bidders if the ordered equipment offered for inspection are not as per the Bank's order or if the successful bidder fails to comply with the test and inspection procedure.
- 2.3 The Successful Bidder should have to maintain the Cash Recyclers in **Lots** with the minimum **Lot size** as decided by the Bank while conducting the PDI.

3. Uptime:

- 3.1 The successful bidder shall guarantee a 24x7 availability with monthly uptime of **99.5%** for each Cash Recycler and other equipment as specified in Annexure-10 (Scope of Work),Annexure-08(Functional Specifications) and Annexure-09 (Technical requirements), during the period of the Contract and also during AMC/ATS, if contracted, which shall be calculated on monthly basis.
- 3.2 Infrastructure availability including network, compute and storage shall be at a minimum **99.95%**.
- 3.3 The "Uptime" is for calculation purposes, equals to the Total contracted minutes in a month less Downtime. The "Downtime" is the time between the Time of Failure and Time of Restoration within the contracted minutes. "Failure" is the condition that renders the Customers unable to perform any of the defined functions on the Cash Recycler. "Restoration" is the condition when the selected bidder demonstrates that the solution is in working order and the Bank acknowledges the same.

- 3.4 If the Bidder is not able to attend the troubleshooting calls on Cash Recycler working due to closure of the Branch/Non-availability of access to the Cash Recycler, the response time/uptime will be taken from the opening of the office for the purpose of uptime calculation. The Bidder shall provide all monthly uptime reports at the end of warranty period before claiming AMC/ATS, if contracted.
- 3.5 The Downtime calculated shall not include any failure due to Bank, third party and Force Majeure.
- 3.6 The percentage uptime is calculated on monthly basis as follows:

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

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

- 3.7 If the Successful Bidder fails to guarantee the required uptime, the Bank shall, for **every Half Percent (0.5%) or Part Thereof** decrease in guaranteed monthly uptime for each Cash Recycler/Equipment, impose penalty as mentioned below.

| Sl.No | Uptime | Penalty For Not Maintaining Uptime |
|-------|--------------------------|------------------------------------|
| 1. | Above 99% and Upto 99.5% | Rs. 250/- |
| 2. | Above 97% and Upto 99% | Rs. 750/- |
| 3. | Above 95% and Upto 97% | Rs. 1500/- |
| 4. | Less than 95% | Rs. 2000/- |

- 3.8 The maximum penalty levied per location shall not be more than the respective years AMC amount payable, if contracted, for the location per quarter during the AMC period.
- 3.9 If monthly uptime is less than 95%, the Bank shall levy penalty as above and also Bank shall have full right to terminate the contract under this CONTRACT or AMC, if contracted. The right of termination shall be in addition to the above extension period and penalty.
- 3.10 The successful Bidder shall submit **monthly uptime reports once in a quarter** within 45 days from the end of the quarter for each Cash Recycler location and penalty shall be recovered by the Bank while releasing payment for AMC

4. Penalties & Liquidated Damages:

4.1 Penalties/Liquidated damages for delay in Delivery and Installation of Cash Recycler Solution would be as under:

- 4.1.1 Non-compliance of the delivery of Cash Recyclers as per **Section C** under **Clause 1.5 & Clause 3.2** will result in imposing penalty (0.50% on delay in delivery and 0.50% on delay on installation) per week or part thereof, on the invoice value location/office wise. However, the total Penalty/LD to be recovered under above **clauses shall be restricted to 5%(Plus GST)** of the total contract value (exclusive of Taxes).

- 4.1.2 Liquidated Damages for Non-Performance:** If the specifications of the CONTRACT are not met by the Bidder during various tests, the Bidder shall rectify or replace the same at their own cost to comply with the specifications immediately to ensure the committed Uptime, failing which the Bank reserves its right to reject the items.
- 4.1.3** The liquidated damages shall be deducted / recovered by the Bank from any money due or becoming due to the Bidder under this purchase contract or may be recovered by invoking of Bank Guarantees or otherwise from Bidder or from any other amount payable to the Bidder in respect of other Orders.
- 4.1.4** The above penalty & LDs are independent of each other and are applicable separately and concurrently.
- 4.1.5** The penalty and LD are applicable for each location individually.
- 4.1.6** LD is not applicable for the reasons attributable to the Bank and Force Majeure.

5. Payment Terms & Conditions:

The following terms of payment shall be applicable to this contract and will be released after execution of Contract Agreement.

- 5.1** Bank will release the payment on completion of activity and on production of relevant documents/invoices. Please note that Originals of invoices (plus One Copy) reflecting GST, GSTIN, State Code, HSN Code, State Name, Taxes & Duties, Proof of delivery duly signed by Bank officials of the respective Branch/Office and Manufacturer's / Supplier's Warranty Certificate should be submitted while claiming payment in respect of orders placed.
- 5.2** The selected bidder has to submit Installation report/Sign off report duly signed by the Bank Officials in original while claiming payment. The invoice and installation report should contain the product serial number (Hardware & Software) of the items supplied.
- 5.3** Bank will not pay any amount in advance.
- 5.4** Payment shall be released within 30 days from submission of relevant documents as per RFP terms.
- 5.5** The Bank shall have the right to withhold any payment due to the bidder, in case of delays or defaults on the part of the bidder. Such withholding of payment shall not amount to a default on the part of the Bank
- 5.6** Based on satisfactory performance by the solution provider Bank reserves the right to extend the contract on mutually agreed commercials for subsequent periods.
- 5.7** The payments shall be made only for the services provided by the service provider as mentioned in the scope of work. The vendor has to submit the invoices within 1st Week of every succeeding month when payment becomes due along with the uptime report and supporting documents.

- 5.8 The Delivery proof, Installation Report and Acceptance Report duly signed by Bank officials of the respective Branch/Office should be submitted in originals while claiming payment in respect of orders placed. The bank shall finalize the installation and acceptance format mutually with the selected bidder. The bidder shall strictly follow the mutually agreed format and submit the same for each location wise while claiming installation and acceptance payment.
- 5.9 The payment will be released through NEFT/RTGS and the selected bidder has to provide necessary Bank Account details like Account No, Bank's name with Branch & IFSC code etc.
- 5.10 Any delay in installation due delay in Site readiness attributable to the Bank, the payment shall be made subject to an Undertaking from the successful bidder that the same shall be installed at later date at no extra cost to the Bank.

6. Annual Maintenance Charges(AMC):

- 6.1 The Bank, at its own discretion may enter into Annual Maintenance Cost(AMC) contract with the successful bidder after completion of successful warranty period of 1 year. The successful bidder has to execute the AMC agreement with the Bank, if contracted, after completion of warranty period. The AMC shall be released quarterly in arrears after satisfactory completion of service during the period and submission of preventive maintenance reports duly certified by the Branches and invoices. The AMC shall be paid on actual basis for the broken period in the Quarter.
- 6.2 During the Warranty and AMC (if contracted) period, the Bidder should extend the On Site Service Support. The scope of Warranty and AMC (if contracted) shall include
- 1.1.1. Rectification of Bugs/defects if any.
 - 1.1.2. Preventive Maintenance Yearly.
 - 1.1.3. Maintenance of Cash Recyclers including its Hardware/Software and related Peripherals.
- 6.3 It may be noted that the Bank reserves the right to demand additional performance Bank Guarantee to the tune of 10% of the value of the Purchase Order, if AMC charges quoted by the bidder are abnormally low (i.e. AMC/ATS Cost percentage per annum should not be less than 5% of the cost of Hardware and software). The Bank has discretion to consider such offer or for seeking clarification from the bidder to decide for consideration. This Bank Guarantee will be towards contractual/AMC obligations of the bidder. Bidder shall quote the charges of AMC as per the Bill of Material(**Annexure-11**). This Bank guarantee shall be submitted within 15 days from the date of acceptance of the order which shall cover warranty and AMC period with a claim period of 3 months. The bidder has to submit this Bank guarantee in addition to the Security Deposit/Bank Guarantee as specified in Annexure-19. The selected bidder shall be responsible for extending the validity date and claim period of the Bank guarantees as and when it is due, on account of incompleteness of the project and warranty period.

6.1.1. Stages of Payment:

| Sl no. | Payment type | Percentage of payment | Condition/Remark |
|--------|--------------------------------|-----------------------|---|
| 01 | Delivery | 70% | On delivery of all Hardware & Software items on production of relevant documents. Please note that Original of Invoice (plus one copy) reflecting taxes & duties , proof of delivery duly signed by the bank officials (with staff no.) of the respective branches /offices should be submitted while claiming payment in respect of orders placed. |
| 02 | Installation and Commissioning | 10% | <p>On installation and commissioning. The vendor has to submit installation reports duly signed by the bank officials (with staff no.) of the respective branches /offices should be submitted while claiming payment.</p> <p>The Invoice and installation report should contain the product serial no. of the items supplied. If installation is not completed within 15 days from the date of delivery of the machines for the reason the site is not ready, payment will be released against site not ready documents duly signed by the branch officials.</p> |
| 03 | Acceptance | 10% | On completion of the acceptance test, the vendor has to submit the acceptance test reports duly signed by the bank officials of the respective branch /offices while claiming payments. |

| | | | |
|----|----------|-----|---|
| | | | If the acceptance test is not completed within 07 days of installation of machines for the reason attributable to the bank, payment will be released against documents duly signed by the branch /circle office officials. |
| 04 | Warranty | 10% | After completion of warranty period of One year, 10 % of the total cost shall be paid only after completion of warranty period of One year or on submission of a Bank Guarantee for equivalent amount by the vendor after releasing 10% acceptance payment. |

7. Scope Involved During Warranty and AMC (if contracted):

During the period of contract up to completion of Warranty and also during Annual Maintenance Contract (if contracted), the bidder shall perform the following:

- 7.1 If any software and Hardware updates provided by the OEM as free of cost, it should be provided and installed & configured by the selected bidder during Warranty and AMC support [If contracted].
- 7.2 Any corruption in the Software or media shall be rectified during the full period of the contract including Warranty and AMC, if contracted, at no extra cost to the Bank.
- 7.3 The system spare parts/services, as and when required, and complete maintenance of the Cash Recyclers during warranty period and AMC (if contracted), shall be supported for a period to be specified by the bank.
- 7.4 The support shall be given in person or through telephone, letter and E-mail within a reasonable time as the case may be.
- 7.5 Only licensed copies of software shall be supplied. The bidder shall grant an irrevocable perpetual license to the Bank to use the software. Further, all software supplied shall be of latest version.
- 7.6 The bidder shall provide centralized complaint booking facility to the bank and the dashboard, if available, shall be provided to the Bank. The method of booking complaints shall be E-mail, Toll-free no, on line portal, web, etc.
- 7.7 Escalation matrix should be provided for support, technical, project, etc. as per Annexure-13.

- 7.8 During AMC period [If contracted] Bank may, by notice of not less than 30 days in writing to the bidder, modify or delete either any location or all location, either partial items or all items of the contract.
- 7.9 The Cash Recycler shall comply with RBI, IBA, EMV, NPCI, PCI & GOI guidelines /mandates as on the date of Purchase Order. If any new guidelines/mandates are issued by the regulatory, the successful bidder shall arrange for its upgradation at mutually agreed terms and cost to the Bank.
- 7.10 Any corruptions in the Hardware/Software/Media shall be rectified during the full period of the contract including Warranty and AMC, if contracted, at no extra cost to the Bank.
- 7.11 Loading of Infobase Agent, EJ Agent, change in IP address, Cassette configuration, change in combination lock, Password, viewing and taking of Backup of video surveillance images should be done as part of maintenance support at the request of the Bidder. In case of requirement of reloading of InfoBase agent, EJ Agent, the successful bidder has to carry out the same without any additional cost to the Bank.
- 7.12 The selected bidder shall provide Service, Support on 24*7 basis on all days, including holidays.
- 7.13 The selected bidder shall submit the call log-in procedures, preventive and break down/corrective maintenance procedures, diagnostic/test procedures and escalation procedures for maintaining of Cash Recyclers/Equipments offered during Warranty and AMC period, if contracted. The bidder shall detail the first-level maintenance to be done by the Purchaser's official for the Cash Recycler.
- 7.14 All repair and maintenance services prescribed herein shall be performed by qualified Engineers totally familiar with the Cash Recyclers/Equipments. Bank shall arrange to maintain appropriate environmental conditions related to temperature, power supply, dust within the acceptable limits required for the equipment. It shall be the responsibility of the Bidder to monitor such environmental conditions and should bring to the notice of the Bank well in advance for such rectifications.
- 7.15 During Warranty and AMC period, the Bidder should extend the Onsite Service Support. The scope of Warranty and AMC shall include:
- 7.15.1 Fixing the Cash Recyclers and UPS issues.
 - 7.15.2 Rectification of Bugs, if any.
 - 7.15.3 Preventive Maintenance Quarterly.
 - 7.15.4 Installation of Cash Recyclers (Both Hardware, Software & Firmware).
 - 7.15.5 Re-installation of Cash Recyclers (Both Hardware, Software & Firmware), if required.
 - 7.15.6 Maintenance of Cash Recyclers (Both Hardware, Software & Firmware).
 - 7.15.7 Supply, Installation, Upgradation and implementations of upgraded versions of Hardware/Software.

7.16 The successful bidder shall ensure availability of Downtime report as demanded by the Bank in its format. In case of any disputes in Downtime, it should be resolved as per the mutually agreed terms.

7.17 Any change in Hardware/Software of Cash Recycler, the successful bidder shall be communicated to the Bank well in advance within the period of One month from the date of release. The successful bidder shall arrange to commission & install at free of cost. Bank reserves the right to procure the upgradations at no extra cost.

8. Local Support:

8.1 The bidder should be capable of meeting the service & support standards as specified in this tender.

8.2 The bidder shall provide warranty [if contracted] during office Hours on all Bank Working days of the year for all the locations.

8.3 Response Time and Meantime to Restore [MTTR]

8.3.1 The selected Bidder/ shall rectify the defect within a period of four hours for the call logged up to 3.00 PM and within a period of 18 hours for the call logged after 3.00 PM. If the Bidder/s fail to adhere to the timelines penalty to be levied.

8.3.2 Time specified above is from lodging of complaint.

8.3.3 However, penalties will be applied as per clause 3.2 (of Section A of the bid).

9. Warranty:

9.1 The entire Equipment/Hardware/Software (including OS) & software deployed for this project shall be under Comprehensive Onsite Warranty covering all parts including Drums, updates, minor update of software, maintenance or support for its proper operation, performance and output as specified in the tender technical specifications for a period of 01(One) years from the Date of Installation/Commissioning.

9.2 If the hardware /software do not perform in accordance with the Contract during the Warranty Period, then the Selected Bidder shall take such steps as necessary to repair or replace the Hardware/ Software. Such warranty service shall be provided at the Vendor's expense and shall include all media, parts, labour, freight and insurance to and from the Department's site.

9.3 If any defect in the Hardware/Software/Solution is not rectified by the Selected Bidder before the end of the Warranty Period, the Warranty Period shall be extended until, in the opinion of the Bank: a) the defect has been corrected; and b) the hardware/ Software functions in accordance with the Contract for a reasonable period of time.

9.4 The Bidder shall provide, after the warranty commences for all Software/Solution components, telephone support to the Bank during Business Days for assistance.

9.5 The bidder shall be fully responsible for the manufacturer's warranty in respect of proper design, quality and workmanship. Bidder must warrant all components,

accessories, spare parts etc. against any manufacturing defects during the warranty period.

10. Software, Drivers and Manuals:

10.1 The bidder shall supply along with each item all the related documents, Software Licenses loaded in the Hardware items without any additional cost. The documents shall be in English. These will include but not restricted to User Manual, Operation Manual, Other Software and Drivers etc.

10.2 All related documents, manuals, catalogues and information furnished by the bidder shall become the property of the Bank.

10. Documents, Standard Operating Procedures and Manuals

All related documents, manuals, Standard Operating Procedures (SOPs), best practice documents and information furnished by the bidder shall become the property of the Bank.

11. Mean Time Between Failures (MTBF):

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

12. Subcontracting:

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

13. Defect Liability:

In case any of the supplies and equipment delivered under the Contract are found to be defective as to material and workmanship and / or not in accordance with the requirement, and/or do not achieve the guaranteed performance as specified herein, within the warranty period of the contract, the selected Bidder shall forthwith replace/make good such defective supplies at no extra cost to the bank without prejudice to other remedies as may be available to the bank as per GeM bid terms.

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

15.1 All the hardware or required components should be shipped directly from Bidder premises to Bank premises.

15.2 All the underlying infrastructure components such as OS or any product should be hardened on each environment before made functional.

15.3 The Selected bidder shall abide by the access level agreement to ensure safeguards of the confidentiality, integrity and availability of the information systems. The Selected Bidder will not copy any data obtained while performing services under this GeM bid to any media including hard drives, flash drives or other electronic device other than as expressly approved by Bank.

15.4 The Bank will have the right to audit the bidder's people, processes, technology etc., as part of vendor security risk assessment process.

D. BID PROCESS

1. Clarification to RFP & Pre-bid Queries:

- 1.1. Bidder requiring any clarification of the bidding document may notify as per GeM Guidelines and Procedure within the date/time mentioned in the RFP document.
- 1.2. A pre-bid meeting will be held on the date and time specified in the RFP which may be attended by the authorized representatives of the Bidders interested to respond to this RFP.
- 1.3. The queries received (without identifying source of query) and response of the Bank thereof will be posted at the GeM portal only.
- 1.4. Canara Bank reserves the right to amend, rescind or reissue the RFP, at any time prior to the deadline for submission of Bids. The Bank, for any reason, whether, on its own initiative or in response to a clarification requested by a prospective Bidder, may modify the bidding document, by amendment which will be made available to the Bidders by way of corrigendum/addendum through GeM Portal. The interested parties/Bidders are advised to check the GeM Portal regularly till the date of submission of Bid document specified in the RFP and ensure that clarifications / amendments issued by the Bank, if any, have been taken into consideration before submitting the Bid. Such amendments/clarifications, if any, issued by the Bank will be binding on the participating Bidders. Bank will not take any responsibility for any such omissions by the Bidder. Canara Bank, at its own discretion, may extend the deadline for submission of Bids in order to allow prospective Bidders a reasonable time to prepare the Bid, for taking the amendment into account.
- 1.5. No request for change in commercial/legal terms and conditions, other than what has been mentioned in the RFP or any addenda/corrigenda or clarifications issued in connection thereto, will be entertained and queries in this regard, therefore will not be entertained.
- 1.6. Queries received after the scheduled date and time will not be responded/acted upon.

2. Pre-bid Meeting:

- 2.1. A pre-bid meeting with the bidders will be held on date & time and venue as specified in the RFP to clarify any doubts raised by them in this RFP.
- 2.2. If the pre-bid meeting date is declared as a holiday under NI act by the Govt. subsequent to issuance of RFP, the next working day will be deemed to be the pre-bid meeting day. Authorized representatives of interested bidders shall be present during the meeting scheduled date & time. In this connection, Bank will allow maximum of Two(2) representatives from each Bidder to participate in the pre-bid meeting.
- 2.3. Bank has the discretion to consider any other queries raised by the Bidder's representative during the pre-bid meeting.
- 2.4. Bank will have the liberty to invite its technical consultant or any outside agency wherever necessary.

2.5. Bank will consolidate all the queries and the replies for the same shall be made available in the www.canarabank.com website and no individual correspondence shall be made. The clarification of the Bank in response to the queries raised by the Bidders and any clarification/addendum/corrigendum furnished thereof will become part and parcel of the RFP and it will be binding on the Bidders.

3. Amendment to Bidding Document:

3.1. 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 amendment.

3.2. Notification of amendments will be made available on the GeM/Bank's website only (i.e. www.canarabank.com) and will be binding on all bidders and no separate communication will be issued in this regard.

3.3. 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 submission of Bids.

4. Bid System Offer:

This RFP contains the following three parts.

4.1. Part-A Conformity to Eligibility Criteria:

4.1.1. The participating bidder required to submit part-A conformity to Eligibility Criteria in the GeM portal as per **Annexure-5** of this RFP.

4.2. Part-B Technical Proposal:

4.2.1. The participating bidder required to submit part-B conformity to Technical proposal in the GeM portal as per **Annexure-6** of this RFP.

4.3. Part-C Commercial Bid/Commercial Bid(Indicative):

4.3.1. The bidder who are qualified in Part-B are required to submit Bill of Material in GeM portal as per **Annexure-11** of this RFP.

5. Bid Preparation and Submission:

5.1. e-Tendering through GeM: This tender will follow e-Tendering guidelines of GeM portal under which the bidding process shall be conducted by the Bank. Bidder shall necessarily register on GeM portal for participating in the bid. Vendors will have to abide by terms and conditions of GeM portal for participating the bidding process.

5.2. No consideration will be given to e-bids received after the date and time stipulated and no extension of time will normally be permitted for submission of e-Bids. Bank reserves the right to accept in part or in full or extend or reject the entire e-bid and cancel the entire tender without assigning any reason thereof at any stage.

- 5.3.** The decision of the bank in regard to this tender shall be final and binding on all the bidders. All disputes or differences in connection with this tender shall be subject to the jurisdiction of the courts at Bengaluru only.
- 5.4.** Bidders may please note:
- 5.4.1.** The Bidder should quote for the entire package on a single responsibility basis for hardware / software / services, Software Solution/ services it proposes to supply.
 - 5.4.2.** While submitting the Technical Bid, literature on the hardware and its associated operating software, Software Solution/ service should be uploaded.
 - 5.4.3.** Care should be taken that the Technical Bid shall not contain any price information. Such proposal, if received, the bid is liable for rejection.
 - 5.4.4.** The Bid document shall be complete in accordance with various clauses of the RFP document or any addenda/corrigenda or clarifications issued in connection thereto, duly signed by the authorized representative of the Bidder and stamped with the official stamp of the Bidder. Board resolution authorizing representative to Bid and make commitments on behalf of the Bidder is to be uploaded.
- 5.5.** Prices quoted by the Bidder shall remain fixed for the period during the terms of contracts and shall not be subjected to variation on any account, including exchange rate fluctuations and custom duty. A Bid submitted with an adjustable price quotation will be treated as non-responsive and will be rejected.
- 5.6.** If deemed necessary, the Bank may seek clarifications on any aspect from the Bidder. However, that would not entitle the Bidder to change or cause any change in the substances of the Bid already submitted or the price quoted.
- 5.7.** The Bidder may also be asked to give presentation for the purpose of clarification of the Bid.
- 5.8.** The Bidder must provide specific and factual replies to the points raised in the RFP.
- 5.9.** The Bid shall be typed or written in indelible ink and shall be signed by the Bidder or a person or persons duly authorized to bind the Bidder to the Contract and to be uploaded in the portal.
- 5.10.** All the enclosures (Bid submission) shall be serially numbered with rubber stamp of the participating Bidder's Company. The person or persons signing the Bids shall initial all pages of the Bids, except for un-amended printed literature and to be uploaded in the portal.
- 5.11.** Any inter-lineation, erasures or overwriting shall be valid only if these are initialed by the person signing the Bids.
- 5.12.** The Bank reserves the right to reject Bids not conforming to above.
- 5.13.** All the envelopes shall be addressed to the Bank and uploaded online and should have name and address of the Bidder.

6. Tender Fee:

The bidder should pay the Tender fee amount (Non-Refundable) as mentioned in the Bid document through NEFT and the same should be submitted along with the Part-A.

Non Submission of Tender fee is liable to be rejected on the grounds of non payment of tender fee.

The bidder has to submit the tender fee through NEFT to the following account.

| | |
|-----------------------------|-----------------|
| Name of the Account: | SL-OL-RTGS-NEFT |
| Account No: | 209272434 |
| IFSC Code: | CNRB0000056 |

The bidder should bear all the costs associated with the Bid preparation and Bid submission. Bank will not liable for any cost incurred by the Bidder. It is also clarified that there will be no binding relationship will exist between Bidder and the Bank until the execution of the Contract.

7. Earnest Money Deposit (EMD):

7.1. The Bidder(s) shall furnish, as part of its bid, Bid Security / Earnest Money Deposit in the form of Bank Guarantee issued by a Scheduled Commercial Bank in India, other than Canara bank, to be valid for a period of 6 months from the Last date of submission of Bid Document, together with a claim period of 30 days, in the format enclosed (**Annexure-19**), in favor of Canara Bank for an amount mentioned hereunder:

| Description | EMD Amount |
|---|--|
| Supply, Configuration, Installation, Commissioning and Maintenance of 1000 numbers of Cash Recyclers Under Capex Model for a period of 7 years. | ₹3,00,00,000/- (Rupees Three Crore Only) |

7.2. The Bank Guarantee issued by the issuing Bank on behalf of Bidder in favour of Canara Bank shall be in paper form as well as issued under the "Structured Financial Messaging System" (SFMS). SFMS Confirmation shall be submitted along with the EMD document.

