

केनरा बैंक
Canara Bank
A Government of India Undertaking

 Syndicate



Together We Can

REQUEST FOR PROPOSAL [RFP]

FOR

**SELECTION OF VENDOR FOR PROVIDING END-TO-END AADHAAR SEVA KENDRA SERVICES
ACROSS INDIA UNDER ENROLMENT CLIENT MULTIPLE PLATFORM(ECMP) MODEL
INCLUDING AADHAAR ENROLMENT KITS AND UIDAI TRAINED MANPOWER ON REVENUE
SHARING BASIS FOR A PERIOD OF 3 YEARS**

Issued by: Canara Bank,
Centralized Procurement and Vendor Management Vertical,
Technology Services Wing,
1st Floor, Naveen Complex,
14, MG Road, Bengaluru -560 001.
Phone No: 080- 25550127
Email Id: dittenders@canarabank.com

Internal

SECTION-A BID SCHEDULE & ABBREVIATIONS

1. Bid Schedule

Sl. No.	Description	Details
1.	RFP No. and Date	RFP/01/2025-26 dated 16/08/2025
2.	Name of the Wing	Technology Services Wing
3.	Brief Description of the RFP	Selection of Vendor for providing end-to-end Aadhaar Seva Kendra Services across India under Enrolment Client Multiple Platform (ECMP) model including Aadhaar Enrolment Kits and UIDAI trained manpower on Revenue Sharing basis for a period of 3 years
4.	Bank's Address for Communication	<p>Deputy General Manager, Canara Bank, Centralized Procurement and Vendor Management Vertical, Technology Services Wing, 1st Floor, Naveen Complex, 14, MG Road, Bengaluru -560 001</p> <p>Senior Manager, Centralized Procurement and Vendor Management Vertical, Technology Services Wing, 1st Floor, Naveen Complex, 14, MG Road, Bengaluru -560 001 Tel - 080-25550127 Email: dittenders@canarabank.com</p>
5.	Date of Issue of RFP	16/08/2025
6.	Tender Fee (Non-refundable)	NIL
7.	Earnest Money Deposit (Refundable)	Rs.5,00,000/-
8.	Performance Bank Guarantee/Bid Security	10,000/- per ASK centre amounting to Rs.50,00,000/- for 500 ASK centres
9.	Last Date, Time and Venue for Submission of Bids	Date: 08/09/2025, Monday 03:00 PM Venue: Canara Bank, Centralized Procurement and Vendor Management Vertical, Technology Services Wing, 1st Floor, Naveen Complex, 14, MG Road, Bengaluru -560 001
10.	Date, Time & Venue for opening of Part A - Technical Proposals.	Date: 08/09/2025, Monday 03:00 PM Venue: Canara Bank, Centralized Procurement and Vendor Management Vertical, Technology Services Wing, 1st Floor, Naveen Complex, 14, MG Road, Bengaluru -560 001
11.	Date, Time & Venue for opening of Part B - Commercial Bid	Will be intimated at a later date.

12.	Pre-bid Meeting Date & Time	<p>1. Pre-bid meeting will be held on 25/08/2025, Monday, 03:00 PM</p> <p>Venue: Pre-bid meeting will be held Online and participants are requested to attend the meeting Online.</p> <p>Those who are interested in participating the Pre-bid meeting should share the participant details to dittenders@canarabank.com.</p> <p>Upon perusal of the same, the link / meeting id will be shared to the participant to participate in the virtual meeting.</p> <p>1. Pre bid queries should be submitted as per format available in clause 1.1 of Section D.</p> <p>2. Pre-bid Queries should be sent to E-mail dittenders@canarabank.com and must reach us on or before 22/08/2025, Friday at 5.00 PM. Subject of the email should be given as “Pre-bid Queries for RFP/01/2025-26 dated 16/08/2025”. Queries reaching afterwards will not be entertained.</p>
13.	Other Details	<p>1. The Bidders must fulfil the Eligibility 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</p> <p>3. No suggestions or queries shall be entertained after pre-bid meeting.</p>
14.	<p>This document can be downloaded from following website https://canarabank.com/tenders.aspx</p> <p>Any Amendments, Modifications, Pre Bid Replies, Clarifications & any communication etc. will be uploaded in the Bank’s website (i.e. https://canarabank.com/tenders.aspx). No individual communication will be sent to the individual bidders.</p>	

2. Abbreviations used in this Document:

Sl. No.	Term	Abbreviation
1.	ASK	Aadhaar Seva Kendra
2.	AEK	Aadhaar Enrolment Kit
3.	BG	Bank Guarantee

4.	BOM	Bill of Material
5.	CA	Chartered Accountant
6.	CIDR	Central Identities Data Repository
7.	CIN	Corporate Identification Number
8.	CP& VM	Centralized Procurement and Vertical Management Vertical
9.	CVC	Central Vigilance Commission
10.	DIPP	Department of Industrial Policy and Promotion
11.	ECMP	Enrolment Client Multiple Platform
12.	EMD	Earnest Money Deposit
13.	FAQ	Frequently Asked Questions
14.	GST	Goods and Services Tax
15.	GSTIN	Goods and Service Tax Identification Number
16.	HO	Head Office
17.	HSN	Harmonized System of Nomenclature
18.	IFSC	Indian Financial System Code
19.	INR	Indian Rupee
20.	IT	Information Technology
21.	KYC	Know Your Customer
22.	L1	Lowest Bid
23.	LD	Liquidated Damages
24.	LLP	Limited Liability Partnership
25.	MSE	Micro and Small Enterprises
26.	MSME	Micro Small & Medium Enterprises
27.	NEFT	National Electronic Fund Transfer
28.	OVD	Officially Valid Document
29.	PO	Purchase Order
30.	PP-LC	Purchase Preference Linked with Local Content
31.	PSU	Public Sector Undertaking
32.	RBI	Reserve Bank of India
33.	RFP	Request For Proposal [Interalia the term 'Tender' is also used]
34.	RRB	Regional Rural Bank
35.	RTGS	Real Time Gross Settlement
36.	SCB	Scheduled Commercial Bank
37.	SLA	Service Level Agreement
38.	SOP	Standard Operating Procedures
39.	SOW	Scope of Work
40.	TDS	Tax Deducted at Source

41.	UDIN	Unique Document Identification Number
42.	UIDAI	Unique Identification Authority of India
43.	TS Wing	Technology Services Wing

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 (<https://canarabank.com/tenders/>) and it will become part and parcel of RFP.

The information provided by the bidders in response to this RFP Document will become the property of the Bank and will not be returned. This RFP document prepared by Canara Bank should not be reused or copied or used either partially or fully in any form.

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 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.

LIST OF CONTENTS

SECTION A - BID DETAILS & ABBREVIATIONS			
Clause No.	Clause Description	Clause No.	Clause Description
1.	Bid Schedule	2.	Abbreviations used in this Document
SECTION B - INTRODUCTION			
1.	About Canara Bank	6.	Pre-Qualification Criteria
2.	Definitions	7.	Scope of Work
3.	About RFP	8.	Functional Requirements
4.	Objective	9.	Technical Requirements
5.	Requirement Details	10.	Human Resources Requirement
SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS			
1.	Project Timelines	6.	Subcontracting
2.	Penalties/Liquidated Damages	7.	Right to Audit
3.	Payment Terms		
4.	Local support		
5.	Defect Liability		
SECTION D - BID PROCESS			
1.	Clarification to RFP & Pre-Bid queries	7.	Costs & Currency
2.	Pre-Bid Meeting	8.	Erasures or Alterations
3.	Amendment to Bidding Document	9.	Assumptions/Presumptions/ Modifications
4.	Bid System Offer	10.	Submission of Bids
5.	Preparation of Bids	11.	Bid Opening
6.	Earnest Money Deposit (EMD)/ Bank Guarantee In Lieu Of EMD		
SECTION E - SELECTION OF BIDDER			
1.	Preliminary Scrutiny	5.	Intimation to Qualified/Successful Bidders
2.	Clarification of Offers	6.	Selection of successful Bidder
3.	Evaluation of Bids		
4.	Normalization of Bids		
SECTION F - OWNERSHIP & AWARDING OF CONTRACT			
1.	Bid Validity Period	8.	Fixed Price
2.	Proposal Ownership	9.	Performance Security
3.	Project Ownership	10.	Execution of Agreement

4.	Acceptance of offer	11.	Pricing & Payments
5.	Award of Contract	12.	Order Cancellation/Termination of Contract
6.	Effective Date		
7.	Project Execution		

SECTION G - GENERAL CONDITIONS

1.	General Order Terms	15.	Conflict of Interest
2.	Responsibilities of the Selected bidder	16.	General Conditions to Contract
3.	Responsibility for Completeness	17.	Force Majeure
4.	Inspection of Records	18.	Responsibilities of the Bidder
5.	Negligence	19.	Corrupt and Fraudulent Practices
6.	Assignment	20.	Adoption of Integrity Pact
7.	Publicity	21.	Amendments to the Purchase Order
8.	Insurance	22.	Amendments to the Agreement
9.	Intellectual Property Rights	23.	Modification/Cancellation of RFP
10.	Confidentiality and Non-Disclosure	24.	Social Media Policy
11.	Service Levels	25.	Resolution of disputes
12.	Hiring of Bank Staff or Ex staff	26.	Legal Disputes and Jurisdiction of the court
13.	Amendments to Contract		
14.	Indemnity		

SECTION H - PURCHASE PREFERENCE

1.	Micro & Small Enterprises	3.	Procurement Through Local Suppliers(Make in India)
2.	Start-up		

Annexures (To be submitted with Part A - Technical Proposal)

1.	Bid Covering Letter
2.	Pre-Qualification Criteria
3.	Bidder's Profile
4.	Bid Security Declaration
5.	Make in India Certificate
6.	List of major customers of the bidder in last 5 years
7.	Office Details

8.	Scope of Work Including Technical Specification
9.	Technical Evaluation Criteria
10.	Non-Disclosure Agreement
11.	Compliance Statement
12.	Undertaking Letter
13.	Escalation Matrix
14.	Bill of Material
15.	Details of Location of Delivery
16.	Letter of EMD Return(if applicable)
17.	Due Diligence report
Annexures (To be submitted with Part B - Commercial Bid)	
14.	Bill of Material

APPENDICES	
A.	Instructions to be noted while preparing/ submitting Part A - Technical Proposal
B.	Instruction to be noted while preparing/ submitting Part B - Commercial Bid
C.	Authorization Letter Format
D.	Bank Guarantee Format for Earnest Money Deposit
E.	Proforma of Bank Guarantee for Contract Performance
F.	Pre Contract Integrity Pact
G.	Contract Agreement

SECTION B - INTRODUCTION

1. About Canara Bank

- 1.1. CANARA BANK is one of the largest Public Sector Banks 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 9865 branches, 26 Circle offices and 177 Regional Offices situated across the States. The Bank also has offices abroad in London, Dubai and New York.
- 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' unless excluded by and repugnant to the context or the meaning thereof, shall mean 'Canara Bank', described in more detail in paragraph 1 above and which has invited bids under this Request for Proposal and shall be deemed to include its successors and permitted assigns.
- 2.2. 'RFP' means Request for Proposal for "Selection of Vendor for providing end-to-end Aadhaar Seva Kendra Services across India under Enrolment Client Multiple Platform (ECMP) model including Aadhaar Enrolment Kits and UIDAI trained manpower on Revenue Sharing basis for a period of 3 years".
- 2.3. The eligible vendor submitting the proposal in response to this RFP shall hereinafter be referred to as 'Bidder'.
- 2.4. 'Services' means "Selection of Vendor for providing end-to-end Aadhaar Seva Kendra Services across India under Enrolment Client Multiple Platform (ECMP) model including Aadhaar Enrolment Kits and UIDAI trained manpower on Revenue Sharing basis for a period of 3 years" as per RFP terms.
- 2.5. 'Proposal' means the response (including all necessary documents) submitted by the eligible Bidder in response to this RFP.
- 2.6. 'Contract' means the agreement signed by successful Bidder and the Bank at the conclusion of bidding process.
- 2.7. 'Selected bidder/ 'Successful bidder'/ 'L1 bidder' means the bidder who is found to be the lowest bidder after conclusion of the bidding process, subject to compliance to all the Terms and Conditions of the RFP.

3. About RFP

This Request for Proposal is being issued by Canara bank inviting proposals from eligible Bidder for operating ASKs, providing various services related to Aadhaar such as carrying out the enrolment of residents for the Unique Identification (UID) and updating the demographic & biometric details etc. Technical specifications and scope of work described elsewhere in this document. The proposed RFP is for Empanelment or election of Agencies for supply of UIDAI Certified manpower as operators and Aadhaar Enrolment Kits for providing Aadhaar enrolment services at Banks identified ASKs. The RFP document is not a recommendation, offer or invitation to enter into a contract agreement or any other arrangement in respect of the services. The provision of the services is subject to observance of selection process and appropriate Agreement being executed between the Canara Bank and successful bidder as identified after completion of the selection process.

4. Objective

- 4.1. Bank is looking to avail services from the professional agency who can provide end-to-end Aadhaar Seva Kendra Services across India under Enrolment Client Multiple Platform (ECMP) model including Aadhaar Enrolment Kits and UIDAI trained manpower on Revenue Sharing basis for a period of 3 years as per the Technical Specifications, Scope of Work, Terms and Conditions as described elsewhere in this document.
- 4.2. The Bidders satisfying the Pre-Qualification Criteria as per the RFP may respond.

5. Requirement Details

- 5.1. Bank intends to on-board Vendor for providing end-to-end Aadhaar Seva Kendra Services across India under Enrolment Client Multiple Platform (ECMP) model including Aadhaar Enrolment Kits and UIDAI trained manpower on Revenue Sharing basis for a period of 3 years as per the terms & conditions, Technical Specifications and Scope of Work described elsewhere in this document.
- 5.2. Bank is and planning to establish 500 ASKs in Bank branch locations pan India. The locations are grouped into four zones.
- 5.3. The scope of the current project, Supply of Aadhaar Enrolment Kits and UIDAI trained Manpower at Bank branches.
- 5.4. The geographic locations that fall within the scope of this project can span over rural, semi-urban, urban and metropolitan areas. The Number of Locations zone wise is provided under Annexure 15.
- 5.5. Software Application (Client for Enrolment/updation) will be provided by the UIDAI.
- 5.6. 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 selected bidder.
- 5.7. Bank reserves the right to increase or decrease the ASK locations by 25% at the same Commission percentage arrived at on the Terms and Conditions of this Tender.

6. Pre-Qualification Criteria

- 6.1. Interested bidders, who are capable of Selection of Vendor for providing end-to-end Aadhaar Seva Kendra Services across India under Enrolment Client Multiple Platform (ECMP) model including Aadhaar Enrolment Kits and UIDAI trained manpower on Revenue Sharing basis for a period of 3 years and meet the Pre-Qualification Criteria as per Annexure- 2, may respond.
- 6.2. The bidder who has successfully supplied the Aadhaar Enrolment Kits and UIDAI trained manpower in at least one of the previous three procurements in Canara Bank, may be granted an exemption from other pre-qualification criteria subject to satisfactory performance duly considering their proven credentials at the sole discretion of the Bank.
- 6.3. Non-compliance to any of the Pre-Qualification criteria would result in outright rejection of the bidder's proposal. The bidder to provide proof for each of the points for Pre-Qualification evaluation. The proof provided must be in line with the details mentioned in "Documents to be submitted for Compliance". Any credential detail mentioned in "Pre-Qualification Criteria Compliance" not accompanied by relevant proof documents will not be considered for evaluation.
- 6.4. Canara Bank, reserves the right to verify/ evaluate the claims made by the bidder independently and seek further documents without any limitation for evaluating the offer. Any deliberate misrepresentation will entail rejection of the offer.

