

REQUEST FOR PROPOSAL [RFP]
FOR
“SUPPLY, INSTALLATION AND MAINTENANCE OF
PASSBOOK PRINTERS
UNDER RATE CONTRACT”

Issued by: Canara Bank,
Procurement Group, 1st Floor,
DIT Wing, Naveen Complex,
14, MG Road, Bengaluru -560 001
Phone No - 080- 25590070, 25584873
Email Id - hoditapm@canarabank.com



A. BID SCHEDULE & ABBREVIATIONS

1. BID SCHEDULE

Sl. No.	Description	Details
1.	RFP No. and Date	RFP 10/2020-21 dated 26/06/2020
2.	Name of the Wing	Department of Information Technology
3.	Brief Description of the RFP	Supply, Installation and Maintenance of Passbook Printers under Rate Contract.
4.	Bank's Address for Communication	Deputy General Manager Canara Bank, Procurement Group, 1st Floor, DIT Wing, Naveen Complex, 14 MG Road, Bengaluru -560 001
		Senior Manager, Procurement Group Tel - 080-25590070,25584873 Fax- 080-25596539 Email: hoditapm@canarabank.com
5.	Date of Issue of RFP	26/06/2020, Friday
6.	Tender Fee (Non-refundable)	Rs.11,800 (including 18% GST)
7.	Earnest Money Deposit (Refundable)	Rs. 30,00,000/-
8.	Performance Guarantee/Bid Security Bank	10% of Total Order Value
9.	Purchase Preference Policies	Applicable as per Section H (Purchase Preference)
10.	Last Date and Time for Submission of Bids	23/07/2020, Thursday upto 3.00 PM Venue: Canara Bank, First Floor, DIT Wing, HO (Annex), Naveen Complex, 14 M G Road, Bengaluru 560001.
11.	Date, Time & Venue for opening of Part A- Conformity to Eligibility Criteria.	23/07/2020, Thursday at 3.30pm Venue: Canara Bank, Second Floor, Conference Hall, DIT Wing-HO (Annex), Naveen Complex, 14 M G Road, Bengaluru 560001.
12.	Date and time for opening of Technical Bid Part-B / Commercial Bid Part-C	Will be intimated at a later date.

13.	Pre-bid Meeting Date & Time	<p>1. Pre-bid meeting will be held on 13/07/2020, Monday at 3.30 PM. Venue: Canara Bank, Second Floor, Conference Hall, DIT Wing-HO (Annex), Naveen Complex, 14 M G Road, Bengaluru 560001.</p> <p>2. Pre bid queries should be submitted as per Appendix-D.</p> <p>3. Pre-bid Queries to E-mail hoditapm@canarabank.com must reach us on or before 09/07/2020, Thursday at 3.00PM. Subject of the email should be given as "Pre Bid Queries for RFP 10/2020-21 dated 26/06/2020". <u>Queries reaching afterwards will not be entertained.</u></p>
14.	Other Details	<p>1. The bidders must fulfil the Pre-Qualification criteria for being eligible to bid.</p> <p>2. Subsequent changes made based on the suggestions and clarifications as per pre-bid meeting shall be deemed to be part of the RFP document and shall be uploaded on the Bank's corporate website http://canarabank.com/english/announcements/tenders</p> <p>3. No suggestions or queries shall be entertained after pre-bid meeting.</p>
<p>This document can be downloaded from following website http://canarabank.com/english/announcements/tenders and https://eprocure.gov.in/epublish/app. In that event, the bidders should pay the Tender Fee for tender document by means of DD drawn on any Scheduled Commercial Bank for the above mentioned amount in favour of Canara Bank, payable at Bengaluru and submit the same as mentioned above.</p> <p>Any amendments, modifications, Pre Bid replies & any communication etc. will be uploaded in the Bank's website only(i.e. http://canarabank.com/english/announcements/tenders). No individual communication will be sent to the individual bidders.</p>		

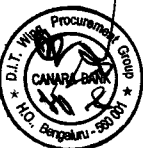


DISCLAIMER

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 "Bidders" 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. Such change will be published on the Bank's Website (<http://canarabank.com/english/announcements/tenders>) and it will become part and parcel of RFP.

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 for 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.



2. Abbreviations:

1.	AIOPS	Artificial Intelligence for IT Operations
2.	AMC	Annual Maintenance Contract
3.	ATS	Annual Technical Support
4.	APM	Application Performance Monitoring
5.	NMS	Network Monitoring Solution
6.	BG	Bank Guarantee
7.	BOM	Bill of Material
8.	DD	Demand Draft
9.	DEM	Digital Experience Monitoring
10.	DIT	Department of Information Technology
11.	EMD	Earnest Money Deposit
12.	GST	Goods and Service Tax
13.	HO	Head Office
14.	HTTP	Hyper Text Transfer Protocol
15.	HTTPS	Hyper Text Transfer Protocol Secure
16.	ISDN	Integrated Services Digital Network
17.	ITIM	IT Infrastructure Monitoring
18.	ITU	International Telecommunication Union
19.	LAN	Local Area Network
20.	LD	Liquidated Damage
21.	MAF	Manufacturer Authorization Form
22.	MSE	Micro and Small Enterprises
23.	MSME	Micro Small & Medium Enterprises
24.	MTBF	Mean Time Between Failure
25.	MTTR	Mean Time To Restore
26.	NEFT	National Electronic Funds Transfer
27.	NI Act	Negotiable Instruments Act
28.	NPMD	Network Performance Monitoring and Diagnostics
29.	OEM	Original Equipment Manufacturer
30.	OS	Operating System
31.	PERT	Project Execution and Review Technique
32.	RFP	Request For Proposal [Interalia the term 'Tender' is also used]
33.	RTGS	Real Time Gross Settlement



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B. INTRODUCTION

1. About Canara Bank:

- 1.1. CANARA BANK is a fourth 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 Department of Information Technology wing located at Naveen Complex, No.14, M G Road, Bengaluru-560001.
- 1.2. The Bank is having pan India presence of more than 10391 branches, 24 Circle offices and 176 Regional Offices situated across the States. The bank also has offices abroad in London, Hong Kong, Moscow, Shanghai, Dubai, Tanzania and New York. As per the announcement made by the Department of Finance Services on 30th August 2019, Manipal based Syndicate Bank has been merged from 01 April 2020.
- 1.3. The Bank is a forerunner in implementation of IT related products, services, and continuously making efforts to provide the state of art technological products to its customers.