7.3. Non-submission of Earnest Money Deposit will lead to outright rejection of the offer.

7.4. The EMD / Bid Security of the Selected Bidders will be discharged upon the Bidder's signing the Contract/SLA (Service Level Agreement) & furnishing the Performance Security in the form of Bank Guarantee for due fulfillment of the performance obligations during the entire warranty period.

7.5. The EMD / Bid Security of Unsuccessful Bidders will be discharged or returned as promptly as possible, on completion of the procurement process, without any interest thereon, but not later than 30 days after the expiration of the period of Bid validity prescribed by the Bank.

- 7.6. The bid security may be forfeited under the following circumstances:
- 7.6.1. If a Bidder withdraws its Bid during the period of Bid validity or
 - 7.6.2. If the bidder makes any statement or encloses any form which turns out to be false, incorrect and / or misleading at any time prior to signing of contract and/or conceals or suppresses material information; and / or The bidder violates any of the provisions of the terms and conditions of this tender specification.
- 7.7. The Bid security may be forfeited, in case of a successful Bidder, if the Bidder fails:
- 7.7.1. To accept the purchase order.
 - 7.7.2. Withdraws his tender before furnishing unconditional and irrevocable Performance Bank Guarantee
 - 7.7.3. To sign the Contract / SLA within the stipulated time in the form and manner to the satisfaction of the Canara Bank or
 - 7.7.4. To furnish Performance Bank Guarantee (PBG) valid till the end of warranty period + grace period within the stipulated time, in the form and manner to the satisfaction of the Canara Bank.
 - 7.7.5. To provide satisfactory services within the stipulated period or fails to comply with any terms of the RFP or purchase order
- 7.8. The EMD should be submitted as per GeM guidelines and procedures.
- 7.9. The bidder has to submit the EMD through RTGS to the following account.

| | |
|-----------------------------|-----------------|
| Name of the Account: | SL-OL-RTGS-NEFT |
| Account No: | 209272434 |
| IFSC Code: | CNRB0000056 |

8. Make and Models:

It is mandatory to provide Technology, make & model of all the items and their subcomponents as has been sought in the technical specification. The Offer may not be evaluated and / or will be liable for rejection in case of non-submission or partial submission of make, model of the items offered. Please note that substituting required information by just brand name is not enough. Bidders should not quote Technology, hardware which is already End of Sale. Bidders also should not quote hardware which are impending End of Life/End of Support during the contract period.

9. Hardware/Software Version:

The selected bidder should ensure usage of latest licensed software with proper update/patches and their subcomponents as has been sought in the technical/functional requirements. The Offer may not be evaluated and / or will be liable for rejection in case of non-submission or partial submission of Software Version of the items offered. Please note that substituting required information by just software

name is not enough. Bidder should not quote Software which is already End of Sale. Bidder also should not quote Software which are impending End of Sale.

10. Documentation:

Technical information in the form of Brochures / Manuals / CD etc. of the most current and updated version available in English must be submitted in support of the Technical Offer made without any additional charges to the bank. The Bank is at liberty to reproduce all the documents and printed materials furnished by the Bidder in relation to the GeM Bid for its own use.

11. Cost & Currency:

The offer must be in Indian Rupees only as per the Bill of Material(Annexure-11).

12. Erasures or Alterations:

12.1. The offers containing erasures or alterations or overwriting may not be considered for evaluation. There should be no handwritten material, corrections or alterations in the offer. Bidder to ensure that all the details are completely filled in. Terms such as “Ok/Noted/Given in brochure/” should be avoided while filling the technical details. Bank may treat such offers as not adhering to the tender guidelines and as unacceptable.

13. Assumptions/Presumptions/Modifications

13.1. The Bank would like to expressly state that any assumption, presumptions, modifications, terms, conditions, deviation etc., which the bidder includes in any part of the Bidder’s response to this GeM bid, will not be taken into account either for the purpose of evaluation or at a later stage, unless such assumptions, presumptions, modifications, terms, conditions deviations etc., have been accepted by the Bank and communicated to the bidder in writing. The bidder at a later date cannot make any plea of having specified any assumption, terms, conditions, deviation etc., in the bidder’s response to this GeM bid document. No offer can be modified or withdrawn by a bidder after submission of Bid/s.

14. Bid Opening:

14.1. The Part-A - Conformity to Eligibility Criteria shall be opened in the presence of the Bidder’s representative(s) on the Date & Time and at the venue specified in the Bid Schedule.

14.2. Bidder representative may be present in the place and venue well in time along with an authorization letter. (Annexure-14).

14.3. Attendance of the all the bidder’s representative present during the bid opening time will be recorded.

14.4. The bidder may note that no further notice will be given in this regard. In case, If the bid opening date is declared as a holiday under NI act by the Govt., the next working day will be deemed to be the bid opening day.

14.5. If any of the Bidder or all bidders not present during the bid opening day, Bank at its own discretion will proceed further with the opening of Part-A - Conformity to Eligibility Criteria in their absence.

- 14.6.** The Part-A Conformity to Eligibility Criteria submitted by the bidder will be evaluated based on the documents submitted as stipulated in the RFP document. The Part-B of Technical proposal of only those bidders who are qualified in Part-A - Conformity to Eligibility Criteria will be opened with due communication from the Bank.
- 14.7.** The Commercial Bid/Commercial Bid(Indicative) of only those bidders who are qualified in Part-B Technical Proposal shall be opened for evaluating Commercial Bid/Reverse auction process.

SECTION E - SELECTION OF BIDDER

1. Preliminary Scrutiny:

- 1.1. The Bank will scrutinize the Bid/s received to determine whether they are complete in all respects as per the requirement of RFP, whether the documents have been properly signed, whether items are offered as per RFP requirements and whether technical documentation as required to evaluate the offer has been submitted.
- 1.2. Prior to detailed evaluation, the Bank will determine the substantial responsiveness of each Bid to the bidding document. Substantial responsiveness means that the bid conforms to all terms and conditions, scope of work and technical specifications and bidding document is submitted without any deviations.

2. Clarification of Offers:

- 2.1. During the process of scrutiny, evaluation and comparison of offers, the Bank may, at its discretion, seek clarifications from all the bidders/any of the bidders on the offer made by them. The bidder has to respond to the bank and submit the relevant proof /supporting documents required against clarifications, if applicable. The request for such clarifications and the Bidders response will necessarily be in writing and it should be submitted within the time frame stipulated by the Bank.
- 2.2. The Bank may, at its discretion, waive any minor non-conformity or any minor irregularity in the offer. Bank's decision with regard to 'minor non-conformity' is final and the waiver shall be binding on all the bidders and the Bank reserves the right for such waivers.

3. Evaluation of Bid:

- 3.1. The Bank will evaluate the bid submitted by the bidders under this RFP. The Bid will be evaluated by a Committee of officers of the Bank. If warranted, the Bank may engage the services of external consultants for evaluation of the bid. It is Bank's discretion to decide at the relevant point of time.

3.2. Part A-Conformity to Eligibility Criteria:

- 3.2.1. The Part A- Conformity to Eligibility Criteria submitted by the bidder will be evaluated based on Eligibility Criteria and on the documents submitted as per Annexure-5 of RFP. The proof of documents should be submitted as per Annexure-5 and it will be evaluated by the Bank and Bank will seek clarification, if required.

3.3. Part B-Technical Proposal:

- 3.3.1. The Part B-Technical Proposal of only those bidders who qualified in Part A-Conformity to Eligibility Criteria, will be opened with due communication by the Bank. The Part B-Technical Proposal submitted by the bidder will be evaluated based on documents submitted as per Annexure-6. The proof of documents should be submitted as per Annexure-6 and it will be evaluated by the Bank and Bank will seek clarification, if required.

3.3.2. The Technical Evaluation will be for Technical and Functional requirement as per Annexure-8 & Annexure-9.(As scope of RFP).

3.3.3. **Bidders must fully comply with all requirements. Non-compliance to any one of the requirements leads to disqualification of the Bidder in Part B-Technical Proposal.**

3.3.4. If any part of the technical specification offered by the bidder is different from the specifications sought in our RFP, the bidder has to substantiate the same in detail the reason for their quoting a different specification than what is sought for, like higher version or non-availability of the specifications quoted by us, invariably to process the technical offer.

3.3.5. The Bank shall not allow / permit changes in the technical specifications once it is submitted.

3.3.6. At the sole discretion and determination of the Bank, the Bank may add any other relevant criteria for evaluating the proposals received in response to this RFP.

3.4. Part C-Commercial Bid (Indicative):

3.4.1. The Part C-Commercial Bid (Indicative) of only those bidders who qualified in **Part B-Technical Proposal** will be opened with due communication by the Bank. The **Part C-Commercial Bid (Indicative)** submitted by the bidder will be evaluated based on documents submitted as per **Annexure-11**. However, for arriving at L1, Bank will conduct Reverse Auction as mentioned elsewhere in the RFP document.

3.5. Reverse Auction:

Bank will conduct Reverse Auctions for arriving at L1/L2/L3 as per the GeM guidelines.

4. **Splitting of the Bids:** 60:40. L2 has to match the L1 price.

5. Bidders Presentation:

5.1. The Bank reserves the right to call for a presentation on the features and functionalities from those Bidders who have qualified in **Part A-Conformity to Eligibility Criteria**. Each Qualifying bidder is required to complete the POC within 10 Days. Hence, Bidder is required to arrange the required Cash Recyclers in prior and need to submit the pre-requisites document in order to complete the POC within 10 Days.

5.2. As a Part of Technical Evaluation based on the technical bids submitted by the Bidders, Bank at its discretion may call the Bidders for conducting POC (Proof of Concept) at the location which is identified by the Bank.

5.3. This exercise will be undertaken before opening of the Commercial Bids of the Bidders whose Part B-Technical proposals has been opened.

5.4. Bidders are further required to be in preparedness to demonstrate the proposed product by arranging for product walk-through at their own installations/principals/ R&D labs duly meeting the specific requirements/issues raised by the Bank. As a part of the technical evaluation the Bank may at its

discretion, request either all bidders or any of them to arrange for the demonstration of their product more than once if felt necessary before commercial evaluation.

- 5.5. The Bank at its discretion may call for providing of Proof of Concept (PoC) of proposed solution at the site mutually agreed.
- 5.6. Bidders should arrange for visits to the reference sites wherein the product is successfully implemented by them. The bidder shall take necessary permission from the site owner and demonstrate the features and performance to the Bank at their own cost. The Bank may require onsite reference visit or a Telephonic conversation with the concerned.
- 5.7. All expenses incurred in connection with the above shall be borne by the bidder. However, Bank will bear the travelling, boarding and lodging expenses related to its own personnel and its Consultants, if any.
- 5.8. Setting of evaluation criteria for product demonstrations shall be entirely at the discretion of the Bank. The decision of Bank in this regard shall be final and in this regard, no correspondence shall be entertained.

6. Normalization of Bids

- 6.1. The Bank may go through a process of technical evaluation and normalization of the bids to the extent possible and feasible to ensure that, shortlisted bidders are more or less on the same technical ground. After the normalization process, if the Bank feels that, any of the Bids needs to be normalized and that such normalization has a bearing on the price bids; the Bank may at its discretion request all the technically shortlisted bidders to re-submit the technical and Commercial Bids once again for scrutiny. The resubmissions can be requested by the Bank in the following manner;
 - 6.1.1. Incremental bid submission in part of the requested clarification by the Bank
 - OR**
 - 6.1.2. Revised submissions of the entire bid in the whole.
- 6.2. The Bank can repeat this normalization process at every stage of bid submission till Bank is satisfied. The shortlisted bidders agree that, they have no reservation or objection to the normalization process and all the technically shortlisted bidders will, by responding to this RFP, agree to participate in the normalization process and extend their co-operation to the Bank during this process.
- 6.3. The shortlisted bidders, by submitting the response to this RFP, agree to the process and conditions of the normalization process.

7. Intimation to Qualified/Successful Bidders:

- 7.1. The Bank will prepare a list of qualified bidders at each stage on the basis of evaluation of Part A-Conformity to Eligibility Criteria, Part - B Technical Proposal and Part C-Commercial Bid. The names of qualified bidders at each stage would be announced on the Notice Board/Bank's website (i.e. www.canarabank.com). Commercial Bids(indicative) of only technical qualified bidders shall be opened.

After conducting the Online Reverse Auction final list of the bidders (L1, L2, L3.... etc.,) will be announced as indicated above. No separate intimation will be sent to successful Bidder.

8. Correction of Error in Commercial Bid:

- 8.1. Bank reserves the right to correct any arithmetical errors furnished in the Commercial Bid. If any such errors are noticed, it will be rectified on the following basis:
- 8.2. Bank may waive off any minor infirmity or non-conformity or irregularity in a bid, which does not constitute a material deviation.
- 8.3. If there is discrepancy between the unit price and total price (which is obtained by multiplying the unit price by the quantity), the unit price shall prevail and the total price shall be corrected accordingly.
- 8.4. If there is discrepancy between percentage and amount, the amount calculated on percentage basis will prevail.
- 8.5. If there is discrepancy in the total arrived at Bill of Material (addition, subtraction, multiplication, division and carryover of amount from one page to another), correct total will be arrived by the Bank and the same will prevail over the total furnished in the Bill of Material.
- 8.6. If there is a discrepancy between words and figures, the rate/ amount in words shall prevail, unless the amount expressed in words is related to an arithmetical error in which case, the amount in figures will prevail, subject to the above two provisions.
- 8.7. If the bidder does not accept the correction of errors, the bid will be rejected.

9. Determination of L1 Price:

- 9.1. L1 Price will be determined after giving effect to arithmetical correction, if any.
- 9.2. The L-1 bidder will be determined on the basis of the lowest price quoted in the Reverse Auction in GeM portal. The Reverse Auction would be conducted for Total Cost of ownership given in Bill of Material as per Annexure-11 of RFP.

10. Online Reverse Auction:

- 10.1. Bidders, whose Commercial Bids (Indicative) has been opened by the Bank will be called for the Reverse Auction.
- 10.2. Reverse Auction event will be carried out among the technically qualified Bidders, based on evaluation of Part B-Technical Proposal, for providing opportunity to the Bidders to quote the price dynamically for the procurement for which RFP is floated and also to get the most competitive price.
- 10.3. For finalization of the most competitive offer, the Bank will conduct "Reverse auction" in GeM portal.
- 10.4. Bank will call the technically qualified bidders whose Commercial Bids (Indicative) have been opened by the Bank for participating in the Reverse auction process which will be conducted by an Auction company authorized by the Bank. Bank will

share the contact details of the concerned person of the Auction Company. Specific rules for this particular event viz. date and time, CAP price, bid decrement value, duration of event etc. shall be informed by the Auction Company to the participating bidders before the event. The bidders should furnish indicative prices for the project in their Indicative Commercial Bid to facilitate finalizing the start bid for “Reverse auction”. However, the CAP price for Reverse auction will be fixed by the Bank.

10.5. Bidders should note that the indicative commercial bid is considered for the purpose of conducting Reverse auction process only. The L-1 bidder will be decided only later, on finalization of prices through Reverse auction.

10.6. The L1 bidder emerging at the end of the Reverse Auction process shall be required to submit the break-up of their Final price (last bid price) again as per **Annexure-11** within 2 working days in GeM portal. Failure or refusal to offer the services/goods at the price committed through Reverse Auction shall result in forfeit of the EMD with the Bank and/or debar the bidder from participating in future tenders, which may please be noted.

10.7. Re-auction/s Rules:

10.7.1. Bank may consider the option of a Re-Auction/s in following circumstances:

10.7.1.1. At the end of the Reverse Auction, L1 price is not acceptable to the Bank.

10.7.1.2. During the process of reverse auction, if there is no bid from logged in bidders, Bank may decide a re-auction by increasing the CAP price for Re-auction.

10.7.1.3. At the end of the Reverse Auction If only one bidder puts up bid/s, Bank at its discretion may decide a re-auction.

10.7.2. Even after conducting Reverse Auction/s, if no Bidder has quoted or the prices quoted by them are not acceptable to the Bank. Bank at its discretion can advice all the technically qualified Bidders to submit the Closed Commercial Bid by giving sufficient time to the Bidders. If Bidder/s are not submitting the Commercial Bid in due date and Time, their EMD will liable to be forfeited. If the EMD is submitted by the way of BG, Bank can its discretion invoke the Bank Guarantee.

10.7.2.1. If at the end of the Reverse Auction/s only one Bidder submits their Bid, Bank reserves the right to place the entire order on L1 Bidder only.

10.7.2.2. Bank reserves the right to reject any or all proposals. Similarly, it reserves the right not to include any bidder in the final short-list.

10.7.3. The Bank reserves the right to modify any terms, conditions and specifications of the RFP and Bank reserves the right to obtain revised price bids from the bidders with regard to change in RFP clauses. The Bank reserves the right to accept any bid in whole or in part.

SECTION - F (OWNERSHIP & AWARDING OF CONTRACT)

1. Validity of Bids:

- 1.1. Bids shall remain valid for 180days from the last date of submission of bids. A Bid valid for a shorter period is liable to be rejected by the Bank as non-responsive.
- 1.2. In exceptional circumstances, the Bank may solicit the Bidders' consent to an extension of the period of validity. The request and the responses thereto shall be made in writing. A Bidder is free to refuse the request. However, in such case, the Bank will not forfeit its EMD. However, any extension of validity of Bids will not entitle the Bidder to revise/modify the Bid document.
- 1.3. Once Purchase Order is issued by the Bank, the said price will remain fixed for the entire Contract period and shall not be subjected to variation on any account, including exchange rate fluctuations and custom duty. A Bid submitted with an adjustable price quotation will be treated as non-responsive and will be rejected. The Bank reserves the right to call for fresh quotes at any time during the Bid validity period, if considered, necessary.

2. Proposal Ownership:

- 2.1. The proposal and all supporting documentation submitted by the bidder shall become the property of the Bank. As the bidder's proposal is central to the evaluation and selection process, it is important that, the bidder carefully prepares the proposal as per the prescribed format only. Bidders must provide categorical and factual replies to specific questions. Bidders may provide additional technical literature relating to their proposal but in a separate Annexure. Correct and current technical details must be completely filled in. The Appendices/Annexures to this GeM bid shall form integral part of the GeM bid.

3. Acceptance of Offer:

- 3.1. The Bank reserves its right to reject any or all the offers without assigning any reason thereof whatsoever.
- 3.2. The Bank will not be obliged to meet and have discussions with any bidder and/or to entertain any representations in this regard.
- 3.3. The bids received and accepted will be evaluated by the Bank to ascertain the best bidder in the interest of the Bank duly considering technical and commercial viability. However, the Bank does not bind itself to accept the lowest or any Bid and reserves the right to reject any or all bids at any point of time prior to the order without assigning any reasons whatsoever. The bank reserves the right to re-tender the GeM bid with or without modifications. Bank shall not be obliged to inform the affected bidder(s) of the grounds for the Bank's rejection.
- 3.4. The bidder including those, whose tender is not accepted shall not be entitled to claim any costs, charges, damages and expenses of and incidental to or incurred by him through or in connection with his submission of tenders, even though the Bank may elect to modify/withdraw the tender.

4. Award of Contract:

- 4.1. The bidder who is L1 will be referred as the selected bidder and Bank will notify the name of the selected bidder/s by displaying in the Notice Board of the Bank.
- 4.2. The contract shall, be awarded and the order shall be placed on selected L1 Bidder.
- 4.3. Bank reserves its right to consider at its sole discretion the late acceptance of the order by selected bidder.
- 4.4. The Shortlisted bidder/s will be required to provide the service to branches / Offices of the Bank at the rates not higher than the agreed rate finalized under this RFP.

5. Effective Date:

- 5.1. The entire project needs to be completed expeditiously. The Bank and the selected bidder shall nominate a Project Manager each immediately on acceptance of the order, who shall be the single point of contact for the proposed project. However, for escalation purpose, details of other persons shall also be given. The project manager nominated by the bidder should have prior experience in implementing similar project. Project Kick-Off meeting should happen within 7 days from the date of acceptance of purchase order. The Bidder shall submit a Weekly progress report to the Bank as per prescribed format, which will be made available to the selected bidder.

6. Project Execution:

- 6.1. The entire project needs to be completed expeditiously. The Bank and the selected bidder shall nominate a Project Manager each immediately on acceptance of the order, who shall be the single point of contact for the proposed project. However, for escalation purpose, details of other persons shall also be given. The project manager nominated by the bidder should have prior experience in implementing similar project. Project Kick-Off meeting should happen within 7 days from the date of acceptance of purchase order. The Bidder shall submit a Weekly progress report to the Bank as per format, which will be made available to the selected bidder.

7. Execution of Agreement:

- 7.1. Within 21 days from the date of acceptance of contract, selected bidder along with OEM shall sign a stamped tripartite "Agreement" with the Bank at Bangalore as per the format. Failure to execute the agreement makes the EMD liable for forfeiture at the discretion of the Bank and also rejection of the selected bidder.
- 7.2. The agreement shall include all terms, conditions and specifications of tender and also the Bill of Material and Price, as agreed finally after bid evaluation and negotiation. The agreement shall be executed in English language in one original, the Bank receiving the duly signed Original and the selected bidder receiving the photocopy, if insisted. The agreement shall be valid till all contractual obligations are fulfilled.
- 7.3. The Integrity Pact Agreement submitted by the bidder during the Bid submission will automatically form a part of the Contract Agreement till the conclusion of the contract.

8. Security Deposit / Performance Bank Guarantee:

- 8.1. The successful bidder should submit a Security Deposit/Performance Guarantee @ 3% of the total project cost as specified in the Bid Schedule within 15 days from the date of acceptance of the purchase order.
- 8.2. If the Security Deposit/Performance Bank Guarantee is not submitted within the stipulated time, penalty at 0.5% for each completed week of delay or part thereof on the value of the order (exclusive of taxes) plus GST will be deducted from the delivery payment or from any other payments for delay in submission of Bank Guarantee. The total penalty under this clause shall be restricted to 5% of the total order value(Excl. of Taxes) plus GST.
- 8.3. Security Deposit/Performance Bank Guarantee should be submitted by way of NEFT payable at Bengaluru / Bank Guarantee may be obtained from any of the Scheduled Banks (other than Canara Bank).

The Bank Guarantee issued by the issuing Bank on behalf of Bidder in favour of Canara Bank shall be in paper form as well as issued under the "Structured Financial Messaging System" (SFMS). Any bank guarantee submitted in physical mode, including EMD/bid guarantee which cannot be verifiable through SFMS will be summarily rejected.

- 8.4. Security Deposit/Performance Bank Guarantee should be valid for Total Contract Period from the date of last installation and shall be retained till the completion of Contract period. The guarantee should also contain a claim period of Three months from the last date of validity.
- 8.5. The selected bidder shall be responsible for extending the validity date and claim period of the Bank guarantees as and when it is due, on account of incompleteness of the project and warranty period.
- 8.6. The security deposit / bank guarantee will be returned to the bidder on completion of Contract Period.
- 8.7. The Bank shall invoke the Bank guarantee before the expiry of validity, if work is not completed and the guarantee is not extended, or if the selected bidder fails to complete his obligations under the contract. The Bank shall notify the selected bidder in writing before invoking the Bank guarantee.

9. Pricing:

- 9.1. The Price offered to the Bank must be in Indian Rupees inclusive of all taxes but Inclusive of GST(CGST/SGST/IGST).
- 9.2. The item value along with GST should be claimed in the invoice and GST will be paid in actuals at our end.
- 9.3. No escalation in price quoted is permitted for any reason whatsoever. Prices quoted must be firm till the price validity period.
- 9.4. Applicable Taxes will be paid at actuals.