7. Scope of Work

- 7.1. The Broad Scope of work and technical requirements shall include but not be limited as mentioned in Annexure-8. Bidder has to conform compliance to the Scope of Work as mentioned in Annexure-8. The bidders are required to go through the complete RFP document thoroughly. The obligation/ responsibilities mentioned elsewhere in the document, if any, shall be the integral part of the scope.
- 7.2. Bank reserves the right to modify the scope due to change in regulatory instructions, market scenario and internal requirement within the overall objective of Aadhaar Seva Kendras. Any guidelines on changes/modifications/enhancements given by UIDAI/RBI/regulatory bodies with regard to Aadhaar Seva Kendras will be added to the scope of work.
- 7.3. **Project Completion and Management**
 - 7.3.1. For smooth completion of project, the selected bidder should identify one or two of its representatives at Bengaluru as a single point of contact for the Bank.
 - 7.3.2. Project implementation team should be conversant with all rules and conditions to resolve the issues, if any.

8. Functional Requirements

- 8.1. Approval from the Bank for establishing a ASK at any centre.
- 8.2. Enrolment/Updates of the residents as per the process approved by UIDAI.
- 8.3. Maintaining secrecy about customer information.

- 8.4. Successful Bidder shall ensure regular payment of remunerations to the Operators.
- 8.5. Successful Bidder shall ensure availability of consumables like printing paper, ribbon etc at the ASKs.
- 8.6. Forwarding any feedback / complaint received from the customers/residents to the bank.
- 8.7. Risk mitigation process in operations.
- 8.8. Arranging insurance for all devices deployed at the ASKs.
- 8.9. In case of temporary / permanent termination of operator at any outlet, Successful Bidder to make alternate arrangement to ensure continuity of UIDAI services to the customers/residents within 7 days. A penalty of Rs. 100/- per day per location for the period beyond the permitted time line will be levied subject to a maximum penalty of Rs 1,000/- per month per location till the ASK location is functional.
- 8.10. Operator shall function as per the branch working hours where the ASK is located for ASK activity failing which it will be treated as the operator is absent for the day.
- 8.11. Keeping the passwords secret to obviate any possibility of unauthorized use of the technology device.
- 8.12. The weekly / public holidays of Kiosks shall be as applicable as per the branch where the ASK is located.
- 8.13. Operators to create awareness about the ASKs located in Bank branches.
- 8.14. Bidder to do due diligence for operator selection.
- 8.15. Arrange for training of Operators time to time.

9. Technical Requirements

- 9.1. Complete Aadhaar Enrolment Kit includes Laptop/Desktop with Min Windows 11+ version, L1 Biometric Devices/ Slap Scanner, Single Iris Scanner RD Device, Digital Camera, Printer, White Screen, Focus Light, WIFI connection (Provision with Static IP) and any other device with specification as per UIDAI policy. As per UIDAI guidelines, Updates of devices, if any shall be done by Vendors without demanding any extra cost or commission from Bank.
- 9.2. The bidder shall comply with the Technical Specifications narrated in Annexure-8 and adhere to the guidelines issued by UIDAI/RBI and other Regulatory bodies. The bidder should also maintain confidentiality of information shared with them during the tenure and post-tenure of the contract

10. Human Resource Requirement:

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

- 10.1. The successful bidder shall exercise due diligence and only engage persons having established identity, integrity, requisite qualifications & skills and deployment experience for all critical activities.

- 10.2. The Bidder shall provide a contingent of well trained personnel and extend necessary mentoring & operational support to the intermediary network of agents, etc. as part of the solution/service.
- 10.3. **While appointing Operators following general guidelines should be followed by Service Provider:**
- 10.3.1. In case of Rural/Semi Urban locations, Operators shall be appointed from nearby within a radius of 25 Km.
- 10.3.2. In case of Metro/Urban locations, all Operators shall be appointed from same Corporation/Municipal limit and shall on-board at least 80% female operators.
- 10.3.3. While on-boarding, Bank shall check the Aadhar of the new operator and on-board such operator who fulfil the above mentioned criteria.
- 10.4. Bidder shall confirm that every person deployed by them on the project have to submit Police verification certificate/Police verification acknowledgement copy prior to their engagement. Wherever police verification acknowledgement copy is taken, the police verification certificate should be submitted within 60 days from the date of Acknowledgement slip. Bank shall have the right to remove such deployed person where Police verification certificate is not submitted within stipulated time.
- 10.5. In case the performance of the Bidder/their operators/employees engaged in the project is not satisfactory or is detrimental to the interests of the Bank, the Bidder shall have to replace the said person within the time limit stipulated by the Bank. Non adherence to such communication will be treated as “non-satisfactory” performance. In such cases bank will have the right to terminate the contract with the Service Provider when the performance of the Service Provider is non-satisfactory.
- 10.6. The vendor shall immediately take cognizance of such request and provide the replacement sought. Bank reserves the right to entry into its premises for such persons whose replacement is sought and delay in providing the replacement beyond 3 days’ time would entail appropriate liquidated damages / penalties as detailed elsewhere in this document. Further, the bidders will also be liable for the penalties that may be levied by UIDAI.
- 10.7. No right to employment in the Bank shall accrue or arise to the employees or operators of the Bidder, by virtue of engagement of employees, operators, etc. of the Bidder for any assignment under this project. It is further clarified that the arrangement herein with the Bidder is a contract for service.
- 10.8. Service Provider shall be solely liable & responsible for compliance of applicable Labour Laws in respect of its employees, agents& representatives and in particular Laws relating to terminal benefits such as minimum wages, Pension, Gratuity, Provident Fund, Bonus or other benefits to which they may be entitled and the Bank shall have no liability in this regard.

- 10.9.** The Bidder shall extend all of the outsourced UIDAIs Enrolment/Updation services by deploying such personal who has high integrity and meet the qualifications & other criteria stipulated by the UIDAI, Government or the Bank from time to time and agrees undertake that during the subsistence of this agreement they will not employ any personnel/individual below the Minimum Wages fixed by appropriate Government on this behalf from time to time, as per the provisions of Minimum Wages Act 1948.
- 10.10.** Further in case of any penalty or punitive action by UIDAI or any other statutory authority in the matter will be the responsibility of the SP and any claim by the Bank in this regard will have to be compensated by the SP within 1 month. For delay in compensation interest @ 1% per month or part thereof will be payable.
- 10.11.** The Service Provider should not collect security deposits from Operators in any form.
- 10.12.** All infrastructure item including Laptop/Desktop, Iris scanner, Finger Scanner, GPS device, Camera, Printer cum scanner, table light etc. will be owned by the bidder.
- 10.13.** The Service Provider should not, in any way, convey to the Operators that they can claim jobs with the bank on account of becoming ASK Operator. In this regard, a suitable clause should be included in the agreement entered between Service Provider & Operator.
- 10.14.** Service Provider will enter into a comprehensive agreement with Operator. A draft of such agreement is to be submitted along with the Technical Proposal. Any suggestion given by the bank should be incorporated in the agreement.
- 10.15.** Each operator must perform minimum 100 Enrolment/Updations per month. If non-performance continues for 3 months, Bank may ask to change the Operator without any cost to Bank.

SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS

1. Project Timelines

- 1.1. Bank shall provide the address and contact details for Aadhaar Seva Kendras as per the RFP terms while placing the order.
- 1.2. The vendor/s shall submit the acceptance of the Purchase Order within seven (7) days from the date of receipt of Purchase Order. In case of non-receipt of acceptance by the due date, the Purchase Order shall deem to have been accepted by the vendor.
- 1.3. The selected bidder should meet the deadlines for completion of the Scope of Work as per RFP terms and conditions.
- 1.4. Bank will share the requirement of the Aadhaar Seva Kendras to the selected bidder along with purchase order and bidder is required to Provide Aadhaar Seva Kendra Services within the mentioned TAT.
- 1.5. If undue delay happens for Supply of AEK Kits and UIDAI trained Manpower by the bidder, the same shall be treated as a breach of contract. In such case, the Bank may invoke the Bank Guarantee/Forfeit the Security Deposit without any notice to the bidder.
- 1.6. Bank reserves the right to change/modify locations for Aadhaar Seva Kendras. In the event of any change/modification in the locations where the Aadhaar Seva Kendras are to be serviced, the bidder in such cases shall deliver at the modified locations at no extra cost to the Bank.
- 1.7. The Bank will not arrange for any Road Permit/ Sales Tax clearance for delivery of the Aadhaar Enrolment Kits to different locations and the selected bidder is required to make the arrangements for delivery of Aadhaar Enrolment Kits to the locations as per the list of locations/Branches provided from time to time by the Bank. However, the Bank will provide letters/ certificate/ authority to the selected bidder, if required.
- 1.8. **Project Schedule:**

Sl. No.	EVENT	DATE
1	Acceptance of PO	7 days from the date of issue of Purchase Order.
2	Agreement with Bank	30 days from the date of acceptance of Purchase Order.
3	Supplying Aadhaar Enrolment Kits and providing UIDAI trained manpower to designated locations	60 days from the date of acceptance of Purchase Order.

Note: The entire project of Selection of Vendor for providing end-to-end Aadhaar Seva Kendra Services across India under Enrolment Client Multiple Platform (ECMP) model including Aadhaar Enrolment Kits and UIDAI trained manpower on Revenue Sharing basis for a period of 3 years to be completed expeditiously and in time bound manner from the date of issue of Purchase order. For completion of each milestone, satisfactory sign off report shall be provided by the Bank for adhering to the timelines mentioned as per Project Schedule.

2. Penalties/ Liquidated Damages

- 2.1. Penalties/ Liquidated damages for delay in Supplying Aadhaar Enrolment Kits and UIDAI trained manpower for providing Aadhaar Seva Kendra Services across India for a period of 3 years would be as under:
- 2.1.1. The successful bidder has to implement the solutions in the zones in all identified locations within 60 days of issuance of work order/intimation. A penalty of Rs. 100/- per day per location for the period beyond the permitted time line will be levied subject to a maximum penalty of Rs 1,000/- per month per location till the ASK location is functional.
- 2.1.2. In case of temporary / permanent termination of operator at any outlet, Successful Bidder to make alternate arrangement to ensure continuity of UIDAI services to the customers/residents within 7 days. A penalty of Rs. 100/- per day per location for the period beyond the permitted time line will be levied subject to a maximum penalty of Rs 1,000/- per month per location till the ASK location is functional.
- 2.1.3. Bidder shall ensure that faulty front-end equipment is repaired or replaced within a maximum period 72 hours of reporting. A penalty of Rs. 100/- per day per location for the period beyond the permitted time line will be levied subject to a maximum penalty of Rs 1,000/- per month per location till the ASK location is functional.
- 2.1.4. Further in case of any penalty or punitive action by UIDAI as per their Circular no. 1 of 2025 dated 12/03/2025 or any other statutory authority in the matter will be the responsibility of the Service provider and any claim by the Bank in this regard will have to be compensated by the Service provider within 1 month. For delay in compensation interest @ 1% per month or part thereof on the claim amount will be payable by service provider.
- 2.2. The liquidated damages/ penalties 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 Performance 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.
- 2.3. Bank shall reserve the right to change the timelines in order to comply with regulatory guidelines without any additional cost
- 2.4. All the above LDs are independent of each other and are applicable separately and concurrently.
- 2.5. LD is not applicable for the reasons attributable to the Bank and Force Majeure.
- 2.6. However, the total Penalty/LD to be recovered under above clause shall be restricted to 10% of the respective monthly commission receivable.

3. Payment Terms

3.1. Payment will be made by the Bank on monthly basis in arrears on aggregated basis within 30 days on submission of original invoices by the Service Provider duly countersigned by authorized signatory after deducting applicable penalties and TDS, if any

3.2. The successful Bidder is eligible for commission stipulated as under

Sl. No.	SP Activity	Commission Payable
1	<p>Commission Sharing:</p> <ul style="list-style-type: none"> The Bank will only share the fees collected from Residents directly at the ASK centre at Bank branch/UIDAI assistance for providing ASK services. Under no circumstance, Bank will pay any money in any way apart from the above mentioned condition. 	As per Commercial Bid quoted by the Successful Bidder(Annexure-14)

3.3. Bank will not pay any amount in advance unless otherwise specified in this RFP.

3.4. The payments will be released through NEFT/ RTGS after deducting the applicable LD/Penalty (if any), TDS, GST TDS (if applicable) by centrally by Head Office at Bengaluru and the Selected bidder has to provide necessary Bank Details like Account No., Bank's Name with Branch, IFSC Code etc.

4. Local support

The Support should be for an unlimited number of incidents reported to them and provides a practical solution to resolve the issue. The support should be provided over phone, E mail web based, in person, if required.

5. Defect Liability

In case any of the Aadhaar Enrolment Kits delivered under the Contract are found to be defective or not in accordance with the requirement, and/ or do not comply with UIDAI Guidelines for providing Aadhaar Services, the selected bidder shall forthwith replace/make good such defective supplies at no extra cost to the Bank without prejudice to other remedies as may be available to the Bank as per RFP terms.

6. Subcontracting

6.1. VENDOR/ SERVICE PROVIDER shall not subcontract or permit anyone other than its personnel to perform any of the work, service or other performance required of the VENDOR/ SERVICE PROVIDER under the contract without the prior written consent of the BANK.

6.2. Notwithstanding the above or any written consent granted by the Bank for subcontracting the services, the Vendor/Service Provider alone shall be responsible for performance of the services under the contract.

7. Right to Audit

- 7.1. The VENDOR has to get itself annually audited by internal/ external empaneled Auditors appointed by the PURCHASER/inspecting official from the Reserve Bank of India or any regulatory authority, covering the risk parameters finalized by the PURCHASER/such auditors in the areas of services (ASK) and products etc., provided to the PURCHASER and the VENDOR is required to submit such certification by such Auditors to the PURCHASER. The VENDOR and or his/their outsourced agents/subcontractors (if allowed by the PURCHASER) shall facilitate the same. The PURCHASER can make its expert assessment on the efficiency and effectiveness of the security, control, risk management, governance system and process created by the VENDOR. The VENDOR shall, whenever required by the Auditors, furnish all relevant information, records/data to them. All costs for such audit shall be borne by the PURCHASER.
- 7.2. Where any deficiency has been observed during audit of the VENDOR on the risk parameters finalized by the PURCHASER or in the certification submitted by the Auditors, the VENDOR shall correct/resolve the same at the earliest and shall provide all necessary documents related to resolution thereof and the auditor shall further certify in respect of resolution of the deficiencies. The resolution provided by the VENDOR shall require to be certified by the Auditors covering the respective risk parameters against which such deficiencies have been observed.
- 7.3. The VENDOR shall, whenever required by the PURCHASER, furnish all relevant information, records/data to the PURCHASER and/or auditors and/or inspecting officials of the PURCHASER/Reserve Bank of India and or any regulatory authority. The PURCHASER reserves the right to call and/or retain for any relevant material information/reports including auditor review reports undertaken by the VENDOR (e.g., financial, internal control and security reviews) and findings made on VENDOR in conjunction with the services provided to the PURCHASER.

