

Corrigendum-6 to GeM Bid ref. no: GEM/2025/B/5781717 dated 04/01/2025 for Selection of Service Provider for Supply, Installation, Implementation, Integration, Customization and Maintenance of Document Management Solution for Global Trade Processing Centre for a period of five years in Canara Bank.

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

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

Description	Existing details	Amended details
Bid End Date/Time	07/03/2025, 15:00:00	<u>10/03/2025</u> , 15:00:00
Bid opening Date/Time	07/03/2025, 15:30:00	<u>10/03/2025</u> , 15:30:00

b.

Sl No	Section/ Annexure/ Appendix of GeM Bid	Clause No.	Existing Clause	Amended Clause
1.	Annexure-8 Scope of Work	Annexure-8 Scope of Work	Existing Annexure-8 Scope of Work	<u>Amended Annexure-8 Scope of Work attached with this Corrigendum</u>
2.	Annexure-8 (A) Sizing of Hardware including Software/OS for UAT, DC & DRC	Annexure-8 (A) Sizing of Hardware including Software/OS for UAT, DC & DRC	Existing Annexure-8 (A) Sizing of Hardware including Software/OS for UAT, DC & DRC	<u>Amended Annexure-8 (A) Sizing of Hardware including Software/OS for UAT, DC & DRC attached with this Corrigendum</u>
3.	Annexure-10 Technical Evaluation Criteria	Annexure-10 Technical Evaluation Criteria	Existing Annexure-10 Technical Evaluation Criteria	<u>Amended Annexure-10 Technical Evaluation Criteria attached with this Corrigendum</u>

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

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

Date: 01/03/2025
Place: Bengaluru


Deputy General Manager



Amended Annexure-8

Scope of Work

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

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

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

1. The Bidder Shall Supply, provide Installation, Implementation, Integration, Customization and Maintenance of a software application for "Document Management Solution - Trade Finance" herein after referred to as "application", for "Canara Bank" herein after referred to as "Bank", during the contract period as per the requirement given in this RFP.
2. The Application will be a front end facility for Branches & customers to upload and forward Trade finance, Forex, Inland & related transaction documents, place requests, submit forms etc. The Application will back end facility for the centralized processing center users. Basically, it will be an exclusive document management solution for Trade Finance facilitating the Bank's existing "Trade finance Solution Package" which is Core Banking Solution (CBS)ss. The proposed application should provide platform to punch in all Forex & Inland Trade transactions, Remittances and provide facility to upload transaction related scanned documents from branches and customers. The application must be web based between branches, customers and centralized processing center establishing highly secured, encrypted sessions.
3. Application for branches should able to handle minimum concurrent session of 1000 and customer application should handle minimum concurrent session of 500.
4. The Bank is having pan India presence of more than 9658 branches/offices spread across Bank's Circles and Regions. The proposed application should scalable to handle all session request from all bank branches including the centralized processing centres.
5. Bidder has to provide end to end solution along with necessary hardware and licenses for the Implementation of the proposed application and the Bidder must provide the required specifications as per Annexure-8 (A).
6. The Application (front end) for branch/offices/customers/International Branches/ GIFT City users, must have the modules/ functionalities as listed in Annexure-9 which are deliverables under this RFP.
7. The Application must have in built feature of enabling/disabling modules/functions/pages/forms etc by admins for end users such as branches/offices/customers.
8. Application should support High availability in production & DR environments. The architecture must ensure uninterrupted service even during failures or upgrades.
9. The Infrastructure at Each Site (DC & DR) shall be configured in High Availability with either Active-Active or Active-Passive configuration as supported by the solution architecture.
10. DC & DR Sites should be in Active-Passive Configuration.
11. The Bidder should comply with DPDP (Digital personal data protection) act and subsequent amendment issued by Govt.Of India.