10. Order Cancellation/Termination of Contract:

- 10.1.** The Bank reserves its right to cancel the entire / unexecuted part of the Purchase Order at any time by assigning appropriate reasons and recover expenditure incurred by the Bank in addition to recovery of liquidated damages in terms of the contract, in the event of one or more of the following conditions:
 - 10.1.1.** Delay in delivery of services in the specified period.
 - 10.1.2.** Serious discrepancies noted in the inspection.
 - 10.1.3.** Breaches in the terms and conditions of the Order.
- 10.2.** The Bank reserves the right to cancel the contract placed on the selected bidder and recover expenditure incurred by the Bank on the following circumstances:
 - 10.2.1.** Non submission of acceptance of order within 7 days of order.
 - 10.2.2.** Excessive delay in execution of order placed by the Bank.
 - 10.2.3.** The selected bidder commits a breach of any of the terms and conditions of the bid.
 - 10.2.4.** The bidder goes in to liquidation voluntarily or otherwise.
 - 10.2.5.** An attachment is levied or continues to be levied for a period of 7 days upon the effects of the bid.
 - 10.2.6.** The progress made by the selected bidder is found to be unsatisfactory.
 - 10.2.7.** If deductions on account of liquidated Damages exceeds more than 10% of the total contract price.
 - 10.2.8.** If found blacklisted by any Govt. department/ PSU/ other banks etc., during the course of contract.
- 10.3.** Bank shall serve the notice of termination to the bidder at least 30 days prior, of its intention to terminate services.
- 10.4.** In case the selected bidder fails to conduct an event as per stipulated schedule, the Bank reserves the right to get it conducted by alternate sources at the risk, cost and responsibility of the selected bidder by giving 7 days prior notice to the bidder.
- 10.5.** After the award of the contract, if the selected bidder does not perform satisfactorily or delays execution of the contract, the Bank reserves the right to get the balance contract executed by another party of its choice by giving One month notice for the same. In this event, the selected bidder is bound to make good the additional expenditure, which the Bank may have to incur to carry out for the execution of the balance of the order/contract. Such additional expenditure shall be incurred by the bank within reasonable limits & at comparable price prevailing in the market. This clause is also applicable, if for any reason, the contract is cancelled.
- 10.6.** The Bank reserves the right to recover any dues payable by the selected bidder from any amount outstanding to the credit of the selected bidder, including the pending bills and security deposit, if any, under this contract.

- 10.7. In addition to the cancellation of purchase order, the Bank reserves its right to invoke the Bank Guarantee or foreclose the Security Deposit given by the bidder towards non- performance/non-compliance of the terms and conditions of the contract, to appropriate towards damages.
- 10.8. Notwithstanding anything contained, the Bank reserves the right to terminate the contract at anytime without assigning any reasons. In case of termination of contract for the reasons that the services of vendor are not found satisfactory”, the Bank shall be free to Blacklist the vendor thereby debarring them from participating in future Bids/Tender processes.
- 10.9. The Bidder is obligated to support the orderly transition and complete knowledge transfer to another vendor or to the Bank.
- 10.10. In the event of termination, the source code / object code / executable code and compilation procedures of the software solution shall be provided to the Bank. All necessary documentation in this behalf should be made available to the Bank. The Intellectual Property Rights for the solution including source code will be owned by the Bank.

SECTION G - GENERAL TERMS & CONDITIONS

2. General Order Terms:

Normally, the Order will be placed on the successful bidder as per the details given in the bid document. But, if there is any change in name/address/constitution of the bidding Firm/Company at any time from the date of bid document, the same shall be informed by the bidders to the Bank immediately. This shall be supported with necessary documentary proof or Court orders, if any. Further, if the bidding Firm/Company is undergoing any re-organization/ restructuring/ merger/ demerger and on account such a change the Firm/Company is no longer performing the original line of business, the same shall be informed to the Bank. There shall not be any delay in this regard. The decision to place orders or otherwise under such situation shall rest with the Bank and the decision of the Bank shall be final.

3. Confidentiality and Non-Disclosure

3.1. The bidder shall take all necessary precautions to ensure that all confidential information is treated as confidential and not disclosed or used other than for the purpose of project execution. Bidder shall suitably defend, indemnify Bank for any loss/damage suffered by Bank on account of and to the extent of any disclosure of the confidential information. The bidder shall furnish an undertaking as given in **Annexure-12**.

3.2. No media release/public announcement or any other reference to the GeM bid or any program there under shall be made without the written consent of the Bank, by photographic, electronic or other means.

4. Roles & Responsibility during Project Implementation:

4.1. All tools, tackles, testing instruments, consumables, vehicles, etc., as required during all operations such as transport, installation, testing, commissioning maintenance during warranty shall be provided by the Bidder at no extra cost to the Bank for completing the scope of work as per this GeM bid.

4.2. The selected Bidder shall take all steps to ensure safety of Bidder's and the Bank's personnel during execution of the contract and also be liable for any consequences due to omission or act of the selected bidder or their sub-bidders.

4.3. In case of any damage of Bank's property during execution of the work is attributable to the bidder, bidder has to replace the damaged property at his own cost.

5. Responsibilities of the Selected Bidder:

5.1. The Selected bidder has to inform change in the management of the company, if any, to the Bank within 30 days from the date of such change during warranty period.

5.2. The Bank will call for Audited Balance Sheet of the selected Bidder at any point of time during warranty period and the selected Bidder shall provide the same.

5.3. The selected bidder shall submit updated Escalation Matrix for the product/services on a **Half-Yearly basis** as at the end of 31stMarch and 30th September during warranty period.

6. Human Resource Requirement

The Bidder by executing the agreement shall be deemed to have unconditionally agreed as under:

- 6.1. The Bidder shall provide a contingent of well trained personnel and extend necessary mentoring and operational support to the intermediary network of agents, etc. as part of the solution/service.
- 6.2. The Bidder shall confirm that every person deployed by them on the project has been vetted through a third-party background check prior to their engagement. The Bidder shall manage the activities of its personnel or others engaged in the project, etc. and shall be accountable for all the personnel deployed/engaged in the project.
- 6.3. In case the performance of the Bidder/agent/employees engaged in the project is not satisfactory or is detrimental to the interests of the Bank, The Bidder shall have to replace the said person within the time limits stipulated by the Bank. Where the Bidder fails to comply with the Bank's request, the Bank may replace the said person or their agents/employees on its own.
- 6.4. No right to employment in the Bank shall accrue or arise to the employees or agents of the Bidder, by virtue of engagement of employees, agents, etc. of The Bidder for any assignment under this project. It is further clarified that the arrangement herein with the Bidder is a contract for service.
- 6.5. The Bidder shall exercise due diligence and only engage persons having established identity, integrity, requisite qualifications and skills and deployment experience for all critical activities.
- 6.6. The Bidder shall extend all of the outsourced banking and financial services by deploying such personal that have high integrity and meet the qualifications and other criteria stipulated by the Reserve Bank of India , Government or the Bank from time to time and agrees and undertake that during the subsistence of this agreement they will not employ any personnel/individual below the Minimum Wages fixed by appropriate Government on this behalf from time to time ,as per the provisions of Minimum Wages Act 1948.

7. Responsibility for Completeness

- 7.1. The Selected bidder shall ensure that the Hardware/Software, etc. provided meets all the technical and functional requirements as envisaged in the scope of the GeM bid.
- 7.2. The bidder shall deliver, install, configure the supplied Solution/service as per Technical specification and Scope of Work described elsewhere in the GeM bid and arrange for user level demo at bidder's cost as per accepted time schedules. The bidder is liable for penalties levied by Bank for any deviation in this regard. The bidder shall provide for all drivers/software required to install, customize and test the system without any further charge, expense and cost to Bank.

7.3. The Bidder shall be responsible for any discrepancies, errors and omissions or other informationsubmitted 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 omission other information as mentioned above within the time schedule and without extra cost to the bank.

8. Indemnity:

8.1. The bidder shall keep and hold the Bank indemnified and harmless from time to time and at all times against all actions, proceedings, claims, suits, liabilities (including statutory liability), penalties, demands, charges, costs (including legal costs) and expenses, damages, losses and any other expenses which may be caused to or suffered by or made or taken against the Bank arising out of:

8.1.1. The breach, default or non-performance of undertakings, warranties, covenants or obligations by the bidder;

8.1.2. Any contravention or Non-compliance with any applicable laws, regulations, rules, statutory or legal requirements by the bidder;

8.2. The bidder shall indemnify, protect and save the Bank against all claims, losses, costs, damages, expenses, action suits and other proceedings, resulting from infringement of any law pertaining to patent, trademarks, copyrights etc. or such other statutory infringements in respect of **Solution/Services** supplied by them.

8.2.1. All indemnities shall survive notwithstanding expiry or termination of the contract and bidder shall continue to be liable under the indemnities.

8.2.2. The limits specified in above clause shall not apply to claims made by the Bank/third parties in case of infringement of Intellectual property rights or for claims relating to the loss or damage to real property and tangible personal property and for bodily injury or death and in these cases the liability will be unlimited.

8.2.3. All Employees engaged by the Bidder shall be in sole employment of the bidder and the bidder shall be solely responsible for their salaries, wages, statutory payments etc. That under no circumstances shall the Bank be liable for any payment or claim or compensation (including but not limited to compensation on account of injury / death / termination) of any nature to the employees and personnel of the bidder.

8.3. Bidder's aggregate liability shall be subject to an overall limit of the total Cost of the project.

9. Force Majeure:

9.1. The bidder shall not be liable for default or non-performance of the obligations under the contract, if such default or non-performance of the obligations under this contract is caused by any reason or circumstances or occurrences beyond the control of the bidder, i.e. Force Majeure.

- 9.2. For the purpose of this clause, “Force Majeure” shall mean an event beyond the control of the bidder, due to or as a result of or caused by acts of God, wars, insurrections, riots, earth quake and fire, events not foreseeable but does not include any fault or negligence or carelessness on the part of the bidder, resulting in such a situation.
- 9.3. In the event of any such intervening Force Majeure, the Bidder shall notify the Bank in writing of such circumstances and the cause thereof immediately within seven calendar days. Unless otherwise directed by the Bank, the Bidder shall continue to perform / render / discharge other obligations as far as they can reasonably be attended / fulfilled and shall seek all reasonable alternative means for performance affected by the Event of Force Majeure.
- 9.4. In such a case, the time for performance shall be extended by a period (s) not less than the duration of such delay. If the duration of delay continues beyond a period of three months, the Bank and the Bidder shall hold consultations with each other in an endeavor to find a solution to the problem. Notwithstanding above, the decision of the Bank shall be final and binding on the Bidder.

10. Inspection of Records

Bank at its discretion may verify the accounts and records or appoint third party for verification including an auditor for audit of accounts and records including Hardware, Software & other items provided to the Bank under this GeM bid and the vendor shall extend all cooperation in this regard.

11. Negligence

In connection with the work or contravenes the provisions of General Terms, if the selected bidder neglects to execute the work with due diligence or expedition or refuses or neglects to comply with any reasonable order given to him in writing by the Bank, in such eventuality, the Bank may after giving notice in writing to the selected bidder calling upon him to make good the failure, neglect or contravention complained of, within such times as may be deemed reasonable and in default of the said notice, the Bank shall have the right to cancel the Contract holding the selected bidder liable for the damages that the Bank may sustain in this behalf. Thereafter, the Bank may make good the failure at the risk and cost of the selected bidder.

12. Assignment

- 12.1. The successful bidder shall not assign to any one, in whole or in part, its obligations to perform under the GeM bid/contract, except with the Bank’s prior written consent.
- 12.2. If the Bank undergoes a merger, amalgamation, take-over, consolidation, reconstruction, change of ownership etc., this GeM bid shall be considered to be assigned to the new entity and such an act shall not affect the rights and obligations of the Successful bidder under this GeM bid.

13. Publicity

Any publicity by the bidder in which the name of the Bank is to be used will be done only with the explicit written permission of the Bank.

14. Insurance

The Hardware to be supplied will be insured by the bidder against all risks of loss or damages from the date of shipment till such time, the same is delivered and installed at site and handed over to the Bank/Office. The Bidder has to obtain transit insurance cover for the items to be delivered from their factory/godown to the location and such insurance cover should be available till installation of the Solution. If there is any delay in the installation which could be attributed to Bank, in such an event the insurance must be available for minimum 30 days from the date of delivery of Solution.

15. Guarantees

The bidder should guarantee that the hardware items delivered to the Bank are brand new, including all components. In the case of software, the bidder should guarantee that the software supplied to the Bank includes all patches, updates etc., and the same are licensed and legally obtained. All hardware and software must be supplied with their original and complete printed documentation.

16. Intellectual Property Rights

16.1. 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.

16.2. 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/service.

16.3. 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 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.

- 16.4. 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.

17. Corrupt and Fraudulent Practices

- 17.1. As per Central Vigilance Commission (CVC) directives, it is required that Bidders /Suppliers / Bidders observe the highest standard of ethics during the procurement and execution of such contracts in pursuance of this policy:
- 17.2. "Corrupt Practice" means the offering, giving, receiving or soliciting of anything of values to influence the action of an official in the procurement process or in contract execution AND
- 17.3. "Fraudulent Practice" means a misrepresentation of facts in order to influence a procurement process or the execution of contract to the detriment of the Bank and includes collusive practice among bidders (prior to or after bid submission) designed to establish bid prices at artificial non-competitive levels and to deprive the Bank of the benefits of free and open competition.
- 17.4. The Bank reserves the right to reject a proposal for award if it determines that the bidder recommended for award has engaged in corrupt or fraudulent practices in competing for the contract in question.
- 17.5. The Bank reserves the right to declare a firm ineligible, either indefinitely or for a stated period of time, to be awarded a contract if at any time it determines that the firm has engaged in corrupt or fraudulent practices in competing for or in executing the contract.
- 17.6. The decision of Bank in determining the above aspects will be final and binding on the all the Bidders. No Bidder shall contact through any means of communication the Bank or any of its employees on any matter relating to its Bid, from the time of Bid opening to the time the contract is awarded. If the bidder wishes to bring additional information to the notice of the Bank, it may do so in writing.
- 17.7. Any effort/attempt by a bidder to influence the Bank in its decision on bid evaluation, bid comparison or contract award may result in rejection of the Bidder's bid and/or blacklisting the Bidder. The Bidder agrees not to hire, solicit or accept solicitation either directly or through a third party from any of the employees of the Bank directly involved in this contract during the period of contract and one year thereafter, except as the parties may agree on the case to case basis.
- 17.8. The selected bidder shall ensure compliance of CVC guidelines issued or to be issued from time to time for Solution/service by the Bank.

18. Adoption of Integrity Pact

- 18.1. The Pact essentially envisages an agreement between the prospective bidders and the Bank, committing the persons/officials of both sides, not to resort to any corrupt practices in any aspect/stage of the contract.
- 18.2. Only those bidders, who commit themselves to the above pact with the Bank, shall be considered eligible for participate in the bidding process.
- 18.3. The Bidders shall submit signed Pre Contract integrity pact as per **Annexure-18**, attached in the bid document, along with Part-A Conformity to Eligibility Criteria. Those Bids which are not containing the above are liable for rejection.
- 18.4. Foreign Bidders to disclose the name and address of agents and representatives in India and Indian Bidders to disclose their foreign principles or associates.
- 18.5. Bidders to disclose the payments to be made by them to agents/brokers or any other intermediary. Bidders to disclose any transgressions with any other company that may impinge on the anti-corruption principle.
- 18.6. Integrity Pact in respect this contract would be operative from the stage of invitation of the Bids till the final completion of the contract. Any violation of the same would entail disqualification of the bidders and exclusion from future business dealings.
- 18.7. Integrity Pact, in respect of a particular contract would be operative stage of invitation of bids till the final completion of the contract. Any violation of the same would entail disqualification of the bidders and exclusion from future business dealings.
- 18.8. Integrity pact shall be signed by the person who is authorized to sign the Bid.
- 18.9. The Name and Contact details of the Independent External Monitor (IEM) nominated by the Bank are as under:

| | |
|---------------------------------|----------------------------------|
| Sri. Rakesh Jain | Sri. Dilip Chaudhary |
| Email: rakeshjain18@hotmail.com | Email: dilip.chaudhary@gmail.com |

19. Amendments to the Purchase Order

Once purchase order is accepted by the bidder, no amendments or modifications of order and no waiver of any of the terms or conditions thereof shall be valid or binding unless made in writing and mutually agreed by the parties.

20. Amendments to the Agreement

Once contract agreement is executed with the bidder, no amendments or modifications of Agreement and no waiver of any of the terms or conditions thereof shall be valid or binding unless made in writing and mutually agreed by the parties.

21. Modification/Cancellation of GeM bid

The bank 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/cancellation.

22. Social Media Policy

- 22.1. No person of the bank or the Bidders and third parties shall violate the social media policy of the bank.
- 22.2. The following acts on the part of personnel of the bank or the Bidders and third parties shall be construed as violation of social media policy:
 - 22.2.1. Non-adherence to the standards/guidelines in relation to social media policy issued by the Bank from time to time.
 - 22.2.2. 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.”

23. Hiring of Existing/Ex/Retired Employees of the Bank:

Bidder or any of its subBidder(s) shall not hire any of the existing/ex/retired employees of the bank during the contract period or after the closure/ termination of contract even if existing/ ex/retired employee actively seek employment from the Bidder or any of its subBidder(s). The period / duration after the date of resignation/retirement/ termination after which the existing/ ex/ retired employee shall be eligible for taking up such employment shall be governed by regulatory guidelines/HR policies of the Bank.

24. Submission of Business Continuity (BCP)

- 24.1. Successful Bidder(s) should have an approved and signed Business Continuity Plan (BCP) in place and should provide the detailed documentation for Business Continuity Plan approved and signed by the competent authority. The BCP should contain recovery time objectives and resumption operating capacities. Escalation, activation and crisis management procedures shall be clearly defined.
- 24.2. Successful Bidder(s) should regularly test its BCP plans to validate the feasibility of the recovery time objectives and resumption operating capacities. Successful Bidder(s) shall notify the Bank of any test finding that may affect the Successful Bidder's performance.
- 24.3. Successful Bidder(s) shall notify the Bank of any significant changes in the BCP and of any adverse developments that could significantly impact the service provided to the Bank.
- 24.4. Successful Bidder(s) shall submit a quarterly report / declaration covering the above aspects.

25. Right to audit:

- 25.1. The VENDOR has to get itself annually audited by internal/ external empaneled Auditors appointed by the PURCHASER/inspecting official from the Reserve Bank

of India or any regulatory authority, covering the risk parameters finalized by the PURCHASER/such auditors in the areas of products (IT hardware/software) and services etc., provided to the PURCHASER and the VENDOR is required to submit such certification by such Auditors to the PURCHASER. The VENDOR and or his/their outsourced agents/subBidders (if allowed by the PURCHASER) shall facilitate the same. The PURCHASER can make its expert assessment on the efficiency and effectiveness of the security, control, risk management, governance system and process created by the VENDOR. The VENDOR shall, whenever required by the Auditors, furnish all relevant information, records/data to them. All costs for such audit shall be borne by the PURCHASER.

25.2. Where any deficiency has been observed during audit of the VENDOR on the risk parameters finalized by the PURCHASER or in the certification submitted by the Auditors, the VENDOR shall correct/resolve the same at the earliest and shall provide all necessary documents related to resolution thereof and the auditor shall further certify in respect of resolution of the deficiencies. The resolution provided by the VENDOR shall require to be certified by the Auditors covering the respective risk parameters against which such deficiencies have been observed.

25.3. The VENDOR shall, whenever required by the PURCHASER, furnish all relevant information, records/data to such auditors and/or inspecting officials of the PURCHASER/Reserve Bank of India and or any regulatory authority. The PURCHASER reserves the right to call and/or retain for any relevant material information/reports including auditor review reports undertaken by the VENDOR (e.g., financial, internal control and security reviews) and findings made on VENDOR in conjunction with the services provided to the PURCHASER.

26. Resolution of Disputes

All disputes and differences of any kind whatsoever, arising out of or in connection with this Contract or in the discharge of any obligation arising under this Contract (whether during the course of execution of the order or after completion and whether beyond or after termination, abandonment or breach of the Agreement) shall be resolved amicably. In case of failure to resolve the disputes and differences amicably the matter may be referred to a sole arbitrator mutually agreed upon after issue of at least 30 days' notice in writing to the other party clearly setting out there-in the specific disputes. In the event of parties failing to consent upon a single arbitrator than BOTH PARTIES shall approach Court of Law for the appointment of sole arbitrator as provided under the Arbitration and Conciliation Act 1996. Place of Arbitration shall be Bengaluru, INDIA which will be governed by Indian Arbitration and Conciliation Act 1996. Proceedings of Arbitration shall be conducted in English language only.

27. Legal Disputes and Jurisdiction of the court

27.1. TheBank Clarifies that the Bank shall be entitled to an injunction, restraining order, rightfor recovery, specific performance or such other equitable relief as a court of competent jurisdiction may deem necessary or appropriate to restrain bidder/prospective bidder from committing any violation or enforce the performance of the covenants, obligations and representations contained in this GeM bid. These injunctive remedies are cumulative and are in addition to any other rights and remedies the Bank may have at law or in equity, including

without limitation a right for recovery of any amounts and related costs and a right for damages.

- 27.2. All disputes and controversies between Bank and Selected Bidder shall be subject to the exclusive jurisdiction of the courts in **Bengaluru** and the parties agree to submit themselves to the jurisdiction of such court as this GeM bid/Contract agreement shall be governed by the laws of India.

Deputy General Manager

Section H - PURCHASE PREFERENCE

Purchase Preference to Micro and Small Enterprises (MSEs) and Startups and Purchase Preference linked with Local Content (PP-LC) shall be applicable subject to full compliance of other terms and conditions of the RFP and Contract. Following are the conditions applicable as per the Government of India Guidelines on Purchase Preference.

1. Micro & Small Enterprises [MSEs]:

- 1.1. Procurement through MSEs (Micro & Small Enterprises) will be done as per the Policy guidelines issued by the Ministry of Micro, Small & Medium Enterprises vide Gazette notification no. D.L.-33004/99 dated 23.03.2012 and as amended from time to time. Following are the conditions applicable as per the Government of India Guidelines:
- 1.2. MSEs should provide proof of their being registered as MSE (indicating the Terminal Validity Date of their Registration) for the item under Tender/ RFP along with their offer, with any agency mentioned in the Notification, including:
 - 1.2.1. District Industries Centres or
 - 1.2.2. Khadi Village Industries Commission or
 - 1.2.3. Khadi & Village Industries Board or
 - 1.2.4. Coir Board or National Small Industries Corporation or
 - 1.2.5. Directorate of Handicrafts & Handloom or
 - 1.2.6. Any other body specified by the Ministry of Micro, Small & Medium Enterprises.
 - 1.2.7. 1.2.7. For ease of registration of Micro and Small Enterprises (MSMEs), Ministry of MSE has started Udyog Aadhaar Memorandum which is an online registration system (free of cost) w.e.f. 18th September, 2015 and all Micro & Small Enterprises (MSEs) who are having Udyog Aadhaar Memorandum should also be provided all the benefits available for MSEs under the Public Procurement Policy for Micro and Small Enterprises (MSEs), Order 2012.
- 1.3. MSEs participating in tenders, quoting price within price band of L1+15% shall also be allowed to supply a portion of requirement by bringing down their price to L1 in a situation where L1 price is from someone other than MSE & such MSE shall be allowed to supply at least 25% of total tendered value. In case there are more than one MSEs within such price band and agree to bring down their price to L1, the 25% quantity is to be distributed proportionately among these Bidders.
- 1.4. MSEs are exempted from paying Application fee/cost & EMD, subject to furnishing of Valid certificate for claiming Exemption.
- 1.5. The Eligible MSEs who intend to match the L1 Price (ultimately decided by the Bank) shall indicate the willingness to match the L1 Price within 6 working days from the date of communication from the Bank to avail the purchase preference.

- 1.6. Bidder has to submit a self-declaration accepting that if they are awarded the contract and they fail to sign the contract, or to submit a performance security before the deadline defined in the RFP, they will be suspended for the period of three years from being eligible to submit Bids for contracts with Canara Bank as per Form PP-B.
- 1.7. The aforesaid Policy is meant for procurement of only goods produced and Services rendered by MSEs and not for any trading activities by them. An MSE unit will not get any Purchase Preference over any other MSE Unit.
- 1.8. The details are available on web site dcmsme.gov.in. Interested vendors are requested to go through the same for details.

2. Startup:

- 2.1. Applicable for Indian Bidders only as defined in gazette notification no. D.L-33004/99 dated 11.04.2018 of Ministry of Commerce and Industry and as amended from time to time.
- 2.2. As mentioned in Section-II of O.M. No.F.20/2/2014-PPD(Pt.) dated 20.09.2016 of Procurement Policy Division, Department of Expenditure, Ministry of Finance on Prior turnover and prior experience, relaxations may be applicable for all Startups [whether Micro & Small Enterprises (MSEs) or otherwise] subject to meeting of the quality and technical specifications specified in tender document.
- 2.3. Further, the Startups are also exempted from submission of Tender Fee and EMDs.
- 2.4. For availing the relaxations, bidder is required to submit requisite certificate towards Startup enterprise registration issued by Department of Industrial Policy and Promotion, Ministry of Commerce and the certificate should be certified by the Chartered Accountant (not being an employee or a Director or not having any interest in the bidder's company/firm) and notary public with legible stamp.
- 2.5. Bidder has to submit as self-declaration accepting that if they are awarded the contract and they fail to sign the contract, or to submit a performance security before the deadline defined in the RFP, they will be suspended for the period of three years from being eligible to submit Bids for contracts with Canara Bank as per Form PP-B.