SECTION D - BID PROCESS

1. Clarification to RFP and Pre-Bid Queries

- 1.1. The bidder should carefully examine and understand the specifications, terms and conditions of the RFP and may seek clarifications, if required. The bidders in all such cases should seek clarification in writing in the same serial order as that of the RFP by mentioning the relevant page number and clause number of the RFP as per the below mentioned format.

Sl. No.	Page No.	Section/ Annexure/ Appendix	RFP Clause	Sub-Clause/ Technical Specification	Bidder's Query
1					
2					
3					
4					
5					
-					

- 1.2. All communications regarding points requiring clarifications and any doubts shall be given in writing to The Deputy General Manager, Canara Bank, Centralized Procurement and Vendor Management Vertical, Technology Services Wing, HO (Annex), #14, Naveen Complex, MG Road, Bengaluru-560001 in email to dittenders@canarabank.com by the intending bidders as per the bid schedule.
- 1.3. No queries will be entertained from the bidders after the due date and time mentioned in the RFP document.
- 1.4. No oral or individual consultation will be entertained.

2. Pre-Bid meeting

- 2.1. A pre-bid meeting of the intending bidders will be held on the date & time and at the venue specified in the RFP document to clarify any point/doubt raised by them in respect of this tender. No separate communication will be sent for this meeting.
- 2.2. If the meeting date is declared as a holiday under NI Act by the Government subsequent to issuance of RFP, the next working day will be deemed to be the pre-bid meeting day. Authorized representatives of interested bidders shall be present during the scheduled time. In this connection, Bank will allow maximum of Two (2) representatives from each bidder to participate in the pre-bid meeting.
- 2.3. Bank has the discretion to consider any other queries raised by the bidder's representative during the pre-bid meeting.
- 2.4. Bank will have liberty to invite its technical consultant or any outside agency, wherever necessary, to be present in the pre-bid meeting to reply to the technical queries of the bidders in the meeting.
- 2.5. The Bank will consolidate all the queries and any further queries during the pre-bid meeting and the replies for the queries shall be made available in the Bank's

website (<https://canarabank.com/tenders.aspx>). No individual correspondence shall be made. The clarification of the Bank in response to the queries raised by the bidder/s, and any other clarification/ amendments/ corrigendum furnished thereof will become part and parcel of the RFP and it will be binding on the bidders.

- 2.6. Non reply to any of the queries raised by the bidders during pre-bid Meeting shall not be considered as acceptance of the query/ issue by the Bank.

3. Amendment to Bidding Document

- 3.1. At any time prior to deadline for submission of Bids, the Bank, for any reason, whether, at its own initiative or in response to a clarification requested by prospective bidder, may modify the bidding document, by amendment.
- 3.2. Notification of amendments will be made available on the Bank's website only (i.e. www.canarabank.com) and will be binding on all bidders and no separate communication will be issued in this regard.
- 3.3. In order to allow prospective bidders reasonable time in which to take the amendment into account in preparing their bids, the Bank, at its discretion, may extend the deadline for a reasonable period as decided by the Bank for submission of Bids.

4. Bid System Offer

This is two bid system which has following 2 (Two) parts:

- 4.1. **Part A - Technical Proposal:** Indicating the response to the Pre-Qualification Criteria, Scope of Work and Technical and functional requirements and other terms & conditions for Selection of Vendor for providing end-to-end Aadhaar Seva Kendra Services across India under Enrolment Client Multiple Platform (ECMP) model including Aadhaar Enrolment Kits and UIDAI trained manpower on Revenue Sharing basis for a period of 3 years. The format for submission of Technical Proposal is as per Appendix-A.
- 4.2. **Part B - Commercial Bid:** Furnishing all relevant information as required as per Bill of Material as per **Annexure-14**. The format for submission of Commercial bid is as per **Appendix-B**.

5. Preparation of Bids

5.1. Part A - Technical Proposal

- 5.1.1. Before submitting the bid, the bidders should ensure that they confirm to the Pre-Qualification criteria as stated in **Annexure-2** of this RFP. Only after satisfying themselves of the Pre-Qualification criteria, the Offer should be submitted.
- 5.1.2. Technical Proposal should be submitted as per the format in **Appendix-A**. Relevant technical details and documentation should be provided along with Technical Proposal.
- 5.1.3. It is mandatory to provide the compliance to Scope of Work and Technical Specifications in the exact format of **Annexure-8**.

- 5.1.4. The offer may not be evaluated and may be rejected by the Bank without any further reference in case of non-adherence to the format or partial submission of technical information as per the format given in the offer.
- 5.1.5. If any part of the technical requirements offered by the bidder is different from the technical requirements sought in the RFP, the bidder has to substantiate the same in detail the reason of their quoting a different technical requirement than what is sought for, like better feature or non-availability/ feasibility of the technical requirements quoted by Bank, invariably to process the technical offer.
- 5.1.6. The Bank shall not allow/ permit changes in the technical/functional requirements once it is submitted.
- 5.1.7. The Technical Proposal should be complete in all respects and contain all information sought for, as per **Appendix-A**. Masked Bill of Material must be attached in Technical Offer and should not contain any price information. Part A - Technical Proposal should be complete and should cover all products and services. Technical Proposal without masked Bill of Materials will be liable for rejection.
- 5.1.8. Masked Bill of Material which is not as per below instruction will make Bid liable for rejection:
- 5.1.8.1. Should be replica of Bill of Material except that it should not contain any price information (with Prices masked).
- 5.1.8.2. It should not provide any price information like, unit price, tax percentage, tax amount etc.

5.2. Part B - Commercial Bid

- 5.2.1. Commercial Bid should be submitted as per instruction in **Appendix-B**.
- 5.2.2. Commercial Bid shall be submitted as per Bill of Material and other terms and conditions of RFP on prices. The Commercial Bid should give all relevant price information as per **Annexure-14**. Any deviations from the Bill of Material/ non-submission of prices as per the format shall make the bid liable for rejection.
- 5.2.3. The Bill of Material must be attached in Technical Proposal as well as Commercial Bid. The format will be identical for both Technical Proposal and Commercial Bid, except that the Technical Proposal should not contain any price information (with Prices masked). Any change in the Bill of Material format may render the bid liable for rejection.
- 5.2.4. Bidder must take care in filling price information in the Commercial Offer, to ensure that there are no typographical or arithmetic errors. All fields must be filled up correctly.
- 5.2.5. Any change in the Bill of Material format may render the bid liable for rejection. The Commercial Bids that are incomplete or conditional are liable to be rejected.

5.2.6. The Bidder should indicate the individual taxes, and its applicable rate along with the estimated tax amounts to be paid by the Bank.

5.2.7. The Commercial Bid of only those bidders who are qualified in Part-A Technical Proposal will be opened.

6. Earnest Money Deposit (EMD)/Bank Guarantee in lieu of EMD

6.1. The bidder shall furnish Non interest earning Earnest Money Deposit (EMD) amount as mentioned in the Bid Schedule by way of Demand Draft drawn on any Scheduled Commercial Bank in India in favour of Canara Bank, payable at Bengaluru.

6.2. In case the EMD is submitted in the form of Bank Guarantee the same should be valid for bid offer validity with additional claim period of 2 months from the last date for submission of offer. Bank at its discretion can demand for extension for the validity of EMD. The format for submission of EMD in the form of Bank Guarantee is as per Appendix-D.

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

6.4. The bidder has the provision to remit the Earnest Money Deposit through online mode to below mentioned account for this RFP:

Account Name : DIT Procurement
Account No : 0792201002351
IFSC Code : CNRB0000792
Narration : EMD FOR RFP 01/2025-26 DATED 16/08/2025

Bidders are requested to clearly mention the Name of the Firm with RFP No. in the Narration field.

6.5. Non submission of EMD with Technical Proposal leads to rejection of Bid.

6.6. The EMD of the Bidders not qualified under Part A - Technical Proposal will be returned within 15 days after opening the Commercial Proposals of the bidders qualified under Part A - Technical Proposal. The EMD of Technically Qualified bidders except the selected bidder will be returned within 30 days after opening the Commercial Proposals of the bidders qualified under Part A - Technical Proposal. The EMD of the selected bidder will be returned within 15 days after submission of Performance Security.

6.7. The EMD may be forfeited/ Bank Guarantee may be invoked:

6.7.1. If the bidder withdraws or amends the bid during the period of bid validity specified in this document.

6.7.2. If the selected bidder fails to accept the purchase order within 7 days or fails to sign the contract or fails to furnish performance guarantee in accordance with the terms of the RFP.

7. Costs & Currency

The Offer must be made in Commission percentage only as per Bill of Material (Annexure-14).

8. Erasures or Alterations

The Offers containing erasures or alterations or overwriting may not be considered. There should be no hand-written material, corrections or alterations in the offer. Technical details must be completely filled in. Correct technical information of the product/service being offered must be filled in. Filling up of the information using terms such as “OK”, “accepted”, “noted”, “as given in brochure/manual” is not acceptable. The Bank may treat such Offers as not adhering to the RFP guidelines and as unacceptable.

9. Assumptions/Presumptions/Modifications

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

10. Submission of Bids

10.1. The sealed envelope containing the response to RFP along with the required documents shall be super scribed on the top of the envelope “Selection of Vendor for providing end-to-end Aadhaar Seva Kendra Services across India under Enrolment Client Multiple Platform (ECMP) model including Aadhaar Enrolment Kits and UIDAI trained manpower on Revenue Sharing basis for a period of 3 years “in response to RFP/01/2025-26 dated 16/08/2025. The Name and address of the bidder should also be specifically mentioned on the top of the sealed envelope. The RFP response should be deposited in the Tender Box at the Place, Venue, Date and Time mentioned in Bid Schedule.

10.2. If the last day of submission of bids is declared as a holiday under NI Act by the Government subsequent to issuance of RFP, the next working day will be deemed to be the last day for submission of the RFP. The Bid/s which is/are deposited after the said date and time shall not be considered.

10.3. Bids sent through post/courier will not be accepted/evaluated. No offer will be accepted directly.

10.4. If envelope containing bid documents is not sealed and marked in the prescribed manner, the Bank will assume no responsibility for the bid’s misplacement or premature opening.

- 10.5. The following officials will facilitate in bid related queries and make arrangements for deposit of bid documents

First Official	Alternate Official
Senior Manager Canara Bank Centralized Procurement and Vendor Management Vertical, Technology Services Wing, First Floor, Naveen Complex, 14 M G Road, Bengaluru - 560 001. Tel - 080 25550127	Deputy General Manager Canara Bank Centralized Procurement and Vendor Management Vertical, Technology Services Wing, First Floor, Naveen Complex, 14 M G Road, Bengaluru - 560 001. Tel - 080 25129482

- 10.6. The Name and address of the Bidder, RFP No. and Due Date of the RFP are to be specifically mentioned on the Top of the envelope containing physical documents.

11. Bid Opening

- 11.1. RFP will be opened in the presence of the Bidder's representative/s who may choose to attend the bid opening as per Bid Schedule.
- 11.2. Bidder's representative may be present in the place and venue well in time along with an authorization letter in hand for each bid opening under this RFP, as per the format (Appendix-C) enclosed.
- 11.3. Note: Authorization letter should be carried in person and shall not be placed inside in any of the bid covers.
- 11.4. Attendance of all the representatives of the bidders who are present at bid opening will be taken in a register against Name, Name of the Company and with full signature.
- 11.5. The Bidders may note that no further notice will be given in this regard. Further, in case the bank does not function on the aforesaid date due to unforeseen circumstances or declared as holiday then the bids will be accepted on the next working day.
- 11.6. The following details will be announced at the time of bid opening.
- 11.6.1. Name of the Bidders.
- 11.6.2. Presence or absence of EMD.
- 11.6.3. Such other details as the Bank at its discretion may consider appropriate.
- 11.7. If any of the bidders or all bidders who submitted the tender are not present during the specified date, time, and venue of opening it will be deemed that such bidder is not interested to participate in the opening of the Bid/s and the bank at its discretion will proceed further with opening of the Part A - Technical Proposal in their absence.

SECTION E - SELECTION OF BIDDER

1. Preliminary Scrutiny

- 1.1. The Bank will scrutinize the bid/s received to determine whether they are complete in all respects as per the requirement of RFP, whether the documents have been properly signed, whether items are offered as per RFP requirements and whether technical documentation as required to evaluate the offer has been submitted.
- 1.2. Prior to detailed evaluation, the Bank will determine the substantial responsiveness of each bid to the bidding document. Substantial responsiveness means that the bid conforms to all terms and conditions, scope of work and technical requirements 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 bidder's 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 Bids

- 3.1. The Bank will evaluate the bids submitted by the bidders under this RFP. The bids 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 bids. It is Bank's discretion to decide at the relevant point of time.
- 3.2. **Part A - Technical Proposal:**
 - 3.2.1. The technical proposals submitted by the bidders will be evaluated based on the documents submitted as per **Appendix-A**. Bank will seek clarifications, if required. The Part B-Commercial Bid of only those bidders who qualified in Part A-Technical Proposal will be opened by the Bank.
 - 3.2.2. Bank will evaluate the responses provided by the Bidders for compliance to Scope of Work, Technical evaluation criteria and other terms & conditions as stipulated in the RFP.
 - 3.2.3. The Bidders should score minimum 60% marks in Technical Evaluation Criteria (**Annexure-9**) to qualify under Technical Proposal evaluation.

3.3. Part B - Commercial Bid:

The Part B - Commercial Bid of only those bidders who qualified in **Part A- Technical Proposal** will be opened. The **Part B - Commercial Bid** submitted by the bidder will be evaluated based on Bill of material submitted by the Bidder.

4. Normalization of Bids

4.1. 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;

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

OR

4.1.2. Revised submissions of the entire bid in the whole

4.2. 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.

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

5. 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 - Technical Proposal and Part B - Commercial Bid. The qualified bidders at each stage would get notified. Commercial Bids of only technical qualified bidders shall be opened. Final list of the bidders (L1, L2 etc.) will be announced as indicated above. No separate intimation will be sent to successful Bidder.

6. Selection of successful Bidder

6.1. The bidder who quotes the lowest commission percentage (L1) will be referred as the successful bidder and will be notified. No separate intimation will be sent to the bidder in this regard.

6.2. However, the Bank does not bind itself to accept the lowest or any Bid and reserves the right to reject any or all bids at any point of time prior to the order without assigning any reasons whatsoever.

6.3. The Bank reserves the right to re-tender without assigning any reasons whatsoever. The Bank shall not incur any liability to the affected bidder on account of such rejection. Bank shall not be obliged to inform the affected bidder of the grounds for the Bank's rejection

6.4. 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.

- 6.5.** The bidder who is L1 will be referred as the selected bidder/ successful bidder.

SECTION F - OWNERSHIP & AWARDING OF CONTRACT

1. Bid Validity Period

The Offer submitted and the prices quoted therein shall be valid for 180 days from the date of opening of Commercial Bid. Bid valid for any shorter period shall be rejected by the Bank.