12. The bidder should arrange qualified resources during all planned and unplanned DR drills during contract period.
13. The Bidder has to study the requirements of the application for the installation in Bank's DC & DRC setup and prepare implementation plan accordingly. On approval of the same by the Bank, installation and configuration to be carried out.
14. The Solution must be capable of supporting LDAP and system can be integrated with Windows Active Directory (AD) to achieve Single Sign on (SSO).
15. The Bidder is required to maintain the RTO and RPO as per the Bank's Business Continuity Policy. For the application, maximum RTO of 3 hours and RPO 15 minutes should be maintained. Application should support syncing of documents to DR site for BCP purpose and should be available while DR Drill and other contingencies while running application from another site.
16. The Application should be compatible with an operating system having features like multi-tasking, multi-user support, timesharing, dynamic memory management, I/O spooling, multi-level security, system logging, error analysis, and recovery. The Application must be compatible with system components such as hardware, software, network etc.
17. The Application should possess robust scalable architecture with efficient design and architecture such as Client-Server model with edge computing, that is with Maximized local processing & Minimized Server interaction, reduced latency, Optimized bandwidth and hence scalable horizontally and vertically. The Application should be capable/scalable to take care of future needs/ requirements to align with CBS, loan processing, trade finance, HRMS integration, MIS, Data warehousing, SAS etc. (Capability to build two way Interfaces to be ensured), which supports modular upgrades without disrupting core functionalities.
18. The Bidder shall provide one Production License (DC & DR) and one testing environment (UAT).
19. The Application should be capable to scan, store, index, search, retrieve, and transmit images/documents/data from the respective scanning center/branch/customer portal, etc. (front end) to centralized processing center (back end). The Bidder Shall Supply, install & provide configuration of necessary scanning software. The application should be capable of supporting upload of scanned/electronic documents/files in digital form from Bank provided scanner or any related applications. The application involves Image capturing in a hybrid environment/storage/data entry/ i.e. distributed as well as in central processing environment Workflow based.
20. The centralized processing center must have access to the data and can download the uploaded documents for verification and able to add/modify/delete certain data and can approve/reject/hold the transaction as the case may be. Further, if the transaction is approved by the accounting user in the application, transaction can be pushed to CBS with creation of contract in CBS under Hold status. On accounting completion, the CBS contract parameters need to be flown back to the application.
21. Application should be efficient enough to do optimal space management (log management & archiving, binary management etc.) & document compression without compromising quality and legitimacy. The application should be capable of Auto Crunch of scanned documents at client level to reduce the file size instead of rejecting the heavy scanned documents. The application should be configurable to the different types of scanners to directly scan the documents into the application.
22. The Application architecture should include provisions for real time monitoring and automatic alerts for system health, performance, security and any issues.
23. The Application architecture must establish encrypted communication between client & server that is secured session management; the architecture must also ensure data encryption (at rest and in transit), enhanced prevention of web vulnerabilities, secured API end points, implementation of web application firewalls, Unique IP Assignment for enhanced



Security & accountability etc. The application must comprehensively comply with latest Information security standards of ISO; presently ISO/IEC 27001:2022 or above as and when standards updated.

24. The Bidder shall implement document security plan conforming to the regulatory security guidelines in vogue and also during entire contract period at no additional cost to the Bank.
25. After implementation of the application in production environment, within 3 months of time the bidder must complete the application security audit as per Bank policy through reputed Auditors with any additional cost to Bank.
26. The bidder has to comply the observations made during VAPT, RBI audit or by any internal/external audits and close the remarks within stipulated timeline .
27. The Application must provide seamless migration of legacy data from Bank's existing DMS (Document Management Solution) and ensure availability/accessibility of all legacy data from the proposed new application.
28. The application should support continuous integration/continuous deployment to allow for regular, automated testing and deployment of updates or new versions, ensuring that updates are deployed rapidly with minimal risk keeping the application software up-to-date with latest features, security patches etc. The application should be backward compatible with previous versions without any downtime to production environment. The bidder has to apply new release/Bug fix/upgrade/update during project tenure without any additional cost. Comprehensive Support to be provided by vendor for all application instances in UAT, Production & DR environment.
29. The application must support deployment across the Bank's work locations & departments, offering core functionalities with the option for tailored customizations. For instance: Implementation of the application for remittance module exclusively at Canara Bank, IFSC Branch, GIFT city. Bidder should factor sufficient licences (without any additional cost to Bank) for Banks official setups like Branch/office, GIFT City, International Offices, Customers etc.
30. The **bidder/OEM** shall ensure presence of 1 senior onsite resource & 1 junior onsite resource on all working days and the **bidder/OEM** will be required to provide backup resource in case of unavailability of onsite resource, at Bank identified location anywhere in India. Bank may change the project / support location at any time during the contract period and the **bidder/OEM** shall ensure availability of resources on bank decided such changed locations without any additional cost to the Bank. The onsite resources should be the on roll employees of the **bidder/OEM**. The brief scope for the onsite resource is as follows:
 - a) The senior onsite resource shall have minimum 5 years of domain knowledge and the junior onsite resource shall have 2 years of domain knowledge and experience of handling / maintaining the proposed application respectively.
 - b) The both onsite resources at present required to depute at Canara Bank, Manipal office. However, in future the deputation of onsite resource may placed anywhere in India. The **bidder/OEM** has to provide onsite resource unconditionally.
 - c) The L2 & L1 resource should be minimum B.E/B.Tech (Bachelors of Engineer/technologies).
 - d) The onsite resource will provide support to the deployed Solution including DBA activity of bidder's system for the entire contract period.
 - e) The onsite resource shall be responsible for maintaining the system and application uptime as specified by the Bank.
 - f) The onsite resource should have knowledge of Database and related Operations required for maintaining the uptime of the solution.