2. Definitions:

- 2.1. 'Bank' means unless excluded by and repugnant context or the meaning thereof, shall mean 'Canara Bank', described in more detail in Clause 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. 'RFP' means Request for Proposal for "Supply, Installation and Maintenance of Passbook Printers under Rate Contract".
- 2.3. 'Bidder' means a vendor submitting the proposal in response to RFP.
- 2.4. 'Solution' means "Supply, Installation and Maintenance of Passbook Printers under Rate Contract" as per the Technical Specifications mentioned in this RFP.
- 2.5. 'Contract' means the agreement signed by successful bidder and the Bank at the conclusion of bidding process, wherever required.
- 2.6. 'Successful Bidder' / 'L1 bidder' means the Bidder who is found to be the lowest bidder after conclusion of the bidding process including Reverse Auction (if any), subject to compliance to all the Terms and Conditions of the RFP, etc.

3. About RFP:

- 3.1. Bank intends to select Vendor/s for Supply, Installation and Maintenance of Passbook Printers for its Branches/Offices spread across the Country under Rate Contract basis.
- 3.2. In this connection, Bank invites sealed offers ('Conformity to Eligibility Criteria', 'Technical Proposal' and 'Commercial Bid (Indicative)' as per the Terms & Conditions, Technical Specifications and Scope of Work described elsewhere in this document.



4. Objective:

- 4.1. The Objective of this RFP is to enter into Rate Contract with Selected Bidder for Supply, Installation and Maintenance of Passbook Printers. This Rate Contract will be applicable for all the Branches/Offices of Bank across India. The requirement mentioned in the RFP is estimated only and Bank will place the purchase order through its Circle Offices and Head Office and other offices based on requirement during the validity period.
- 4.2. The selected bidder will enter into a Rate Contract with the Bank Centrally at DIT Wing, Head Office for supply of Passbook Printers as per the specifications mentioned in Annexure-7 and Requirements details mentioned in the RFP.
- 4.3. The selected bidder will undertake to ensure availability of offered Passbook Printers during the Rate Contract period, as well as maintenance of sufficient inventory of genuine spare parts for a minimum period of Five (5) years.

5. Eligibility Criteria:

- 5.1. A vendor submitting the proposal in response to this RFP shall hereinafter be referred to as 'Bidder' and "Supply, Installation and Maintenance of Passbook Printers under Rate Contract" in the Bank shall hereinafter be referred as "Solution".
- 5.2. Interested Bidders, who can Supply, Install and Maintain Passbook Printers under Rate Contract for the Offices/Branches of the Bank and meeting the Eligibility Criteria as per Annexure-2 may respond.
- 5.3. Non-compliance to any of 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 credential detail mentioned in "Eligibility Criteria Compliance" not accompanied by relevant proof documents will not be considered for evaluation.

6. Participation Methodology:

- 6.1. In a tender, 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 in the same tender.
- 6.2. 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 the same tender for the same item/product/service.
- 6.3. If any product of Principal/OEM/OSD is being quoted in the tender, the Principal/OEM/OSD cannot bid for any other Principal's/OEM's/OSD's product in the same tender.
- 6.4. 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 end-to-end solution i.e., technology, personnel, financial and any other infrastructure that would be required to meet intent of this RFP at no additional cost to the bank. To this effect, Bidder should provide a dealer/distributor certificate as per Annexure-13.



7. Requirement Details:

- 7.1. Bank invites sealed offers ('Conformity to Eligibility Criteria', 'Technical Proposal' and 'Commercial Bid (Indicative)') for Supply, Installation and Maintenance of Passbook Printers under Rate Contract for different Branches/Offices of the Bank as per the Terms & Conditions, Technical Specifications and Scope of Work described elsewhere in this document. The brief description of Passbook Printers is furnished in following table:

Item Details	Quantity	Location
Supply, Installation and Maintenance of Passbook Printers under Rate Contract as per Technical Specifications as per Annexure-7 and scope of work as per Annexure-8.	3800	As per Appendix-K

- 7.2. It may be noted that the requirement given in this RFP is indicative only and may vary as per actual needs. Also note that there is no minimum purchase commitment by the Bank to the Bidder. Bank shall procure the Passbook Printers as and when requirement arises at the rates fixed and on the terms & conditions of this RFP.
- 7.3. Detailed technical specification for the above Passbook Printers is furnished in Annexure-7. All the Hardware / Software ordered for Supply, Installation and Maintenance of Passbook Printers should have comprehensive onsite warranty of Three (3) years & AMC of Two (2) Years (if contracted).
- 7.4. Bank reserves the right to increase or decrease the quantum of purchase by 25% in respect to the quantity specified in this tender at the same rate arrived at on the Terms and Conditions of this Tender.

8. Scope of Work:

- 8.1. The Scope of the work is for Supply, Installation and Maintenance of Passbook Printers as per the quantity detailed under clause 7 and elsewhere in the document.
- 8.2. Bidder has to confirm compliance to the Scope of Work mentioned in Annexure-8.
- 8.3. **Project Completion and Management**
- 8.3.1. For smooth completion of project, the Bidder should identify one or two of its representatives at Bengaluru as a single point of contact for the Bank.
- 8.3.2. Project implementation team should be conversant with local rules and conditions to resolve the issues, if any.

9. Technical / Functional Requirements

The Bidder shall comply with the Technical & Functional Specifications narrated in Annexure-7. The bidder should also maintain confidentiality of information shared with them during the tenure of the project.

10. Training

No separate training is required. The selected Vendor has to give demo and explain operational guidelines of the product at the site of the installation to Bank's Officials.