2. Proposal Ownership

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

3. Project Ownership

3.1. If the Bidder is offering products/services from other Bidder s/principals, as required in this RFP, they shall detail the responsibilities of the parties involved and also submit a letter of undertaking from the parties mentioning their consent and assurance for satisfactory performance of the project. The Bidder must specify any and all relationships with third parties in respect of the ownership

3.2. Ownership letter by the Bidder to be submitted (Undertaking letter by the Bidder taking the ownership of the project execution) in case third party also involved in project execution either fully or partially. The Bidder shall also submit the ownership certificate issued by the third party clearly mentioning the extent of ownership.

3.3. The Bidder also has to submit a certificate/Letter from OEM/OSD that the proposed services any other related services offered by the Bidder to the Bank are correct, viable, technically feasible for implementation and it will work without any hassles.

4. Acceptance of Offer

4.1. The Bank reserves its right to reject any or all the offers without assigning any reason thereof whatsoever.

4.2. The Bank will not be obliged to meet and have discussions with any bidder and/or to entertain any representations in this regard.

4.3. The bids received and accepted will be evaluated by the Bank to ascertain the best and lowest bid in the interest of the Bank. However, the Bank does not bind itself to accept the lowest or any bid and reserves the right to reject any or all bids at any point of time prior to the order without assigning any reasons whatsoever. The bank reserves the right to re-tender the RFP with or without modifications. Bank shall not be obliged to inform the affected bidder(s) of the grounds for the Bank's rejection.

4.4. The bidder including those, whose tender is not accepted shall not be entitled to claim any costs, charges, damages and expenses of and incidental to or incurred by him through or in connection with his submission of tenders, even though the Bank may elect to modify/withdraw the tender.

5. Award of Contract

5.1. The Commercial Bid of only those Bidders who have qualified in Technical Proposal will be opened and will be evaluated.

5.2. Bidder with lowest Commercial BID will be a Successful Bidder (L1) i.e., the bidder who quotes the lowest commission percentage (L1) will be referred as the successful bidder.

5.3. However, the Bank does not bind itself to accept the lowest or any Bid and reserves the right to reject any or all bids at any point of time prior to the order without assigning any reasons whatsoever.

5.4. The Bank reserves the right to re-tender without assigning any reasons whatsoever. The Bank shall not incur any liability to the affected bidder(s) on account of such rejection. Bank shall not be obliged to inform the affected bidder(s) of the grounds for the Bank's rejection

5.5. 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.

5.6. In Case of Tie among two or more Bidders in Commercial BID, then Bidder with highest technical Score will be considered as L1 bidder.

5.7. In Case of Tie among two or more bidders on Commercial BID, Technical Score then Bidder with highest average Turnover during the past three financial years (i.e., 2021-22, 2022-23 and 2023-24) will be considered as L1 bidder.

6. Effective Date

6.1. The effective date shall be date of acceptance of the order by the selected bidder. However, the bidder shall submit the acceptance of the order within seven days from the date of receipt of order.

6.2. Failure to accept the order within **seven days** from the date of receipt of the order, makes the EMD liable for forfeiture at the discretion of the Bank.

7. Project Execution

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

8. Fixed Price

The price/percentage quoted in the tender response will be fixed for the period of the contract.

9. Performance Security

9.1. The successful bidder should submit a Performance Security equivalent to Rs.10,000/- per Aadhaar Seva Kendra centre within 30 days from the date of acceptance of the Purchase Order with the validity period of 38 months from the acceptance of PO and shall be retained till the completion of Contract period. The guarantee should also contain an additional claim period of 2 months from the last date of validity.

9.2. If the Performance Security is not submitted within the time stipulated above, penalty at 0.50% for each completed calendar week of delay or part thereof on the total value of the Performance Security (i.e., Rs 50,00,000/-) will be deducted from the commission to be paid or from any other payments for the delay in submission of Performance Security. The total penalty under this clause shall be restricted to 2.5% of the total Performance Security (i.e., Rs 50,00,000/-).

9.3. 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 contract period.

9.4. Performance Security Deposit should be submitted by way of Insurance Surety Bond, DD drawn on Canara Bank payable at Bengaluru, Bank Guarantee (including e-Bank Guarantee) from a Commercial bank or online payment in an acceptable form safeguarding the Bank's interest in all aspects

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

9.6. The security deposit/ bank guarantee/Insurance Surety Bond will be returned to the bidder on completion of Contract Period.

9.7. The Bank shall invoke the Bank guarantee before the expiry of claim period, if work is not completed and the guarantee is not extended, or if the selected bidder fails to complete his obligations under the contract. In such case Bank reserves, the right to invoke the Bank Guarantee/Security Deposit at its entirety and not based on proportion. The Bank shall notify the selected bidder in writing before invoking the Bank guarantee.

10. Execution of Agreement

10.1. Within 21 days from the date of acceptance of the Purchase Order/LOI, the selected Bidder shall sign a stamped "Agreement" with the Bank at Bengaluru as per the format provided by the Bank. Failure to execute the Agreement makes the EMD liable for forfeiture at the discretion of the Bank and also rejection of the selected Bidder.

10.2. The Agreement shall include all terms, conditions and specifications of RFP and also the Bill of Material and Price, as agreed finally after Bid evaluation. The

Agreement shall be executed in English language in one original, the Bank receiving the duly signed original and the selected Bidder receiving the photocopy. The Agreement shall be valid till all contractual obligations are fulfilled.

10.3. The Pre-Contract Integrity Pact Agreement submitted by the Bidder during the Bid submission will automatically form a part of the Contract Agreement till the conclusion of the contract.

11. Pricing & Payments

11.1. No escalation in price/Commission percentage quoted is permitted for any reason whatsoever. Prices/Commission percentage quoted must be firm till the completion of the contract period.

11.2. From the date of placing the order till the Contract of Aadhaar Seva Kendras, if any changes are brought in the duties such as excise/customs etc., by the Government resulting in reduction of the cost of the systems, the benefit arising out of such reduction shall be passed on to the Bank.

12. Order Cancellation/Termination of Contract

12.1. The Bank reserves its right to terminate this CONTRACT at any time without assigning any reasons, by giving a 30 days' notice.

12.2. The Bank reserves its right to cancel the entire/ unexecuted part of CONTRACT at any time by assigning appropriate reasons and recover expenditure incurred by the Bank in addition to recovery of liquidated damages in terms of the contract, in the event of one or more of the following conditions:

- 12.2.1. Delay in providing Services beyond the specified period of timelines.
- 12.2.2. Serious discrepancies noted in the services provided.
- 12.2.3. Breaches in the terms and conditions of the Order.
- 12.2.4. Non submission of acceptance of order within 7 days of order.
- 12.2.5. Excessive delay in execution of order placed by the Bank.
- 12.2.6. The Service Provider commits a breach of any of the terms and conditions of the bid.
- 12.2.7. The Service Provider goes in to liquidation voluntarily or otherwise.
- 12.2.8. An attachment is levied or continues to be levied for a period of 7 days upon the effects of the bid.
- 12.2.9. The progress made by the Service Provider is found to be unsatisfactory.
- 12.2.10. If deductions on account of Liquidated Damages exceeds more than 10% of the total commission amount receivable.

- 12.3. Bank shall serve the notice of termination to the Service Provider at least 30 days prior, of its intention to terminate services.
- 12.4. After the award of the contract, if the Service Provider does not perform satisfactorily or delays execution of the contract, the Bank reserves the right to get the balance contract executed by another party of its choice by giving one months' notice for the same. In this event, the Service Provider is bound to make good the additional expenditure, which the Bank may have to incur for the execution of the balance of the order/contract. Such additional expenditure shall be incurred by the bank within reasonable limits & at comparable price prevailing in the market. This clause is also applicable, if for any reason, the contract is cancelled.
- 12.5. The Bank reserves the right to recover any dues payable by the Service Provider from any amount outstanding to the credit of the Service Provider, including the pending bills and security deposit, if any, under this contract.
- 12.6. In addition to the cancellation of purchase order, the Bank reserves its right to invoke the Bank Guarantee or foreclose the Security Deposit given by the Vendor/Service Provider towards non- performance/non-compliance of the terms and conditions of the contract, to appropriate towards damages.
- 12.7. Notwithstanding the existence of a dispute, and/ or the commencement of arbitration proceedings, Service Provider should continue the services. Service Provider is solely responsible to prepare a detailed Reverse Transition plan.
- 12.8. The Bank shall have the sole decision to determine whether such plan has been complied with or not. Reverse Transition mechanism would include services and tasks that are required to be performed/ rendered by the Vendor/Service Provider to the Bank or its designee to ensure smooth handover and transitioning of the Bank's deliverables.

SECTION G - GENERAL CONDITIONS

1. General Order Terms

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

2. Responsibilities of the selected bidder

- 2.1. The selected bidder has to inform change in the management of the company, if any, to the Bank within 30 days from the date of such change during contract period.
- 2.2. The Bank will call for Audited Balance Sheet of the selected bidder at any point of time during contract period and the selected bidder shall provide the same.
- 2.3. For smooth completion of project, the selected bidder should identify one or two of its representatives at Bengaluru as a single point of contact for the Bank.

3. Responsibility for Completeness

- 3.1. The selected bidder shall ensure that the items/products/services provided meets all the technical and functional requirements as envisaged in the scope of the RFP.
- 3.2. The selected bidder shall deliver the items/products/services as per Technical specifications and Scope of Work described elsewhere in the RFP and arrange for user level demo at selected bidder's cost as per accepted time schedules. The selected bidder is liable for penalties levied by Bank for any deviation in this regard.
- 3.3. The selected bidder shall be responsible for any discrepancies, errors and omissions or other information submitted by him irrespective of whether these have been approved, reviewed or otherwise accepted by the bank or not. The selected bidder shall take all corrective measures arising out of discrepancies, error and omission other information as mentioned above within the time schedule and without extra cost to the bank.

4. Inspection of Records

Bank at its discretion may verify the accounts and records or appoint third party for verification including an auditor for audit of accounts and records including product/service provided to the Bank under this RFP and the selected bidder shall extend all cooperation in this regard.

5. Negligence

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

6. Assignment

6.1. The VENDOR/ SERVICE PROVIDER shall not assign to any one, in whole or in part, its obligations to perform under the Contract, except with the BANK's prior written consent.

6.2. If the BANK undergoes a merger, amalgamation, take-over, consolidation, reconstruction, change of ownership etc., this Contract shall be considered to be assigned to the new entity and such an act shall not affect the rights and obligations of the VENDOR/ SERVICE PROVIDER under this Contract.

7. Publicity

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

8. Insurance

The Devices/ Items to be supplied have to be insured at the discretion of the bidder against all risks of loss or damages from the date of delivery till the end of Contract, at the Aadhaar Seva Kendra locations. The Bidder may obtain transit insurance cover at their own discretion for the items to be delivered to the locations and such insurance cover should be available till the end of the contract. No claim on account of any loss/damage during contract period will be entertained by the Bank for any reason whatsoever.

9. Intellectual Property Rights

9.1. VENDOR/ SERVICE PROVIDER warrants that the inputs provided shall not infringe upon any third party intellectual property rights, including copyrights, patents and other intellectual property rights of any nature whatsoever. VENDOR/ SERVICE PROVIDER warrants that the deliverables shall not infringe upon any third party intellectual property rights, including copyrights, patents and other intellectual property rights of any nature whatsoever. VENDOR/ SERVICE PROVIDER shall ensure that the Solution supplied to the BANK shall not infringe the third party intellectual property rights, if any. VENDOR/ SERVICE PROVIDER shall ensure that third party rights are not infringed even in case of equipment /software supplied on behalf of consortium as VENDOR/ SERVICE PROVIDER.

9.2. In the event that the Deliverables become the subject of claim of violation or infringement of a third party's intellectual property rights, VENDOR/ SERVICE PROVIDER shall at its choice and expense:

9.2.1. Procure for BANK the right to continue to use such deliverables.

9.2.2. Replace or modify such deliverables to make them non-infringing, provided that the same function is performed by the replacement or modified deliverables as the infringing deliverables or

9.2.3. If the rights to use cannot be procured or the deliverables cannot be replaced or modified, accept the return of the deliverables and reimburse BANK for any amounts paid to VENDOR/ SERVICE PROVIDER for such deliverables, along with the replacement costs incurred by BANK for procuring equivalent equipment in addition to the penalties levied by BANK. However, BANK shall not bear any kind of expense, charge, fees or any kind of costs in this regard. Notwithstanding the remedies contained herein, VENDOR/ SERVICE PROVIDER shall be responsible for payment of penalties in case service levels are not met because of inability of the BANK to use the proposed solution.

9.3. The indemnification obligation stated in this clause shall apply only in the event that the indemnified party provides the indemnifying party prompt written notice of such claims, grants the indemnifying party sole authority to defend, manage, negotiate or settle such claims and makes available all reasonable assistance in defending the claims [at the expenses of the indemnifying party]. Notwithstanding the foregoing, neither party is authorized to agree to any settlement or compromise or the like which would require that the indemnified party to make any payment or bear any other substantive obligation without the prior written consent of the indemnified party. The indemnification obligation stated in this clause reflects the entire liability of the parties for the matters addressed thereby.

9.4. VENDOR/ SERVICE PROVIDER acknowledges that business logics, work flows, delegation and decision making processes of BANK are of business sensitive nature and shall not be disclosed/referred to other clients, agents or distributors of Software/Service.

10. Confidentiality and Non-Disclosure

10.1. The bidder shall take all necessary precautions to ensure that all confidential information is treated as confidential and not disclosed or used other than for the purpose of project execution. Bidder shall suitably defend, indemnify Bank for any loss/damage suffered by Bank on account of and to the extent of any disclosure of the confidential information. The bidder shall furnish an undertaking as given in Annexure-10.

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

11. Service Levels:

During the term of the contract, the bidder/ vendor shall maintain the Service Levels as detailed in RFP/PO. In case the vendor fails to maintain the Service Levels, Liquidated damages as detailed in RFP/PO shall be imposed on the Bidder/Vendor/Service provider.

12. Hiring of Bank Staff or Ex-Staff:

The BIDDER/VENDOR/ SERVICE PROVIDER or subcontractor(s) shall not hire any of the existing/ ex/retired employee of the Bank during the contract period or after the

closure/termination of contract even if existing/ ex/retired employee actively seek employment from the Bidder/VENDOR/ SERVICE PROVIDER or sub-contractor(s). The period /duration after the date of resignation/ retirement/ termination after which the existing/ex/retired employee shall be eligible for taking up such employment shall be governed by regulatory guidelines/HR policies of the Bank.

13. Amendments to Contract:

The terms and conditions of this Agreement may be modified by Parties by mutual agreement from time to time. No variation of or amendment to or waiver of any of the terms of this Agreement shall be effective and binding on the Parties unless evidenced in writing and signed by or on behalf of each of the Parties.

14. Indemnity

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

14.1.1. The breach, default or non-performance of undertakings, warranties, covenants or obligations by the BIDDER/ VENDOR/ SERVICE PROVIDER;

14.1.2. Any contravention or Non-compliance with any applicable laws, regulations, rules, statutory or legal requirements by the BIDDER/ VENDOR/ SERVICE PROVIDER;

14.1.3. Fines, penalties, or punitive damages levied on Bank resulting from supervisory actions due to breach, default or non-performance of undertakings, warranties, covenants, or obligations by the BIDDER/ VENDOR/ SERVICE PROVIDER.

14.2. The BIDDER/ VENDOR/ SERVICE PROVIDER shall indemnify, protect and save the Bank against all claims, losses, costs, damages, expenses, action, suits and other proceedings, resulting from infringement of any law pertaining to patent, trademarks, copyrights etc. or such other statutory infringements in respect of **service** provided by them.