3. Procurement through Local Suppliers (Make in India):

Department for Promotion of Industry and Internal Trade under Ministry of Commerce and Industry vide letter no. P-45021/2/2017-PP (BE-II) dated 04/06/2020 has notified revised guidelines to be followed to promote manufacturing and production of goods and services in India under "Make in India" initiative.

3.1. Definitions:

- 3.1.1. Local content' means a supplier or service provider whose product or service offered for procurement meets the minimum local content as prescribed under the aforesaid order or by the competent Ministries/Departments in pursuance of the aforesaid order.

- 3.1.2. 'Class-I local supplier' means a supplier or service provider, whose product or service offered for procurement, has local content equal to or more than 50% (unless otherwise prescribed by the Nodal Ministry).
 - 3.1.3. 'Class-II local supplier' means a supplier or service provider, whose product or service offered for procurement, has local content more than 20% but less than 50% (unless otherwise prescribed by the Nodal Ministry).
 - 3.1.4. 'Non - Local supplier' means a supplier or service provider, whose product or service offered for procurement, has local content less than or equal to 20% (unless otherwise prescribed by the Nodal Ministry).
 - 3.1.5. The Margin of purchase preference shall be 20%.
- 3.2. Eligibility of 'Class-I local supplier'/ 'Class-II local supplier'/ 'Non-local suppliers' for different types of procurement:
 - 3.2.1. In procurement of goods, services or works in respect of which the Nodal Ministry/Department has communicated that there is sufficient local capacity and local competition, only 'Class-I local supplier', shall be eligible to bid irrespective of purchase value.
 - 3.2.2. In procurement of goods, services or works, not covered under Clause 3.2.1 above, and with estimated value of purchases less than Rs.200 Crore, only 'Class-I local supplier' and 'Class-II local supplier' shall be eligible to bid, except when Global tender enquiry has been issued. In Global tender enquiries, 'Non-local suppliers' shall also be eligible to bid along with 'Class-I local suppliers' and 'Class-II local suppliers'.
- 3.3. For award of contract, the following clauses shall be applicable in addition to other provisions in the bidding document in this regard:
 - 3.3.1. In the procurements of goods or works, which are covered under Clause 3.2.2 above and which are divisible in nature, the "Class-I local supplier" shall get purchase preference over 'Class-II local supplier' as well as 'Non-local supplier', as per following procedure:
 - a. Among all qualified bids, the lowest bid will be termed as L1. If L1 is 'Class-I local supplier', the contract for full quantity will be awarded to L1.
 - b. If L1 bid is not a 'Class-I local supplier', 50% of the order quantity shall be awarded to L1. Thereafter, the lowest bidder among the 'Class-I local supplier' will be invited to match the L1 price for the remaining 50% quantity subject to the Class-I local supplier's quoted price falling within the margin of purchase preference, and contract for that quantity shall be awarded to such 'Class-I local supplier' subject to matching the L1 price. In case such lowest eligible 'Class-I local supplier' fails to match the L1 price or accepts less than the offered quantity, the next higher 'Class-I local supplier' within the margin of purchase preference shall be invited to match the L1 price for remaining quantity and so on, and contract shall be awarded accordingly. In case some quantity is still left uncovered on Class-I

local suppliers, then such balance quantity may also be ordered on the L1 bidder.

3.3.2. In the procurements of goods or works, which are covered under Clause 3.2.2 above and which are not divisible in nature, and in procurement of services where the bid is evaluated on price alone, the 'Class-I local supplier' shall get purchase preference over 'Class-II local supplier' as well as 'Non-local supplier', as per following procedure:

- a. Among all qualified bids, the lowest bid will be termed as L1. If L1 is 'Class-I local supplier', the contract will be awarded to L 1.
- b. If L1 is not 'Class-I local supplier', the lowest bidder among the 'Class-I local supplier', will be invited to match the L1 price subject to Class-I local supplier's quoted price falling within the margin of purchase preference, and the contract shall be awarded to such 'Class-I local supplier' subject to matching the L 1 price.
- c. In case such lowest eligible 'Class-I local supplier' fails to match the L1 price, the 'Class-I local supplier' with the next higher bid within the margin of purchase preference shall be invited to match the L1 price and so on and contract shall be awarded accordingly. In case none of the 'Class-I local supplier' within the margin of purchase preference matches the L 1 price, the contract may be awarded to the L1 bidder.
- d. "Class-II local supplier" will not get purchase preference in any procurement.

3.4. Purchase preference for domestic manufacturer/local supplier, methodology of its implementation, value addition to be achieved by domestic manufacturers, self-certification, compliance, monitoring and other terms & conditions shall be as per the aforesaid Guidelines/Notifications. The Guidelines may be treated as an integral part of the tender documents.

3.5. The preference to 'Public Procurement (Preference to Make in India) Order 2017' shall be subject to meeting technical specifications and full compliance of other terms and conditions of the RFP and Contract.

3.6. Verification of local content:

3.6.1. The 'Class-I local supplier' / 'Class-II local supplier' shall be required to indicate percentage of local content and provide self-certification (as per Form PP-C) along with the bid that the item offered meets the local content requirement for 'Class-I local supplier' / 'Class-II local supplier', as the case may be. Bidders shall also give details of the location(s) at which the local value addition is made.

3.6.2. The 'Class-I local supplier' / 'Class-II local supplier' quoting value in excess of Rs.10 crores, shall be required to provide a certificate (as per Form PP-D) bid from the statutory auditor or cost auditor of the company (in case bidder is a company) or from a practicing cost accountant or practicing chartered accountant (in case bidder is other than company) giving the percentage of local content.

3.7. False declarations will be in breach of the Code of Integrity under Rule 175(1)(i)(h) of the General Financial Rules issued by the Ministry of Finance for which a bidder or its successors can be debarred for up to two years as per Rule 151 (iii) of the General Financial Rules along with such other actions as may be permissible under law.

3.8. All the relevant documents/information regarding claim for preferential treatment under this policy must be submitted along with offer by the tenderers. Post tender submission of these information/documents shall not be considered. Further firms seeking these considerations shall be completely responsible for the truthfulness and authenticity of their claim for these benefits.

3.9. **Ministry of Electronics and Information Technology (MeitY):**

In furtherance of the Public Procurement (Preference to Make in India) Order 2017 notified vide reference cited above, Ministry of Electronics and Information Technology, Government of India has notified thirteen (13) electronic products vide reference F.No.W-43/4/2019-IPHW-MeitY dated 07.09.2020.

3.9.1. Domestic Manufacturers are required to indicate the domestic value addition/Local Content in terms of Bill of Material (BoM) for the quoted products, in terms of aforesaid guidelines, in their bid. Bidders, claiming to bid in the status of domestic manufacturer/local supplier on behalf of domestic manufacturer are also required to give an undertaking in the format as given in MeitY Form-1.

4. Canara Bank shall also have the authority to audit as well as witness production processes to certify the achievement of the requisite local content and/or to obtain complete back up calculation.

5. Purchase preference benefits shall be extended to the bidder based on the declared option subject to the bidder meeting the requirements contained in that purchase preference policy.

6. In case a MSEs bidder opts for purchase preference based on PP-LC, he shall not be entitled to claim purchase preference benefit available to MSE Bidders under PPP-2012. However, the exemptions from furnishing Bidding Document fee and Bid security/EMD shall continue to be available to MSE Bidders

7. For price matching opportunities and distribution of quantities among bidders (bidder's option to avail any one out of two applicable purchase preference policies, i.e., PP-LC-2017 or PPP2012 will be considered), the precedence shall be in the following order:

7.1. Public Procurement Policy for MSE 2012.

7.2. Purchase Preference linked with Local Content (PP-LC).

We hereby confirm compliance to all the Terms & Conditions mentioned without any deviations for Supply, Configuration, Installation, Commissioning and Maintenance of 1000 numbers of Cash Recyclers Under Capex Model.

Date

Signature with seal

Name :

Designation :

Annexure -1

Bid Undertaking Letter

To

The Deputy General Manager
Canara Bank,
Procurement & Vendor Payments Section,
Digital Banking Services Wing,
Head Office Annexe - (K G Road),
2nd Floor, Devanga Towers, K G Road, Bengaluru - 560 009

Dear Sir,

SUB: RFP for _____.
Ref: RFP No. ____/____ dated _____

We hereby agree to comply with all the terms and conditions / stipulations as contained in the RFP and the related addendums and other documents including the changes made to the original tender documents if any, issued by the Bank. The Bank is not bound by any other extraneous matters or deviations, even if mentioned by us elsewhere either in our proposal or any subsequent deviations sought by us, whether orally or in writing, and the Bank's decision not to accept any such extraneous conditions and deviations will be final and binding on us.

Yours faithfully,

For.....

Designation:

(Signature and seal of authorized person) Bidder's corporate name:

Place:

Date:

Annexure -2
Bidder's Profile

SUB: GeM bid for Supply, Configuration, Installation, Commissioning and Maintenance of 1000 numbers of Cash Recyclers Under Capex Model.

Ref: GeM Bid ref. no. GEM/2022/B/2425189 dated 08/08/2022.

| Sl. No. | Particulars | Details |
|---------|---|----------------------------|
| a) | Name of the Bidder Firm/Company | |
| b) | Constitution (Ltd./ Pvt. Ltd/Firm etc.) | |
| c) | Date of Incorporation and / or Commencement of business with supporting documents | |
| d) | Certificate of Incorporation (CIN) | |
| e) | Whether registered as MSE for the item under the GeM Bid? (Proof of registration as MSE for the item under the GeM Bid) | |
| f) | Whether recognized as a Startup by Department of Industrial Policy and Promotion (DIPP)? (Proof of such recognition, indicating terminal validity date of registration and Certificate from CA that the Turnover of the entity complies with Startup guidelines) | |
| g) | Whether eligible for Purchase Preference linked with Local Content under Public Procurement (Preference to Make in India) Order 2017, and Notifications issued thereafter? (Proof of certificate as applicable as per GeM bid format) | |
| h) | Address of Corporate Office | |
| i) | Address of the Registered Office | |
| j) | Particulars of the Primary Contact Person (Authorized Signatory of the Bidder) | Name |
| | | Designation |
| | | Address for Correspondence |
| | | Phone Number (Landline) |
| | | Mobile Number |
| | | Email address |

| | | | |
|----|--|---------------|--|
| k) | Particulars of the Secondary Contact Person | Name | |
| | | Designation | |
| | | Mobile Number | |
| | | Email address | |
| l) | Firm / Company Website address | | |
| m) | Firm/Company PAN number Firm/Company GST Number <u>Beneficiary Bank Details for Bid security refund etc.,</u> Beneficiary Name Beneficiary Account Number Type of Bank Account (Current/OD/OCC etc.) IFSC Code Beneficiary Bank Name & Branch address | | |

Date

Signature with seal

Name:

Designation:

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

Annexure -3
Bidder's Declaration

To,
The Deputy General Manager
Canara Bank,
Procurement & Vendor Payments Section,
Digital Banking Services Wing,
Head Office Annexe
(K G Road),
2nd Floor, Devanga Towers, K G Road,
Bengaluru - 560 009

SUB: GeM bid for Supply, Configuration, Installation, Commissioning and Maintenance of 1000 numbers of Cash Recyclers Under Capex Model.

Ref: GeM Bid ref. no. GEM/2022/B/2425189 dated 08/08/2022.

Dear Sir

We declare that if we withdraw or modify our bid 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 GeM bid, we note that we will be suspended for the period of two years from being eligible to submit bids for contracts with Canara Bank.

Place:
Date:

[Signature of Authorised Signatory]
Name:
Designation:
Seal:

Annexure-4

Format for Prebid Queries

| Sl.No | Annexure | Page No | Clause No. | Existing Clause | Query / Suggestions |
|--------------|-----------------|----------------|-------------------|------------------------|----------------------------|
| | | | | | |
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Annexure-5
Eligibility Criteria Declaration

SUB: GeM Bid for Supply, Configuration, Installation, Commissioning and Maintenance of 1000 numbers of Cash Recyclers Under Capex Model..

Ref: GeM Bid ref. no. GEM/2022/B/2425189 dated 08/08/2022.

We have carefully gone through the contents of the above referred GeM bid and Replies to Pre-Bid Queries and Amendments and furnish the following information relating to Eligibility Criteria.

| Sl. No. | Eligibility Criteria | Documents to be submitted for Eligibility Criteria Compliance | Bidder's Response and Documents Submitted |
|---------|---|--|---|
| 1. | The Company operating should be legally compliant company established in India for last 5 years as on date of this GeM bid and can be: a. A partnership firm or a Limited Liability Partnership duly registered under the Limited Liability Partnership Act, 2008. (OR) b. Company duly registered in India as per Indian Companies Act, 1956 or Indian Companies Act, 2013. | Copy of Certificate of LLP registration. (OR) Copy of Certificate of Incorporation and Certificate of Commencement of business in case of Public Limited Company or Certificate of Incorporation in case of Private Limited Company, issued by the Registrar of Companies. | |
| 2. | The Bidder has to provide information that any of its subsidiary or associate or holding company or companies having common director/s or companies in the same group of promoters/management or partnership firms/LLPs having common partners has not participated in the bid process. | Letter of confirmation (self-certified letter signed by authorized official of the bidder) | |
| 3. | Minimum Annual turnover of the Bidder in India should be more than ₹500 crores in at least one of the last 3 financial years. i.e FY 2019-20 FY 2020-21 FY 2021-22 | Copy of the audited balance sheets along with profit and loss statement for corresponding years and / or Certificate of the Chartered Accountant with details to be provided. | |
| 4. | Minimum Network of the Bidder | Copy of the audited balance sheets | |

| | | | |
|----|---|---|--|
| | should be positive, in at least Three (03) financial years. FY 2019-20 FY 2020-21 FY 2021-22 | along with profit and loss statement for corresponding years and / or Certificate of the Chartered Accountant with details to be provided | |
| 5. | Bidder should have an ISO certified qualified system. | Copy of latest certificate to be submitted. In respect of Dealer, ISO certificate is to enclosed. | |
| 6. | The bidder should have supplied and installed minimum 500 numbers of Cash Recyclers in atleast two PSBs during the last five years. | Copy of the relevant purchase order to be enclosed. | |
| 7. | The bidder should have minimum 500 Service Centre at major cities in India. | Bidder should provide Self-confirmation on Company's Letter head. | |
| 8. | The Bidder must submit a Certificate to the effect that Cash Recyclers have passed the 100% accuracy in a single test. 1. Genuine Recognition Test or Indian Currency Note 2. Counterfeit Note Recognition Test for Indian Currency Notes 3. Counterfeit Note Retention and Tracing Test for Indian Currency Note 4. Identify the year of Issue of Indian Currency Note. A failure at any stage will entail disqualification of the bidder or cancellation of the Contract. | The bidder shall give an undertaking on their letter head. | |
| 9. | Bidder/OEM should have the Certificate of the Cash Recycler is certified for Base 24 ATM switch integration. The bidder Cash Recycler should integrate with Base 24 (Version 6.0.10). Switch environment that uses HP nonstop tandem hardware. | The Bidder/OEM shall give an undertaking letter | |

We confirm that the information furnished above is true and correct. We also note that, if there are any inconsistencies in the information furnished above, the bid is liable for rejection. All documentary evidence / certificates confirming compliance to Eligibility Criteria should be part of Eligibility bid.

Date

Signature with seal

Name :

Designation :

Annexure-6

Technical Eligibility Criteria

| S No | Description | Complied (Yes/No) | Remarks |
|------|-------------|----------------------|---------|
| | | | |

Annexure-7

Manufacturer Authorization Form

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

No. _____ dated _____

The Deputy General Manager
Canara Bank,
Procurement & Vendor Payments Section,
Digital Banking Services Wing,
Head Office Annexe
(K G Road),
2nd Floor, Devanga Towers, K G Road,
Bengaluru - 560 009

Dear Sir,

SUB: Supply, Configuration, Installation, Commissioning and Maintenance of 1000 numbers of Cash Recyclers Under Capex Model..

Ref: GeM Bid ref. no. GEM/2022/B/2425189 dated 08/08/2022.

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

We (Manufacturer/Original Software Owner/Developer) hereby extend our full guarantee and warranty as per terms and conditions of the tender and the contract for the solution, products/equipment and services offered against this invitation for tender offer by the above firm and will extend technical support and updates and ensure availability of spares including processors for our products for contract period from the date of installation.

We (Manufacturer/Original Software Owner/Developer) also confirm that we will ensure all product updates (including management software updates and new product feature releases) are provided by M/s for all the products quoted for and supplied to the bank during the Contract period. In case this is not considered while quoting and in the event M/s fail in their obligations to provide the updates within 30 days of release/announcement, we hereby confirm that we will provide the same to the bank at no additional cost to the bank and we will directly install the updates and any new Operating Software releases at the bank's premises.

We also confirm that the proposed solution offered by the bidder to the Bank are correct, viable, technically feasible for implementation and the solution will work without any hassles in all the locations. We also confirm that all the equipment offered are not "End of Life" during the next One Year and "End of Support" for total Contract Period.

Yours faithfully

(Name)

For and on behalf of M/s

Annexure-8

Functional Specification

SUB: Supply, Configuration, Installation, Commissioning and Maintenance of 1000 numbers of Cash Recyclers Under Capex Model..

Ref: GeM Bid ref. no. GEM/2022/B/2425189 dated 08/08/2022.

| S. No. | REQUIREMENT |
|--------|--|
| 1. | TRANSFER OF FUNDS BETWEEN TWO ACCOUNTS |
| 2. | ACCOUNT ENQUIRIES |
| 3. | CHEQUE BOOK REQUISITIONING |
| 4. | CASH DEPOSIT (WITH / WITHOUT CARD) |
| 5. | CASH WITHDRAWAL (WITH / WITHOUT CARD) |
| 6. | PIN CHANGE |
| 7. | MINI STATEMENT |
| 8. | MOBILE RECHARGE / TOP-UP |
| 9. | CASH ON MOBILE |
| 10. | CARD TO CARD TRANSFER OF FUNDS |
| 11, | CREATION/ RENEWAL OF TDR/ MF/INSURANCE |
| 12. | CHOICE OF LANGUAGE |
| 13. | AADHAR ENABLED CASH DEPOSIT/WITHDRAWAL/ |
| 13. | FUND TRANSFER |
| 14. | BIOMETRIC BASED CASH DEPOSIT/ WITHDRAWAL/ |
| 14. | FUND TRANSFER |
| 15. | BAR CODE ENABLED CASH DEPOSIT/ |
| 15. | WITHDRAWAL/ FUND TRANSFER |
| 16. | QR CODE ENABLED CASH DEPOSIT/ WITHDRAWAL/ |
| 16. | FUND TRANSFER |
| 17. | SUPPORT FOR ALL CARD SCHEMES- VISA / |
| 17. | MASTER/ RUPAY / DINERS / AMEX ETC. |
| 18. | TRANSACTION DETAIL / RECEIPT PRINTING WITH FOLLOWING DETAILS <ul style="list-style-type: none">● DEVICE ID, DATE AND TIME● LOCATION CODE (ALPHANUMERIC)● CARD NO .● ACCOUNT NO .● NAME OF ACCOUNT HOLDER● TRANSACTION SL No .● AMOUNT● DESCRIPTION OF TRANSACTION |
| 19. | ADMIN FUNCTIONS FOR CASH MANAGEMENT, |
| 19. | RECONCILIATION |
| 20. | SHOULD ALLOW CANCELING A TRANSACTION BEFORE |
| 20. | ITS EXECUTION. (APPROPRIATE MESSAGE SHOULD |

The Cash Recycler shall be compatible for the following current/future functionalities. The list is indicative one and based upon Bank's requirement/Latest changes / Upgradations in Cash Recycler ecosystem, the Bidder shall provide the same at no extra cost to the Bank.

| S. No. | REQUIREMENT |
|--------|--|
| | APPEAR GUIDING THE CUSTOMER) |
| 21. | <ul style="list-style-type: none"> ● ON-SCREEN INSTRUCTIONS ● MENUS FOR EACH DEPOSIT TYPE ● VIDEOS DETAILING TRANSACTION STEPS ● FLASHING LEAD-THROUGH INDICATORS ● CONSUMER-GUIDANCE LABELS ● DISTINGUISHING ICONS ● ANY FUTURE PRODUCT DEVELOPMENT |
| 22. | <p>MIS REPORTS ON:</p> <ul style="list-style-type: none"> ● ALL DEPOSIT TRANSACTIONS ● ALL DISPENSE TRANSACTION ● DENOMINATION-WISE CASH BALANCE REPORT ● COUNTERFEIT NOTES DETECTED (ACCOUNT WISE DETAILS) ● SOILED / NON-ISSUABLE NOTES ● TRANSACTIONS WHERE DEPOSIT ACCEPTED BUT TRANSACTION FAILED ● TRANSACTIONS WHERE ACCOUNT DEBITED BUT DISPENSE NOT DONE ● TRANSACTION SUCCESSFUL (ACCOUNT CREDITED) BUT CURRENCY RETURNED ● RECONCILIATION REPORTS ● ADMIN FUNCTION REPORTS <p>COMPLETE LIST OF MIS REPORTS TO BE ENCLOSED</p> |

Annexure-9

Technical Specifications

SUB: Supply, Configuration, Installation, Commissioning and Maintenance of 1000 numbers of Cash Recyclers Under Capex Model..

Ref: GeM Bid ref. no. GEM/2022/B/2425189 dated 08/08/2022.