C. DELIVERABLES & SERVICE LEVEL AGREEMENTS (SLAs)

1. Delivery & Installation:

- 1.1. Bank shall provide the address and contact details for delivery of Passbook Printers while placing the order.
- 1.2. Delivery of all Passbook Printers should be within **Six (6) weeks** from the date of acceptance of the Purchase Order or **Seven (7) Weeks** from the date of issue of Purchase Order, whichever is earlier. Please note that no extra charges will be paid for those locations where road permit is required. Vendor has to arrange for road permit, E-Way bill at his own cost. It will be the sole responsibility of the vendor to submit any form required for release of shipment from the check post.
- 1.3. The successful bidder should ensure installation of the delivered Hardware & Software and complete all the works specified in the Scope of Work at the bank branch/office within **2 weeks** from the date of delivery of all the materials for each ordered locations.
- 1.4. Bank reserves the right to change/modify locations for supply of the items. In the event of any change/modification in the locations where the hardware items are to be delivered/not billed, the bidder in such cases shall deliver, install at the modified locations at no extra cost to the Bank. However, if the hardware items are already delivered/billed, and if the modifications in locations are made after delivery, the bidder shall carry out installation at the modified locations and the Bank in such cases shall bear the shifting charges/arrange shifting. The Warranty & AMC (if contracted) should be applicable to the altered locations also.
- 1.5. The Installation will be deemed as incomplete if any component of the 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 hardware.
- 1.6. The Bank will not arrange for any Road Permit / Sales Tax clearance for delivery of hardware to different locations and the Vendor is required to make the arrangements for delivery of hardware to the locations as per the list of locations /items provided from time to time by the Bank. However, the Bank will provide letters / certificate / authority to the Bidder, if required.
- 1.7. Installation of the hardware will be deemed as complete only when the same is accepted by the Bank in accordance with the Terms & Conditions of this Tender.
- 1.8. Partial, 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. In case materials are delivered with damage, Date of delivery shall be treated as date of replacement of damaged material with new one. Delivery payment shall be paid 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.



2. Pre-Dispatch Inspection (PDI)

- 2.1. The Bank and/or its nominated officials/consultants may carry out pre-dispatch inspection of all ordered equipment 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. 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 vendor fails to comply with the test and inspection procedure

3. Penalties/Liquidated Damages:

- 3.1. **Penalties/Liquidated damages for delay in Delivery and Installation, of Passbook Printers in all locations would be as under.**
 - 3.1.1. Non-compliance of the delivery clauses (1.2) will result in the Bank imposing penalty 0.50% (Plus GST) on delay in delivery per Passbook Printer, per week or part thereof, on the Order value of the Passbook Printers wise.
 - 3.1.2. Non-compliance of the installation clauses (1.3) will result in the Bank imposing penalty 0.50% (Plus GST) on delay in installation per Passbook Printers, per week or part thereof, on the Order value of the Passbook Printers wise.
 - 3.1.3. However, the total Penalty/LD to be recovered under above clauses 3.1.1 & 3.1.2 shall be restricted to 10% (Plus GST) of the total value of the order (exclusive of Taxes).
- 3.2. In case faulty Passbook Printers are not repaired/replaced within a Business day, Bank shall impose a penalty of Rs. 100 (Plus GST) per passbook printer per day of delay. However, the total Penalty/LD to be recovered under this clause shall be restricted to 10% (Plus GST) of the total value of the order during the Contract Period.
- 3.3. **Penalties/Liquidated Damages for non-performance:** If the specifications of the RFP are not met by the bidder during various tests, the bidder shall rectify or replace the same at bidders cost to comply with the specifications immediately to ensure the committed uptime, failing which the Bank reserves its right to reject the items.
- 3.4. 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 Purchase Orders issued under this contract, levying liquidated damages without prejudice to the Bank's right to levy any other penalty where provided for under the contract.
- 3.5. All the above LDs are independent of each other and are applicable separately and concurrently.
- 3.6. LD is not applicable for the reasons attributable to the Bank and Force Majeure.



4. Payment Terms:

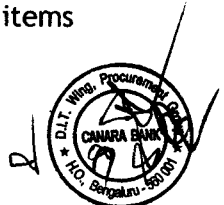
4.1. Payment schedule will be as under:

Sl. No.	Payment Stages	Percentage of Payment	Condition/Remarks
1.	Delivery	70%	70% on delivery of all Hardware & Software items on production of relevant documents. Please note that Originals of invoices (plus One Copy) reflecting 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
2.	Installation & Maintenance	30%	30% of the total cost will be released after successful installation of Hardware/Software items supplied as per Scope of Work. The vendor has to submit installation reports duly signed by the Bank officials of the respective Branch/offices, while claiming payment. The invoice and installation report should contain the product serial number of the items supplied. If passbook printer is not installed within 30 days from the date of Delivery of the passbook printer, due to the reason attributable to the Bank, Bank will release the installation payment on receiving the invoice from the successful Bidder. Bidder also has to undertake that they will install the passbook printer within a week from the date of informing site readiness without any extra cost.

4.2. 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, 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.

4.3. The vendor has to submit installation report/Sign off report duly signed by the Bank officials of the respective Branch/offices in originals while claiming payment. The invoice and installation report should contain the product serial number of the items supplied.

4.4. Bank will not pay any amount in advance.



4.5. Payment shall be released within 30 days from submission of relevant documents as per RFP terms and found in order by the respective offices, who have placed order on the selected Bidder.

4.6. The payments will be released through NEFT / RTGS after deducting the applicable LD/Penalty, TDS if any, by the respective offices who have placed order on the selected bidder and the Selected Bidder has to provide necessary Bank Details like Account No., Bank's Name with Branch, IFSC Code, GSTIN, State Code, State Name, HSN Code etc.

5. Local Support:

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

5.2. The bidder shall provide Warranty and AMC support [if contracted] during office Hours on all Bank Working days of the year for all the locations.

5.3. Response Time and Meantime to Restore [MTTR]

5.3.1. Response Time shall be 6 hours for Urban Branches and 8 hours for other locations. MTTR shall be a Business day.

5.3.2. Time specified above is from lodging of complaint.

6. Software, Drivers and Manuals:

6.1. 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.

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

7. Warranty:

7.1. The entire equipments / hardware (including OS) & software deployed for this project shall be under **Comprehensive Onsite Warranty** covering all parts, 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 Three (3) years from the Date of Installation/commissioning. However, consumable (Cartridge Toner) and physically damaged plastic will not be covered under warranty.

7.2. If the hardware /software do not perform in accordance with the Contract during the Warranty Period, then the 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.

7.3. If any defect in the Software/Solution is not rectified by the 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.