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

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

14.5. BIDDER/ VENDOR/ SERVICE PROVIDER aggregate liability shall be subject to an overall limit of the total Cost of the project.

14.6. The limits specified in above clauses shall not apply to claims made by the Bank/third parties in case of infringement of Intellectual property rights or loss

caused due to breach of confidential obligations or applicable data protection laws or commission of any fraud by the bidder or its employees or agents or for claims relating to the loss or damage to real property and tangible personal property and for bodily injury or death and in these cases the liability will be unlimited.

15. Conflict of Interest:

- 15.1. BIDDER/ VENDOR/ SERVICE PROVIDER represents and warrants that it has no business, professional, personal, or other interest, including, but not limited to, the representation of other clients, that would conflict in any manner or degree with the performance of its obligations under this Agreement.
- 15.2. BIDDER/ VENDOR/ SERVICE PROVIDER represents and warrants that if any such actual or potential conflict of interest arises under this Agreement, Vendor/ Service Provider shall immediately inform the Bank in writing of such conflict.
- 15.3. BIDDER/ VENDOR/ SERVICE PROVIDER acknowledges that if, in the reasonable judgment of the Bank, such conflict poses a material conflict to and with the performance of VENDOR/ SERVICE PROVIDER's obligations under this Agreement, then the Bank may terminate the Agreement immediately upon Written notice to VENDOR/ SERVICE PROVIDER; such termination of the Agreement shall be effective upon the receipt of such notice by VENDOR/ SERVICE PROVIDER.

16. General Conditions to Contract:

- 16.1. The BIDDER/ VENDOR/ SERVICE PROVIDER shall during the validity of this contract, provide access to all data, books, records, information, logs, alerts and business premises relevant to the service provided under this agreement to the Bank.
- 16.2. The BIDDER/ VENDOR/ SERVICE PROVIDER shall adhere to RBI guidelines for storage of data in India as per regulatory requirements, also to provide complete details of data captured, processed and stored, maintain confidentiality of the bank's and its customer's data and report same to the bank, Vendor/Service Provider shall be liable to bank for any event for security breach and leakage of data/information
- 16.3. The BIDDER/ VENDOR/ SERVICE PROVIDER shall abide/ comply with applicable guidelines issued by RBI on Outsourcing of IT services vide master direction note no:RBI/ 2023-24/ 102 DoS.CO.CSITEG/ SEC.1/ 31.01.015/2023-24 dated 10/ 04/ 2023 and its future amendments and communications.
- 16.4. No forbearance, indulgence, relaxation or inaction by any Party [BANK or VENDOR/ SERVICE PROVIDER] at any time to require the performance of any provision of Contract shall in any way affect, diminish, or prejudice the right of such Party to require the performance of that or any other provision of Contract.
- 16.5. No waiver or acquiescence of any breach, or any continuing or subsequent breach of any provision of Contract shall be construed as a waiver of any right under or arising out of Contract or an acquiescence to or recognition of any right and/or any position other than that expressly stipulated in the Contract.
- 16.6. All remedies of either BANK or BIDDER/ VENDOR/ SERVICE PROVIDER under the Contract whether provided herein or conferred by statute, civil law, common

law, custom, or trade usage, are cumulative and not alternative may be enforced successively or concurrently.

- 16.7. If any provision of Contract or the application thereof to any person or Party [BANK/ BIDDER/ VENDOR/ SERVICE PROVIDER] is or becomes invalid or unenforceable or prohibited by law to any extent, this Contract shall be considered divisible as to such provision, and such provision alone shall be inoperative to such extent and the remainder of the Contract shall be valid and binding as though such provision had not been included. Further, the Parties [BANK and BIDDER/VENDOR/ SERVICE PROVIDER] shall endeavor to replace such invalid, unenforceable or illegal provision by one that is valid, enforceable, and legal and achieve substantially the same economic effect as the provision sought to be replaced.
- 16.8. None of the provisions of Contract shall be deemed to constitute a partnership between the Parties [BANK and BIDDER/ VENDOR/ SERVICE PROVIDER] and neither Party [BANK nor BIDDER/ VENDOR/ SERVICE PROVIDER] shall have any right or authority to bind the other as the other's agent or representative and no Party shall be deemed to be the agent of the other in any way.
- 16.9. Contract shall not be intended and shall not be construed to confer on any person other than the Parties [BANK and BIDDER/ VENDOR/ SERVICE PROVIDER] hereto, any rights or remedies herein.

17. Force Majeure

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

18. Responsibilities of the Bidder

By submitting a signed bid/response to this RFP the Bidder certifies that:

- 18.1. The Bidder has arrived at the prices in its bid without agreement with any other bidder of this RFP for the purpose of restricting competition.
- 18.2. The prices in the bid have not been disclosed and shall not be disclosed to any other bidder of this RFP.
- 18.3. No attempt by the Bidder to induce any other bidder to submit or not to submit a bid for restricting competition has occurred.
- 18.4. Each Bidder must indicate whether or not they have any actual or potential conflict of interest related to contracting services with CANARA BANK. In case such conflicts of interest do arise, the Bidder must indicate the manner in which such conflicts can be resolved.
- 18.5. The bidder represents and acknowledges to the Bank that it possesses necessary experience, expertise and ability to undertake and fulfill its obligations, under all phases involved in the performance of the provisions of this RFP. The bidder represents that all software and hardware to be supplied in response to this RFP shall meet the requirement of the solution/service proposed by the bidder. The bidder shall be required to independently arrive at a solution, which is suitable for the Bank, after taking into consideration the effort estimated for implementation of the same. If any services, functions or responsibilities not specifically described in this RFP are an inherent, necessary or customary part of the deliverables or services and are required for proper performance or provision of the deliverables or services in accordance with this RFP, they shall be deemed to be included within the scope of the deliverables or services, as if such services, functions or responsibilities were specifically required and described in this RFP and shall be provided by the bidder at no additional cost to the Bank. The bidder also acknowledges that the Bank relies on this statement of fact, therefore neither accepting responsibility for, nor relieving the bidder of responsibility for the performance of all provisions and terms and conditions of this RFP, the Bank expects the bidder to fulfill all the terms and conditions of this RFP.

19. Corrupt and Fraudulent Practices:

- 19.1. As per Central Vigilance Commission (CVC) directives, it is required that Bidders/ Suppliers/ Contractors observe the highest standard of ethics during the procurement and execution of such contracts in pursuance of this policy:
- 19.2. ""Corrupt Practice" means the offering, giving, receiving or soliciting of anything of values to influence the action of an official in the procurement process or in contract execution AND "Fraudulent Practice" means a misrepresentation of facts in order to influence a procurement process or the execution of contract to the detriment of the Bank and includes collusive practice among bidders (prior to or after bid submission) designed to establish bid prices at artificial non-competitive levels and to deprive the Bank of the benefits of free and open competition
- 19.3. The Bank reserves the right to reject a proposal for award if it determines that the bidder recommended for award has engaged in corrupt or fraudulent practices in competing for the contract in question.

- 19.4. The Bank reserves the right to declare a firm ineligible, either indefinitely or for a stated period of time, to be awarded a contract if at any time it determines that the firm has engaged in corrupt or fraudulent practices in competing for or in executing the contract.
- 19.5. The decision of Bank in determining the above aspects will be final and binding on all the Bidders. No Bidder shall contact through any means of communication the Bank or any of its employees on any matter relating to its Bid, from the time of Bid opening to the time the contract is awarded. If the bidder wishes to bring additional information to the notice of the Bank, it may do so in writing.
- 19.6. Any effort/ attempt by a bidder to influence the Bank in its decision on bid evaluation, bid comparison or contract award may result in rejection of the Bidder's bid and/or blacklisting the Bidder. The Bidder agrees not to hire, solicit or accept solicitation either directly or through a third party from any of the employees of the Bank directly involved in this contract during the period of contract and one year thereafter, except as the parties may agree on the case to case basis.
- 19.7. The selected bidder shall ensure compliance of CVC guidelines issued or to be issued from time to time for Solution/service by the Bank.

20. Adoption of Integrity Pact

- 20.1. The Pact essentially envisages an agreement between the prospective bidders and the Bank, committing the persons/officials of both sides, not to resort to any corrupt practices in any aspect/stage of the contract.
- 20.2. Only those bidders, who commit themselves to the above pact with the Bank, shall be considered eligible for participating in the bidding process.
- 20.3. The bidder shall submit signed Pre Contract integrity pact as per Bank's format along with the bid. Those bids which are not containing the above are liable for rejection.
- 20.4. Foreign bidders to disclose the name and address of agents and representatives in India and Indian bidders to disclose their foreign principles or associates.
- 20.5. Bidders to disclose the payments to be made by them to agents/brokers or any other intermediary. Bidders to disclose any transgressions with any other company that may impinge on the anti-corruption principle.
- 20.6. Integrity Pact in respect of this contract would be operative from the stage of invitation of the Bids till the final completion of the contract. Any violation of the same would entail disqualification of the bidders and exclusion from future business dealings.
- 20.7. The Integrity Pact Agreement submitted by the bidder during the Bid submission will automatically form the part of the Contract Agreement till the conclusion of the contract i.e. the final payment or the duration of the Warranty/Guarantee/AMC if contracted whichever is later.
- 20.8. Integrity Pact, in respect of a particular contract would be operative stage of invitation of bids till the final completion of the contract. Any violation of the same would entail disqualification of the bidders and exclusion from future business dealings.

20.9. Integrity pact shall be signed by the person who is authorized to sign the bid.

20.10. The Name and Contact details of the Independent External Monitor(IEM) nominated by the Bank are as under:

Smt. Dolly Chakrabarty Email : dollychakrabarty@gmail.com	Sri. Hem Kumar Pande Email : hempande@hotmail.com
--	--

21. Amendments to the Purchase Order

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

22. Amendments to the Agreement

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

23. Modification/Cancellation of RFP

The bank reserves the right to modify/cancel/re-tender without assigning any reasons whatsoever. The bank shall not incur any liability to the affected bidder(s) on account of such rejection. Bank shall not be obliged to inform the affected bidder(s) of the grounds for the Bank's rejection/cancellation.

24. Social Media Policy:

24.1. No person of the bank or the contractors and third parties shall violate the social media policy of the bank.

24.2. The following acts on the part of personnel of the bank or the contractors and third parties shall be construed as violation of social media policy:

24.2.1. Non-adherence to the standards/guidelines in relation to social media policy issued by the Bank from time to time.

24.2.2. Any omission or commission which exposes the Bank to actual or potential monetary loss or otherwise, reputation loss on account of non-adherence of social media related systems and procedures.

24.2.3. Any unauthorized use or disclosure of Bank's confidential information or data.

24.2.4. Any usage of information or data for purposes other than for Bank's normal business purposes and/ or for any other illegal activities which may amount to violation of any law, regulation or reporting requirements of any law enforcement agency or government body.

25. Resolution of Disputes:

All disputes and differences of any kind whatsoever, arising out of or in connection with this Contract or in the discharge of any obligation arising under this Contract (whether during the course of execution of the order or after completion and whether beyond or after termination, abandonment or breach of the Agreement) shall be resolved amicably. In case of failure to resolve the disputes and differences amicably the matter may be referred to a sole arbitrator mutually agreed upon after issue of at least 30

days' notice in writing to the other party clearly setting out there-in the specific disputes. In the event of parties failing to consent upon a single arbitrator than BOTH PARTIES shall approach Court of Law for the appointment of sole arbitrator as provided under the Arbitration and Conciliation Act 1996. Place and jurisdiction of Arbitration shall be Bengaluru, INDIA which will be governed by Indian Arbitration and Conciliation Act 1996. Proceedings of Arbitration shall be conducted in English language only.

26. Legal Disputes and Jurisdiction of the court

26.1. The Bank Clarifies that the Bank shall be entitled to an injunction, restraining order, right for recovery, specific performance or such other equitable relief as a court of competent jurisdiction may deem necessary or appropriate to restrain bidder/prospective bidder from committing any violation or enforce the performance of the covenants, obligations and representations contained in this RFP. These injunctive remedies are cumulative and are in addition to any other rights and remedies the Bank may have at law or in equity, including without limitation a right for recovery of any amounts and related costs and a right for damages.

26.2. All disputes and controversies between Bank and bidder shall be subject to the exclusive jurisdiction of the courts in Bengaluru and the parties agree to submit themselves to the jurisdiction of such court as this RFP/Contract agreement shall be governed by the laws of India.

SECTION H- PURCHASE PREFERENCE

Purchase Preference to Micro and Small Enterprises (MSEs), Start-ups, Women, SC/ST and Purchase Preference linked with Local Content (PP-LC) shall be applicable subject to full compliance of other terms and conditions of the RFP and Contract. The terms and conditions applicable as per the Government of India Guidelines on Purchase Preference.

1. Micro & Small Enterprises [MSEs]:

- 1.1. From time to time, the Government of India (Procuring Entity) lays down procurement policies to help inclusive national economic growth by providing long-term support to micro, small and medium enterprises and disadvantaged sections of society. The Procurement Policy for Micro and Small Enterprises, 2012 [amended 2018 and 2021] has been notified by the Government in exercise of the powers conferred in Section 11 of the Micro, Small and Medium Enterprises Development (MSMED) Act, 2006. Details of the policy along with the amendments issued in 2018 and 2021 are available on the MSME website.
- 1.2. Under the amended Public Procurement Policy for MSEs, Order 2012, the Central Government Ministries/ Departments/ Public Sector Undertakings shall procure a minimum of 25 per cent of their annual value of goods or services from MSEs. (In accordance with General Financial Rules, 2017, Rule 153-(ii)).
- 1.3. Micro and Small Enterprises (MSEs) registered under Udyam Registration are eligible to avail the benefits under the policy. MSEs would be treated as owned by SC/ ST or Women entrepreneurs:
 - 1.3.1. In the case of proprietary MSE, proprietor(s) are SC /ST or Woman;
 - 1.3.2. In the case of partnership MSE, the SC/ ST or Women partners hold at least 51% (fifty-one per cent) shares in the unit;
 - 1.3.3. In the case of Private Limited Companies, SC/ ST or Women promoters hold at least 51% (fifty-one per cent) share.
- 1.4. It is mandatory to disclose the status as SC/ST/Women for in Udyam Registration.
- 1.5. The Policy is applicable to all the Central Government Ministries/ Departments/ CPSUs. However, the policy is not applicable to State Government Ministries/ Departments/ PSUs.
- 1.6. MSEs should provide proof of their being registered as MSE for the item under RFP along with their offer, with any agency mentioned in the Notification, including:
 - 1.6.1. District Industries Centres or
 - 1.6.2. Khadi Village Industries Commission or
 - 1.6.3. Khadi & Village Industries Board or
 - 1.6.4. Coir Board or National Small Industries Corporation or
 - 1.6.5. Directorate of Handicrafts & Handloom or
 - 1.6.6. Any other body specified by the Ministry of Micro, Small & Medium Enterprises.
 - 1.6.7. Udyam Registration Certificate
- 1.7. MSEs are exempted from paying EMD, subject to furnishing of valid certificate for claiming Exemption.