Bidder to confirm on their Letter Head compliance of following Technical Specifications for this RFP.

| 1 | PC-CORE:- Processor & OS Features | Compliance Level(Yes/No) |
|--------|---|--------------------------|
| 1.1 | 10th Generation Intel® Core™ i5 Processor or higher with minimum 3.7 GHz and 6 MB cache or above | |
| 1.2 | 8 GB DDR4 RAM or higher | |
| 1.3 | 1x1TB or higher SATA HDD (for OS) 1x 1 TB or higher SATA HDD(For camera Image) | |
| 1.4 | 3 or more USB ports in front for front access of Cash Recycler | |
| 1.5 | DVD Writer | |
| 1.6 | 101 keys Keyboard integrated with Mouse operations /Integrated with EPP | |
| 1.7 | Microsoft Windows 10 or higher with latest service pack. In the event of OEM ceasing support to the existing operating system the successful bidder shall upgrade and install the latest higher version of operating system and all application software supporting the operating software for satisfactory function of Cash Recyclers on all Cash Recyclers deployed with no extra cost to Bank. The successful bidder shall also upgrade hardware required to support the higher version of operating system at no extra cost to Bank. | |
| 1.8 | Software with CEN 3.0, XFS complaint and cross-vendor Support | |
| 1.9 | OS hardening (with Firewall) and should protect against unauthorized booting from alternative media & an access to CR hard disk. Cash Recycler should be adequately hardened and only white listed necessary services run in the system (White listing of applications). No malware including viruses, worms and Trojans enter and Affect the system.CR should be pre-installed with whitelisting application solutions. All bidders must provide Whitelisting solution with following features- 1) The solution must ensure that only “whitelisted” applications run on the CR. 2) The solution must prevent the execution of any non-whitelisted files on the machine Bidder to provide standard whitelisting solution which should meet above requirements and should come preloaded in the CRs to be supplied and installed by the successful bidders | |
| 1.10 | Capable of supporting any Endpoint Protection/Whitelisting solution procured by Bank with a view to prevent malware including viruses, worms and trojans which could affect the system. | |
| 1.11 | CR should have static windows password. CR Windows OS should be configured to work in a locked down / restricted mode (with non admin rights). | |
| 1.11.1 | There should be a separate Admin User ID password with restrictive access so that unauthorized persons should not be able to get access to the system admin and BIOS password. The Operating | |

| | | |
|----------|---|--|
| | System should have the provision for parameterization to log critical changes & incidents for monitoring purposes. | |
| 1.12 | The Windows admin password must be dynamic which must expire within specified period so as to be replaceable at specific intervals. There should be a separate Admin User ID password with restrictive access so that unauthorized persons should not be able to get access to the system admin and BIOS password. The Operating System should have the provision for parameterization to log critical changes & incidents for monitoring purposes. | |
| 1.13 | CR Cash dispenser security should be set to highest level of physical authentication security to resist any type of attacks. CR should have strong encryption between CR-PC core and cash dispenser so that the dispenser is not accessible without a proper authorization once the new CR PC core is being installed/set up or an existing CR PC core is re-installed due to any reasons. | |
| 1.14 | Application interface facilitating admin, reconciliation and MIS function | |
| 2 | CURRENCY CHEST | |
| 2.1 | UL 291 Level 1/CENL Certified Secure Chest or higher(Certificate issued in favor of the bidder by these agencies to be provided by the bidder as part of the bid document) | |
| 2.2 | S&G dual electronic combination lock with capability of Onetime combination (OTC) without any hardware change. Passwords to be changed at the time of installation of CR and certified to this effect in the CR installation certificate. | |
| 2.3 | Alarm sensors for temperature status, vibration status and chest open status while sending signal/messages to Switch/Management Centre | |
| 2.4 | All factory settings, including password for dual combination electronic lock should be changed at the time of handing over the machine and the same should be mentioned in the Installation Report. | |
| 2.5 | Terminal should be able to change automatically to Supervisory /Maintenance/Out-Of-Service mode, in following cases when : (a) when cabinet/Hood Door is opened (b) Chest/Safe door is opened. | |
| 2.6 | Terminal should be able to change automatically to In-Service/Transaction mode, after Chest door and Hood door is locked. | |
| 3 | HYBRID DIP CARD READER | |
| 3.1 | Dip Smart Card Reader with functionality to read magnetic track 1 & 2 | |
| 3.2 | Smart Card, Chip Card EMVCo Version 4.0 or later, as certified, with supporting EMVCo L1 LOA. On expiry of certificate, it should be replaced with valid certificate at no additional cost to the Bank during the currency of the contract. | |
| 3.3 | Should provide necessary certificates/approvals from VISA, Master Card, Amex, Union Pay, Rupay, Discover including TQM(IFM) certificates. On expiry of certificate, it should be replaced with valid certificate at no additional cost to the Bank. | |
| 3.4 | Card reader should be compatible to work with any valid EMVCo certified EMV Kernels. | |

| | | |
|------|--|--|
| 3.3 | Software, firmware, license for using Smart card, Chip card and magnetic strip card on Cash Recycler | |
| 3.4 | Cash Recycler should be ready for using the EMV chip cards | |
| 3.6 | Communication link between the card reader and CPU/Controller/ System should be encrypted by latest encryption standards. | |
| 3.7 | Cash recycler must also have biometric authentication functionality with finger -print reader as per Aadhar specifications and same is required from the initial stage. The Cash recycler should support Bio-metric functions and integrated with the Bank's Biometric solution and UIDAI certified solution (Aadhar) without any additional cost to the Bank. | |
| 3.8 | Secure Biometric scanner that supplies the finger print data to the ATM switch. The Biometric Scanner should be of good quality and should accept finger scans in one go and should be STQC certified and compatible with AEPS & Aadhaar specifications. | |
| | CR should accept deposits using any Bank's Debit / Credit cards, without cards, using Aadhar based authentications, with biometric, using Voice authentication. Cash Recyclers should recognize the Chip cards which includes EMV Cards, and should have Biometric authentication, and accordingly display the screen, voice prompts. | |
| 3.10 | Contactless Card (Like NFC) integration capability. | |
| 4 | CUSTOMER INTERFACE | |
| 4.1 | LED Touch Screen Size:17" minimum | |
| 4.2 | Type: Capacitive | |
| 4.3 | Touch screen and Function Display Key-FDKs (support for visually handicapped through Braille Function Keys & EPP as per industry standard wherever required). Touch Screen should be of sturdy make. | |
| 4.4 | MPEG - 4 full motion video support, and support for common video codecs. | |
| 4.5 | Cash Recycler must be capable of performing under extreme conditions. Temperature : Minus(-) 0 degree Celsius to plus 50 degree Celsius (Without Air Conditioner) Humidity : 5 to 95 % (Without Air Conditioner) ; | |
| 4.6 | Vandal screen with Privacy filter. Resistance to Indian weather, vandal proof and pertinent to and Indian usability condition | |
| 4.7 | Rugged spill proof Triple DES enabled Keyboard with Poly Carbonate tactile / stainless steel EPP pin pad keys EPP keys to be PCI compliant with sealed metal key pads as per industry standard. EPP design so as to prevent/ resist overlaying of fake pin pad will be required. In the event of forcible removal of EPP, it should bring the machine down and the data stored in the EPP must be destroyed/scrambled so as to prevent compromise even with high end decryption. Describe technology /solution fully and enclose relevant documentation. | |
| 4.8 | Voice guidance support with internal speakers & headphone (only hardware enablement required i.e. hardware component to be provided). This should be in line with IBA/Govt. of India guidelines for enabling visually impaired persons to transact at CR. The Voice guidance solution should be enabled and be activated with insertion of earphone jack into the given slot by the cardholder. | |

| | | |
|----------|--|--|
| | Adherence to Persons with Disability standards compliance - give details; Access For All (AFA) compliant and suitable for wheel chair based operation for physically challenged | |
| 4.10 | Braille stickers with FDKs on all devices as per requirements to support visually challenged. | |
| 4.11 | Trilingual Screen Support (English, Hindi, Regional Language), in static graphics(JPEG only) and video files(incl. MP4), Machine should support even HD screen resolution: 1024x768 | |
| 4.12 | Terminal should be capable to display graphic screen and video files in commonly available picture formats(MPEG, MP4 etc.). | |
| 4.13 | Pin pad should be covered with Pin guard/Shield. This pin guard/shield should cover all three sides to avoid shoulder surfing and capture by external cameras. | |
| 4.14 | Provide Text-to-Speech(TTS) support in English, Hindi and regional languages. | |
| 4.15 | Terminal should be capable to integrate with custom/3rd party Text-to-Speech(TTS) software. | |
| 4.16 | Voice guidance support with internal speakers and head phone jack. Terminal should report status (XFS) whether headphone is present/not present in headphone jack, to the monitoring system | |
| 4.17 | Alarm sensor of the recycler may be integrated with branch hooter on need basis without additional cost | |
| 5 | BILL VALIDATOR | |
| 5.1 | Validating bill head width path upto 177mm or more | |
| 5.2 | Fixed width or centering mechanism with self-adjustable bill path | |
| 5.3 | Validation rate should be 98% or more | |
| 5.4 | Four orientation bill validation for good and bad currency notes. Vendor will have to ensure support for bill validator for the entire period of machine life i.e. a minimum of 7 years. | |
| 5.5 | Bill escrow capacity should have capacity of 200 bills or more | |
| 5.6 | Speed of cash acceptance in seconds for standard 200 notes -Cash Insert to Amount Confirmation The entire cash acceptance for 200 standard notes should be completed in 40 seconds or in less time. | |
| | Compliance to RBI's Note Authentication and Fitness sorting parameters (Documentation required on process of configuration. Configuration can be carried out at Bank location only). Configuration change to be completed at the earliest. | |
| 5.8 | Both side scanning of all bills. | |
| 6 | CASH MODULE | |
| 6.1 | Bunch Note Accepting and dispensing with capacity of minimum 200 notes at one time and accepting all denominations as and when required by statutory authority or any denomination issued by RBI in future. Ability to recycle all denominations would be required without any extra cost. | |
| 6.2 | Cash Recycler should have template for all new variants of notes as and when released. Vendor to provide details. Vendor should update the software to support all new variants currency notes as well as new denominations, if any, issued subsequently without any extra cost to the Bank. | |

| | | |
|---|--|--|
| 6.3 | Cash Recycler should have minimum 5 deposit cassettes; out of which minimum 4 should be having recycling capability ab-initio and Bank will use remaining one cassette will be used as universal cassette which will act as only 'Acceptance Cassette'. The universal cassette should have the capacity of accepting all legal tenders as decided by the bank. Additionally, it should also have one reject bin and one Bin for counterfeit/suspect notes reject bin. Hence, in total there will be 4 recyclable cassettes, 1 universal cassette and 2 reject bin with specific functionality mentioned earlier. CR should have minimum capacity of 2500 notes storage per cassette. Reject / Universal cassette (All denominations, non-issuable currency, ATM Unfit currency which cannot be recycled, cash retracted currency etc.) having minimum storage capacity of 2500 notes and cassette for suspicious / counterfeit notes which will be impounded will be in addition to these storage cassettes. | |
| 6.4 | All cassettes including reject and retract cassettes must be with lockable in nature with key to ensure highest level of security. The design of the CR should ensure secure dual custodian based access for all cassettes i.e. Cassettes should be accessible and removable only when the chest is opened. | |
| Each Cassette should be able to hold notes of any Denominations Each deposit recycler cassette should be configurable on the machine without any cost to Bank for 1. Deposit only 2. Dispense only 3. Deposit & Dispense 4. Recycle | | |
| 6.6 | Denomination-wise sorting of the deposited currency notes | |
| 6.7 | Deposit/ Recycling Cassettes capacity of minimum 2500 notes or above | |
| 6.8 | Reject Cassette with capability to hold Reject /Retracted notes | |
| 6.9 | Four orientation bill validation for good and bad currencies | |
| 6.10 | Notes deposited should be categorized and put into individual cassettes once they are accepted by the machine | |
| 6.11 | Should support card based (including NCMC cards), card less, biometric authentication, QR based, NFC based transactions | |
| 6.12 | Appropriate treatment for various categories of Bank Notes, viz. 1.No Bank Note (Reject) 2. Suspicious Bank Note (Impound) 3. Not Clear Bank Note (Reject) 4. Real Bank Note (Accept) | |
| 6.13 | Capability to Back-track the depositor for category 2 notes with mandatory recognition of the serial nos. of individual currencies. Storing & passing on image data for later processing. | |
| 6.14 | Cassette that support tracking and docking. | |
| 6.15 | Cash transport movement should be secure and under dual locking. | |
| 6.16 | Foreign object detection / handling in the input tray | |
| 6.17 | CR should have Note number tagging along with images and traceability to account with appropriate MIS report as per Bank's requirement. | |
| 6.18 | Cash recycler must provide for adherence to RBI's Note Authentication and Fitness Sorting Parameters. | |
| 6.19 | Cash recyclers with recycling capability deployed shall comply with RBI, IBA, EMV, NPCI/PCI/ NFS/DFS/Regulatory guidelines as on the Effective date of the agreement. If any new guidelines are issued by these organizations, the Bidder shall arrange for its compliance/ upgradation at mutually agreed terms unless otherwise defined in the RFP | |

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| 6.20 | The Cash recycler should be capable of detecting pre-2005 series currency notes and the Demonetized series of 500 and 1000 rupee notes issued by RBI. The Cash Recycler should have the capability for parameterizing the norms for accepting/blocking/rejecting the pre-2005 series or any other month/year as prescribed by RBI/Bank and the Demonetized series of 500 and 1000 rupee notes, without any extra cost to the Bank. | |
| 6.21 | SB should provide an additional set of 5 lockable cassettes of similar configuration along (4 lockable recycler cassettes and one lockable universal cassette) with the machine to implement cassette swapping activity. The cost of such additional set of 5 cassettes should be factored by the SB while bidding for the commercials of the machine. | |
| 7 | DES - CHIP SECURITY | |
| | Capable of supporting Remote key Management - DES/RSA | |
| | Triple DES chip with encryption / verification / validation software | |
| | Cash Recycler should be with in-built security features to trigger alarm in case of fire, hammering/tilting of the machine | |
| 8 | INTEGRATED SURVEILLANCE SOLUTION | |
| 8.1 | Cash Recycler should have pilfer proof camera able to capture the moving images of the user / customer at the time of accepting and dispensing the cash also capture images at the cash slot cameras evidencing acceptance/dispensation of cash besides images of the user. There should be minimum two pilfer proof cameras inside the CRs 1. To capture the customer moving image and 2. Capture the hand movement while depositing / withdrawing cash from the cash slot. | |
| 8.2 | Solution must be motion-sensitive and capable of capturing image of the person while doing transaction in the Cash Recycler. Camera should be suitably positioned to take image of the person even under extreme / difficult lighting conditions. It shall be the responsibility of the bidder to ensure that the images so captured are able to identify the persons entering the Cash Recycler room. The cameras should be pilfer-proof. | |
| 8.3 | Solution should be able to store the images in a digital format for minimum on first in first out basis for 6 months at an average of 400 transactions per day. The time print of the DVR of transaction exactly tally with transaction time printed in EJ. The back-ups will be taken at mutually agreed intervals and locations. The vendor has to supervise that DVSS images are getting recorded in Cash Recycler. The vendor shall capture the images in the second hard disk of Cash Recycler for storage of the archived images. | |
| | The resolution of the pin hole camera as well the CCTV camera should be higher than VGA which should be sufficient enough to capture the quality image of the object for clear identification. The CCTV must be IR based or higher to capture image in night time also. | |
| 8.5 | Solution must provide an interface to browse, search and archive the stored images on hard disk or external media | |
| 8.6 | Solution must be configurable to suit different site requirements and must perform under extreme conditions | |
| 8.7 | Solution must be able to capture & stamp the transaction information (card number masked to comply with PCI-DSS) on the images | |

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| 8.8 | The solution must have a search facility to locate an image/event by date & time, transaction reference no. and ID | |
| 8.9 | The solution be monitored from a central Location | |
| 8.10 | The solution must not degrade the performance of , e.g. speed of normal transaction | |
| 8.11 | The image surveillance hardware should be integrated within the Cash Recycler | |
| 8.12 | Solution should be integrated with EJ Agent or any image push/pull agent to facilitate the pushing and pulling of the images centrally. | |
| Solution should support Multi-Vendor ATM Software agent in case bank decides to load in future. | | |
| 8.13 | The Solution should be capable of notifying the Switch in case the DVSS camera is covered/ blocked by any means so that the Cash Recycler does not dispense cash. | |
| 8.14 | Machine should have magnetic and vibration sensor to detect physical movement of the machine. These sensors may be integrated with branch hooter on need basis without additional cost | |
| 9 | SOFTWARE AGENT | |
| 9.1 | Vendor should have their own software agent for EJ, image pulling and Remote Monitoring Software support for the CR to monitor its functions from a Central site. The CR should be capable of supporting a third party software agent such as SDMS/ Infobase/ Radia, etc. The vendor also agrees to install any software/EJ agents/TSS Agents selected by the Bank at no cost. The vendor undertakes to provide all necessary support for the installation of the software and identifying its impact on the CR throughout the tenure of the contract with any additional cost. | |
| 9.2 | Should interface with the Bank's Switch | |
| Software for reading the EMV chip cards. Smart card/Chip card EMV version 4.0, Level 2 approved terminal resident applications. Copy of level 2 approval certificate to be enclosed. | | |
| 9.4 | CR should mandatorily have remote diagnostic services by installing necessary agents. These services are meant to diagnose and predict any problems with the Cash Recycler including but not limited to predicting parts failure (such as card reader, dispenser, transport mechanism or other critical and non-critical parts) and pro-actively replacing parts, carrying out preventive maintenance or specific maintenance services to ensure uninterrupted services on the cash recycler. Monitoring tool should be accessible to bank team also through appropriate console. Cost of these services will have to be borne by the selected Bidder/s and will be included in the cost of Cash Recycler quoted for the entire duration of the contract. | |
| 10 | CONNECTIVITY | |
| 10.1 | Should have Network Interface Card 10/100/1000 MBPS | |
| 10.2 | Should be capable of connecting to the existing ATM Switch or any other Switch introduced by the Bank in future, using existing device handlers at no additional cost to the Bank. | |
| 10.3 | must support TCP/IP and DNS | |
| 10.4 | Cash Recycler application must be secured with TLS 1.3 or above and vendor shall provide TLS 1.3 or above along with the CR without any extra cost to the Bank | |

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| 10.5 | Support for IPV4 and IPV6 and integration of the same without any additional cost | |
| 10.6 | Multiple NIC support | |
| 11 | CONTACTLESS CARD READER | |
| 11.1 | Contactless Card integration capability (Hardware and Software) supporting the ISO 14443 Type A/Type B, MiFare and ISO/IEC 18092, ISO 21481 specifications. | |
| 11.2 | Smart Card/ Chip Card EMVCo Contactless Version 2.1 or later, as certified with supporting EMVCo L1 LOA. On expiry of certificate, it should be replaced with valid certificate at no additional cost to the Bank during the currency of the contract. | |
| 11.3 | Should provide necessary certificates/approvals from VISA,Master Card, Amex, Union Pay, Rupay, Discover including TQM(PCD) card schemes. On expiry of certificate, during the tenure of the contract, it should be replaced with valid certificate at no additional cost to the Bank. | |
| 12 | BARCODE SCANNER | |
| 12.1 | Recycler should have reader/scanner to scan 1D/2D barcode and QR codes from mobile phones. The reader should be compliant with Code128, Code39, QR Code standards. | |
| 12.2 | Should be capable of reading barcodes of all popular symbologies, including Code 128, with up to 36 Characters | |
| 13 | Others | |
| 13.1 | Minimum 40 Column 80 mm DMP/Graphic Thermal Receipt Printer, Must print graphics like Canara Bank logo on the receipt and should also capable of printing receipts in Hindi language and regional language. | |
| 13.2 | Receipt to customer should mention serial number of the impounded note, if any. | |
| 13.3 | Electronic journal to be also written on hard disk and replicated on the second hard disk which records images. The solution should include a EJ viewer. The EJ format should be customizable and in line as per the advisories issued by the regulators without any additional cost to the bank | |
| 13.4 | Support centralized EJ Pulling. Serial Numbers of all notes should be available with EJ or stored separately and made available as and when required | |
| 13.5 | Low media warning for all items viz. bills, journal roll | |
| 13.6 | In-built SMPS to work on 230V 50 Hz power supply | |
| 13.7 | Support input voltage of 230V AC /50 Hz with+/-10% variation | |
| 13.8 | Specify Power Consumption when in operation. Maximum permissible power consumption when in operation 470Watts. | |
| 13.9 | Specify Power consumption when the machine is idle Maximum permissible power consumption in idle situation230 Watts. | |
| Should provide hardware and software for the day-to-day operations required by the custodian | | |
| 13.11 | CR should have cutoff circuit, Isolator to protect the critical cash recycler electrical and electronic parts viz. SMPS, Mother Board, Hard Disk, Sensors etc. from sudden spikes in voltage/ current from UPS/ RAW power | |
| 13.12 | Remote power-on/Power off facility. | |

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| 13.13 | Should provide hardware, software and MIS for the day-to-day operations required by the custodian. | |
| 13.14 | Cash Recycler should have integration capability with the alarm sensors to the branch siren/hooter without any additional cost to Bank | |
| 13.15 | Bidder to integrate - where feasible - the alarm sensors of the Cash Recycler to the branch siren/hooter without any additional cost to Bank | |
| 13.16 | Cash Recycler capable of One to One Marketing. Client when Loaded on Cash Recycler should be able to interact with different CRM sources using open standard messaging standards | |
| 13.17 | The Cash recycler screen should be with Privacy Screen filter to enable the view of the cash recycler screen only to the customer standing in the front of the CR. Cash Recycler should also have rear view mirrors covering majority area of site which allow users to see what is happening behind him when he enters the PIN to avoid shoulder surfing. | |
| 13.18 | Support centralized EJ Pulling. Serial number of all notes should be available with EJ or stored separately and made available as and when required. While pulling EJ, the same should be non-editable with encryption or with checksum or any other solution to prove the authenticity of EJ before a third party such as the regulator (RBI), a Banking Ombudsman, Police authorities etc. | |
| 13.19 | 1 Year onsite comprehensive warranty | |
| 13.20 | Bank's Logo and Name should be displayed on the front of the Cash Recycler and Call Centre Numbers & Email Address should be pasted on the Cash Recycler & customisation for all the three sides with polycarbonate film the design will be provided by bank. | |
| 13.21 | The machine should be GPS enabled without any additional cost to the bank. SB should also provide GPS location monitoring portal access to bank team without additional cost to the bank | |
| 13.22 | All the software licenses (including OS and database licenses) or any related application licenses for the functioning of the CR should be purchased by the SB in the name of the bank and the SB should submit a consolidated list of procured licenses to Digital Banking Services Wing, Canara Bank, Head Office for our record after completion of the deployment. | |
| 13.23 | SB should also ensure that the EMV kernel license of the machine should be valid for the entire commercial life span. If the EMV kernel license expires in between and bank is compelled for re-certification of the terminals, then such cost for re-certification due to EMV kernel license expiry shall be borne by the bank and will be recovered from any pending payment to the SB. | |
| 13.24 | Selected bidder will have to necessarily install Cash Recycler with good quality grouting of Endpoints, as under: "Moving / tilting of Cash Recycler for removing existing levelling screws. Drilling 8"-10" holes in the existing flooring using concrete drill bits. Hammering metal sleeves in these holes. Repositioning the Cash Recyclers over the existing markings. Putting in Anchor fasteners - min. 6" long anchor fasteners, preferably of Fischer make. Applying resin adhesive (Araldite) over the finished bolt positions for improved bonding & Repairing broke tiles, if any". | |

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| 13.25 | SB should ensure that each new CR machine must be bundled with one set of brand new consumable items at the time of delivery of the machine without any additional cost to the bank. | |
| 14 | INTERFACE - CORE BANKING SOFTWARE & ATM SWITCH | |
| 14.1 | Software required for connecting the Cash Recycler to Bank's own Network (Connection will be available through bank switch) shall be provided by the vendor without any cost to the bank | |
| 14.2 | Vendor to provide utility for converting the files, Containing transaction details, into ASCII format | |
| 14.3 | Cash recycler should be preloaded with CEN XFS 3.0 compliant layer and should be capable of running multivendor software without any hardware changes. | |
| 14.4 | Cash Recycler must have capability for integration with NARADA ATM Switch/FINACLE/Any Other Switch. | |
| 15 | TRANSACTIONS TO BE MADE AVAILABLE IN CASH RECYCLER | |
| 15.1 | Display of graphics/animation/scrolling/ date & time | |
| 15.2 | Cash deposit interoperable with other banks. | |
| 15.3 | Withdrawal from any Bank accounts | |
| 15.4 | Fast cash | |
| 15.5 | PIN change facility | |
| 15.6 | Support funds Transfer- card to account. In case in future bank requests for card to card and account to account transfer, machine should be capable for such Funds transfer | |
| 15.7 | Mini - Statement | |
| 15.8 | Utility Payment facility | |
| 15.9 | Account balance enquiry | |
| 15.10 | Card less and card based Transactions and Biometrics | |
| 15.11 | Payment of Taxes, Bills and other value added services which Bank may have | |
| 15.12 | Card to card payment. | |
| 15.13 | Mobile topup | |
| 15.14 | Support QR code based Transaction | |
| 15.15 | Support Timed out and Last Transaction Status(LTS) based reversals | |
| 15.16 | Support Biometric Based Authentication API v 2.0 specifications (as stated by UIDAI). Additional changes required to support later revisions to be provided at no cost to the bank | |
| 15.18 | Support Idle Screen / Advertising with minimum 8 screen support | |
| 15.19 | Support 2048-bit or higher encryption standards | |
| 15.20 | Support Biometric based Registration | |
| 15.21 | Support Cash Recycling | |
| 15.22 | Support Idle Screen / Advertising | |
| 15.23 | Support NFC based transaction/ contactless transaction | |
| 15.24 | Support EMV-chip based transactions | |
| 15.25 | Support Account Number Masking (on receipt) | |
| NOTE: | | |
| 1 | For each equipment quoted, a duly filled Technical Verification Data Sheet (TVDS) along with all supporting technical datasheets should be submitted. | |
| 2 | The support for bill validation technology must be available for the entire period of the contract. A certificate from the OEM of the bill validation technology who has licensed the technology to the bidder / OEM of the cash recycler must be enclosed with the | |