7.4. Despite any other provision, the Bank, may return a Hardware/ Software which is not upto the Requirement mentioned in the RFP to the Bidder within Sixty (60) days of delivery of the Hardware/ Software and the Bidder shall immediately provide full exchange or refund. For the purpose of this section, "defective Solution" includes, but is not limited to: a) broken seals; b) missing items; and c) Hardware/ Software that are not as per RFP terms.

- 7.5.The Bidder shall provide, after the warranty commences for all Software/Solution components, telephone support to the Bank during Business Days for assistance.
- 7.6.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.

8. 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:

- 8.1.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].
- 8.2.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.
- 8.3.The system spare parts/services, as and when required, and complete maintenance of the Passbook Printers during warranty period and AMC (if contracted), shall be supported for a period to be specified by the bank.
- 8.4.The support shall be given in person or through telephone, FAX, letter and E-mail within a reasonable time as the case may be.
- 8.5.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.
- 8.6.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.
- 8.7.Escalation matrix should be provided for support, technical, project, etc. as per Annexure-12.
- 8.8.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.

9. Annual Maintenance Contract (AMC) (if contracted):

- 9.1.The Bank, at its discretion may enter into Annual Maintenance Contract (AMC) with the Bidder after completion of respective warranty periods.
- 9.2.Support for maintenance of Passbook Printers (including OS and software license) supplied should be available for a minimum period of Two (2) years, covering all parts, maintenance and support, after expiry of warranty period. The bidder/vendor has to replace all the defective spares during Warranty and AMC Period. All parts should be covered except consumables.
- 9.3.The offer for Passbook Printers must include comprehensive onsite free warranty and AMC period for a total duration of Five (5) years from the date of installation and acceptance of system by the bank. However, consumable (Cartridge toner) and physically damaged plastic will not be covered under warranty.
- 9.4.The Bank will pay AMC charges for Passbook Printers after the end of warranty period. Such payment shall be released quarterly in arrears after satisfactory completion of service during the period and submission of reports and invoices.



9.5. 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

9.5.1. Rectification of Bugs/defects if any.

9.5.2. Preventive Maintenance Yearly.

9.5.3. Maintenance of Passbook Printers including Software drivers.

9.6. 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-14). 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 clause 8 of Section-F. 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.

10. Mean Time Between Failures (MTBF):

If during the warranty period and AMC 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.

11. 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.

12. Access to Audit:

12.1. Periodically audit may be conducted either by Bank's internal auditors or by Bank's external auditors or by regulatory authorities in respect of security/network access and authorization controls and procedures, backup and recovery and other Deliverables/Services provided by Bidder. The Bank shall have the right to conduct Cyber security audit in the proposed solution on completion of the implementation. In order to conduct the Audit it may be necessary for the Auditors to access the servers and also to interact with their personnel. Bidder at request of the Bank shall provide access to the Bank's Auditors in this regard to the facilities/ installations/technical resources related to the project.

12.2. Whenever any Government or Regulatory Authority, including RBI or Securities & Exchange Board of India requests for information from the Bank's for any compliance, regulatory or legal purpose relating to the proposal, then upon the Bank's request, Bidder shall assist the Bank in responding to such a request, by providing the required information to the Bank, or such a government authority

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 and AMC period (if contracted) of the contract, the 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 RFP terms.

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

- 14.1. All the hardware or required components should be shipped directly from OEM to Bank premises.
- 14.2. All the underlying infrastructure components such as OS or any product should be hardened on each environment before made functional.
- 14.3. The bidder shall abide by the access level agreement to ensure safeguards of the confidentiality, integrity and availability of the information systems. Bidder will not copy any data obtained while performing services under this RFP to any media including hard drives, flash drives or other electronic device other than as expressly approved by Bank.
- 14.4. The Bank will have the right to audit the bidder's people, processes, technology etc., as part of vendor security risk assessment process.
- 14.5. The system should be fully compliant with ISO27001 controls.



D. BID PROCESS

1.	Clarification to RFP & Pre-Bid queries	9.	Software Version
2.	Pre-Bid Meeting	10.	Documentation
3.	Amendment to Bidding Document	11.	Cost & Currency
4.	Bid System Offer	12.	Erasures or Alterations
5.	Preparation of Bids	13.	Assumptions/Presumptions/Modification
6.	Tender Fee	14.	Submission of Bids
7.	Earnest Money Deposit (EMD)/Bank Guarantee In Lieu Of EMD	15.	Bid opening
8.	Make & Models		

The above-mentioned clauses are part and parcel of the RFP. Bidders are requested to refer at the following website for the above-mentioned clauses <https://canarabank.com/english/announcements/important-rfptender-documents-of-dit-wing/>.

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: The Part A- Conformity to Eligibility Criteria submitted by the bidder will be evaluated based on Annexure-2 and on the documents submitted as per Appendix-A of RFP. Part-A 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 Appendix-B. The proof of documents should be submitted as per Appendix-B 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-7 and Annexure-8 (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):** 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 **Appendix-C**. 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/L3etc..

4. **Bidders Presentation /Site Visits / Product Demonstration/POC:**

4.1. 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 software in prior and need to submit the pre-requisites document in order to complete the POC within 10 Days.

4.2. 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) of the Passbook Printers proposed by them. This exercise will be undertaken before opening of the Commercial Bids of the Bidders whose Part B-Technical proposals has been opened.

4.3. The Bank at its discretion call for providing of Proof of Concept (PoC) of proposed Passbook Printers at the location, which is identified by the Bank.

4.4. Results of the Proof of Concept (PoC) will be shared with all the members of evaluation committee for considering the same during evaluation process.

4.5. The evaluation includes the capabilities, quality, usability, integration and feature set of the solution, including but not limited to the following functions:

4.5.1. Day-to-day maintenance and management of the product

4.5.2. Ease and simplicity of deployment and configuration

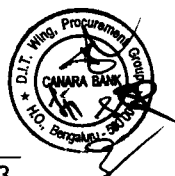
4.5.3. Ease of use and richness of functions in the product

4.5.4. Product deployment options and usability

4.6. Bidders are further required to be in preparedness to demonstrate the proposed Passbook Printers by arranging for product walk-through at their own installations/principals/ R&D labs duly meeting the specific requirements/issues raised by the Bank.

4.7. 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.

4.8. 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. Normalization of Bids

5.1. 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;

5.1.1. Incremental bid submission in part of the requested clarification by the Bank

OR

5.1.2. Revised submissions of the entire bid in the whole

5.2. 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.