- 1.8. Bidder has to submit as self-declaration accepting that if they are awarded the contract and if they fail to sign the contract, or to submit a performance security before the deadline defined in the RFP, they will be suspended for the period of two years from being eligible to submit Bids for contracts with Canara Bank as per Annexure-4.
- 1.9. The aforesaid Policy is meant for procurement of only goods produced and Services rendered by MSEs and not for any trading activities by them. An MSE unit will not get any Purchase Preference over any other MSE Unit.
- 1.10. The details are available on web site dcmsme.gov.in. Interested vendors are requested to go through the same for details.

2. Start-up:

- 2.1. Applicable for Indian Bidders only as defined in gazette notification no. D.L-33004/99 dated 11.04.2018 of Ministry of Commerce and Industry and as amended from time to time.
- 2.2. As mentioned in Section-II of O.M. No.F.20/2/2014-PPD(Pt.) dated 20.09.2016 of Procurement Policy Division, Department of Expenditure, Ministry of Finance on Prior turnover and prior experience, relaxations may be applicable for all Start-ups [whether Micro & Small Enterprises (MSEs) or otherwise] subject to meeting of the quality and technical specifications specified in RFP document.
- 2.3. Relaxation to Startups: As per manual of procurement, the Procuring Entity reserves its right to relax the condition of prior turnover and prior experience for start-up enterprises recognized by Department for Industry & Internal Trade (DPIIT), subject to meeting of quality & technical specifications. Startups may be MSMEs or otherwise. The decision of the Procuring Entity in this regard shall be final
- 2.4. Startups are exempted from submission of EMDs.
- 2.5. For availing the relaxations, Bidder is required to submit requisite certificate towards Startup enterprise registration issued by Department of Industrial Policy and Promotion, Ministry of Commerce.
- 2.6. Bidder has to submit a self-declaration accepting that if they are awarded the contract and they fail to sign the contract, or to submit a performance security before the deadline defined in the RFP, they will be suspended for the period of two years from being eligible to submit Bids for contracts with Canara Bank as per Annexure-4.

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

Department of Industrial Policy and Promotion under Ministry of Commerce and Industry vide letter no. P-45021/2/2017-PP (BE-II) dated 19/07/2024 has notified revised guidelines to be followed to promote manufacturing and production of goods and services in India under “Make in India” initiative.

- 3.1. “Local content” means the amount of value added in India which shall, unless otherwise prescribed by the Nodal Ministry, be the total value of the item procured (excluding net domestic indirect taxes) minus the value of imported

content in the item (including all customs duties) as a proportion of the total value, in percent.

- 3.2. “Class-I local supplier” means a supplier or service provider, whose goods, services or works offered for procurement, meet the minimum local content as prescribed for ‘Class-I local supplier’ under the Public Procurement (Preference to Make in India), Order 2017.
- 3.3. “Class-II local supplier” means a supplier or service provider, whose goods, services or works offered for procurement, meets the minimum local content as prescribed for ‘Class-II local supplier’ but less than that prescribed for ‘Class-I local supplier’ under the Public Procurement (Preference to Make in India), Order 2017.
- 3.4. “Non-Local supplier” means a supplier or service provider, whose goods, services or works offered for procurement, has local content less than that prescribed for ‘Class II local supplier’ under the Public Procurement (Preference to Make in India), Order 2017.
- 3.5. The ‘local content’ requirement to categorize a supplier as ‘Class I Local Supplier’ is minimum 50%. For ‘Class-II Local supplier’ the ‘local content’ requirement is minimum 20%.
- 3.6. The margin of Purchase preference shall be 20%.
- 3.7. Purchase preference for local supplier, self-certification, compliance, monitoring and other terms & conditions shall be as per the aforesaid Guidelines/Notifications. The Guidelines may be treated as an integral part of the RFP documents.
- 3.8. The ‘Class -I Local supplier’/’Class -II Local supplier’ at the time of tender, bidding or solicitation shall be required to indicate percentage of local content and provide self-certification that the item offered meets the local content requirement for ‘Class -I Local supplier’/’Class-II Local supplier’ as the case may be. They shall also give details of the location(s) at which the local value addition is made.
- 3.9. In cases of procurement for a value in excess of Rs.10 Crores, the ‘Class-I Local supplier’/’Class -II local supplier’ shall be required to provide a certificate from the statutory auditor or cost auditor of the company (in case of companies) or from a practicing cost account or practicing chartered accountant (in respect of suppliers other than companies) giving the percentage of local content.
- 3.10. False declarations will be in breach of the Code of Integrity under Rule 175(1)(i)(h) of the General Financial Rules issued by the Ministry of Finance for which a Bidder or its successors can be debarred for up to two years as per Rule 151 (iii) of the General Financial Rules along with such other actions as may be permissible under law.
- 3.11. All the relevant documents/information regarding claim for preferential treatment under this policy must be submitted along with offer by the tenderers. Post tender submission of these information/documents shall not be considered. Further firms seeking these considerations shall be completely responsible for the truthfulness and authenticity of their claim for these benefits.

- 3.12. The Bidders complying with all the guidelines in this regard and providing supporting documents along with the bid can only participate in this bid.
- 3.13. Canara Bank has the authority to audit as well as witness production processes to certify the achievement of the requisite local content and/or to obtain complete back up calculation.

Date : 16/08/2025

Place : Bengaluru

General Manager

Annexure-1

Bid Covering Letter

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

Reference No:

Date:

To

The Deputy General Manager,
Canara Bank,
Centralized Procurement and Vendor Management Vertical,
Technology Services Wing,
Naveen Complex, 14 M G Road,
Bengaluru - 560 001, Karnataka.

Dear Sir,

SUB: Selection of Vendor for providing end-to-end Aadhaar Seva Kendra Services across India under Enrolment Client Multiple Platform (ECMP) model including Aadhaar Enrolment Kits and UIDAI trained manpower on Revenue Sharing basis for a period of 3 years

Ref: RFP/01/2025-26 dated 16/08/2025

We have examined the above-mentioned RFP document including all annexures the receipt of which is hereby duly acknowledged and subsequent pre-bid clarifications/ modifications/ amendments, if any, furnished by the Bank and we, the undersigned, offer for subject items are in conformity with the said RFP in accordance with the schedule of prices indicated in the commercial offer and made part of this offer.

The undersigned is authorized to sign on behalf of the Bidder Company and the necessary supporting documents delegating this authority is enclosed to this letter.

If our offer is accepted, we undertake to complete the formalities of deliverables as per timelines mentioned in the RFP for each ordered locations.

If our offer is accepted, we undertake to provide Technical consultancy/ Service support/ Guidance for the specified scope as per the above referred RFP, during contract period. We enclose a Demand Draft /Bank Guarantee in lieu of EMD as per RFP in favour of Canara Bank as EMD or Exemption certificate in lieu of EMD.

We agree to abide by this offer till 180 days from the date of Commercial Bid opening and for such further period as mutually agreed between the bank and selected bidder, and agreed to in writing by the selected bidder. We also agree to keep the Earnest Money Deposit/Bank Guarantee in lieu of EMD during the entire validity period of the RFP. However, if we withdraw our offer within the said validity period, you shall have the right to forfeit the EMD/invoke the Bank Guarantee in lieu of EMD, without reference to us. We agree to abide by and fulfil all the terms and conditions of the RFP and in default thereof, to forfeit and pay to you or your successors, or authorized nominees such sums of money as are stipulated in the conditions contained in RFP together with the return acceptance of the contract.

We accept all the Instructions, Terms and Conditions and Scope of Work of the subject RFP. We understand that the Bank is not bound to accept the lowest or any offer the Bank may receive without assigning any reason whatsoever. We hereby unconditionally accept that Bank can at its absolute discretion apply whatever criteria it deems appropriate, not just limiting to those criteria set out in the RFP, in shortlisting of bidders.

We will not sub-contract works to any contractor from a country which shares a land border with India unless such contractor is registered with the Competent Authority (refer: F/No.6/18/2019-PPD dated 23/07/2020 of Public Procurement Division, Department of Expenditure, Ministry of Finance). We further understand that any false declaration and non-compliance of the above would be a ground for immediate termination of the contract and further legal action in accordance with the laws.

We also confirm that, we will not sub contract part or complete assignment Consultancy to any other agency or individual without obtaining prior permission of the Bank.

All the details mentioned by us are true and correct and if Bank observes any misrepresentation of facts on any matter at any stage, Bank has the absolute right to reject the proposal and disqualify us from the selection process. Bank reserves the right to verify /evaluate the claims made by the Bidder independently.

We confirm that we have noted the contents of the RFP and have ensured that there is no deviation in filing our response to the RFP and that the Bank will have the right to disqualify us in case of any such deviations.

Date:
Place:

Signature with seal
Name:
Designation:

Annexure-2
Pre-Qualification Criteria

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

SUB: Selection of Vendor for providing end-to-end Aadhaar Seva Kendra Services across India under Enrolment Client Multiple Platform (ECMP) model including Aadhaar Enrolment Kits and UIDAI trained manpower on Revenue Sharing basis for a period of 3 years

Ref: RFP/01/2025-26 dated 16/08/2025

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

Sl. No.	Pre-Qualification Criteria	Documents to be submitted In compliance with Pre-Qualification Criteria	Bidders Response
1.	Signing of Pre-Contract Integrity Pact	The bidder should submit signed Pre-Contract integrity pact on Non-Judicial Stamp Paper of Rs.500/- or more (as per respective state Stamp Act) as per Appendix-F.	
2.	The Bidder (including its OEM, and OSD/OSO, if any) should either be Class-I or Class-II local supplier as defined in Public Procurement (Preference to Make in India) Revised Order (English) dated 19/07/2024.	Certificate of local content to be submitted as per Annexure-5 as applicable.	
3.	The Company operating should be legally compliant company and can be: a. A partnership firm or a Limited Liability Partnership duly registered under the Limited Liability Partnership Act, 2008. (OR) b. Company duly registered in India as per Indian Companies Act, 1956 or Indian Companies Act, 2013. (OR) c. Proprietorship firm duly registered under the applicable shops and commercial Establishments Act and should be compliant to all the applicable laws.	Copy of Certificate of FIRM/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. (OR) Copy of Certificate of registration 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. For (c) Documentary proof for confirming registration of Proprietorship firm (e.g. Copy of Certificate of registration under shops and commercial Establishments Act., GST etc.)	
4.	If not a group of company, Bidder Company shall not be owned or controlled by any Director, or Key managerial personnel of the Canara Bank or their relatives.	Letter of Undertaking in company's letterhead has to submit in this effect.	
5.	The bidder should provide confirmation that any person/ Partnership/ LLP/ Company including any subsidiary or holding company/ proprietorship connected to bidder directly or indirectly has not participated in the bid process.	The bidder should submit letter of confirmation on the Company's letterhead to this effect.	
6.	The Bidder should have an average annual turnover of Rs.5.00 Crore in the last three financial years (i.e., 2021-22, 2022-23 and 2023-24). This must be the individual company turnover and not of any group of companies.	Bidder has to submit audited Balance Sheet copies for last 3 Years i.e., 2021-22, 2022-23 & 2023-2024 along with certificate from the Company's Chartered Accountant to this effect with UDIN.	
7.	The bidder should have positive Net Worth as on 31/03/2024 and should have not eroded by more than 30% in the last three financial year, ending on 31/03/2024.	The bidder should submit certificate from the Company's Chartered Accountant with UDIN to this effect.	
8.	The Bidder should have provided ASK services in at least 100 locations in Scheduled Commercial Banks/State/ Central Govt/PSUs in India during last five years as on 31/03/2025.	The bidder should submit Work Order/LOA/Contract document to be enclosed clearly stating the number of centers operated/ executed.	
9.	The bidder must have at least three years of experience of providing ASK services directly in Scheduled Commercial Banks/State/Central Govt/PSUs in India during last seven years as on 31/03/2025.	The bidder has to provide relevant Work Order/LOA/Contract document along with satisfactory project completion certificate/ Reference letter from the Concerned Organization/Email	

		<p>reference from the client clearly specifying the nature of work.</p> <p>Kindly note that that Client's Email should be from their official Email IDs only, containing their name, designation & Contact number.</p>	
10.	<p>Bidders should not be under debarment/blacklisted for similar project for breach of contract/ fraud/ corrupt practices by any Scheduled Commercial Bank/ PSU/State/Central Government/RRB/ IBA/RBI/NPCI/UIDAI/IDRBT/NABARD or their agencies/ departments on the date of submission of this RFP.</p>	<p>A self-declaration letter by the bidder on the Company's letterhead should be submitted to this effect.</p>	
11.	<p>Any Bidder (including OEM and OSD/OSO, if any) from a country which shares a land border with India will be eligible to bid, only if the Bidder (including OEM and OSD/OSO) are registered with the Competent Authority. Bidder (entity) from a country which shares a land border with India means:</p> <p>a. An entity incorporated, established or registered in such a country; or</p> <p>b. A subsidiary of an entity incorporated, established or registered in such a country; or</p> <p>c. An entity substantially controlled through entities incorporated, established or registered in such a country; or</p> <p>d. An entity whose beneficial owner is situated in such a country; or</p> <p>e. An Indian (or other) agent of such an entity; or</p> <p>f. A natural person who is a citizen of such a country; or</p> <p>g. A consortium or joint venture where any member of the consortium or joint venture falls under any of the above.</p>	<p>A declaration stating, "We have read the clause regarding restrictions on procurement from a Bidder of a country which shares a land border with India. We further certify that we and our OEM are not from such a country or if from such a country, has been registered with Competent Authority. We hereby certify that we and our OEM fulfils all requirements in this regard and are eligible to be considered" to be submitted in Company's letterhead.</p> <p>[Where applicable, evidence of valid registration by the Competent Authority shall be attached.]</p>	

12.	Authorization Certificate - Whether the Bid is authenticated by authorized person.	Bidder to submit a copy of the Board Resolution and the Notarized Power of attorney /Letter of authority if authority is sub delegated as mentioned in Board Resolution and KYC documents evidencing the authority delegated to the authorized signatory.	
-----	--	---	--

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

Date:
Place:

Signature with seal
Name:
Designation :

Annexure-3
Bidder's Profile

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

SUB: Selection of Vendor for providing end-to-end Aadhaar Seva Kendra Services across India under Enrolment Client Multiple Platform (ECMP) model including Aadhaar Enrolment Kits and UIDAI trained manpower on Revenue Sharing basis for a period of 3 years

Ref: RFP/01/2025-26 dated 16/08/2025.

Sl. No.	Particulars	Details
1)	Name of the Bidder Firm/ Company	
2)	Constitution (Ltd. / Pvt. Ltd. / Firm etc.)	
3)	Date of Incorporation and/ or Commencement of business with supporting documents	
4)	Certificate of Incorporation Number (CIN)	
5)	Whether registered as MSE for the item under the RFP? (Proof of registration as MSE for the item under the RFP)	
6)	Whether recognized as a Startup by Department of Industrial Policy and Promotion (DIPP)? (Proof of such recognition, indicating terminal validity date of registration and Certificate from CA that the Turnover of the entity complies with Startup guidelines)	
7)	Address for Correspondence: Registered Office: Corporate Office:	
8)	Single Point of contact for this RFP Name: Designation: Mobile No.: Landline No.: Fax: Email-ID (any changes in the above should be informed in advance to Bank)	

9)	PAN number GSTIN <u>Beneficiary Bank Details</u> Beneficiary Name Beneficiary Account Number Type of Account (OD/OCC etc.) IFSC Name of the Bank and Branch address	
----	--	--

Wherever applicable submit documentary evidence to facilitate verification.

