

Request for Proposal in GeM Portal [RFP]

for

**“Engaging of Service Provider for Renewal of Card Insurance Programme
[Lost Card Policy and CanCare Policy] under Non-Traditional Insurance Policies
in Canara Bank for One Year”**

RFP Ref. No. RFP-11/DBS/CANCARE/2022 dated 22/06/2022

GEM BID No: GEM/2022/B/2285607

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 Engaging of Service Provider for Renewal of Card Insurance Programme [Lost Card Policy and CanCare Policy] under Non-Traditional Insurance Policies in Canara Bank for One Year. It should not be reused or copied or used either partially or fully in any form.

A.BID SCHEDULE

Description	Details
RFP No & Date	RFP-11/DBS/CANCARE/2022 dated 22/06/2022.
Brief Description of RFP	Engaging of Service Provider for Renewal of Card Insurance Programme [Lost Card Policy and CanCare Policy] under Non-Traditional Insurance Policies in Canara Bank for One Year.
Contact Details	Canara Bank, Procurement & Vendor Payments Section Digital Banking Services Wing 2 nd Floor, Devanga Tower, No35 KG Road, Bengaluru -560 009 Contact 080-22073850 Sr. Manager, Procurement & Vendor Payments Section Email hodbsdprocurement@canarabank.com
Date of Issue of RFP	22/06/2022, Wednesday
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-12 before the Pre-Bid meeting date & Time.</p>
Contract Period	1 Year
Earnest Money Deposit	Nil
Pre-bid Meeting Date & Time and Venue	<p>Prebid meeting will be held on 28/06/2022 (Tuesday) at 03.00 PM</p> <p><u>Venue</u> Canara Bank, Procurement & Vendor Payments Section, Digital Banking Services Wing 2nd Floor, Devanga Tower, No35 KG Road, Bengaluru -560 009</p>
Last Date and Time for Submission of Bids	06/07/2022, Wednesday before 3.00 PM
Last Date and Time for Opening of Bids	06/07/2022, Wednesday at 3.30 PM

Venue for opening of Bids	Venue Procurement & Vendor Payments Section Digital Banking Services Wing 2 nd Floor, Devanga Tower, No35 KG Road, Bengaluru -560 009.
Commercial Bid Format	Commercial Bid Format Annexure-9 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.
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>
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. All Agreements/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. <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 as mentioned above sent through Courier/Post etc. shall reach to us within the stipulated timeline.

	<ul style="list-style-type: none"> • 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.
<p>Note</p> <ul style="list-style-type: none"> • 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. 	