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

6. Intimation to Qualified/Successful Bidders:

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.

7. Correction of Error in Commercial Bid:

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:

7.1. Bank may waive off any minor infirmity or non-conformity or irregularity in a bid, which does not constitute a material deviation.

7.2. 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.

7.3. If there is discrepancy between percentage and amount, the amount calculated on percentage basis will prevail.

7.4. 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.

7.5. 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.

7.6. If the bidder does not accept the correction of errors, the bid will be rejected.



8. Determination of L1 Price

8.1.L1 Price will be determined after giving effect to arithmetical correction, if any.

8.2.The L1 bidder will be determined on the basis of the lowest price quoted in the Reverse Auction.The Reverse Auction would be conducted for Total Cost of ownership given in Bill of Material (indicative) as per Annexure-13 of RFP or in a manner described in paragraph F of Appendix-J. Brief Business Rules and Terms & Conditions of Reverse Auction are detailed in Appendix-J.

8.3.Online Reverse Auction:

8.3.1. Bidders, whose Commercial Bids (Indicative) has been opened by the Bank will be called for the Reverse Auction.

8.3.2. 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.

8.3.3. For finalization of the most competitive offer, the Bank will conduct "Reverse auction" The detailed procedure and Business rules for the Reverse auction is given as per Appendix-J.

8.3.4. 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.

8.3.5. 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.

8.3.6. 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.

8.3.7. 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-14 within 2 working days. 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, which may please be noted.

8.4.Re-auction/s Rules:

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

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

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

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

- 8.4.2. 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 ask 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.
- 8.4.3. Canara 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.
- 8.4.4. 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.
- 8.4.5. The bidder who is L1 will be referred to as the selected bidder.



F. OWNERSHIP & AWARDING OF CONTRACT

1.	Bid Validity Period	7.	Project Execution
2.	Proposal ownership	8.	Security Deposit / Performance Bank
3.	Project ownership	9.	Execution of Agreement
4.	Acceptance of offer	10.	Pricing
5.	Award of Contract	11.	Order Cancellation/Termination of Contract
6.	Effective Date		

The above mentioned clauses are part and parcel of the RFP. Bidders are requested to refer at the following website for the above mentioned clauses <https://canarabank.com/english/announcements/important-rfptender-documents-of-dit-wing/>.



G. GENERAL CONDITIONS:

1.	General Order Terms	13.	Confidentiality and Non-Disclosure
2.	Roles & Responsibility during project Implementation	14.	Indemnity
3.	Responsibilities of the Selected Bidder	15.	Force majeure
4.	Human Resource Requirement	16.	Responsibilities of the Bidder
5.	Responsibility for completeness	17.	Corrupt and Fraudulent Practices
6.	Inspection of Records	18.	Adoption of Integrity Pact
7.	Negligence	19.	Amendments to the Purchase Order
8.	Assignment	20.	Amendments to the Agreement
9.	Publicity	21.	Modification/Cancellation of RFP
10.	Insurance	22.	Social Media Policy
11.	Guarantees	23.	Resolution of disputes
12.	Intellectual Property Rights	24.	Legal Disputes and Jurisdiction of the court

The above-mentioned clauses are part and parcel of the RFP. Bidders are requested to refer at the following website for the above-mentioned clauses:

<https://canarabank.com/english/announcements/important-rfptender-documents-of-dit-wing/>.

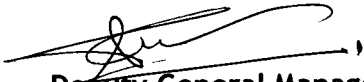


H. PURCHASE PREFERENCE

1.	Micro & Small Enterprises	3.	Procurement through Local Suppliers (Make in India)
2.	Startup		

The above-mentioned clauses are part and parcel of the RFP. Bidders are requested to refer at the following website for the above-mentioned clauses:

<https://canarabank.com/english/announcements/important-rfptender-documents-of-dit-wing/>.


Deputy General Manager



Note: The following Sections, Annexures, Forms and Formats are uploaded in Bank's website under URL: <https://canarabank.com/english/announcements/important-rfptender-documents-of-dit-wing>. Bidders are requested to submit applicable Annexures, Forms and Formats by downloading from the above mentioned website.

Sections	
Section D	BID PROCESS
Section F	OWNERSHIP & AWARDING OF CONTRACT
Section G	GENERAL CONDITIONS
Section H	PURCHASE PREFERENCE
Annexures	
Annexure-1	Bid Covering Letter
Annexure-3	Bidder's Profile
Annexure-4	Service Support Details
Annexure-5	Track Record of Past Implementation of Projects
Annexure-6	Non-Disclosure Agreement
Annexure-9	Undertaking of Authenticity
Annexure-10	Compliance Statement
Annexure-11	Undertaking Letter
Annexure-12	Escalation Matrix
Forms (Purchase Preference)	
Form PP-A	Undertaking for Applicability of Purchase Preference Policy
Form PP-B	Self-Declaration of MSEs and Start-ups
Form PP-C	Undertaking by Bidder towards Mandatory Minimum LC
Form PP-D	Certificate by Statutory Auditor of Bidder towards Mandatory Minimum LC
MeitY Form - 1	Affidavit of Self Certification regarding Domestic Value Addition in an Electronic Product
DoT Form - 1	Self-Certification regarding Local Content (LC) for Telecom Product, Services or Works
Bid Formats	
Appendix D	Format for Sending Prebid Queries.
Appendix E	Authorization Letter Format.
Bank Guarantee Formats	
Appendix-F	Bank Guarantee Format for Earnest Money Deposit.
Appendix G	Proforma of Bank Guarantee for Contract Performance.
Appendix H	Format for Bank Guarantee for Advance Warranty Payment. (Not Applicable)
Pre Contract Integrity Pact	



Appendix I	Pre Contract Integrity Pact.
Reverse Auction Formats	
Appendix J	Business Rules and Terms and Conditions of Reverse Auction.
Appendix J (1) & Appendix J(3)	Format to be submitted before commencement of Reverse Auction.
Appendix J(2)	Format to be submitted after Reverse Auction by L1 vendor.
Other Format	
Appendix-K	Location Details.
Appendix-L	Vendor Risk Assessment
Draft Contract Agreement	



Annexure-2
Eligibility Criteria Declaration

The Deputy General Manager
Canara Bank
Procurement Group - DIT Wing
HO: BENGALURU

SUB: RFP for Supply, Installation and Maintenance of Passbook Printers under Rate Contract.