We hereby declare 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 Bid is liable to be rejected.

Date:
Place :

Signature with seal:
Name:
Designation :

Annexure-4

Bid Security Declaration

(Should be submitted by eligible MSEs/Start-ups on Company's letter head with company seal and signature of the authorized person)

To,
The Deputy General Manager,
Canara Bank,
Centralized Procurement and Vendor Management Vertical,
Technology Services Wing,
Naveen Complex, 14 M G Road,
Bengaluru - 560 001,
Karnataka.

SUB: Selection of Vendor for providing end-to-end Aadhaar Seva Kendra Services across India under Enrolment Client Multiple Platform (ECMP) model including Aadhaar Enrolment Kits and UIDAI trained manpower on Revenue Sharing basis for a period of 3 years

Ref: RFP/01/2025-26 dated 16/08/2025.

Dear Sir

We declare that if we withdraw or modify our bid during the period of validity, or if we are awarded the contract and we fail to sign the contract, or to submit a performance security before the deadline defined in the RFP, we note that we will be suspended for the period of two years from being eligible to submit bids for contracts with Canara Bank.

Place:

Date:

[Signature of Authorised Signatory]

Name:

Designation:

Seal:

Annexure-5

Make in India Certificate

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

Bidder's Reference No. _____

Date:

To,
The Deputy General Manager
Canara Bank,
Centralized Procurement and Vendor Management Vertical,
Technology Services Wing,
Naveen Complex, 14 M G Road,
Bengaluru - 560 001, Karnataka.

SUB: Selection of Vendor for providing end-to-end Aadhaar Seva Kendra Services across India under Enrolment Client Multiple Platform (ECMP) model including Aadhaar Enrolment Kits and UIDAI trained manpower on Revenue Sharing basis for a period of 3 years

Ref: RFP/01/2025-26 dated 16/08/2025

Dear Sir/Madam,

(To be certified by statutory auditor or cost auditor of the company (in the case of companies) for a tender value above Rs.10 crores giving the percentage of local content.)

1. In line with Government Public Procurement Order No. P-45021/2/2017-PP (BE-II) dated 19.07.2024 and its amendments, we hereby certify that we M/s _____ are local supplier meeting the requirement of minimum local content i.e., _____% against Canara Bank Tender No..... dated..... We qualify as a _____ (Class-I or Class II) local supplier. Details of location at which local value addition will be made as follows:
_____.
2. We also understand, false declarations will be in breach of the code of integrity under rule 175(1)(i)(h) of the General Financial Rules for which a bidder or its successors can be debarred for up to two years as per Rule 151(iii) of the General Financial Rules along with such other actions as may be permissible under law.
3. We have submitted the details indicating total cost value of inputs used, total cost of inputs which are locally sourced and cost of inputs which are imported, directly or indirectly with the commercial proposal.

Place:

[Signature of Authorized Signatory of Bidder]

Date:

Name:

Designation:

Seal

Annexure-6

List of Major Customers of the bidder in last 5 Years and references in Supply of AEK Kits and UIDAI Manpower

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

SUB: Selection of Vendor for providing end-to-end Aadhaar Seva Kendra Services across India under Enrolment Client Multiple Platform (ECMP) model including Aadhaar Enrolment Kits and UIDAI trained manpower on Revenue Sharing basis for a period of 3 years

Ref: RFP/01/2025-26 dated 16/08/2025

Sl. No.	Name and complete Postal Address of the Customer	Name, Designation, Telephone, Fax, Telex Nos., e-mail address of the contact person (customer)	Nature and Description of the business during last 5 years	Satisfactory Letter from customer to be Enclosed or Purchase Orders to be enclosed
1	2	3	4	5

(Enclose necessary documentary proof)

Place:
Date:

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

Annexure-7

Office Details

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

SUB: Selection of Vendor for providing end-to-end Aadhaar Seva Kendra Services across India under Enrolment Client Multiple Platform (ECMP) model including Aadhaar Enrolment Kits and UIDAI trained manpower on Revenue Sharing basis for a period of 3 years

Ref: RFP/01/2025-26 dated 16/08/2025

Sl. No.	Name of the Office	Address and Telephone No's	E-mail ID of office	Number of employees under the jurisdiction
1.				
2.				

Date:
Place :

Signature with seal:
Name:
Designation :

Annexure-8

Scope of Work and Technical Specifications

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

SUB: Selection of Vendor for providing end-to-end Aadhaar Seva Kendra Services across India under Enrolment Client Multiple Platform (ECMP) model including Aadhaar Enrolment Kits and UIDAI trained manpower on Revenue Sharing basis for a period of 3 years

Ref: RFP/01/2025-26 dated 16/08/2025

All points mentioned in scope of work are mandatory to comply and non-compliance to any of the point lead to disqualification of the bidder during evaluation.

- 1.1. Supply of Trained and UIDAI Certified Manpower and Aadhaar Enrolment Kits at the rate of one operator/supervisor for one ASK to function as operators cum supervisors at the 500 Aadhaar Seva Kendras set up by the Bank inside the branch premises, and to ensure that the enrolments/updates are in accordance with prescribed processes and guidelines of UIDAI.
- 1.2. Supply of Aadhaar Enrolment Kits conforming to UIDAI specifications along with Bidders' own arrangement of independent Internet Connectivity in the 500 identified branches by the bank.
- 1.3. Supplier will ensure that the manpower supplied by him as stated above will use equipments, and adhere to the processes for this activity strictly in accordance with the standards prescribed by UIDAI from time to time.
- 1.4. The bidder shall ensure the equipment supplied by them comply with the latest versions of policy / process / technology requirements and guidelines issued by UIDAI from time to time.
- 1.5. The Supplier shall ensure that their agents/employees/operators cum supervisors are properly trained to handle with care their responsibilities particularly aspects like soliciting residents, privacy of resident's information.
- 1.6. The Bidders shall strictly adhere to the processes and guidelines issued by the UIDAI in respect of the undertaking the tasks for Aadhaar Enrolment/Updates and shall not divulge any information to unauthorised persons nor shall allow access to any of the hardwares deployed.
- 1.7. Bank will entrust the process of enrollment/updates to the Successful Bidder. The Successful Bidder may engage his representatives to carry out the operations duly complying with Bank's norm and other associated norms of GOI/RBI/UIDAI/IDRBT/IBA/legal guidelines.
- 1.8. The equipment provided for the above stated front-end activity should be robust, reliable & easy-to-use.
- 1.9. The Successful Bidder shall also ensure that the operators are frequently trained and kept updated with UIDAI guidelines, policies, etc as may be required to discharge their roles and serve the residents.

Technical Specifications of Aadhaar Enrolment Kits

Item S.1.1. - Laptop

Specification	Details
Machine Form Factor	Laptop
CPU	4 Core processor or higher with minimum Frequency 4.0 GHz or higher and 10 MB Cache or higher
Display	Minimum 14" HD Anti-Glare (16:9)
Display type	LED
Connectivity	Wi-Fi (IEEE 802.11b/g/n/ac) and Ethernet (10/1000 Base-T)
MEMORY	Min. 16-GB DDR4RAM or higher expandable up to 32-GB or higher with 1 DIMM SLOT FREE
Solid-State Drive (SSD)	Minimum 512GB SSD
Input/output Ports	One HDMI - minimum
	Two(VGA/ DP Port/Type C/HDMI) port with Display Transfer feature
	Dedicated Minimum 3 USB 2.0 port*
	One Ethernet (RJ-45)
Battery Backup	6hrs backup time in case of laptop
Chipset	System-on-a-Chip
Graphics	Integrated Graphics
Keyboard	Integrated for laptop sized (Minimum 84 Keys) Windows compatible Spill-resistant keyboard
Touchpad	Wide Touchpad below keyboard for laptop
Preloaded OS	Windows 11 professional or higher (Standard and Home edition of windows are not allowed)
Certification	BIS, or any other relevant Indian Certificates
ACCESSORIES	<i>USB Hub with multiple USB connections (enabling 5 devices plug-in through USB port), Laptop carrying case</i>
WARRANTY	3 years comprehensive onsite-warranty including Battery and power adapter
ANTI-VIRUS	Reputed Antivirus/EDR software with regular signature updates
TPM	System should support Trusted Platform Module (TPM) version 2.0 or higher version

Item S.1.1.1 - Desktop

Specification	Details
Machine Form Factor	Desktop(Small form Factor)
CPU	4 Core processor or higher with minimum Frequency 4.0 Ghz or higher and 10 MB Cache or higher
MEMORY	Min. 16-GB DDR4RAM or higher expandable up to 32-GB or higher with 1 DIMM SLOT FREE
Connectivity	Ethernet (10/1000 Base-T)
Solid-State Drive (SSD)	Minimum 512GB SSD
Input/output Ports	Min 1 HDMI
	One (VGA/ DP Port/Type C) port with Display Transfer feature supported by Monitor
	Dedicated Minimum 5 USB 2.0 port
	One Ethernet (RJ-45)
Battery Backup	0.5KVA UPS with 30 min backup time For desktop
Chipset	Integrated with CPU or equivalent
Graphics	Integrated Graphics
Keyboard	(Minimum 104 Keys) Windows compatible Spill-resistant keyword
Touchpad	Optical USB mouse
Preloaded OS	Windows 11 professional or higher (Standard and Home edition of windows are not allowed)
Certification	BIS, or any other relevant Indian Certificates
WARRANTY	3 years comprehensive onsite-warranty
ANTI-VIRUS	Reputed Antivirus/EDR software with regular signature updates(Licensed version required)
TPM	System should support Trusted Platform Module (TPM) version 2.0or higher version

Item S.1.2. - Monitor

Specification	Details
Size	15-16 inch or higher
Type	LED
Resolution	1024 x 768 or above
Note: One additional Monitor with Desktop & Laptop - One for Operator view and other for applicant of enrolment and update view	

Item S.1.3. - Multi Functional Device (MFD)

Specification	Details
Function	PRINTCOPY SCAN (COLOR)
DUTY CYCLE IN PAGES	3000 PAGES per month
Print Speed PPM - BLACK(A4)	18 PPM or better
Resolution	600 X 600 DPI
Printing Technology	Ink Tank /laser
Custom media size	A4
Standard operating system supported	Compatible with Windows 11 professional or higher
Scan resolution	600 X 600 DPI OPTICAL
Bit/color depth	24 BITS
Copy speed	18 CPM or better
Copy resolution	600 X 600 DPI
Scan file format	Minimum PDF, JPEG,
BIS Registration under CRS of MeitY	Yes
Onsite OEM Warranty	Minimum 3 years

Item S.1.4. - White Screen

Specification	Details
Size	4 X 5 ft Stand mountable / wall mountable
Accessories	Stand
Non-Reflecting	Yes
Opaque	Yes

Item S.1.5. - Focus Light

Specification	Details
Type	LED, minimum 5 W
Accessories	Stand, 2Mrts Wire and on/off Switch near the operator

Item S.1.6. - Surge Protector Spike

Specification	Details
General	6 nos. of 5A sockets (4 Indian style + 2 International Style), Fuse, on/off Switch and ISO mark

Item S.2.1 - Iris Device Specification

Specification	Stationary (mounted: wall, tripod or stand) ¹	Handheld ²	Hand-held with alignment aid ³
Standard compliance for image capture	ISO/IEC 19497-6 (2005 or preferable 2011 version)		
Iris Diameter (In pixel)	> 190		
Spatial Resolution Pixel Resolution	> 60% @ 4.0 Lp/mm > =18 Pixels/mm		
# of simultaneous captured eyes ⁴	2		
Viewfinder	External	Internal	External or Internal
Capture distance	> 750 mm	> 50mm	> 20 mm
Capture volume (width/height/depth)	>250x500x500mm	> 20x15x12mm	> 20x15x12mm
Exposure time	< 15ms	< 33ms	< 33ms
Imaging wavelength	700-900 nm		
Spectral Spread	Power in any 100nm band > 35% of total power		
Scan type	Progressive		
Image margins	Left & right: 0.50x iris diameter, Top & bottom: 0.25x iris diameter		
Pixel depth	> 8 bits/pixel		
Image evaluation frame rate	>= 7 frames/sec, continuous image capture		
Capture mode	Auto capture with built-in quality check (incorporates NIST quality considerations)		
Sensor signal to noise ration	> 40 DB		
Connectivity ⁵	USB 2 or higher, USB-IF certified or Networked (TCP/IP)	USB 2 or higher, USB-IF certified	

Power	USB or independent PS		
Weight	NA	< 1 kg	< 1 kg
Dimension	<300 x 100 x 300mm	< 220 x 200 x 100 mm	< 220 x 200 x 100 mm
Operating temperature	0-49C		
Humidity	10 - 90% non-condensing		
Durability/Shock	IP54		
Safety Standard	Exempt Group per IEC 62471:2006-07		
Standards	FCC Class A, RoHS		
Liveness	Liveness detection compliance as per IEEE Std 2790™-2020 & ISO/IEC 30107-3		
Software AP	Compliant with latest UIDAI Device Capture API Specifications. Windows 11 Professional VDM ready certified by UIDAI		
<p>1. Stationary: Any capture process where the device is stationary and the subject is required to position and rest himself/herself</p> <p>2. Handheld: Operator operates and holds the camera and the subject is stationary.</p> <p>3. Alignment aid: Camera has mechanical fixture for alignment. Optical viewfinder is not considered alignment aid.</p> <p>4. Considered simultaneous if second eye is captured within 2 seconds of first eye done without moving the device.</p> <p>5. Total of only 1 USB port will be available for connectivity and power</p>			
Security - Digital Signature (Preferably at firmware level)			

Item S.2.2 - Camera

Specification	Details
Standard compliance for image capture	ISO/ IEC 19794-5
Capture Mode	Plain live capture
Image Quality	Full Frontal (0x01) as per ISO/IEC 19794-5
Minimum Resolution	1920x1080
Capture Mode	Manual Capture with Auto Focus and Auto Lighting Adjustment
Sensor	>2 Mega Pixel Native
Connectivity ⁶	High Speed USB 2.0 or higher, USB-IF certified

Lens	Fixed, SLR
Power	Through USB/Independent PS/Lithium Ion
Mount	Tripod/Universal Clip
Operating Temperature	0 to 50 degree Celsius
Humidity	10 - 90%
Safety Standard	UL, IS 616:2017
Software API	Compliant with latest UIDAI Device Capture API Specifications
Durability / Shock	IP 54
6Total of only 1 USB port will be available for connectivity and power	
Security - Digital Signature(Preferably at firmware level)	

Item S.2.3 - Finger Print Device Specification (Slap Scanner)

Specification	Details				
Standard compliance for image capture	ISO/IEC 19794-4				
Capture Mode	Plain live scan capture				
Image Acquisition Requirements	Setting level 31 or higher (Section 9.1 of Biometric Design Standards for UID Applications V1.0)				
Image evaluation frame rate	> 3 frames/sec, continuous image capture				
Capture mode	Auto capture with built-in quality check (incorporates NIST quality considerations)				
Capture area	>76mm x 80mm				
Capture sizes	Finger prints	Preferred width		Preferred height	
		(in)	(mm)	(in)	(mm)
	Roll finger	1.6	40.6	1.5	38.1
	Plain Thumb	1	25.4	2	50.8
	Plain 4 fingers (Sequence check)	3.2	81.3	3	76.2
Plain 4 fingers (identification flat)	3.2	81.3	3	76.2	
Pixel depth	1 to 16 bits (size 1 byte)				
Image resolution (horiz) and (vert)	<=scan resolution (horiz) --2 bytes size and <=scan resolution (vert) --2 bytes size				
Resolution of final output image	500 ppi, plus or minus 5 ppi				
Signal - to - noise ratio	Both the ratio of signal to white noise standard deviation and the ratio of signal to black noise standard deviation of the digital scanner >= 125				
Connectivity ⁷	USB 2.0 or higher, USB-IF certified				