- g) The onsite resource should perform the Backup/restoration/ patch /updates/upgrades of related activities pertaining to the OS/APP/DB/WEB /Middleware/ Servers and related peripherals of proposed application and related servers.
- h) The onsite resource shall be responsible for log shipment, backup, DC/DR switchover drill, restore-implementation of disaster recovery plan, if required as advised by the Bank.
- i) The onsite resource shall work as per standard operating processes defined by the Bank.
- j) The onsite resource shall follow and implement change management process as per the Bank guidelines/policies.
- k) The onsite resource shall maintain log of all down calls for MIS purpose and provide required MIS/reports etc. to the Bank as and when required.
- l) **Working days:** Onsite support should provide onsite support during all days when the centralised processing centre is working. Further, if any L3 support is required on those days. bidder/OEM should make L3 support available.
- m) The Onsite resource will responsible for resolving customers/branches/ foreign branches/Gift city etc complaints related to proposed solution.
- n) The bidder should be solely responsible for the delivery, performance, service level agreement (SLA) of all services related to proposed solution.
31. The bidder should provide platform for centralized incident management / ticketing solution.
32. Training:
- Admin Users of the application to be trained at the Bank's premises
 - User's Training - to be conducted at the Bank's Premises
 - The training should cover the following areas:
 - Functional, Customization development, parameterization, Impact analysis, System and application administration, Log analysis and monitoring and troubleshooting processes, scanning of documents, Preparation of Job card.
 - The thorough training for section in charge / Second lines /overseeing executives must be conducted for minimum 2 weeks and as and when required.
 - Any up gradations / modifications in the application should be educated to Bank users through appropriate training without any additional cost to Bank.
33. The application processing involving data entry and authorization (i.e., Authorization levels involving Maker Checker concept at various stages/levels) at branch and customer level
34. The application processing involves compliance check and accounting entry (by assigned user roles) at centralised processing centre level.
35. The application must provide a centralized module for managing user profiles and role assignments for admins, super admins, branches, centralized cells, customers, and auditors (internal and external) with following capabilities: -



- a. The application must implement Role based access control, allowing permissions for various roles (admin, super admin, customers etc.), ensuring access is limited based on roles and responsibilities
 - b. Admins must configure login access and levels of approval (e.g., Maker, Checker, Approver)
 - c. The application must integrate biometric authentication mechanisms for secure access user access to the system.
 - d. The application must integrate with Bank's HRM API for user management.
 - e. The application must ensure multi-factor authentication is available to enhance security, requiring users to verify their identity using multiple methods such as password, OTP etc.
 - f. Super admins should be able to configure multi-level approval workflows, with the ability to push contracts back to any previous level with remarks.
 - g. Admins must provide customers with configurable access to various functions (input, authorize, delete, view, etc.) and allow them to define multiple makers and checkers for different products like LC, Bills, Forwards, and Remittances.
 - h. The system should integrate with Internet Banking or offer a dedicated web-based application for customer access via the internet.
 - i. Admins must be able to add, delete, or modify fields, statuses, transaction flows, and create new forms, with configurable workflows for specific modules or customers, including compliance levels.
 - j. The system must allow configuration of trade and non-trade products, with validation rules and exceptions based on product type, transaction amount, and event criteria.
 - k. Admins should assign role-based access controls, mapped to the HRMS package for role creation and modification based on branch, product, transaction type, or region.
 - l. Admins must manage product allocation to branches, configure product-specific routing rules, and map new branches to regions or zones.
 - m. The system must support dynamic report generation, including daily, monthly, and exception reports, customizable by user, branch, product, region, or transaction type.
 - n. Admins should create, disable, enable, or terminate users and assign sub-admin privileges, while configuring operational modes and privileges for different users.
 - o. Admins should manage document indexing, assign document names and types, and configure internal/external rejection reasons, hold reasons, and pop-up messages for errors or overrides.
 - p. The system must enforce transaction thresholds and notify customers about changes in beneficiary details.
36. The application should have API with the Bank's CBS, Bank's existing other internal applications and be capable of integrating with Bank's any future critical internal applications. This internal API integration should capable for:
- a. To fetch select details of all customers from CBS including any change of customer data for ex., name, address, contact details, KYC change of branch in CBS, customer MIS should be dynamically synchronized. (i. e) Customer 360
 - b. To fetch select details of all accounts customer id wise for ex., account type, product code, product name, product currency, account status, account balance etc. from CBS and should be should be dynamically synchronized. (i.e) Accounts 360, Advances 360s
 - c. To fetch details of all limits and liabilities customer id wise for ex., account type, product code, product name, product currency, account status, limit and liability, Account MIS as on date etc. from CBS and should be dynamically synchronized.