Ref: Your RFP 10/2020-21 dated 26/06/2020

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

	Sl. No.	Eligibility Criteria	Documents to be submitted with Part A-Conformity to Eligibility Criteria	Bidder's Response and Documents Submitted
CONSTITUTION	a)	The Bidder should be a partnership firm registered under LLP Act, 2008/Indian Partnership Act, 1932 or Company in India as per Indian Companies Act, 1956 or Indian Companies Act, 2013 and should have been in operation for at least last Three years as on RFP date.	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.	
OEM	b)	Bidders shall be the Original Equipment Manufacturer (OEM)/Original Software Developer (OSD)/Original Software Owner (OSO) of the proposed Passbook Printer. OR Authorized Indian supplier/Distributor/ Partner/System Integrator (SI) of proposed Computer Hardware items with past 3 years of presence in India.	Bidder has to submit and Undertaking Letter stating that Bidder is Original Equipment Manufacturer (OEM)/ Original Software Developer (OSD)/ Original Software Owner (OSO) of the proposed Software/ Solution. If the bidder is an Authorized Indian Supplier/Distributor/Partner/System Integrator, an Authorization letter from the OEMs of respective hardware items to deal/market their product in India and it should be valid for a minimum period of <u>Six years from the date of submission of Bid.</u>	
FINANCIALS	c)	The Bidder should have the Average Turnover of minimum Rs. 50 Crores for last three (3) financial years (i.e. 2016-17, 2017-2018, 2018-19) from Indian Operations only. This must be the individual company turnover and not of any group of companies.	Bidder has to submit copies of audited Balance Sheets for last 3 Years [i.e. 2016-17, 2017-18 and 2018-19]. AND Bidder must produce a certificate from the Company's Chartered Accountant to this effect. The documents certified by Chartered Accountants should mandatorily contain Unique Document Identification Number.	



	d)	The Bidder should have Positive Net Worth as on 31/03/2019.	The Bidder must produce a certificate from the Company's Chartered Accountant to this effect. The documents certified by Chartered Accountants should mandatorily contain UDIN.	
BIDDER EXPERIENCE	e)	The Bidder should have supplied and installed atleast 200 Passbook printers in at least 15 states of India in single/multiple orders during the period from 01/04/2016 to 31/03/2020 for Scheduled Commercial Banks/ Government Departments/ Public Sector Units. Out of the above orders Bidder must have supplied the passbook printers for more than 5 States across India in a single order during the period from 01/04/2016 to 31/03/2020 for Scheduled Commercial Banks/ Government Departments/ Public Sector Units.	Purchase Order Copies/Reference Letter mentioning the location details from the customers to be submitted.	
	f)	The Bidder should have their own Service /Support Office in at least 12 out of 24 Circle Office locations of the Bank as mentioned in Annexure-4 of the RFP. Circle Office locations as provided in Appendix K.	The Bidder to submit the details viz., Address, phone no., email id and contact person Name & Mobile no. etc. as per Annexure-4. In Case Bidder is having Service /Support Office for only 1 Circle Offices Locations of the Bank, Bidder has to provide an undertaking that they will support remaining 9 Locations from their partner's/franchises' Service Center as per RFP terms. Bidder also has to provide the contact details as per Annexure-4.	



OEM EXPERIENCE	<p>g) Minimum 1000 Nos. of passbook printers of the proposed OEM (not necessarily the model) offered to Bank in this RFP should have been supplied to Central Government/State Government/ Public Sector Organization/ publicly Listed Companies/ Scheduled Commercial Banks in India (not necessarily by the bidder) during last 3 years from 01/04/2017 to 31/03/2020</p>	<p>Bidder has to submit purchase order copies/reference letter duly mentioning the make of the Printer from Government Departments/Financial Institutions/Public Sector Units/Scheduled Commercial Bank in India.</p>	
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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-7
Technical Requirements for Passbook Printers in Canara Bank

SUB: RFP for Supply, Installation and Maintenance of Passbook Printers under Rate Contract.

Ref: Your RFP 10/2020-21 dated 26/06/2020

Note:

1. The Bidder shall specifically mention the make and model of the items offered for all the requirements in terms of RFP without fail, failing which the Bid is liable for rejection.
2. If the Bidder feels that certain features offered are superior to what has been specified by the Bank, it shall be highlighted separately. Information regarding any modification required in the proposed configuration to meet the intent of the specifications and state-of-the-art technology shall be provided. However, the Bank reserves the right to accept the modifications / superior features suggested/offered.
3. The Bidder shall provide all other required equipment and services, whether or not explicitly mentioned in this RFP, to ensure the intent of specification, completeness, operability, maintainability and upgradability.
4. The selected bidder shall own the responsibility to demonstrate that the products offered are as per the specification/performance stipulated in this RFP and as committed by the bidder either at site or in bidder's work site without any extra cost to the Bank.

Technical Specification of Passbook Printers

Sl. No.	Item	Description	Bidder's Response (Yes/No)
1.	Make & Model	Must be specified. All the relevant product brochures and manuals must be submitted.	
2.	Print Head	24 Pin Dot matrix	
3.	Print Speed @ 10 CPI High Speed Draft (H.S.D)	Minimum 400 CPS at 10 CPI (HSD) and (300 CPS at draft)	
4.	Print Method	Serial or impact dot matrix	
5.	Print Direction	Bi-directional	
6.	Pass Book Handling	Front	
		Horizontal	
		Auto Alignment	
7.	Print Head Life	400 Million strokes/dots or more	
8.	Ribbon Life	Minimum 3 Million characters	
9.	MPVBF	10000 POH or more	
10.	Input data buffer	64 kb or above	
11.	Interface Standard	USB 2.0 or higher, Bi directional parallel interface, Serial, Interface cable should be provided.	
12.	Special Functions	Auto alignment/Edge sensing etc. to be specified.	