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| | eligibility bid certifying and assuring that the said OEM shall provide support to the bidder for the licenses technology for the entire duration of the contract. | |
| | Cash Recycler offered as part of the current RFP must pass the Genuine Note Recognition Test (as per Recognition RBIs Note Authentication and Fitness Sorting parameters) with 100% accuracy, along with 100% trace with serial number of the currency notes to the account of the customers. i.e. Pass awarded if 100% of genuine notes accepted in all orientations and serial number of all accepted notes are tracked to customers' accounts. Acceptance does not mean credit to the account, it means acceptance by the machine and storing in different cassettes including non-issuance. However genuine recognition test has to be demonstrated to the bank and carried out by the Bank at the time of UAT testing at bank's CO. A failure at UAT stage will entail disqualification of the bidder / Cancellation of the contract. | |
| 4 | The Cash Recycler offered as part of the current RFP must pass the Counterfeit Recognition Test (as per Recognition RBIs Note Authentication and Fitness Sorting parameters) with 100% accuracy, along with 100% trace with serial number of the currency notes to the account of the customers. I.e. pass awarded if all counterfeit notes are rejected / not given value for and traced to the customer account. However Counterfeit Recognition Test has to be demonstrated to the bank and carried out by the Bank at the time of UAT testing at bank's CO. A failure at UAT stage will entail disqualification of the bidder / Cancellation of the contract. | |
| 5 | The Cash Recycler offered as part of the current RFP must pass the Counterfeit Retention and Tracing test with 100% accuracy, i.e. Pass awarded if counterfeits are retained and traceable to customer. Bidder to produce a certificate from an independent agency / a central bank or a bank currently using the same model of the machine has to be furnished. However Counterfeit Retention and Tracing test has to demonstrated to the bank and carried out by the Bank at the time of UAT testing at bank's CO. A failure at UAT stage will entail disqualification of the bidder / Cancellation of the contract. | |

Annexure-10

Scope of Work

1. Delivery & Site Preparation:

1. The Bank proposes to procure and install 1000 Cash Recyclers with front loading along with two Digital Image cameras / Surveillance systems.
2. Cash Recycler should be able to recycle (accept & dispense) at the minimum Rs.50, Rs.100, Rs.200, Rs.500 and Rs.2000 denominations notes (and cassette configuration as per Bank's requirement) from the same cassettes where the cash is accepted. Bidder to ensure configuration of Recycling of any other currency notes as decided by RBI/IBA/DFS/Regulator/Bank without any cost to the Bank. Bidder to ensure ability of recycling of all denominations of currency notes in the proposed Cash Recycler.
3. Cash Recycler should also verify the genuineness of the notes while re-cycling currency notes for both depositing & dispensing.
4. Cash recycling functionality has to be made available from ab-initio stage.
5. Bidder /s have to provide user friendly seamless reconciliation process and reports out of the box.
6. Cash Recycler should have the capability of impounding counterfeit and suspect currency.
7. Cash recycler must provide for adherence to RBI's Note Authentication and Fitness Sorting Parameters. Document for technical process for configuration of the parameter must be provided. Bidder/s has/have to share all technical documentation.
8. Cash Recycler should accept deposits using any Bank's Debit / Credit cards, without cards, using Aadhar based authentications, with biometric, using Voice authentication, using Bar code reading and using QR code reading also.
9. Cash Recycler should dispense currency using any Bank's Debit / Credit cards, without cards, using Aadhar based authentications, with biometric, using Voice authentication, using Bar code reading and using QR code reading also.
10. Cash Recycler should be able to perform all the normal and value added services as per annexure-8.
11. All cassettes of the Cash Recycler or part should be configurable for cash Deposit and Withdrawals. The Bidder shall reconfigure the cassettes as per business requirements of Bank without any additional cost to Bank.
12. If Bank desires to implement IBNS (Intelligent Banknote Neutralization System) in future, Bidder has to provide the same without any extra cost to Bank.
13. Cash Recycler must have pilfer proof camera able to capture the moving images of the user / customer at the time of accepting / dispensing and also capture moving images at the cash slot evidencing acceptance / dispensation of cash besides images of the user. The bidder must provide comprehensive warranty of

one year from the date of installation of Cash Recycler and AMC for a period of Six years. The warranty and AMC will cover the Cash Recycler, Image VSS systems, and all parts of the Cash Recycler. The bidder will have to rectify the defects / replace the defective parts and equipment wherever required free of cost during the said warranty and AMC period. However, during the period of AMC due to any Force Majeure reasons or due to any reasons not attributable to the Vendor, the same shall be brought before the bank for its due consideration depending upon the merit. The bidder must justify the reasons for Force Majeure up to Bank's satisfaction. The replacement of such damaged part shall be carried out in three working days failing which penalty shall be levied.

14. Bidder to ensure that customer data are saved in the Switch as per the format/controls specified by regulator/Bank.
15. Bidder will be responsible for loading the Bank's approved software agent for EJ pulling and must coordinate with MS vendor to ensure that EJ pulling services are not disrupted. If the EJ agent is found to be disabled / disconnected, the bidder shall restore it with no extra cost to bank. EJ agent found disabled or disconnected has to be restored on T+1 basis. If the successful bidder /s is not able to rectify / resolve the disabled or disconnected sites for EJ pulling in co-ordination with MSP/Bank/EJ Vendor, a penalty per incident / machine will be charged @ 0.5% of Contract value per machine subject to maximum of 5% of total contract value. All machine-wise / Transaction-wise EJs must be stamped with the 'Event Time'.
16. All EJs must also contain information regarding Counterfeit / Suspicious Notes detected and impounded.
17. The Bidder must ensure before delivery that operating system is encrypted and hardened to block the services which are not required. Bidder has to provide comprehensive white listing solution to prevent the machine from any cyber-attack, intrusion, virus, worm, malware, any other malicious software or similar vulnerability known as on date as well as future emergence. The bidder to ensure timely updation of antivirus to safeguard the machine and its OS from any of above vulnerabilities without any extra cost. The bidder to ensure implementation of only essential services and the security to the satisfaction of Bank's IT Security team. In case of any deviation / vulnerability, bidder to revert back to system hardening, post blocking as specified by Bank at no extra cost to Bank within shortest possible time.
18. Bidder to ensure that the admin access to the OS is controlled by dynamic password.
19. The Bidder must ensure before delivery that Cash Recycler BIOS is such that the CR will ONLY boot from the primary HDD and nothing else. After this configuration changes, protect this configuration with the BIOS (non-generic) password, which will be managed by the bidder.
20. Bidder is required to submit one set of OEM's complete technical documentation in softcopy as well as hard copies.

21. Bank reserves right to request diversion of machines from one site to another either in transit or yet to be dispatched except for diversions from non-entry / road permit state sites to states that require entry / road permit. If any such machine are yet to be shipped or are in transit the Bidder shall bear the entire expenditure incidental to such diversion. For any machine delivered and / or installed at the initial location Bidder should undertake the shifting of Cash Recycler upon request from the Bank at rates given in commercial bid. The shifting will include all work incidental to shifting including de-installation, dismantling, packing, loading, transportation, transit insurance, unloading, unpacking and reinstallation at the new site / location.
22. The Bidder shall undertake complete end-to-end installation & operationalization of Cash Recycler. Bidder should provide the patch cord of required length at the site from I/O port to Cash Recycler without any extra cost to Bank.
23. The Bidder should provide all the software and other utilities required for facilitating integration / interface with Digital Image Surveillance Systems / Alarm Systems / E-Surveillance System/ Multi Vendor Software for these Cash Recyclers.
24. If required, Bidder may be asked to install remote monitoring systems to monitor the health of Cash Recyclers on a 24X7 basis and initiate trouble shooting.
25. Cash Recycler shall have complete vinyl wrapped on three sides as per the Bank's branding / requirement at no additional cost for the first wrap for all machines. Bank shall provide design and creative files as regards to vinyl wraps. Vinyl Wrap of good quality must be affixed with high quality adhesive and carry a warranty of three years against peeling, fading, tearing etc.
26. The Bidder should also undertake to deploy and manage centrally customized display screens in graphic mode in any language (Hindi, English and the local language like Gujarati, Marathi, Punjabi, Tamil, Malayalam, Telugu, Kannada, Oriya, Bengali etc.) and also for touch screen format for all transactions undertaken on Cash Recycler. It will be the responsibility of the Bidder to deploy the required screens in the Cash Recycler. It is also a responsibility of the Bidder to deploy the display screens in Cash Recycler whenever Bank makes any modifications in screens without any extra cost during the tenure of the contract. Bank shall arrange for the screens and bidder shall be responsible for centrally loading of the screens on the machines without any cost to Bank.
27. In case of States having Road Permit / Entry Tax, the Bidder will have to liaison with Local Tax Authorities and branch officials / ECM at each of the locations to obtain the necessary permissions from the respective authorities. Bank shall assist in providing the forms / permits in states where we have online permit issuance where bidder is not allowed to download and only Bank has authorization. However, it shall be overall responsibility of the bidder to ensure that the entry permits are received in time and there is no delay in delivery of machines for want of entry permit. In other states obtaining the necessary permissions will be the responsibility of the Bidder.

28. The Bidder to obtain transit insurance cover for the Cash Recycler from their factory / warehouse to the Bank site and such insurance cover should be available till installation of the Cash Recycler or till 15 dayspost delivery, whichever is later.
29. The selected Bidder/s shall provide SLM, Remote Monitoring, Preventive Maintenance (once in a quarter) and AMC services.
30. Timely closure of SLM calls for all CRs is full responsibility of selected bidder.
31. Bidder will also maintain S & G / Mass Hamilton etc. lock codes and will be responsible for the change of combination lock (password) on the request of Branch staff without any extra cost once in every half year either during preventive maintenance or at the time of a breakdown call. The entire activity shall be done at no extra cost to Bank. However, the Bank shall make such requests in writing to the Vendor for every instance where the combination of locks (Password) needs to be changed. However, for any damage during the Warranty /AMC period due to any Force Majeure reasons or due to any reasons not attributable to the Vendor, the event shall be brought before the bank for its due consideration depending upon the merit.
32. All repairs and maintenance service described herein shall be performed by qualified maintenance engineers totally familiar with the machine / equipment. Bank shall arrange to maintain appropriate environmental conditions such as those relating to temperature, power supply, dust, within the acceptable limits required for machine / equipment similar to that covered by this Agreement. It shall be the responsibility of Bidder to monitor such environmental conditions and bring to the notice of the Bank for changes required, if any, well in advance to arrange for such rectification.
33. Bidder will deliver along with the Cash Recycler, 25 rolls of receipt printer for each Cash Recycler without any charge to the Bank. The paper quality of each thermal printer paper should ensure print retention for up to six months.
34. Bidder to ensure that time print of the DVR of transaction exactly tally with transaction time printed in EJ.
35. Bank may ask the successful Bidder to provide one resource for Cash Recycler at the place of deployment for 2 working days for hand-holding to the Branch staff and his responsibilities would include helping Branch staff to carry out day-to-day activities for day end, troubleshooting etc.
36. For providing Second Level Maintenance(SLM) services, the Managed Services Provider(MSP) shall raise incident ticket with the selected Bidder/s and the selected Bidder/s shall rectify the defect within a period of four hours for the call logged up to 3.00 PM and within a period of 18 hours for the call logged after 3.00 PM. If the Bidder/s fail to adhere to the timelines penalty to be levied.
37. Spare Parts: It is the responsibility of the Successful bidder to make available of all spare parts, components etc. required to keep the CR functioning to offer 24*7 services throughout the entire tenure of the contract. All these spare parts needs to be available at local hubs. If any spare needs to be distributed from central

- hub of the selected Bidder, then the only means of transport should be flight mode so that the spare reaches the destination location overnight.
38. The Bidder shall provide the Site Preparatory Guidelines to the Purchaser well in advance.
 39. The Bidder to take prior permission of the branch and complete all the preliminary works viz., Earthing and any other work related for installation etc. Bidder shall ensure that Purchaser's work is not interrupted. Bidder should ensure that separate Earthing is provided for the Cash Recyclers(CRs) before installation and Earthing should be maintained during warranty and AMC period (if contracted). Earthing should be checked during the preventive maintenance.
 40. The Bidder shall also do separate Earthing at each site to suit the requirements of the Cash Recyclers (CRs).
 41. The Bidder shall ensure that the site is ready as per the requirements before installation of Cash Recyclers and then make arrangements for delivery, unpacking, inspection etc. at no extra cost to the Bank. In case, Cash Recyclers (CRs) shifted from original location after the delivery, the cost towards shifting, site works carried out at original location shall be borne by the Bank.
 42. The Bidder shall be responsible for installation and commissioning of the system including cabling and other related activities such as unpacking, uncrating, inspection etc.
 43. The Bidder shall ensure proper Grouting of the Cash Recycler (CR) as part of installation activity.
 44. The Bidder shall ensure that the operating system is hardened to block the services which are not required.
 45. The Bidder shall ensure the following while installation and subsequent maintenance activities:
 - Loading Multilingual Screens- Canara Bank Product screens for other value added services like mobile top up, utility billpayment etc. (Screens will be given by Bank)
 - Enabling electronic journal log.
 - Loading EJ Agent software for EJ pulling and content download (Will be given by the Purchaser).
 - Loading of Terminal Master Keys (TMK) co-ordination with branch officials.
 - Adding Base24 Switch (or any other Switch) IP and EJ server IP in the CR/ BNAs to ensure connectivity to EJ server and obtain docket number from Switch Service Provider/EJ team.
 - Implementation of Terminal Security Solution(TSS).
 46. In future, pursuant to RBI or any other regulatory authority's directives for any development / implementation for any functionality, or due to Industry level

changes, (which may require software / hardware changes), the same should be provided to the Bank without any additional cost.

47. The Bidders should provide end to end solution and implementation, including server/switch application component (without any additional cost to the Bank) suitable for visually challenged persons (with audio support) for all above Cash Recycler(CR) in English, Hindi, Region all languages. The CR should have Voice Guidance flow enabled for the visually challenged along with Text to Speech, web extension services, functional keys based voice guidance support with internal speakers & jack. The Bidder should also participate in the testing and end to end implementation and rollout without any additional cost to the Bank.
48. Bank may require starting new product/functionality/features including Multi Vendor Software Solution (MVS) in future on these machines. The Bidder to provide any patch support (if required for such new functionality/feature) free of cost to the Bank during contract period for successful implementation.
49. The Bidder to customize and deploy the display screens in Cash recycler as and when the Bank makes any modifications in Cash recycler without any additional cost in the tenure of the Contract including AMC period, if contracted.
50. During the Warranty and AMC period, the Bidder should extend the On Site Service Support. The scope of Warranty and AMC shall include Fixing the Cash recycler problems. Upgradation, supply, installation and implementation of upgraded versions of software (updates /upgrades) Rectification of Bugs/defects (if any), Preventive Maintenance, quarterly maintenance of Hardware/Software Reinstallation of firmware/software, whenever required without any additional cost.
51. The Bidder would be responsible for timely applying/loading of all the software patches into all the individual Cash recyclers with recycling capability, other hardware if any during the Warranty and AMC period. This job has to be done as a part of Warranty and AMC support services, without any extra cost. In future, if any configuration changes are required in the Cash recycler with recycling capability, it should be done by the Bidder during warranty and AMC period [if contracted] at no extra cost to the Bank. However, bank will intimate the Bidder well in advance for doing such configuration changes. Configuration changes may be done either centrally or remotely.
52. However, if Bidder personnel required at the remote place as informed by the Bank, the Bidder should arrange the personnel to make such configuration / cooperation at the respective location at no extra cost to bank.
53. During the warranty and AMC period, the Bidder is bound to do all hardware spares replacement irrespective of the damage reason without any extra cost to Bank covering all parts & labour from the date of acceptance of the systems by Canara Bank at the respective locations i.e. on-site comprehensive warranty. Under Annual Maintenance Contract all parts & labour should be covered for on-site support. Bank, however, reserves the right to enter into Annual Maintenance

- Contract (AMC) agreement either location-wise / Circle-wise or from a single centralized location.
54. The support during the AMC period should be same as the warranty period i.e. all the hardware spares replacement needs to be done by the selected Bidder without any extra cost to Bank irrespective of the damage reason. Only exceptions permitted shall be vandalism, fire incident and act of nature. For all other cases SELECTED BIDDER is bound to repair/replace the machine without any extra cost to the bank.
 55. Preventive maintenance shall be compulsory during Warranty and AMC period. Preventive maintenance activity should be completed every quarter and report should be submitted to the branch and a copy along with the AMC invoices Preventive maintenance activity should take care of physical verification, device configuration verification, device health checkup, cleaning of devices, fine-tuning the configuration, security checkup, verification of bugs/patches, etc. In the Preventive Maintenance report, it is mandatory on the part of the engineer to mention the latest security patches released by various OEMs as on the date of visit and the status of implementation of such patches for the concerned Cash Recycler(CRs) whether it has been loaded or not. SELECTED BIDDER to educate all its engineers regarding the same and any penalty on account of non-compliance shall be attributable to the selected bidder only and the same shall be recovered from selected bidder. While claiming AMC, the invoices have to be mandatorily accompanied with the preventive maintenance report and the same have to be submitted for each location while claiming AMC payment (if contracted).
 56. The Bidder shall also give an undertaking as a part of this contract to provide technical consultancy and guidance for successful operation of the Cash Recyclers and its expansion in future by the Bank during the warranty and AMC period (if contracted).
 57. Only licensed copies of software & hardware shall be supplied and ported in the Cash recyclers. The successful bidder shall grant an irrevocable perpetual license to the Bank to use the software. Further, all software supplied shall be of latest version. All licenses should be provided to the bank.
 58. All the software licenses (including OS and database licenses) or any related application licenses for the functioning of the CR should be purchased by the Bidder in the name of the bank and the Bidder should submit a consolidated list of procured licenses to Digital Device Monitoring Section, Canara Bank, Head Office for our record after completion of the deployment.
 59. The moving image/video data stored on hard disk should be periodically taken as backup on media provided by the Bank and handed over to the concerned branch. In case the Bidder fails to provide the image/ video data related to any event not older than 180 days when requested by the Bank, the loss or damage for not being provided the data will be recovered from the Bidder.
 60. Supply, installation and replacements of original spare parts due to breakdowns, voltage fluctuations, Electrical Earthing related, electrical fluctuations, short

circuit, rodent attacks, ant attacks, natural wear & tear or due to aging etc. of Cash recyclers will be borne by Bidder without any extra cost to the Bank. If there is any requirement for physical visit of engineer to fetch the CCTV footage from the machine as per bank's request, then the same should be done by Bidder without any extra cost to the Bank.

61. The hard disk should be able to store the image data along with currency note number data for a period of at least six months. The image data should be retrievable remotely to address any dispute or as a response to police / regulatory authorities. The Bidder will be responsible for providing image data as required by the Bank either by pulling the data remotely or retrieving from the machine physically without any cost to Bank. In the event of Bidder failing to provide the image data as per bank's requirement the Bank shall levy penalty equivalent to the amount of disputed transaction plus penalties imposed by police/regulator /ombudsman court etc. Such data will have to be provided within 24 hours from the requisition by the bank failing which the penalty clause will be invoked. The data should be stored securely and must be accessible only to authorized personnel.
62. The Bidder shall provide centralized complaint booking facility to the bank and the dash board, if available, shall be provided to the Bank. The method of booking complaints shall be E-mail, Toll-free no, on line web portal, through onsite support personnel etc. The complaint should be accepted based on branch code, branch name and location and it should be possible to lodge bulk complaints from administrative units also.
63. Escalation matrix should be provided for all kinds of support, technical, resolving of the issues.
64. If branch raises complaints and if phone guidance is given by Bidder to branch for rectifying the issue & any spares including consumables or software gets damaged, then it will be the responsibility of the successful bidder to replace or reinstall with no additional cost to the bank.
65. It is the responsibility of the Bidder to make available of all spare parts, components etc. required to keep the CR functioning to offer 24*7 services throughout the entire tenure of the contract. All these spare parts needs to be available at local hubs. If any spare needs to be distributed from central hub of the Bidder, then the only means of transport should be flight mode so that the spare reaches the destination location overnight.
66. Cash recyclers with recycling capability deployed shall comply with RBI, DFS, IBA, EMV, NPCI/PCI/NFS/Regulatory etc.,and guidelines as on the Effective date of the agreement. If any new guidelines are issued by these organizations, the Bidder shall arrange for its compliance without any extra cost to the Bank, in case no hardware changes are involved. If the hardware needs to be upgraded, the same should be done at mutually agreed rates.
67. The successful bidder should provide one Cash Recycler of same configuration / features as a test bed to the Bank at free of cost. The same has to be delivered

and installed at address advised by the Bank for UAT. This will be an extra machine without any cost to the bank.

68. The Bidder shall deliver and install the Cash Recycler at the respective ATM sites within the stipulated delivery time period mentioned in the RFP. failing which the Bank reserves its right to levy penalties / liquidated damages as prescribed elsewhere in the document.
69. Bidder to ensure guaranteed uptime of minimum 99% (in a 24-hour cycle) for each machine for warranty and AMC period. The Bidder shall provide remote monitoring support to bank custodian for maintaining 99% upward uptime. (Penalty Clause)
70. In the event of cessation of system support by OEMs to the existing operating system the Bidder shall upgrade and install the latest higher version of operating system and all application software for supporting the new operating software has to be deployed in all the Cash Recyclers with no extra cost (including rollout) to Bank. The Bidder shall also upgrade hardware required to support the higher version of operating system at no extra cost to Bank.
71. Even though we do not expect that the Cash Recycler would under any circumstances accept / dispense any counterfeit note, as a matter of abundant precaution, in the rarest of rare case if the Cash Recycler accepts / dispenses any counterfeit notes, this will be reported to the Bidder and Bidder has to make good for the loss immediately. The configuration of the Cash Recycler should be checked immediately and rectified.
72. If currency notes get damaged during dispensing from the recycler terminals, then the bank reserves the right to recover the monetary loss from the Bidder.
73. Cash Recycler should have a design which provides protection from Ants, Pests, Rats, Rodents, snakes etc. to infiltrate in the machine. The Bidder have to arrange for replacement of the damaged part / replacement of machine as the case may be during the life of Cash Recycler in case of any loss due to Ants, Pests, Rats, Rodents, snakes etc.
74. The Bidder shall provide SLM, Remote Monitoring, Preventive Maintenance (once in a quarter) and AMC services.
75. All repairs and maintenance service described herein shall be performed by qualified maintenance engineers totally familiar with the machine / equipment. The replaced spare should be original only. Bidder should take back the faulty spare after replacement. In case of faulty Hard Disk (HDD), Bidder should ensure NO data loss/leakage and entire old data needs to be transferred to the new HDD before taking back the old HDD.
76. Bidder to ensure that DVR images are saved and provided, whenever required by the bank without any extra cost to Bank.
77. Bidder has to ensure that DVR images are stored in Cash Recyclers on first in-first-out basis at least for six months.
78. Bidder has to ensure that the equipment delivered to the Bank are brand new (not refurbished), including all components and provide a letter signed by authorized

signatory in this matter to Bank. The Bidder should also ensure that all the software supplied by the successful bidder is licensed and legally purchased. All such licenses have to be procured by the Bidder in the name of Canara Bank and list of such licenses to be made available to the Bank.

79. Bidder must warrant all machines / equipment, accessories, spare parts etc., against any manufacturing defects during the warranty period. During the warranty and AMC period, Bidder shall maintain the equipment and repair / replace all the defective components at the installed site, at no additional charge to the Bank.
80. During Warranty and AMC period Bank will not pay any charges for Engineer's visit to site and any part replacement cost as both the warranty and AMC should be comprehensive in nature. And the Bidder needs to deploy their engineer to make the machine up even by replacing spares without any additional cost to the bank for whatever be the damage reason except vandalism, fire incident and act of nature. If any spare goes faulty and takes time for replacement, Bidder should ensure temporary spare until the replacement spare is installed to ensure the required uptime.
81. The old machines need to be picked up under buyback by the Bidder in "as where is" condition. Moreover, the Bidder shall submit the buyback price of the existing old machines which will be considered while calculating the final price.
82. The Cash Recyclers should be equipped with GPS tracker for identifying exact GEO locations.
83. The Bidder has to provide a monitoring tool to monitor component wise status of the Cash recycler. The monitoring tool must be accessible through a web browser and access to the monitoring tool to be provided to the Bank officials at Head Office, Digital banking Department. At any point of time if the terminal is down due to any reason the monitoring tool must be capable to displaying the exact error on real time basis.
84. The Bidder has to ensure that suitable controls enumerated in the illustrative list of controls (enabling BIOS password, disabling USBports, disabling auto-run facility, applying the latest patches of operating system and other software's, upgrading to supported version of OS, implementing anti-skimming and Whitelisting solution, terminal security solution, time-based admin access, etc.) as per Reserve Bank of India, Circular RBI/2017-18/206 DBS(CO).CSITE/BC.5/31.01.015/2017-18 dated June 21, 2018 (Control measures for ATMs - Timeline for compliance) & RBI Circular - RBI/2020-21/74 DoS.CO.CSITE.SEC.No.1852/31.01.015/2020-21 dated February 18, 2021 (Master Direction on Digital Payment Security Controls) and any other guidelines from RBI are in place along with other security measures like Hard Disk Encryption, Dispenser Encryption as per RBI advisories.
85. The Bidder has to provide tool to monitor and view Terminal Security Solution & Hard Disk Encryption status of the Cash recycler. The tool must be accessible

through a web browser and access to the tool to be provided to the Bank officials at Head Office, Digital Banking Department.