- d. To fetch details of users to define roles and access in the application from bank HRMS application.
 - e. The application should support API integration for Alternate Channels Digital Banking Facilities of the Bank sEx: Mobile Banking, Internet Banking, API Banking, Chat bot, WhatsApp Bankings or any other application in bank etc.
 - f. The application should support API integration with other internal software packages for ex., XMM package, RETAD package, TRACCS, Dealer Pad, AML, KYC screening etc.
 - g. The application should have a provision to link deal rate details / forward contract details for forex transactions and the same is to be extended for customer portal.
 - h. The application should have a facility to verify the Signature for the respective transactions with integration with CBS-FCR at all levels (Branch/CENTRALIZED PROCESSING CENTRE).
37. The application should have interfaces with The Bank CBS to exchange required data in bidirectional.
38. The architecture should be API driven that allows seamless integration with external systems including future versions or additional modules. Application should have the capability to integrate with any other application that may be provided by any third party agencies / government authorities. Application should have the capability to integrate with any other application that may be provided by the third party agencies / government authorities.
- a. The application should support API integration with external software packages / applications/Websites of Regulators/Government bodies for ex., RBI, DGFT, Customs ICEGATE, Express Cargo Clearance System (ECCS), IDBRT, NESL, ECGC, Income Tax, GST, UDIN ICAIss etc.
 - b. The application should support API integration with other external software packages/applications/websites for ex., standard model API of ICC & SWIFT, Inco Terms API of ICC, IBAN, SWIFT, Sanction Lists- OFAC, Trade Assets, Vessel Tracker, Trade Finance APIs, Credit Information Companies etc.
 - c. The application should be future proof to have capability for API integration with SWIFT and its future releases in specific with "Funds / FIN-plus", MX 2024 release of SWIFT etc.
39. The application should support API integration or independently support generation of Text documents or PDFs by consolidating data outputs from various functionalities. In addition to generation, archiving of the same for anytime future access. The application must have capability to digitally sign the generated documents.
- a. For instance, generation of draft BG, draft LC which shall be mutually approved by all the stake holders. Ex.: Branch user, customer/s and CENTRALIZED PROCESSING CENTRE user.
 - b. For instance, generation of debit advice, credit advice, and delivery reports etc.
40. The application should include user interface that features cascading menus, forms, input text fields, selection controls for ex., radio buttons, checkboxes, drop down menus, list boxes, submit buttons, action buttons, file upload fields, drag and drop Areas, calendar inputs, date and time picker, toggles, switches, pop ups, tool tips, validation feedback viz. prompt messages, error messages etc. These cascading menus should provide a hierarchical structure that allows users to navigate through multiple levels of options, ensuring ease of access to various functionalities and select the type of product / functionality / transaction.
41. The application user interface design for customer to be highly user friendly, focusing on ease of use, accessibility, intuitive interaction and navigation. The application must have capability to obtain user feedback and mechanism to address the same.
42. The application should have screen to display summary of transactions module wise as a list with required columns along with facility to search, sort, filter and export to Excel file. The



list should have “drill down” feature to allow users to navigate from summary level of data up to detailed view of specific transaction and fall back seamlessly.

43. The application should include functionality to mark or flag rows/transactions for further attention or processing
44. The software application must feature an interactive tables or data grid or spreadsheet-like interface for certain modules, which dynamically displays data loaded from the underlying database. The tables shall be non-editable in general and editable in required stages. The tables should support the following functionalities:
 - a. The tables must retrieve and display data from the database in real-time or near-real-time, ensuring that the displayed data is always current and accurate.
 - b. The tables should be mergeable to create new table with joint columns
 - c. The tables should support pagination or infinite scrolling for handling large datasets, ensuring smooth user experience without performance degradation.
 - d. The Users must be able to sort data by column headers and apply filters to narrow down the displayed data based on specific criteria.
 - e. The tables should allow inline editing of data cells, with changes automatically saved back to the database upon user confirmation by button clicks.
 - f. The Users should have the option to export the data from the grid to common formats for ex., Excel, CSV, or PDF.
 - g. Data displayed in the tables must respect user access controls, ensuring that sensitive information is only visible to authorized users.
 - h. On click of actionable events for ex., save, export to database the table data should be exported to different databases which shall be accessible for data dependent modules.
45. The application should provide a secure file upload facility supporting various file types, including documents (ex: PDF, docx), images (ex: jpg, png), excel files. There should be a system to enforce a configurable maximum file size limit and allow multiple file uploads with progress indicators.
46. The application should provide options to centralized processing center users to both download as well as view within the application, the attachments uploaded by front end users (i.e. Branch user, Customer).
47. Various features for the manipulation of images like reverse image, zoom, drag zoom, black and white views, etc., shall be provided.
48. The application shall be used for both on-line and offline image capture in a distributed and centralized platform
49. Depending upon the selection of the transaction/product, the application shall list the required relevant documents and there should be option for admin/super admin to configure the list of requirement of documents for each type of transactions/products/functionalities with mandatory and optional fields. Unless & until all mandatory documents as per the requirement list are uploaded by the Maker, the application shall not allow the data/images to be transmitted to the Checker.
50. There should be predefined templates of various FOREX/INLAND application forms as per the Bank format provided in this application and could be added/modified/deleted at any point in time. The application should also have a facility to create a template at the product



level and event level for email and transaction with placeholders for value. The application must be able to auto generate and provide template to customer based on repetitive transactions in customer portal.