13.	Operating System Compatibility	Windows 7, Windows 8.1, Windows 10 and above. The Drivers must be supplied in CD	
14.	Copy Capabilities	Minimum 1+5 or above	
15.	Printer Dimension	Must be specified (Width/Height/Weight etc.)	
16.	Noise level	Less than or equal to 55 dB	
17.	Emulation	OLIVETTI/EPSON/Lipi/TVSE/IBM or any other equivalent OEM	
18.	Electrical specifications	Power supply voltage AC 220 V to 240 V, 50 Hz (+/- 2 Hz) and should be provided with Indian Adaptor.	
19.	Dust Cover	Good quality dust cover must be supplied	

Declaration:

1. We hereby Confirm that we have various certificates/bench mark testing standards for the items quoted to meet the intent of the RFP.
2. We hereby confirm that we have back-to-back arrangements with third party hardware software for providing continuous and un-interrupted support to meet SLAs obligations as per RFP Terms.

Date

Signature with seal

Name :

Designation :



Annexure-8

Scope of Work

SUB: RFP for Supply, Installation and Maintenance of Passbook Printers under Rate Contract.

Ref: Your RFP 10/2020-21 dated 26/06/2020

Sl. No.	Broad Scope of Work	Compliance (Yes/No)
1.	The Bidder should maintain the system during onsite warranty period of Three (3) years and Two (2) years AMC period (if contracted). During the Warranty & AMC period, the Bidder is bound to do all hardware spares replacement without 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.	
2.	The Bidder shall deliver Passbook Printers at the respective locations as per the Delivery Schedule on receipt of the Purchase Order from the Bank.	
3.	For each location, the Bidder is expected to provide Passbook Printers with the related hardware, all subsystems, software drivers and manuals etc.	
4.	The selected Bidder will be the single point of contact to the Bank.	
5.	The configuration as per the technical and other specifications of the Passbook Printers must be functional and installed from the day one.	
6.	Hardware and Software installation and configuration for the entire set up to be handled by the qualified/experienced personnel only.	
7.	All necessary cables and other accessories required for successful installation of the hardware items as per the Scope of Work to be supplied by the Bidder and the cost of the same to be added along with the respective Hardware items.	
8.	The Bidder has to supply all the Hardware & Software Items to the ordered locations as per the Technical Specifications mentioned in the Annexure-7.	
9.	The Bidder shall be fully responsible for Delivery, Installation and Maintenance of the ordered Hardware & Software Items.	
10.	The Bidder shall provide all other required equipments and services if any, whether or not explicitly mentioned in this RFP, to ensure the successful installation and functioning of the Hardware Items ordered to the respective Branches/Offices.	
11.	The Bidder has to make necessary configuration in Passbook Printers to make the system compatible with FlexCube and ensure functioning with Bank's CBS application.	
12.	All the items (Hardware & Software) of Passbook Printers (including all other critical parts) would be covered under Comprehensive Warranty & AMC except consumable (Cartridge Toner) and physically damaged Plastic. If there is any gap between Bank's requirement and OEM Warranty/AMC then it will be the responsibility of bidder to fill up the gap.	
13.	Successful bidder will be responsible for affixing asset tags and complete inventory details of each hardware equipment supplied to the Bank. The Asset Tags so printed by the successful bidder must have the company's logo along with other details like Warranty & AMC validity, call logging no., mail id etc. The asset tag details for the Hardware would be mutually decided by the Bank and the successful bidder.	



14.	The bidder has to submit an undertaking as per Annexure-9 along with the delivered items, signed by the authorized person, certifying that all the components/parts/assembly/software used in the proposed hardware are original/ new components/ parts/ assembly/ software and that no refurbished/duplicate/second hand components have been used or would be used.	
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Date

Signature with seal

Name :

Designation :



Annexure-13
Manufacturer/Authorised Distributor in India Authorization Form

[Note: This Format Letter should be on the letterhead of the OEM and should be signed by an Authorised Signatory of the manufacturer]

No. _____ dated _____

The Deputy General Manager,
Canara Bank,
Procurement Group,
DIT-Wing,
Naveen Complex, 14 M G Road,
Bengaluru-560 001
Karnataka
Dear Sir,

SUB: RFP for Supply, Installation and Maintenance of Passbook Printers under Rate Contract.

Ref: Your RFP 10/2020-21 dated 26/06/2020

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.

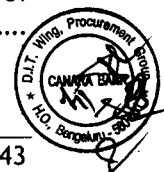
We (Manufacturer/Indian Distributor) hereby extend our full guarantee and warranty as per terms and conditions of the tender and the contract for the Passbook Printers, products/equipment and services offered against this invitation for tender offer by the above firm and will extend technical support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

We (Manufacturer/Indian Distributor) also confirm that we will ensure all product updates (including management software updates and new product feature releases) are provided by M/sfor 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 updates and any new Operating Software releases at the bank's premises.

We also confirm that the proposed Passbook Printers offered by the bidder to the Bank are correct, viable, technically feasible for implementation and the Passbook Printers 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 a minimum period of Six Years.

We hereby commit to the tender terms and conditions and will not withdraw our commitments during the process and or during the period of contract.

Yours faithfully
(Name)
For and on behalf of
M/s



Annexure- 14
Bill of Material

SUB: RFP for Supply, Installation and Maintenance of Passbook Printers under Rate Contract.
Ref: Your RFP 10/2020-21 dated 26/06/2020

Notes

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

Table -A
Price details of Passbook Printers

Sl. No.	Requirement Details	Unit Price with Three years Comprehensive onsite warranty and support (Excl. of Tax)	AMC/ATS Charge after completion of warranty period of 2 years per unit (Excl. of tax)		Unit Price with Three Years Comprehensive Onsite Warranty and Two Years AMC/ATS after Warranty period (Excl. of tax)	Quantity	Total Cost Price with Three Years Comprehensive Onsite Warranty and Two Years AMC/ATS after Warranty period (Excl. of tax)	Tax for Column d		Price with Three Years Comprehensive Onsite Warranty and Two Years AMC/ATS after Warranty period (Incl. of tax)
			4 th year	5 th year				Tax %	Tax Amt.	
			A	B				C	E=A+B+C	
1.	Passbook Printers as per Annexure-7 and Annexure-8					3,800				

Undertaking

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

Date

Signature with seal

Name :

Designation :



Appendix -A

Instructions to be noted while preparing/submitting Part A- Conformity to Eligibility Criteria

The Proposal should be made in an organized, structured, and neat manner. Brochures / leaflets etc. should not be submitted in loose form. All the pages of the submitted bids should be filed and paginated (serially numbered) with seal and signature (not initials) of the authorized signatory. All the Annexures should be submitted in Bidder's Letter Head only.