In addition to the existing Scope of Work as above, vendor shall ensure that the machine supplied shall be compatible with following regulatory requirement:

- Implementation of Transport Layer Security (TLS)
- Windows 10
- Implementation of Cassette Swapping Functionality
- OTC
- TSS

The aforementioned Scope of Work is indicative in nature. The bidder shall be responsible to undertake and execute all the works as required for complete implementation of aforementioned activities.

Annexure-11 BILL OF MATERIAL

Price Details of Hardware/Software Items

| S.No | Cost Price | | | | AMC | | | | Quantity | Cost/Unit with AMC(Incl. of Tax) | |
|------|--|------------------|---------------|---|---|------------------|----------------|---|----------|----------------------------------|---------|
| | Unit Price with 1 year Comprehensive Warranty for Hardware & Software (Excl. of Taxes) | Tax for Column A | | Unit Price with 1 years Comprehensive Warranty for Hardware & Software (Incl. of Taxes) | AMC Charges / Annum After Completion of Warranty(Excl. of Taxes) | Tax for Column A | | AMC Charges / Annum After Completion of Warranty (Incl. of Taxes) | | | |
| | (A) | (B) % of Tax | (C)Tax Amount | (D=A+C) | (E) | (F) Tax % | (G) Tax Amount | H=E+G | I=D+H | J | K=(I*J) |
| 1. | Cash Recyclers | | | | | | | | | 1000 | |
| 2. | Lockable Currency Cassettes | | | | | | | | | 1000 | |

Declaration:

1. We confirm that we have gone through the RFP clauses, subsequent amendments and replies to pre-bid queries(If any) and abide by the same.
2. We have not changed the structure of Bill of material nor added any extra items. We note that any such alteration will lead to rejection of Bid.
3. We agree that no counter condition/assumption in response to Commercial bid will be accepted by the Bank. Bank has the right to reject the Bid.

Date

Signature with seal

Name :

Designation :

Table -II

Commercial Version -Post Warranty AMC Calculation Table (RFP:)

(Amt in Rs.)

| DESCRIPTION | | | CASH RECYCLERS | | | | | |
|--|--------------------|---|--|-------|----------------------------|---------|-------------|-------------------------|
| AMC CHARGES | | | UNIT PRICE AS PER COLOUMN A OF TABLE-I | AMC % | AMC CHARGES (EXCL. OF TAX) | TAX (%) | TAX IN AMT. | TOTAL AMC (INCL OF TAX) |
| | | | A | B | C | D | E | F |
| POST WARRANTY AMC CHARGES (YEAR -WISE) | FIRST YEAR | 1 | NOT APPLICABLE (UNDER WARRANTY) | | | | | |
| | SECOND YEAR | 2 | | | | | | |
| | THIRD YEAR | 3 | | | | | | |
| | FOURTH YEAR | 4 | | | | | | |
| | FIFTH YEAR | 5 | | | | | | |
| | SIXTH YEAR | 6 | | | | | | |
| | SEVENTH YEAR | 7 | | | | | | |
| | GRAND TOTAL OF AMC | 8 | | | | | | |

** NOTE: THE CHARGES MENTIONED ABOVE IN ROW 8 (F8 AND L8) SHOULD TALLY WITH THE CHARGES MENTIONED UNDER PRICE DETAILS COLUMN H OF TABLE -I

DATE:

SIGNATURE WITH SEAL
NAME:

DESIGNATION:

ANNEXURE – COST OF CONSUMABLES AND SPARES

ALL THE INDIVIDUAL SPARE PARTS OF CASH RECYCLERS SHOULD BE MENTIONED ALONG WITH ITS COST.

| SL. NO. | Component | Model/Make Configuration | Base Cost (Rs.) | Taxes (Rs.) | Total (Rs.) |
|---------|--|--------------------------|-----------------|-------------|-------------|
| 1. | BNAS MONITOR | | | | |
| 2. | RECEIPT PRINTER | | | | |
| 3. | PRINTER(JOURNAL PRINTER) | | | | |
| 4. | Printer head | | | | |
| 5. | Fascia | | | | |
| 6. | Pc core smps | | | | |
| 7. | Piv 2 ghz or higher, 1 gb ram, dvd writer, 2*160 hdd | | | | |
| 8. | 500 GB HD | | | | |
| 9. | DVSS CAMERA | | | | |
| 10. | SHUTTER ASSEMBLY | | | | |
| 11. | DIP SMARTCARD READER | | | | |
| 12. | HARNESS | | | | |
| 13. | TOUCH SCREEN | | | | |
| 14. | DIGITAL LOCK | | | | |
| 15. | EPP | | | | |
| 16. | PC CORE WITH MOTHER BOARD | | | | |
| 17. | CHEST DOOR | | | | |
| 18. | CASSETTES | | | | |

| | | | | | |
|-----|-----------------------------|--|--|--|--|
| 19. | POWER SUPPLY UNIT | | | | |
| 20. | DVD WRITERS | | | | |
| 21. | DIVERT CASSETTES | | | | |
| 22. | BIOMETRIC MODULE | | | | |
| 23. | VISUALLY CHALLENGED MODULE. | | | | |
| 24. | | | | | |

Note:

1. You may add additional rows, if required.
2. The prices of the spare parts should be in line with the market rates.
3. Prices should be quoted as per the specification in this RFP documents.
4. Bank is free to negotiate the prices of spare parts with the successful bidder/s if bank feels that the prices quoted are exorbitant.
5. Details of all individual components should be mentioned in the above annexure in accordance with this RFP documents.

Date:
SEAL

SIGNATURE WITH

NAME:

DESIGNATION:

Price Details of Hardware/Software Items

Declaration:

4. We confirm that we have gone through the RFP clauses, subsequent amendments and replies to pre-bid queries(If any) and abide by the same.
5. We have not changed the structure of Bill of material nor added any extra items. We note that any such alteration will lead to rejection of Bid.
6. We agree that no counter condition/assumption in response to Commercial bid will be accepted by the Bank. Bank has the right to reject the Bid.

Date

Signature with seal

Name :

Designation :

Annexure-12

Non-Disclosure Agreement

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

SUB: Supply, Configuration, Installation, Commissioning and Maintenance of 1000 numbers of Cash Recyclers Under Capex Model..

Ref: GeM Bid ref. no. GEM/2022/B/2425189 dated 08/08/2022.

WHEREAS, we, _____, having Registered Office at _____, hereinafter referred to as the Bidder, are agreeable to the formalities of deliverables as per timelines mentioned in the GeM bid for each ordered locations to Canara Bank, having its office at No: 35, Digital Banking Services Wing, Devanga Tower, KG Road Bengaluru -560 009 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 the subject GeM Bid 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 tender 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-13

Escalation Matrix

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

SUB: Supply, Configuration, Installation, Commissioning and Maintenance of 1000 numbers of Cash Recyclers Under Capex Model..

Ref: GeM Bid ref. no. GEM/2022/B/2425189 dated 08/08/2022.

Name of the Bidder Firm:

Delivery Related Issues:

| Sl. No. | Name | Level of Contact | Office Postal Address | Phone No. | Mobile No. | Fax | Email address |
|---------|------|---|-----------------------|-----------|------------|-----|---------------|
| a. | | First Level Contact | | | | | |
| b. | | Second level contact (If response not received in 24 Hours) | | | | | |
| c. | | Regional/Zonal Head (If response not received in 48 Hours) | | | | | |
| d. | | Country Head (If response not received in One week) | | | | | |

Service Related Issues:

| Sl. No. | Name | Level of Contact | Office Postal Address | Phone No. | Mobile No. | Fax | Email address |
|---------|------|--|-----------------------|-----------|------------|-----|---------------|
| a. | | First Level Contact | | | | | |
| b. | | Second level contact (If response not received in 4 Hours) | | | | | |
| c. | | Regional/Zonal Head (If response not received in 24 Hours) | | | | | |
| d. | | Country Head (If response not received in 48 Hours) | | | | | |

Any change in designation, substitution will be informed by us immediately.

Date:

Signature with seal:

Name :

Designation :

Annexure-14

Authorization Letter Format

(To be presented by the authorized person at the time of opening of Eligibility Criteria Bid/Technical Proposal/ Commercial Bid (Indicative) on the letter head of Bidder and should be signed by an Authorized Signatory with Name and Seal of the Company)

Ref No:

Date:

The Deputy General Manager
Canara Bank,
Procurement & Vendor Payments Section,
Digital Banking Services Wing,
Head Office Annexe
(K G Road),
2nd Floor, Devanga Towers, K G Road,
Bengaluru - 560 009

Dear Sir,

SUB: Supply, Configuration, Installation, Commissioning and Maintenance of 1000 numbers of Cash Recyclers Under Capex Model..

Ref: GeM Bid ref. no. GEM/2022/B/2425189 dated 08/08/2022.

This has reference to your above RFP.

Mr. /Miss/Mrs. _____ is hereby authorized to attend the bid opening of the above RFP 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

NOTE: This Authorization letter is to be carried in person at the time of Bid Opening

Annexure-15

Compliance Statement

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

(to be included in Part B - Technical Proposal Envelope)

SUB: RFP for _____ . Ref:
RFP No: ____/____ dated _____.

DECLARATION

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 RFP.

| Description | (Yes / No) | Remarks / Deviations |
|--|------------|----------------------|
| Compliance to Terms and Conditions | | |
| Compliance to Technical & Functional Requirements/ Specifications of the subject RFP | | |
| Compliance to Scope of Work of the subject RFP | | |

(If left blank it will be construed that there is no deviation from the specifications given above).

Date Signature with seal Name:

Designation:

Annexure-16

SELF CERTIFICATION OF THE BIDDER TOWARDS LOCAL CONTENT

To,

The Deputy General Manager
Canara Bank,
Procurement & Vendor Payments Section,
Digital Banking Services Wing,
Head Office Annexe
(K G Road),
2nd Floor, Devanga Towers, K G Road,
Bengaluru - 560 009

SUB: Supply, Configuration, Installation, Commissioning and Maintenance of 1000 numbers of Cash Recyclers Under Capex Model..

Ref: GeM Bid ref. no. GEM/2022/B/2425189 dated 08/08/2022.

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.

4. This certificate is submitted in reference to the Public Procurement (Preference to Make in India), Order 2017 including revisions thereto.

Place:
Date:

[Signature of Authorized Signatory of Bidder]
Name:
Designation:
Seal

Annexure-17

CERTIFICATE BY STATUTORY AUDITOR OF BIDDER TOWARDS MANDATORY MINIMUM LC

To,
The Deputy General Manager
Canara Bank,
Procurement & Vendor Payments Section,
Digital Banking Services Wing,
Head Office Annexe - (K G Road),
2nd Floor, Devanga Towers, K G Road, Bengaluru - 560 009

SUB: Supply, Configuration, Installation, Commissioning and Maintenance of 1000 numbers of Cash Recyclers Under Capex Model..

Ref: GeM Bid ref. no. GEM/2022/B/2425189 dated 08/08/2022.

Dear Sir/Madam,

1. We, _____ the statutory auditor of 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, _____ the statutory auditor of 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.
4. This certificate is submitted in reference to the Public Procurement (Preference to Make in India), Order 2017 including revisions thereto

Name of Audit Firm:
Date:

[Signature of Authorized Signatory]
Name:
Designation:
Seal:
Membership no.
UDIN No.:

Annexure-18

Pre Contract Integrity Pact

(This has to be submitted in the non-judicial Stamp Paper)

1. GENERAL

1.1. This pre-bid contract Agreement (herein after called the Integrity Pact) is made on _____ day of the month 20____, between, the Canara Bank, a body corporate constituted under Banking Companies (Acquisition and transfer of undertakings), Act 1970 having its Head office at 112, J.C. Road, Bangalore 560 002, with branches spread over India and abroad (hereinafter referred to as BUYER which expression shall include its successors and assigns) acting through Shri _____, Deputy General Manager, DBS Wing, HO, Bengaluru representing Canara Bank, of the BUYER, of the FIRST PART

AND

M/s. _____ represented by Shri _____ Chief Executive Officer/Authorised Signatory (hereinafter called the "BIDDER/SELLER/BIDDER/SERVICE PROVIDER", which expression shall mean and include, unless the context otherwise requires, his successors and permitted assigns), of the SECOND PART

1.2. WHEREAS the BUYER proposes to procure (Name of the Stores/Equipment/Item) /engage the services and the BIDDER/SELLER/BIDDER/SERVICE PROVIDER is willing to offer/has offered the stores/services and

1.3. WHEREAS the BIDDER/SELLER/BIDDER/SERVICE PROVIDER is a private company/ public company/Government undertaking/ partnership/ LLP/registered export agency/service provider, duly constituted in accordance with the relevant law governing its formation/incorporation/constitution and the BUYER is a body corporate constituted under Banking Companies (Acquisition and transfer of undertakings), Act 1970.

1.4. WHEREAS the BIDDER/SELLER/BIDDER/SERVICE PROVIDER has clearly understood that the signing of this agreement is an essential pre-requisite for participation in the bidding process in respect of Stores/Equipment/Items/Services proposed to be procured by the BUYER and also understood that this agreement would be effective from the stage of invitation of bids till the complete execution of the agreement and beyond as provided in clause 13 and the breach of this agreement detected or found at any stage of the procurement process shall result into rejection of the bid and cancellation of contract rendering BIDDER/SELLER/BIDDER/SERVICE PROVIDER liable for damages and replacement costs incurred by the BUYER.

2. NOW, THEREFORE, the BUYER and the BIDDER/SELLER/BIDDER/SERVICE PROVIDER agree to enter into this pre-contract integrity agreement, hereinafter referred to as Integrity Pact, which shall form part and parcel of RFP as also the contract agreement if contracted with BIDDER, in the event that the BIDDER turns out to be successful bidder, and it is intended through this agreement to avoid all forms of corruption by following a system that is fair, transparent and free from any influence/prejudiced dealings prior to, during and subsequent to the Contract to be entered into with a view to:-

2.1. Enabling the BUYER to obtain the desired Stores/Equipment/Work/Service/Materials at a competitive price in conformity with the defined specifications by avoiding the high cost and the distortionary impact of corruption on public procurement, and

2.2. Enabling BIDDER/SELLER/BIDDER/SERVICE PROVIDER/SERVICE PROVIDER to refrain from bribing or indulging in any corrupt practices in order to secure the contract, by providing assurance to them that the BUYER shall not be influenced in any way by the bribery or corrupt practices emanating from or resorted to by their competitors and that all procurements shall be free from any blemish or stain of corruption and the BUYER stays committed to prevent corruption, in any form, by its officials by following transparent procedures.

The parties hereto hereby agree to enter into this integrity Pact and agree as follows:

3. COMMITMENTS OF THE BUYER

The BUYER commits itself to the following:-

3.1. The BUYER represents that all officials of the BUYER, connected whether directly or indirectly with the procurement process are duty bound by rules and regulations governing their service terms and conditions not to demand, take promise for or accept, directly or through intermediaries, any bribe, consideration, gift, reward, favour or any material or immaterial benefit or any other advantage from the BIDDER/SELLER/BIDDER/SERVICE PROVIDER either for themselves or for any person, organization or third party related to the contract in exchange for an advantage in the bidding process, bid evaluation, contracting or implementation process related to the contract.

3.2. The BUYER will, during the pre-contract stage, treat all BIDDERS/SELLERS/BIDDERS/SERVICE PROVIDERS alike, and will provide to all BIDDERS/SELLERS/BIDDERS/SERVICE PROVIDERS the same information and will not provide any such information to any particular BIDDER/SELLER/BIDDER/SERVICE PROVIDER which could afford an advantage to that particular BIDDER/SELLER/BIDDER/SERVICE PROVIDER in comparison to the other BIDDER/SELLER/BIDDER/SERVICE PROVIDERS.

3.3. The BUYER shall report to the appropriate Government Regulators/Authorities any attempted or completed breaches of the above commitments as well as any substantial suspicion of such a breach, as and when the same is considered necessary to comply with the law in force in this regard.

In case any such preceding misconduct on the part of such official(s) is reported by the BIDDER/SELLER/BIDDER/SERVICE PROVIDER to the BUYER with the full and verifiable facts and the same is prima facie found to be correct by the BUYER, necessary disciplinary proceedings, or any other action as deemed fit, including criminal proceedings may be initiated by the BUYER and such a person shall be debarred from further dealings related to the contract process. In such a case, while an enquiry is being conducted by the BUYER, the proceedings under the contract would not be stalled.

4. COMMITMENTS OF BIDDER/SELLER/BIDDER/SERVICE PROVIDERS

The BIDDER/SELLER/BIDDER/SERVICE PROVIDER commits itself to take all measures necessary to prevent corrupt practices, unfair means and illegal activities during any stage of its bid or during any pre-contract or post-contract stage in order to secure the contract or in furtherance to secure it and in particular commit itself to the following:-

4.1. The BIDDER/SELLER/BIDDER/SERVICE PROVIDER will not offer, directly or through intermediaries, any bribe, gift, consideration, reward, favour, any material or immaterial benefit or other advantage, commission, fees, brokerage or inducement to any official of the BUYER, connected directly or indirectly with the bidding process, or to any person, organization or third party related to the contract in exchange

for any advantage in the bidding, evaluation, contracting and implementation of the contract.

- 4.2. The BIDDER/SELLER/BIDDER/SERVICE PROVIDER further undertakes that it has not given, offered or promised to give, directly or indirectly any bribe, gift, consideration, reward, favour, any material or immaterial benefit or other advantage, commission, fees, brokerage, or inducement to any official of the BUYER or otherwise for procuring the Contract or for forbearing to do or for having done any act in relation to the obtaining or execution of the contract or any other contract with the BUYER or for showing or forbearing to show favour or disfavour to any person in relation to the contract or any other contract with the BUYER.
- 4.3. The BIDDER/SELLER/BIDDER/SERVICE PROVIDER further confirms and declares to the BUYER that the BIDDER/SELLER/BIDDER/SERVICE PROVIDER is the original Manufacturer/Integrator/Authorized government sponsored export entity of the stores/Authorised Service Provider having necessary authorizations, intellectual property rights and approvals from the intellectual property right owners of such materials/services and has not engaged any individual or firm or company whether Indian or foreign to intercede, facilitate or in any way to recommend to the BUYER or any of its functionaries, whether officially or unofficially to the award of the contract to the BIDDER/SELLER/BIDDER/SERVICE PROVIDER, nor has any amount been paid, promised or intended to be paid to any such individual, firm or company in respect of any such intercession, facilitation or recommendation.
- 4.4. The BIDDER/SELLER/BIDDER/SERVICE PROVIDER, either while presenting the bid or during pre-contract negotiations or before signing the contract, shall disclose any payment he has made, is committed to or intends to make to officials of the BUYER or their family members, agents, brokers or any other intermediaries in connection with the contract and the details of services agreed upon for such payments.
- 4.5. The BIDDER/SELLER/BIDDER/SERVICE PROVIDER will not collude with other parties interested in the contract to impair the transparency, fairness and progress of the bidding process, bid evaluation, contracting and implementation of the contract.
- 4.6. The BIDDER/SELLER/BIDDER/SERVICE PROVIDER will not accept any advantage in exchange for any corrupt practice, unfair means and illegal activities emanating from other competitors or from anyone else.
- 4.7. The BIDDER/SELLER/BIDDER/SERVICE PROVIDER shall not use improperly, for purpose of competition or personal gain, or pass on to others, any information provided by the BUYER as part of the business relationship, regarding plans, technical proposal and business details, including information contained in any electronic data carrier. The BIDDER/SELLER/BIDDER/SERVICE PROVIDER also undertakes to exercise due and adequate care lest any such information is divulged.
- 4.8. The BIDDER/SELLER/BIDDER/SERVICE PROVIDER commits to refrain from giving any complaint directly or through any other manner without supporting it with full and verifiable facts.
- 4.9. The BIDDER/SELLER/BIDDER/SERVICE PROVIDER shall not instigate or cause to instigate any third person to commit any of the acts mentioned above.

5. PREVIOUS TRANSGRESSION

- 5.1. The BIDDER/SELLER/BIDDER/SERVICE PROVIDER declares that no previous transgression occurred in the last three years immediately before signing of this Integrity Pact with any other company in any country in respect of any corrupt practices envisaged hereunder or with any Public Sector Bank, Public Sector Enterprise/Undertaking in India or any Government Department in India that could justify BIDDER's exclusion from the tender process.
- 5.2. If the BIDDER/SELLER/BIDDER/SERVICE PROVIDER makes incorrect statement on this subject, BIDDER/SELLER/BIDDER/SERVICE PROVIDER can be disqualified from the tender/bid process or the contract, if already awarded, can be terminated for such reason.

6. EARNEST MONEY (SECURITY DEPOSIT)

- 6.1. Every BIDDER/SELLER/BIDDER/SERVICE PROVIDER while submitting commercial bid, shall deposit an amount as specified in RFP/Tender Documents as Earnest Money/Security, Deposit, with the BUYER through any of the instruments as detailed in the tender documents.
- 6.2. The Earnest Money/Security Deposit shall be *valid for a period till* the complete conclusion of the contractual obligations or for such period as mentioned in RFP/Contract , including warranty period, whichever is later to the complete satisfaction of BUYER.
- 6.3. In the case of successful BIDDER/SELLER/BIDDER/SERVICE PROVIDER, a clause would also be incorporated in the Article pertaining to Performance Bond in the Purchase Contract that the provisions of Sanctions for violation shall be applicable for forfeiture of Performance Bond in case of a decision by the BUYER to forfeit the same without assigning any reason for imposing sanction for violation of this Pact.
- 6.4. No interest shall be payable by the BUYER to the BIDDER/SELLER/BIDDER/SERVICE PROVIDER on Earnest Money/Security Deposit for the period of its currency.

7. SANCTIONS FOR VIOLATIONS

- 7.1. Any breach of the provisions herein contained by the BIDDER/SELLER/BIDDER/SERVICE PROVIDER or any one employed by it or acting on its behalf (whether with or without the knowledge of the BIDDER/SELLER/BIDDER/SERVICE PROVIDER shall entitle the BUYER to take all or any one of the following actions, wherever required:-
- i. To immediately call off the pre contract negotiations without assigning any reason or giving any compensation to the BIDDER/SELLER/BIDDER/SERVICE PROVIDER. However, the proceedings with the other BIDDER/SELLER/BIDDER/SERVICE PROVIDER(s) would continue.

- ii. To forfeit fully or partially the Earnest Money Deposit (in pre-contract stage) and/or Security Deposit/Performance Bond (after the contract is signed), as decided by the BUYER and the BUYER shall not be required to assign any reason therefore.
 - iii. To immediately cancel the contract, if already signed, without giving any compensation to the BIDDER/SELLER/BIDDER/SERVICE PROVIDER.
 - iv. To recover all sums already paid by the BUYER, and in case of the Indian BIDDER/SELLER/BIDDER/SERVICE PROVIDER with interest thereon at 2% higher than the prevailing Prime Lending Rate of (Name of the Bank/Financial Institution) while in case of a BIDDER/SELLER/BIDDER/SERVICE PROVIDER from a country other than India with Interest thereon at 2% higher than the LIBOR. If any outstanding payment is due to the BIDDER/SELLER /BIDDER from the BUYER in connection with any other contract such outstanding payment could also be utilized to recover the aforesaid sum and interest. The BUYER shall also be entitled to recover the replacement costs from BIDDER/SELLER/BIDDER/SERVICE PROVIDER.
 - v. To encash the advance bank guarantee and performance bond/warranty bond, if furnished by the BIDDER/SELLER/BIDDER/SERVICE PROVIDER, in order to recover the payments, already made by the BUYER, along with interest.
 - vi. To cancel all or any other contracts with the BIDDER /SELLER/BIDDER/SERVICE PROVIDER and the BIDDER/SELLER /BIDDER/SERVICE PROVIDER shall be liable to pay compensation for any loss or damage to the BUYER resulting from such cancellation/rescission and the BUYER shall be entitled to deduct the amount so payable from the money(s) due to the BIDDER/SELLER/BIDDER/SERVICE PROVIDER.
 - vii. To debar the BIDDER/SELLER/BIDDER/SERVICE PROVIDER from participating in future bidding processes of the BUYER for a minimum period of five years, which may be further extended at the discretion of the BUYER.
 - viii. To recover all sums paid in violation of this Pact by BIDDER/SELLER/BIDDER/SERVICE PROVIDER(s) to any middlemen or agent or broker with a view to securing the contract.
 - ix. In cases where irrevocable Letters of Credit have been received in respect of any contract signed by the BUYER with the BIDDER/SELLER/BIDDER/SERVICE PROVIDER, the same shall not be opened.
 - x. Forfeiture of The Performance Bond in case of a decision by the BUYER to forfeit the same without assigning any reason for imposing sanction for violation of this Pact.
 - xi. The BIDDER/SELLER/BIDDER/SERVICE PROVIDER shall not lend to or borrow any money from or enter into any monetary dealings or transactions, directly or indirectly, with any employee of the BUYER, and if he does so, the BUYER shall be entitled forthwith to rescind the contract and all other contracts with the BIDDER/SELLER/BIDDER/SERVICE PROVIDER. The BIDDER/SELLER/ BIDDER shall be liable to pay compensation for any loss or damage to the BUYER resulting from such rescission and the BUYER shall be entitled to deduct the amount so payable from the money(s) due to the BIDDER/SELLER/BIDDER/SERVICE PROVIDER.
- 7.2. The BUYER will be entitled to take all or any of the actions mentioned at para 7.1 (i) to (xi) of this Pact, also in the event of commission by the BIDDER/

SELLER/BIDDER/SERVICE PROVIDER or anyone employed by it or acting on its behalf (whether with or without the knowledge of the BIDDER), of an offence as defined in Chapter IX of the Indian Penal code, 1860 or Prevention of Corruption Act, 1988 or any other statute enacted for prevention of corruption.