51. The application should have limited screens of work flow with important / critical fields related to the required modules and the same should flow to CBS. The application must enable select operations by respective branch on their customer submitted contracts. For ex., View, forward, pushback etc.
52. The application should have custom workflow/processing algorithm/logic for every product/sub-product/event/user/role/template at various module levels. The application must have Base Product with Workflow defined with ability to create workflows for products, sub-products, events, configurable attachments, checklists, exceptions, integrations, role-based approval matrix, including deferral, partial hold, with integration with Core Banking for data push.
53. For every contract/transaction creation, the application should give a unique alpha-numeric number (Based on certain nomenclature) may be used as primary key with unique constraint.
54. The application should fetch METADATA from the prefilled /user filled application forms to initiate the contract in CBS.
55. The application should also have functionality to bulk creation of contracts/transactions based on excel upload utility.
56. The application should have the configurability for previewing the messages / activity before submit / final submit by the user with highlighting the mandatory / configured fields for the type of message to warn the user about it is blank. In addition, there should be an option to preview and printing (if required) the forms/documents in THE APPLICATION.
57. The application should have a provision to show the entire limit tree (Overall, fund based, non-fund based and other sub limits, line no., limit amount, utilized amount, available amount, expiry date etc.) of the customer on real time for Branch Users, CENTRALIZED PROCESSING CENTRE Users and customers.
58. The application should have eTransactionSlip Generation module as follows: -
 - a. Automatically generate eTransaction Slip based on module/transaction data adhering to predefined templates and the Bank systems and procedures with maker and checker details.
 - b. Incorporate an internal integrated workflow for the review, modification, and approval of eTransactionSlip within the application itself.
 - c. Enable the application to digitally sign approved eTransactionSlip ensuring compliance with legal standards for authenticity and integrity.
 - d. Implement secure storage of eTransactionSlip repository and retrieval of digitally signed eTransactionSlip within the application along with facility to generate various reports as required by the Bank norms
59. There should be a tracking/search facility to know the status of activity for any particular transaction. (Status and sub-status should be configurable in the system and the same can be used for any kind of contract/module to track the time taken in each step).
60. Application should have the algorithm based distribution of the task to the officials of the CENTRALIZED PROCESSING CENTRE. (Taking into consideration users in a section/ number of pending contracts/applications with the users with status tracking etc.)



61. The application should have a facility to transfer all contracts from one branch to another branch in case any two branches get merged in CBS or any other administrative reasons.
62. The application should support reassignment of deficient documents back to the branch users to enable them to correct and resubmit so as to avoid deletion and re-punching of the same data.
63. The application must facilitate API integration with mail client or possess the capability to autonomously dispatch automated emails from multiple mailboxes triggered by various events/actions from application modules. The automated Emails should incorporate both predefined templates and dynamic data generated by various modules. The application must facilitate API integration with mail client to enable the user to view mail/reply mail/view attachment within the application itself. The application must also possess the capability to auto read emails from select mailboxes, based on predefined text, classify the data read and push down to select modules / functionalities.
64. The application should have a Statutory Compliance module to incorporate compliance check for various statutory norms for ex., RBI, FEMA, AML, Customs, GST, Income Tax, DGFT etc; The module should have "Dynamic Rule Engine" component that allows definition, modification, execution and management of business/compliance rules without need for changes in underlying codebase. It should be designed to be highly flexible and adaptable to frequent changes, especially in regulatory environments. There should be a user interface for defining and managing rules, so as to enable admin user to create or update rules as and when required by the Bank.
65. The application must have various data validation modules with integration to statutory bodies, for ex., PAN validation from Income tax dept., GST no validation from GST dept., UDIN validation from ICAI, IE Code & HSN code validation from DGFT, etc.
66. The application should have repository module for maintenance of various repositories for ex., sanction repository, eTransactionSlip repository, tele quote repository, better rates repository, etc. maintained typically as a table/list, saved unique parameter wise. Each row should be retrievable from any clickable event from any module and displayed in a modal dialog or embedded window with all columns displayed in a predefined format or data flow.
 - For instance, Sanction Repository shall contain details of all sanctions of various limits customer wise along with scanned copies of sanction memorandum of various FB & NFB limits with history in chronological order and when a user clicks a button to check sanction of a facility, the particular row to be displayed in a modal dialog.
67. The application should provide super admin with rights to define a template, table and add, delete, maintain list of referential data. For instances: -
 - a. Data table(s) containing exhaustive list of countries and with various column level flags for ex., FATF_blacklisted, FATF_greylisted, OFAC_sanctioned, Restricted etc.
 - b. Data table(s) containing exhaustive list of RBI purpose codes for outward remittance
 - c. Data table(s) containing list of details for ex., states and their stamp duty
 - d. Data table(s) containing exhaustive list of charges, commission product wise, transaction wise etc.
 - e. Data table(s) of details of holidays at zone wise, currency wise and year wise
 - f. Data table(s) of zone wise and currency wise Nostro maintenance for every currency and also to maintain Nostro at product level
 - g. Data table(s) for maintenance of state wise maintenance of stamp amount with automated accounting entries both for debiting and crediting parts with proper reconciliation mechanism. (For eBG).