- 1) Index of all the documents submitted with page numbers.
- 2) Cost of Tender document by way of DD payable at Bengaluru / Exemption Certificate.
- 3) Earnest Money Deposit (EMD)/Bank Guarantee in lieu of EMD / exemption Certificate.
- 4) Undertaking for applicability of Purchase Preference Policy as per Form PP-A. (if eligible).
- 5) Self-Declaration of MSEs/Startup on their Letter Head as per Form PP - B.
- 6) Undertaking by Bidder towards Mandatory Minimum LC as per Form PP-C (In Case Bidder Seeking Benefit of PP-LC). (if eligible).
- 7) Certificate by Statutory Auditor of Bidder towards Mandatory Minimum LC as per Form PP-D (In Case Bidder Seeking Benefit of PP-LC). (if eligible).
- 8) Power of Attorney / Authorisation letter signed by the Competent Authority with the seal of the bidder's company / firm in the name of the person signing the tender documents.
- 9) Bid Covering letter as per Annexure-1.
- 10) Eligibility Criteria declaration as per Annexure-2 with documentary proof in support of the Eligibility Criteria.
- 11) Bidder's Profile as per Annexure-3.
- 12) Service Support Details as per Annexure-4.
- 13) Track Record of Past Delivery and Installation of Passbook Printers as per Annexure-5.
- 14) Non-Disclosure Agreement as per Annexure-6.
- 15) Signed Pre Contract Integrity Pact as per Appendix-I on non-judicial Stamp paper.
- 16) Bidder should submit Vendor Risk Assessment with all supporting documents as per Appendix-L attached to this RFP.
- 17) Write up on the Work Experience / Expertise of Supply and Installation of Passbook Printers.
- 18) Bidder should have central help Desk available on 24x7x365 basis for support and compliant booking. Details of the Help Desk phone no. & email ID has to be provided.
- 19) Bidder should provide Call Log in procedure for call logging and ticketing.



Appendix-B

Instructions to be noted while preparing/submitting Part B- Technical Proposal

The Technical Proposal should be made in an organized, structured, and neat manner. Brochures / leaflets etc. should not be submitted in loose form. All the pages of the submitted bids should be filed and paginated (serially numbered) with seal and signature (not initials) of the authorized signatory. **All the Annexures should be submitted in Bidder's Letter Head.** Technical Offer for this RFP shall be made as under:

- 1) Index of all the documents submitted with page numbers.
- 2) Compliance to Technical Specification for Passbook Printers should be complete with all columns filled in as per Annexure-7.
- 3) Compliance to the Scope of Work as per Annexure-8.
- 4) Undertaking Letter of Authenticity for Supply, Installation and Maintenance of Passbook Printers under Rate Contract as per Annexure-9.
- 5) Compliance Statement as per Annexure-10.
- 6) Undertaking Letter as per Annexure-11.
- 7) Escalation Matrix as per Annexure-12.
- 8) Manufacturer Authorization form as per Annexure-13.
- 9) Masked bill of Material as per Annexure-14.
- 10) Technical Documentation (Product Brochures, leaflets, manuals, drawings).
- 11) A detailed list of the other Infrastructure required and any other precautions to be undertaken should be given in detail along with the Technical Proposal.



Appendix-C

Instruction to be noted while preparing/submitting Part C-Commercial Bid

The Commercial Bid should be made in an organized, structured, and neat manner. Brochures / leaflets etc., should not be submitted in loose form. All the pages of the submitted bids should be filed and paginated (serially numbered) with seal and signature of the authorized signatory. All the Annexures should be submitted in Bidder's Letter Head.

The suggested format for submission of commercial Offer for this RFP is as follows:

- 1) Bill of Material as per Annexure-14.
- 2) Affidavit of Self Certification regarding Domestic Value Addition in an Electronic Product. (MeitY Form -1) (if eligible).
- 3) Self-Certification regarding Local Content (LC) for Telecom Product, Services or Works. (DoT Form - 1) (if eligible).



Appendix-L

VENDOR RISK ASSESSMENT

1. NAME AND ADDRESS OF THE VENDOR:

Registered Office
Correspondence address

2. Name of the Activity/Project with us:

I) COMPANY PARTICULARS:

Sl. No.	Particulars	Remarks
1.	Whether any change in constitution of firm	Yes/No
	If yes, term(years) from last change/initial establishment	
	If yes, date of reconstitution	
2.	Main business of vendor	
	Experience in years(main business)	
	Subsidiary business (Annex if many business)	
	Experience in years (Subsidiary business)	
3.	Whether unit is MSME/start up	Yes/No
4.	Is firm holds any quality certifications like ISO/BIS etc.,	Yes/No
	If yes, give details and how many certificates holds	
5.	Details of sister concerns dealing in same type of business like similar type of business or no similar type or no sister concern	
6.	Present Banker	
	Status of firm with present Banker(applicable if unit is sick/NPA only)	
7.	Constitution of Firm like individual or prop, partnership, LLP, ltd company, PSU etc.	



II) BUSINESS PARTICULARS OF FIRM:

1.	Major clients of vendor (in no's)	
	Details of clients (annex if many)	
2.	No of business projects received for last 2 year(no's)	
	Value of the above projects (Rs.)	
	No of projects , participated in last 2 year	
	No of projects in execution phase of last 2 year receipts.	
3.	Major competitors in market (NO)	

III) LEGAL ISSUES AND OBLIGATIONS:

1.	Ever blacklisted from any organization for last 5 years	Yes/No
	If yes, give details	
2.	Any notice received from any regulatory body	Yes/No
	If yes, give details	
3.	Any major litigations in police/court/DRT/Income tax/ED/CBI/ Labour court or any such regulatory body.	Yes/No
	If yes, give details	
4.	Whether all statutory dues like ESI, PF, tax, etc., are paid upto last ABS.	Yes/No
	If no, particulars of pending dues	
5.	Any major fraud/breach of policies within company noticed for last 2 years	Yes/No
	If yes, impact (amount)	

IV) BUSINESS POSITION:

1.	Firm is credit rated	Yes/No
2.	If yes, rating agency & present rating	
3.	Industry position of firm (like Gartner listing, etc.,) and whether firm is in better position or best position or not in better position	