7.3. The decision of the BUYER to the effect that a breach of the provisions of this pact has been committed by the BIDDER/SELLER/ BIDDER shall be final and conclusive on the BIDDER/SELLER /BIDDER. However, the BIDDER/SELLER/BIDDER/SERVICE PROVIDER can approach the Independent External Monitor(s) appointed for the purposes of this Pact.

8. FALL CLAUSE

8.1. The BIDDER/SELLER/BIDDER/SERVICE PROVIDER undertakes that it has not supplied/is not supplying similar product/systems or subsystems/services at a price lower than that offered in the present bid to any other Bank or PSU or Government Department or to any other organization/entity whether or not constituted under any law and if it is found at any stage that similar product/systems or sub systems/services was supplied by the BIDDER/SELLER/BIDDER/SERVICE PROVIDER to any other Bank or PSU or Government Department or to any other organization/entity whether or not constituted under any law, at a lower price, then that very price, with due allowance for elapsed time, will be applicable to the present case and the difference in the cost would be refunded by the BIDDER/SELLER/BIDDER/SERVICE PROVIDER to the BUYER, if the contract has already been concluded.

9. INDEPENDENT EXTERNAL MONITORS:

9.1. The BUYER has appointed two Independent External Monitors (hereinafter referred to as Monitors) for this Pact in accordance with the recommendations and guidelines issued by Central Vigilance Commission.

9.2. The task of the Monitors shall be to review independently and objectively, whether and to what extent the parties comply with the obligations under this Pact.

9.3. The Monitors shall not be subject to instructions by the representatives of the parties and perform their functions neutrally and independently.

9.4. Both the parties accept that the Monitors have the right to access all the documents relating to the project/procurement, including minutes of meetings. The Monitors shall on receipt of any complaint arising out of tendering process jointly examine such complaint, look into the records while conducting the investigation and submit their joint recommendations and views to the Management and Chief Executive of the BUYER. The MONITORS may also send their report directly to the CVO and the commission, in case of suspicion of serious irregularities.

9.5. As soon as any event or incident of violation of this Pact is noticed by Monitors, or Monitors have reason to believe, a violation of this Pact, they will so inform the Management of the BUYER.

9.6. The BIDDER(s) accepts that the Monitors have the right to access without restriction to all Project /Procurement documentation of the BUYER including that provided by the BIDDER/SELLER/BIDDER/SERVICE PROVIDER. The BIDDER/SELLER/BIDDER/SERVICE PROVIDER will also grant the Monitors, upon their request and demonstration of a valid interest, unrestricted and unconditional access to his documentation pertaining to the project for which the RFP/Tender is being /has been submitted by BIDDER/SELLER/BIDDER/SERVICE PROVIDER. The same is applicable to SubBidders. The

Monitors shall be under contractual obligation to treat the information and documents of the BIDDER/SubBidders() with confidentiality.

9.7. The BUYER will provide to the Monitors sufficient information about all meetings among the parties related to the Project provided such meetings could have an Impact on the contractual relations between the parties. The parties may offer to the Monitors the option to participate in such meetings.

9.8. The Monitors will submit a written report to the BUYER at the earliest from the date of reference or intimation to him by the BUYER/BIDDER/SELLER/BIDDER/SERVICE PROVIDER and submit proposals for correcting problematic situations.

10. FACILITATION OF INVESTIGATION

In case of any allegation of violation of any provisions of this Pact or payment of commission, the BUYER or its agencies shall be entitled to examine all the documents including the Books of Accounts of the BIDDER/SELLER/BIDDER/SERVICE PROVIDER and the BIDDER/SELLER/BIDDER/SERVICE PROVIDER shall provide necessary information of the relevant documents and shall extend all possible help for the purpose of such examination,

11. LAW AND PLACE OF JURISDICTION

This Pact is subject to Indian Law and the place of jurisdiction is Bangalore.

12. OTHER LEGAL ACTIONS

The actions stipulated in this Integrity Pact are without prejudice to any other legal action that may follow in accordance with the provisions of the any other law in force relating to any civil or criminal proceedings.

13. VALIDITY

13.1. The validity of this Integrity Pact shall be from the date of its signing and extend up to 5 years or such longer period as mentioned in RFP/Contract or the complete execution of the contract to the satisfaction of the BUYER whichever is later. In case BIDDER/SELLER/BIDDER/SERVICE PROVIDER is unsuccessful, this Integrity Pact shall expire after six months from the date of the signing of the contract.

13.2. If one or several provisions of this Pact turn out to be invalid; the remainder of this Pact shall remain valid. In such case, the parties will strive to come to an agreement to their original intentions.

14. The parties hereby sign this Integrity Pact at on

BUYER
Name of the Officer
Designation
Name of Wing
Canara Bank
Witness
1)
2)

BIDDER
CHIEFEXECUTIVEOFFICER/AUTHORISED SIGNATORY

Witness
1)
2)

Annexure-19

Bank Guarantee Format for Earnest Money Deposit

To
The Deputy General Manager
Canara Bank,
Procurement & Vendor Payments Section,
Digital Banking Services Wing,
Head Office Annexe - (K G Road),
2nd Floor, Devanga Towers, K G Road, Bengaluru - 560 009

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

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

THE CONDITIONS of this obligation are:

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

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

Notwithstanding anything contained herein

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

Dated _____ day of _____ 20.....

(SIGNATURE & SEAL OF THE BANK)

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

Name of the Bank: Canara Bank

Name of the Branch :DBS Wing

IFSC Code: CNRB0000056

Annexure-20

Proforma of Bank Guarantee for Contract Performance

(To be submitted on Non-Judicial stamp paper of appropriate value Purchased in the name of the issuing Bank)

To :

**The Deputy General Manager
Canara Bank,
Procurement & Vendor Payments Section,
Digital Banking Services Wing,
Head Office Annexe - (K G Road),
2nd Floor, Devanga Towers, K G Road, Bengaluru - 560 009**

WHEREAS (Name and address of M/s XXXX Ltd (hereinafter referred to as “the BIDDER”) has undertaken to supply, transportation, transit insurance, local delivery and installation insurance up to Acceptance by the bank, Acceptance testing and also includes documentation, warranty, annual maintenance, if contracted, and training or demo of your personnel related to(Description of GeM bid)as per their Contract dated _____with you (hereinafter referred to as “the CONTRACT”)

AND WHEREAS in terms of the conditions as stipulated in the contract, the BIDDER is required to furnish, a Bank Guarantee by way of Performance Guarantee, issued by a Scheduled Bank in India, in your favour, as per Clause _____ of the CONTRACT, to secure due and satisfactory compliance of the obligations by the BIDDER on their part, in accordance with the CONTRACT, (which guarantee is hereinafter called as “the PERFORMANCE GUARANTEE”)

AND WHEREAS the BIDDER has approached us, (Name of the issuing Bank) for providing the PERFORMANCE GUARANTEE,

AND WHEREAS in consideration of the fact that the BIDDER is our valued constituent and the fact that he has entered into the CONTRACT with you, WE (Name of the Bank) having our

Registered Office at, _____and local office at _____,India have agreed to issue the PERFORMANCE GUARANTEE,

THEREFORE WE (Name of the issuing Bank) through our local office at _____ India furnish you the PERFORMANCE GUARANTEE in manner hereinafter contained and agree with you as follows:

We (Name of the issuing Bank), undertake to indemnify you and keep you indemnified from time to time to the extent of Rs..... (Rupees) against any loss or damage caused to or suffered by or that may be caused to or suffered by you on account of any breach or breaches on the part of the BIDDER of any of the terms and conditions contained in the contract and in the event of the BIDDER default or defaults in carrying out any of the work or discharging any obligation in relation thereto under the CONTRACT or otherwise in the observance and performance of any of the terms and conditions relating thereto in accordance with the true intent and meaning thereof, we shall forthwith on demand pay to you such sum or sums not exceeding the sum of Rs..... (Rupees) may be claimed by you on account of breach on the part of the BIDDER of their obligations in terms of the CONTRACT.

Notwithstanding anything to the contrary we agree that your decision as to whether the BIDDER has made any such default or defaults and the amount or amounts to which you are entitled by reasons thereof will be binding on us and we shall not be entitled to ask you to establish your claim or claims under Performance Guarantee but will pay the same forthwith on your demand without any protest or demur.

This Performance Guarantee shall continue and hold good until it is released by you on the application by the BIDDER after expiry of the relative guarantee period of the contract and after the BIDDER had discharged all his obligations under the contract and produced a certificate of due completion of the work under the contract and submitted a “No Demand Certificate” provided always that the guarantee shall in no event remain in force after the

day of _____ without prejudice to your claim or claims arisen and demanded from or otherwise notified to us in writing before the expiry of three months from the said date which will be enforceable against us notwithstanding that the same is or are enforced after the said date.

Should it be necessary to extend Performance Guarantee on account of any reason whatsoever, we undertake to extend the period of Performance Guarantee on your request under intimation to the BIDDER till such time as may be required by you. Your decision in this respect shall be final and binding on us.

You will have the fullest liberty without affecting Performance Guarantee from time to time to vary any of the terms and conditions of the contract or extend the time of performance of the contract or to postpone any time or from time to time any of your rights or powers against the BIDDER and either to enforce or forbear to enforce any of the terms and conditions of the contract and we shall not be released from our liability under Performance Guarantee by the exercise of your liberty with reference to matters aforesaid or by reason of any time being given to the BIDDER or any other forbearance, act, or omission on your part or any indulgence by you to the BIDDER or by any variation or modification of the contract or any other act, matter or things whatsoever which under law relating to sureties, would but for the provisions hereof have the effect of so releasing us from our liability hereunder provided always that nothing herein contained will enlarge our liability hereunder beyond the limit of Rs..... (Rupees) as aforesaid or extend

the period of the guarantee beyond the said day of _____ unless expressly agreed to by us in writing.

The Performance Guarantee shall not in any way be affected by your taking or giving up any securities from the BIDDER or any other person, firm or company on its behalf or by the winding up, dissolution, insolvency or death as the case may be of the BIDDER.

In order to give full effect to the guarantee herein contained, you shall be entitled to act as if we were your principal debtors in respect of all your claims against the BIDDER hereby guaranteed by us as aforesaid and we hereby expressly waive all our rights of surety ship and other rights, if any, which are in any way inconsistent with any of the provisions of Performance Guarantee.

Subject to the maximum limit of our liability as aforesaid, Performance Guarantee will cover all your claim or claims against the BIDDER from time to time arising out of or in relation to the contract and in respect of which your claim in writing is lodged on us before expiry of three months from the date of expiry of Performance Guarantee.

Any notice by way of demand or otherwise hereunder may be sent by special courier, telex, fax or registered post to our local address as aforesaid and if sent by post it shall be deemed to have been given when the same has been posted.

The Performance Guarantee and the powers and provisions herein contained are in addition to and not by way of limitation of or substitution for any other guarantee or guarantees heretofore given to you by us (whether jointly with others or alone) and now existing uncancelled and that Performance Guarantee is not intended to and shall not revoke or limit such guarantee or guarantees.

The Performance Guarantee shall not be affected by any change in the constitution of the BIDDER or us nor shall it be affected by any change in your constitution or by any amalgamation or absorption thereof or therewith but will endure to the benefit of and be available to and be enforceable by the absorbing or amalgamated company or concern.

The Performance Guarantee shall come into force from the date of its execution and shall not be revoked by us any time during its currency without your previous consent in writing.

We further agree and undertake to pay you the amount demanded by you in writing irrespective of any dispute or controversy between you and the BIDDER.

Notwithstanding anything contained herein

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

We have the power to issue Performance Guarantee in your favour by statute and the undersigned has full power to execute Performance Guarantee under the Power of Attorney given to him by the Bank.

Dated this _____ day of _____ 2022.

For and on behalf of
_____ BRANCH MANAGER SEAL ADDRESS PLACE

Name of the Bank:Canara Bank

Name of the Branch:DBS Wing

IFSC Code:CNRB000056

The Bank Guarantee has to be confirmed through SFMS by the issuing Bank branch.

Annexure-21

Undertaking Letter for Central Minimum Wages Act & Labour Laws.

(To be submitted in the Company Letter Head with technical Bid)

To
The Deputy General Manager
Canara Bank,
Procurement & Vendor Payments Section,
Digital Banking Services Wing,
Head Office Annexe - (K G Road),
2nd Floor, Devanga Towers, K G Road, Bengaluru - 560 009

Dear Sir,

SUB: Supply, Configuration, Installation, Commissioning and Maintenance of 1000 numbers of Cash Recyclers Under Capex Model..

Ref: GeM Bid ref. no. GEM/2022/B/2425189 dated 08/08/2022.

Further to our proposal dated, in response to the Request for Proposal (Bank's tender No hereinafter referred to as "RFP") issued by Bank, we hereby covenant, warrant and confirm as follows:

In this regard we confirm that the employees engaged by our Company to carry out the services in your bank for the above said contract are paid minimum wages/ salaries as stipulated in the Government (Central / State) Minimum Wages / Salaries act in force. All the employees/operator deployed as part of this solution/activity must comply with government's rules and regulations like minimum wages act, Provident Fund and ESIC facility standard. We also indemnify the Bank against any action / losses / damages that arise due to action initiated by Commissioner of Labour for non-compliance to the above criteria.

We further authorize the Bank to deduct from the amount payable to the Company under the contract or any other contract of the Company with the Bank if a penalty is imposed by Labour Commissioner towards non-compliance to the "Minimum Wages / Salary stipulated by government in the Act by your company.

(Proof of compliance and labour license needs to be submitted along with the quotation).

Yours faithfully,

For.....

Designation:

(Signature and seal of authorized person)

Bidder's corporate name:

Place:

Date:

Annexure-22

Undertaking to abide by all By-Laws / Rules / Regulations

(TO BE EXECUTED ON NON-JUDICIAL STAMP PAPER OF REQUISITE VALUE)

To
The Deputy General Manager
Canara Bank,
Procurement & Vendor Payments Section,
Digital Banking Services Wing,
Head Office Annexe - (K G Road),
2nd Floor, Devanga Towers, K G Road, Bengaluru - 560 009

Sub: Declaration-Cum-Undertaking regarding compliance with all statutory requirements

In consideration of Canara Bank, a body corporate, constituted under Banking Companies (Acquisition & Transfer of Undertakings) Act, 1970 as amended from time to time having its Head Office at 112, J C Road, Bengaluru. (hereinafter referred to as “Bank” which expression shall include its successors and assigns), we, M/s....., having its Registered Office at....., do hereby, having examined the RFP for _____ with RFP Ref. No. _____ dated _____ including all Annexure, confirm and agree to comply with all Laws, Rules, Regulations, Bye-Laws, Guidelines, Notifications etc.

We do also hereby irrevocably and unconditionally agree and undertake to save and keep the Bank, including its respective directors, officers, and employees and keep them harmless from and against any claim, demand, losses, liabilities or expenses of any nature and kind whatsoever and any damage caused from and against all suits and other actions that may be instituted taken or preferred against the Bank by whomsoever and all losses, damages, costs, charges and expenses arising out of non-compliance with or non-adherence to any statutory/regulatory requirements and/or any other law for the time being in force.

Dated this _____ day of _____, 20__.

Place:

For M/s.

.....

[Seal and Signature(s) of the Authorized Signatory (s)]

Annexure-23

Undertaking for Non-Blacklisting / Non-Debarment of the bidder
(TO BE PROVIDED ON LETTER HEAD)

To
The Deputy General Manager
Canara Bank,
Procurement & Vendor Payments Section,
Digital Banking Services Wing,
Head Office Annexe - (K G Road),
2nd Floor, Devanga Towers, K G Road, Bengaluru - 560 009

Dear Sir(s),

SUB: RFP for _____.

Ref: RFP No. ____/____ dated _____

- (a) We M/s _____, the undersigned hereby confirm that we have read and understood the eligibility criteria and fulfil the same.
- (b) We further confirm that all the information as per requirement of the Bank have been included in our bid.
- (c) Further we hereby undertake and agree to abide by all terms and conditions and guidelines stipulated by the Bank. We understand that any deviation may result in disqualification of our bid.
- (d) We have not been blacklisted by any Nationalized Bank/RBI/IBA or any other Government agency/ICAI. No legal action is pending against us for any cause in any legal jurisdiction.
- (e) We undertake that adequate number of resources, if required by the Bank, will be deployed for the project to complete the assignment within stipulated time.
- (f) (Deviation to the above if any, the Bidder must provide details of such action(s))

1.

2.

(Signature and the capacity of the person duly authorized to sign the bid for and on behalf of)

Annexure-24

**SELF-DECLARATION OF MSEs and STARTUPS
(TO BE PROVIDED ON LETTER HEAD)**

To
The Deputy General Manager
Canara Bank,
Procurement & Vendor Payments Section,
Digital Banking Services Wing,
Head Office Annexe - (K G Road),
2nd Floor, Devanga Towers, K G Road, Bengaluru - 560 009

SUB: _____
TENDER NO: _____ Dated: _____

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 RFP, we note that we will be suspended for the period of three (03) years from being eligible to submit Bids for contracts with Canara Bank.

Place: _____ [Signature of Authorised Signatory]
Date: _____ Name: _____
Designation: _____
Seal: _____

Annexure-25

UNDERTAKING FOR APPLICABILITY OF PURCHASE PREFERENCE POLICY
(TO BE PROVIDED ON LETTER HEAD)

To
The Deputy General Manager
Canara Bank,
Procurement & Vendor Payments Section,
Digital Banking Services Wing,
Head Office Annexe - (K G Road),
2nd Floor, Devanga Towers, K G Road, Bengaluru - 560 009

SUB: _____

TENDER NO: _____ Dated: _____

Dear Sir,

We, M/s _____ (Name of Bidder) hereby confirm that the following purchase preference to be considered:

| Description | Preference |
|---|------------|
| Purchase Preference under Public Procurement Policy for MSE, or | |
| Purchase Preference (linked with local content) | |

Note:

- (i) Please indicate your preference against only one policy.
- (ii) The above preference shall be extended only after submission of requisite documents (as mentioned in the tender documents).
- (iii) In case a bidder is eligible to seek benefit under PP-LC policy as well as PPP for MSE 2012, then the bidder should categorically seek benefits against only one of the two policies i.e. either PP-LC or MSE policy.
- (iv) In case a MSEs bidder opts for purchase preference based on PP-LC, he shall not be entitled to claim purchase preference benefit available to MSE Bidders under PPP for MSE 2012. However, the exemptions from furnishing Bidding Document fee and Bid security/EMD shall continue to be available to MSE Bidders.
- (v) The option once exercised cannot be modified subsequently.

Place: [Signature of Authorized Signatory of Bidder]

Date: Name:

Designation:

Seal:

Annexure-26

Declaration regarding “Restrictions on procurement from a Bidder of a country which shares a land border with India”

(To be submitted on Applicant’s Letter Head)

To,
The Deputy General Manager
Canara Bank,
Procurement & Vendor Payments Section,
Digital Banking Services Wing,
Head Office Annexe - (K G Road),
2nd Floor, Devanga Towers, K G Road, Bengaluru - 560 009

Subject : Declaration in respect of “Restrictions on procurement from a Bidder of a country which shares a land border with India” pursuant to Order No: F.No 6/18/2019-PPD dated: 23-July-2020 from Department of Expenditure, Ministry of Finance.

Dear Sir,

With reference to our bid proposal for participation in Canara Bank RFP Ref No: _____ Dated: _____, I/we hereby confirm that, I/We have read the Order No: F.No 6/18/2019-PPD dated: 23-July-2020 and subsequent orders in this regard from Department of Expenditure, Ministry of Finance regarding restrictions on procurement from a bidder of a country which shares a land border with India and on subcontracting to Bidders from such countries.

I/We certify that we/our Collaborator/JV Partner/Consortium member/Assignee are/is not from such a country or, if from such a country, have/has been registered with the Competent Authority and we will not sub-contract any work to a Bidder from such countries unless such Bidder is registered with the Competent Authority.

I/We hereby certify that we fulfil all requirements in this regard and are eligible to be considered to participate in above mentioned tender.

I/We hereby confirm that we shall be abiding by the rules and regulations mentioned under Order No: F.No 6/18/2019-PPD dated: 23-July-2020 from Department of Expenditure, Ministry of Finance, for participating in above mentioned tender.

We further confirm that evidence of valid registration by the Competent Authority for us/our Collaborator/JV Partner/Consortium member/Assignee, as applicable, is enclosed as Annexure_____.

***Bidder to strike-off the part, if not applicable.**

****Bidder to mention the Annexure no.**

Date : _____
Place : _____

Seal of Organization & Signature
of Authorised Applicant

MeitY Form-1

Affidavit of Self Certification regarding Domestic Value Addition in an Electronic Product
(to be provided on Rs.200/- Stamp Paper)

Date :

I _____ S/o, D/o, W/o _____, Resident of _____ do hereby solemnly affirm and declare as under.

That I will agree to abide by the terms and conditions of the policy of Government of India issued vide Notification No. dated

That the information furnished hereinafter is correct to best of my knowledge and belief and I undertake to produce relevant records before the procuring authority or any authority so nominated by the Ministry of Electronics and Information Technology (MeitY), Government of India for the purpose of assessing the domestic value-addition.

That the domestic value addition for all inputs which constitute the said electronic products has been verified by me and I am responsible for the correctness of the claims made therein.

That in the event of the domestic value addition of the product mentioned herein is found to be incorrect and not meeting the prescribed value-addition norms, based on the assessment of an authority so nominated by the Ministry of Electronics and Information Technology, Government of India for the purpose of assessing the domestic value-addition. I will be disqualified from any Government tender for a period of 36 months. In addition, I will bear all costs of such an assessment.

That I have complied with all conditions referred to in the Notification No., wherein preference to domestically manufactured electronic products in Government procurement is provided and that the procuring authority is hereby authorized to forfeit and adjust my EMD and other security amount towards such assessment cost and I undertake to pay the balance, if any, forthwith.

I agree to maintain the following information in the Company's record for a period of 8 years and shall make this available for verification to any statutory authorities:

- i. Name and details of the Domestic Manufacturer:
(Registered Office, Manufacturing unit location, nature of legal entity)
- ii. Date on which this certificate is issued:
- iii. Electronic Product for which the certificate is produced:
- iv. Procuring agency to whom the certificate is furnished:
- v. Percentage of domestic value addition claimed:
- vi. Name and contact details of the unit of the manufacturer:
- vii. Sale Price of the product:
- viii. Ex-Factory Price of the product:

- ix. Freight, Insurance and handling:
- x. Total Bill of Material:
- xi. List and total cost value of inputs used for manufacture of the electronic product:
- xii. List and total cost of inputs which are domestically sourced. Please attach certificates from suppliers, if the input is not in-house:
- xiii. List and cost of inputs which are imported, directly or indirectly:

For and on behalf of _____ (Name of firm/entity)

Authorized signatory (To be duly authorized by the Board of Directors)

<Insert Name, Designation and Contact No.>