68. The application should have comprehensive exception/error handling and should be able to see all exceptions, give overrides and reasons for rejection.
69. Export data Module: -
- The application should have Export data module with functionality to export any combination of data from the application to CBS and data flow to be consistent, seamless and well integrated with the fields of CBSs
 - The application must support for multiple customizable data export formats for ex., JSON, XML, CSV and etc. to ensure compatibility with the target systems with efficient data mapping & transformation. There should be implementation of a data mapping layer to map internal data structures to the required format of the CBS which includes transformation logic to convert data types, normalize fields, and aggregate data as needed.
 - There shall be both batch processing (scheduled exports) and real-time data export (event-driven or on-demand) depending on the business requirements with data Integrity and Validation.
 - The application shall ensure that data is encrypted using industry-standard encryption protocols and ensures that the data export module complies with comprehensive logging for all data export operations, including success and failure.
 - The data export module should handle large volumes of data to avoid performance bottle necks, with implementation of load balancing to ensure that the data export operations are distributed evenly across resources, improving reliability and performance.
 - The data export module should be developed with a modular architecture to easily accommodate future enhancements, for ex., support for additional data export formats or integration with new applications.
70. The Application should integrate with the Bank's existing SMS/Whatsapp/email alerts facility. Application should have a provision to send notifications by auto/manual mode and create notifications at the Bank level at the customer portal side and the Bank side workflow at the event of each application lifecycle events.
71. The application should have an audit trail for all levels of transactions including the customer portal. There should be Audit Trail and Logging feature to capture record of all user activities within the application. This should include actions for ex., logins, data access, document handling, approvals, and modifications, with each entry clearly time stamped and associated with the user who performed the action. The audit data should be exportable in standard formats for reporting and audit purposes. Access to the audit trail should be available only to admins and designated users. Timestamp should be captured for each transaction along with the IP Address of the system of the user.
72. The Application should have a dashboard for Customer, Branch, and Centralized Processing Centre to monitor the transactions providing various data analytics on the operations. The application should provide a Complete Dash Board providing a 360-degree view of applications submitted. i.e., No. of applications submitted, how many are processed within 24 hours, how many are processed within 48 hours, and age-wise TAT. The consolidated data when double-clicked should be able to show the bifurcation Product-wise, Circle-wise, RO-wise, Customer-wise, etc.



73. The application should support API integration or independently support Optical Character Recognition (OCR) for extraction and analysis of text from scanned documents. The application should automate the extraction and analysis of data from trade documents such as invoices, bills of lading, letters of credit etc. reducing manual data entry errors, speeding up processing times with improved accuracy. The Output of OCR must be editable/correctable by users for further processing.
74. The application should have a report module with various customizable reports, module wise, integrating all modules to track key metrics for ex., user performance, TAT, pendency, pushback etc., to gain insight into efficiency, delays, and bottle necks. The report module should be in sync with the dashboard and also in real time. The report module should have capability to generate custom reports as and when required time to time. The report module should be standalone providing reports with specific real time data and comprehensive (T-1) data, yet non-impacting the performance of application core functionalities. The report module also should feature “drill-down” feature to derive from the extensive data set. The reports mentioned in the functional specification of this document are to be provided in addition to the standard reports readily available/configurable in the solution.
75. The application should have Risk Assessment module that evaluates each contract / transaction upon various risk parameters for ex., country risk, currency risk, counterparty risk, nature of transaction etc. and assess a risk scoring, which shall be an integral crucial data of the contract/transaction, providing improved compliance, enhanced decision making etc. The module should analyze historical data and current trends to predict risks associated with trade transactions such as defaults or fraud and prompt warnings to enable informed decision making by User. The application should have business intelligence with interactive dashboard and data analytics modules with capability for descriptive and predictive data analytics capability to provide business insights, trend analysis, fraud detection, pattern recognition etc.
76. The application should have capability to have inbuilt or integrate AI tools for Fraud detection and prevention by way of pattern recognition. That is, the application should detect unusual patterns in transactions that might indicate fraud. For ex., Identification of duplicate invoices, suspicious changes in transaction amounts, abnormal transaction frequencies etc. The application should be able to analyze behavior of entities involved in trade transactions to identify anomalies that could indicate fraudulent activity.
77. The application should be capable of handling digital signed documents for ex., e_Bill_of_Lading, e-Way_Bill etc. in general and eBankGuarantee (eBG) specifically, ensuring interoperability, security, compliance, and efficiency. The system must support industry-standard digital signatures to ensure the authenticity & integrity of digitally signed documents.
78. The application should have the capability to leverage block chain and smart contracts for managing trade finance contracts (For example)s e-Bank Guarantees (e-BGs). This includes using a decentralized and immutable ledger to ensure secure, transparent, and efficient handling of e-BGs. The application should record all transactions—issuance, amendments, and invocation—in a tamper-proof manner, accessible in real time by all stakeholders. Smart contracts should be integrated to automate the execution of e-BGs based on predefined conditions, reducing manual processing, minimizing errors, and ensuring swift fulfillment of obligations.
79. The application must offer a comprehensive API suite for corporate customers, ensuring seamless integration with their ERP systems. It should support secure data exchange, real-time notifications, and easy implementation through well-documented APIs. The suite must include version control and testing environments to maintain reliability and accommodate future business needs.



80. The application must be able to integrate seamlessly with the upcoming Indian Banks' Digital Infrastructure Company (IBDIC) application developed by the 18-bank consortium led by the Indian Banks' Association (IBA). It must also maintain alignment with regulatory requirements to facilitate compliance and ensure seamless integration with IBDIC's digital infrastructure. These enhancements are to ensure operational readiness for collaboration with IBDIC's platforms, supporting the digital transformation objectives of the banking sector.
81. The proposed solution must automate invoice matching with supporting documents, validate compliance with trade finance policies, and detect duplicates or discrepancies for corrective. The proposed solution must include a secure customer portal for invoice submission and status tracking, while ensuring document security through encryption, role-based access, and a complete audit trail.
82. The bidder has to ensure that application should be scalable to accommodate future change request, API integration, additional modules, data etc.
83. The Proposed solution should integrate with the Bank's API platform.
84. The Proposed solution should have capability of interacting/integrating/maintaining Software Bill of Materials (SBOM). It is a list of all the components, libraries, and modules that make up a software, providing transparency into its composition. Software composition is important to comprehend as it grows more sophisticated and depends on more external components. In cybersecurity, safeguarding software against cyberattacks requires an awareness of the dependencies and components utilized in its construction. An SBOM is therefore a crucial instrument in contemporary cybersecurity procedures.

An SBOM is vital for maintaining software security. It helps organizations understand what their software is made of, manage potential risks, respond to security issues, and comply with regulations.

85. EDPMS and IDPMS mapping with banks TRACCS package

The Digital solution to help the customer to report Import and Export transaction to bank and subsequent reporting to RBI digitally, accurately, and unambiguously.

- Digital Platform for customer for trade compliance integrated with TRRACS.
- Availability of RBI Export and Import Dataset to Customer Online.
- Availability of Bank Remittance dataset for the customer Online.
- Dashboard.
- Export and Import Bill Outstanding's.
- Export and Import Remittance Outstanding's.
- Export and Import Bill Aging.
- Export and Import Remittance Aging.
- Real time Integration with Bank Workflow / Trade Processing System.
- Real time Integration with TRRACS.
- Provision for Customer to raise service request against all EDPMS / IDPMS Processes.
- Provision for customer to submit Import Payment request against advance / open account / warehouse transactions.
- Maker / Checker provision for all service request.
- Provision for customer to download MIS reports online.
- AD Transfer Request.

85.1. EDPMS Process Mapping in proposed solution application with TRACCS

SL	Processes in RBI EDPMS	Process available in TRACCS/CBS	Possible System Integration
1	AD Transfer Request	Yes	TRRACS
2	Bill Lodgement	Yes	Core Bank System



Payment initiation against Invoice (Open AC/Warehouse/Advance)	Yes	Core Bank System
Other Bank BOE	Yes	TRRACS
BOE Invoice to ORM Settlement	Yes	TRRACS
BOE Extension	Yes	TRRACS
BOE Invoice Adjustment /Closure	Yes	TRRACS
ORM Adjustment /Closure	Yes	TRRACS

85.4. Export Reports required from proposed solution

Report Name	Purpose
BOE Settlement Report	User can check the BOE which are settled against Partly Utilized and completed ORM.
Service Request Report Other Bank BOE	User can check the status of the raised Other Bank BOE.
Process Automation Report Invoice to ORM Mapping	User can check the status of the BOE which has been mapped to the ORM.
ORM Outstanding Report	User can check the ORM which is outstanding whose status is either Un-utilized or Part Utilized.

86. Forex related proposal managing and covering GR Waiver and Project Exports.

86.1. module

The application must provide a centralized module for managing the forex related proposals seeking permission from RBI with the following capabilities:

1. Under the centralized module, separate sub modules should be there to handle the following cases:
 - a. RBI permission for forex trade and non-trade transactions
2. To fetch details of all existing customers from CBS including any change of customer data for ex., name, address, contact details, KYC change of branch in CBS, customer MIS should be dynamically synchronized or facility to input the details of the customers manually.
3. Charges to be debited automatically from the account on completion of the transactions.
4. Facility to upload transaction related scanned documents.



5. Tracking/search facility to know the status of activity for any particular transaction. (Status and sub-status should be configurable in the system and the same can be used for any kind of contract/module to track the time taken in each step).
6. Provision should be there to link the previous related transactions.
7. Configurable transaction escalation matrix facility should be available.

Additional module covering the following transaction Types

1. Overseas Direct Investment (ODI)
2. External Commercial Borrowings (ECB)
3. LO/BO/PO (Liaison/Branch/Project Offices)

86.2. Brief Requirements

1. Customer Management
2. UIN/LRN Management
3. Transaction Processing
4. Compliance & Reporting
5. Workflow Management
6. Charge Management
7. Document Management
8. Alert & Notification System

86.3. Customer Management

1. Centralized customer master with unique Customer ID
2. Customer classification (Individual/Corporate)
3. Multiple UIN mapping to single customer
4. Customer group management
5. Provision to capture legacy data
6. Contact management

86.4. UIN/LRN Management sub Module

1. UIN/LRN creation and maintenance
2. Multiple transaction types under single UIN/LRN
3. Historical data maintenance
4. Status tracking (Live/Suspended/Closed)
5. Document repository per UIN/LRN
6. Overseas entity details
7. Investment structure details
8. Step-down subsidiary tracking

86.5. Transaction Processing

86.5.1. ODI sub Module

1. Equity investment tracking



2. Loan management
3. Guarantee issuance and monitoring
4. Financial commitment tracking
5. Disinvestment processing
6. APR submission tracking
7. Inward remittance recording

86.5.2. ECB sub Module

1. ECB registration/ Form ECB processing
2. Drawdown management
3. Principal repayment tracking
4. Interest payment scheduling
5. ECB-2 return filing
6. Changes in ECB parameters/ Revised Form ECB processing

86.5.3. LO/BO/PO sub Module

1. Initial permission tracking
2. Extension management
3. Activity monitoring
4. Annual filing management
5. Office closure processing

86.5.4. Compliance & Reporting sub module

1. Regulatory return generation
2. Compliance calendar
3. Due date tracking
4. Exception reporting
5. MIS reports
6. Audit trails
7. Regulatory submission tracking
8. Investigation case management

86.5.5. Workflow Management sub module

1. Role-based access control
2. Maker-checker framework
3. Multi-level approval workflow
4. Task assignment and tracking
5. Document routing
6. Exception handling
7. Escalation matrix

86.5.6. Charge Management sub module

1. Fee configuration



2. Charge calculation
3. Invoice generation
4. Payment tracking
5. Revenue recognition
6. Pending fee alerts
7. Integration with accounting system

We comply with the above Scope of Work; Non-compliance to any of the scope of work will lead to disqualification in Technical proposal.

Date:

Signature with seal

Name:

Designation:



Amended Annexure-8 (A)
Sizing of Hardware including Software/OS for UAT, DC & DRC

(to be submitted on the letter head of the company/firm with authorized signatory seal and sign)

Quoted Hardware/Software/OS details for proposed Document Management Solution for Global Trade Processing Centre in UAT, DC & DRC Locations:

- 1) The bidder shall be responsible for Supply, Installation, Integration, Implementation and Go-Live of the proposed Document Management Solution for Global Trade Processing Centre including the necessary Licenses, Hardware, Storage, Software, Middleware, Database, Operating System, Warranty support. Warranty Support shall be available for the period of 3 years and AMC Support for the period of 2 years thereafter.
- 2) The bidders are required to quote for the entire solution including any Licenses, Hardware, Software, Middleware, Database, Operating System, Warranty support, etc. as may be required to fulfil the entire scope and requirements of the GeM bid.
- 3) The details of all such Licenses, Hardware, Software, Middleware, Database, Operating System, etc. as quoted by the bidder should be provided in the below format along with the Technical Bid.
- 4) The customer facing web server is to be placed inside the DMZ (De-militarized zone).
- 5) The branch and GIFT city facing web server is to be placed inside the MZ (militarized zone). Hence, Separate setup is required for branch and GIFT City/international branches.
- 6) The Web, application and database servers is to be logically separated in case the virtualization is proposed.
- 7) The high availability configuration should be with two separate hardware at DC.
- 8) The DRC should be exact replica of DC in terms of hardware /software / virtualization/ other related components etc.
- 9) The bidder has to ensure that the application/DB traffic is routed through the bank's existing load balancer. For this purpose, bank will not procure any additional load balancer.
- 10) The bidder has to ensure that the required number of application/web/DB servers are factor to take care of volumetric.
- 11) The UAT setup should be exact replica of production environment.
- 12) The proposed hardware should be capable of creating multiple test environments/setup as per requirement for UAT testing.
- 13) **The bank branches/centralized user office/international branches/GIFT City will use internal application.**
- 14) **The public facing application and bank internal application hosting shall be in separate setup.**
- 15) **The bidder has to cater necessary hardware requirement for proposed architecture.**



Sl. No.	Components (Hardware/ Software) (specify the list of items)	Qty	Item Description With Specification Details	OEM of the Product	Model/ Version Name	Date of Release of Product	Date of End of Sale	End of Life (EOL) detail of the offered Product	End of Support (EoS) detail of the offered Product
1.	Hardware/ Appliance including OS for DC		App Server						
			Web Server						
			Data base Server						
			Any other (add more rows of required)						
			Necessary SSL Certificate for all Applications						
2.	Hardware/ Appliance including OS for DRC		App Server						
			Web Server						
			Data base Server						
			Any other (add more rows of required)						
			Necessary SSL Certificate for all Applications						
3.	Hardware/ Appliance including OS for UAT		App Server						
			Web Server						
			Data base Server						
			Any other (add more rows of required)						
			Necessary SSL Certificate for all Applications						
4.	Database Licenses								
5.	Any other Software/ Licenses								
6.	Any other Items								

DC (Should be in onsite) & DRC Site (High Availability and in Sync with DC Setup) - Bidder should suggest the architecture in consultation with solution architect along with justifications and should provide reasonable hardware components as per the requirements. DRC should be the replica of the DC site.

In case proposed database is Oracle, then Bank will provide the License. If Database is other than Oracle, Licenses to be provided by Bidder. Bidder has to quote the same in the Bill of Material.



Note: At any point of time during the contract period, the resource utilization like CPU, Memory, Database etc. should not exceed 60 % of the total capacity.

Date:

Signature with seal

Name:

Designation:



Amended Annexure-10
Technical Evaluation Criteria

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

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

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

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

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



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



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

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

Presentation of proposal:

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

Table P-1

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

Terms & Conditions

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

Declaration: We hereby confirm that the information submitted above is true to the best of our knowledge. We understand that in case any discrepancy is found in the information submitted by us, our response to this RFP is liable for rejection.

Date:

Signature with seal

Name:

Designation :