Power	Through USB
Dimension (W X H X D)	<180MM x 180mm x 180mm
Weight	Maximum 2.5Kg.
Operating temperature	0 - 50 C
Humidity	10 - 90% non-condensing
Durability / Shock	IP 54
Standards	UL certified (if applicable). Meets ISO 19794-4:2005 Section 7 and Annex A certification requirements (IAFIS Appendix F certified).
Software API	Compliant with latest UIDAI Device Capture API Specifications Linux/Windows 64 bit VDM ready certified by UIDAI
Platen Area Hardness	Hardness Test: 6H compliant Tested as per ASTM D3363; RCA Test: 175g, 400 cycles Abrasion test compliant as per ASTM F 2357- 04
Liveness	Liveness detection compliance as per IEEE Std 2790™-2020 & ISO/IEC 30107-3
Note: 7Total of only 1 USB port will be available for connectivity and power Security - Digital Signature(Preferably at firmware level)	

Item S.2.4 - GNSS Device

Specification	Details
Environmental Specifications	
Operating temperature	-10 ~ 85°C
Storage temperature	-40 ~ 85°C
Humidity	5% to Up to 95% non-condensing
Water proof	IP54 or higher
GNSS+NavIC Specification	
GNSS Chipset	SIRF Star III/SIRF Star IV GSD4e /Mediatek/u-blox/sky traq *Must support NavIC with other constellation
Frequency	L1&L5 Dual band
Position Accuracy	<5m 3drms

Time Accuracy	15 ns
Channels	>=34 channel + GAGAN SBAS(Preferable)
Acquisition Sensitivity (in - dBm)	-142dBm or better
Tracking Sensitivity (in -dBm)	-156dBm or better
Protocol/Standard support	NMEA 0183 V3.0or latest protocol@ 115200/9600 baud rate, and supports messages: GGA, GSA, GSV, RMC, VTG, GLL,ZDA v2.2
Position fix time	
Hot Start	1-2 sec
Warm Start	< 30 sec
Cold Start	< 60 sec
Position Update Rate	>= 1Hz
Electrical characteristics	
Voltage	3.5V ~ 6.5V
Current draw	55-80mA
Other Parameters	
Type of connection and Range	Location and Time/NMEA data transmission to be Wireless with min. 50 m range For Wired min.20 m range
Ensuring Coordinate Accuracy	The coordinate must be captured with over 99% accuracy
Accessories	With all necessary required cables and accessories to connect to the PC/Laptop
Warranty	3 years Comprehensive on-site Warranty
Note:	
1. * GNSS receiver should be capable of computing location from NavIC constellation	
2. Total of only 1 USB port shall be available for connectivity and power	

Item S.2.5 - Single Finger Print Scanner L1 Registered Device (RD)

S. No.	Name/Description	Specifications	Properties
1	Single Finger Print Scanner Registered Device (L1 Compliant)	Yes	Mandatory
2	Single Finger Print Scanner Registered Device for Aadhaar Authentication with STQC UIDAI certified RD Service to the L1 compliant Fingerprint Registered Device	Yes	Mandatory
3	STQC Certified (STQC Certificate for the Registered L1 device must be submitted)	Yes	Mandatory
4	STQC Certificate Number & its validity(L1 compliant)	Yes	Mandatory
5	Connector Cable to connect the Device to Micro USB/Type C Port	Yes	Mandatory
6	Finger Print Device Connectivity	Through Integrated USB 2.0 or higher	Mandatory
7	Finger Print Device Power	Through USB	Mandatory
8	Sample application for Android platform to test sensor/extractor	Yes	Mandatory

Note: (Refer approved Single Finger Print Scanner Registered Device devices on UIDAI website)

Item S.2.6 - Single Iris Scanner Registered Device (RD)

Note: (Refer approved Single Iris Scanner Registered Device devices on UIDAI website)

We hereby comply with each point of the above Scope of Work without any deviations.

Date:

Place :

Signature with seal:

Name:

Designation:

Annexure-9
Technical Evaluation Criteria

SUB: Selection of Vendor for providing end-to-end Aadhaar Seva Kendra Services across India under Enrolment Client Multiple Platform (ECMP) model including Aadhaar Enrolment Kits and UIDAI trained manpower on Revenue Sharing basis for a period of 3 years

Ref: RFP/01/2025-26 dated 16/08/2025

Technical Proposal will be subject to following evaluation process. The eligible bidders will be required to give a presentation to the bank for technical evaluation.

Sl. No	Parameter	Criteria	Marks	Max Marks	Marks Scored	Evidence required
PART A						
1	Minimum Experience as ASK Service provider	> 7 years >5-7 Years 3-5 Years	10 7 5	10		Self-declaration along with Certificate from Scheduled Commercial Banks/State/Central Govt/PSUs in India
2	Functions as ASK Service provider of Scheduled Commercial Banks/State/Central Govt/PSUs in India	>5 Organizations 3-5 Organizations Up to 2 Organizations	10 7 5	10		Self-declaration along with Certificate from Scheduled Commercial Banks/State/Central Govt/PSUs in India
3	No of locations managed by ASK Service provider	> 500 >300 up to 500 100 to 300	15 10 5	15		Self-declaration along with Certificate from Scheduled Commercial Banks/State/Central Govt/PSUs in India
4	Number of States in which service provided by ASK Service provider	> 10 states >5 up to 10 states Up to 5 states	10 7 5	10		Self-declaration along with Certificate from Scheduled Commercial Banks/State/Central Govt/PSUs in India
5	Active ASK locations out of total ASK locations allotted to Service provider	>80% 60-80% <60%	15 10 5	15		Self-declaration along with Certificate from Scheduled Commercial Banks/State/Central Govt/PSUs in India
6	Avg Annual turnover for past 3 years (2021-22, 2022-23,2023-24) for related ASK Service provider	>10 Crs >7 Crs up to 10 Crs 5 Crs to 7 Crs	15 10 7	15		CA certificate along with UDIN
7	Presentation (Break up given below)		25	25		
				100		

Sl No	Presentation Scoring Matrix Parameter(s)	Marks
1.	Brief background of the company/ Company profile, including achievement/ award/ accolades.	3
2.	Business Model (Includes, strategy adopted by the company for ASK Operators recruitment, replacement (TAT), training (existing and new services enabled by UIDAI), Roll Out plan including Establishment and operation strategy during the contract period, Monitoring and internal audit mechanism, Grievance Redressal mechanism, Online help desk support, hardware/device specification etc.)	13
3.	Project head details and how many banks presently he/ she is handling, performance of ASKs in banks	2
4.	Availability of Equipment and Manpower across India	5
5.	Reason/ justification for Capacity to give services across India	2
TOTAL		25

The Bidders who score minimum 60% under the technical evaluation criteria would be shortlisted for the purpose of opening of their Commercial bids.

No. of bidders that shall be shortlisted shall be at sole discretion of the Bank and Bank will communicate the date and time of opening of commercial bids separately.

Date:
Place:

Signature with seal
Name:
Designation:

Annexure-10

Non-Disclosure Agreement

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

SUB: Selection of Vendor for providing end-to-end Aadhaar Seva Kendra Services across India under Enrolment Client Multiple Platform (ECMP) model including Aadhaar Enrolment Kits and UIDAI trained manpower on Revenue Sharing basis for a period of 3 years

Ref: RFP/01/2025-26 dated 16/08/2025

WHEREAS, we, _____, having Registered Office at _____, hereinafter referred to as the Bidder, are agreeable to the formalities of deliverables as per timelines mentioned in the RFP for each ordered locations to Canara Bank, having its office at 14, Naveen complex, HO(annex), M.G Road Bengaluru -560001 hereinafter referred to as the BANK and,

WHEREAS, the Bidder understands that the information regarding the Bank's IT Infrastructure shared by the BANK in their Request for Proposal is confidential and/or proprietary to the BANK, and

WHEREAS, the Bidder understands that in the course of submission of the offer for the subject RFP and/or in the aftermath thereof, it may be necessary that the Bidder may perform certain jobs/duties on the Banks properties and/or have access to certain plans, documents, approvals or information of the BANK; NOW THEREFORE, in consideration of the foregoing, the Bidder agrees to all of the following conditions, in order to induce the BANK to grant the Bidder specific access to the BANK's property/information. The Bidder will not publish or disclose to others, nor, use in any services that the Bidder performs for others, any confidential or proprietary information belonging to the BANK, unless the Bidder has first obtained the BANK's written authorization to do so.

The Bidder agrees that notes, specifications, designs, memoranda and other data shared by the BANK or, prepared or produced by the Bidder for the purpose of submitting the offer to the BANK for the said service, will not be disclosed during or subsequent to submission of the offer to the BANK, to anyone outside the BANK.

The Bidder shall not, without the BANKs written consent, disclose the contents of this Request for Proposal (Bid) or any provision thereof, or any specification, plan, pattern, sample or information (to be) furnished by or on behalf of the BANK in connection therewith, to any person(s) other than those employed/engaged by the Bidder for the purpose of submitting the offer to the BANK and/or for the performance of the Contract in the aftermath. Disclosure to any employed/engaged person(s) shall be made in confidence and shall extend only so far as necessary for the purposes of such performance.

Date:
Place:

Signature with seal
Name:
Designation:

Annexure-11
Compliance Statement

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

SUB: Selection of Vendor for providing end-to-end Aadhaar Seva Kendra Services across India under Enrolment Client Multiple Platform (ECMP) model including Aadhaar Enrolment Kits and UIDAI trained manpower on Revenue Sharing basis for a period of 3 years

Ref: RFP/01/2025-26 dated 16/08/2025

DECLARATION

We understand that any deviations mentioned elsewhere in the bid will not be considered and evaluated by the Bank. We also agree that the Bank reserves its right to reject the bid, if the bid is not submitted in proper format as per subject RFP.

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

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

Date:
Place:

Signature with seal
Name:
Designation:

Annexure-12
Undertaking Letter

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

SUB: Selection of Vendor for providing end-to-end Aadhaar Seva Kendra Services across India under Enrolment Client Multiple Platform (ECMP) model including Aadhaar Enrolment Kits and UIDAI trained manpower on Revenue Sharing basis for a period of 3 years

Ref: RFP/01/2025-26 dated 16/08/2025

- a. We also confirm that we have quoted the services with GST only.
- b. We also confirm that in case of invocation of any Bank Guarantees submitted to the Bank, we will pay applicable GST on Bank Guarantee amount.
- c. We are agreeable to the payment schedule as per "Payment Terms" of the RFP.
- d. We hereby confirm to undertake the ownership of the subject RFP even in case third party is also involved in project execution either fully or partially.
- e. We also confirm that we have not changed the format of BOM.
- f. We hereby confirm that, if we become successful bidder, we will submit Due-Diligence Report from any RBI Accredited/ SEBI registered Credit rating agencies in India as per Annexure-17. of the RFP.

Date:
Place:

Signature with seal
Name:
Designation:

Annexure-13

Escalation Matrix

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

SUB: Selection of Vendor for providing end-to-end Aadhaar Seva Kendra Services across India under Enrolment Client Multiple Platform (ECMP) model including Aadhaar Enrolment Kits and UIDAI trained manpower on Revenue Sharing basis for a period of 3 years

Ref: RFP/01/2025-26 dated 16/08/2025

Name of the Bidder Firm:

Printing and Delivery Related Issues:

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

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

Date:
Place:

Signature with seal
Name:
Designation:

Annexure-14

Bill of Material

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

SUB: Selection of Vendor for providing end-to-end Aadhaar Seva Kendra Services across India under Enrolment Client Multiple Platform (ECMP) model including Aadhaar Enrolment Kits and UIDAI trained manpower on Revenue Sharing basis for a period of 3 years

Ref: RFP/01/2025-26 dated 16/08/2025

Notes

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

Percentage of Commission for Supply of AEK Kits and UIDAI Manpower

Commercial Bid - Bill of Material			
S No	Description	Maximum % of commission that the Bank is ready to offer	Rate (in %) quoted * Out of (A)
		(A)	(B)
1	Percentage of commission that the Bidder is willing to receive from the Bank on total fees collected from Residents directly at the ASK centre at Bank branch/UIDAI assistance for providing ASK services.	100% (Inclusive of GST and other taxes)	_____ (Inclusive of GST and other taxes)
<p>*Rate (in %) quoted includes supply of ASK hardware as specified in annexure VIII of this RFP, maintenance of such supplied hardware and remuneration to Operators including Minimum Wages, Pension, Gratuity, Provident Fund, Bonus or other benefits to which operators may be entitled, stationary and all expenses incidental to the operation at the ASK, connectivity charges, cost of consumables (printer paper, ribbons, cells) and any other charges mentioned in this RFP.</p> <p>*Rate (in %) quoted will be inclusive of all taxes (GST), duties, levies, insurance, installation charges, etc. applicable all over India. TDS will be deductible as per rules prevailing on the date of payment of applicable items.</p> <p>*Rate (in %) quoted mentioned in the bid would remain valid for a period of three years and for the extended period if any.</p> <p>*Rate (in %) quoted also includes any penalty imposed by UIDAI/Bank/ any other regulatory Authority.</p>			

Internal

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 alteration 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 bid.
- vi. The bidder has to make sure all the arithmetical calculations are accurate. Bank will not be held responsible for any incorrect calculations.

Date:
Place:

Signature with seal
Name:
Designation:

Internal

Annexure-15
Details of Locations Zone wise

Zone	Locations Covered/Zone Details	Tentative No. of ASKs
North	<ul style="list-style-type: none"> ○ All districts of Uttar Pradesh, Chandigarh, Himachal Pradesh, Jammu & Kashmir, Ladakh, Punjab, NCT of Delhi, Uttarakhand, Haryana 	129
East	<ul style="list-style-type: none"> ○ All districts of Odisha, Arunachal Pradesh, Assam, Manipur, Meghalaya, Mizoram, Nagaland, Tripura, Andaman & Nicobar Islands, Sikkim, West Bengal, Bihar, Jharkhand 	121
West	<ul style="list-style-type: none"> ○ All districts of Gujarat, Chhattisgarh, Madhya Pradesh, Telangana, Rajasthan, Maharashtra. ○ Bagalkot, Ballari, Belagavi, Bidar, Dharwad, Gadag, Haveri, Kalaburagi, Koppal, Raichur, Vijayapura, Yadgir Districts of Karnataka 	129
South	<ul style="list-style-type: none"> ○ All districts of Puducherry, TamilNadu, Goa, Kerala, Lakshadweep, Andhra Pradesh. ○ Bengaluru Rural, Bengaluru Urban, Chamarajanagar, Chikkaballapura, Kolar, Mandya, Mysuru, Ramanagara, Tumakuru, Chikkamagaluru, Dakshina Kannada, Hassan, Kodagu, Chitradurga, Davanagere, Shivamogga, Udupi, Uttara Kannada Districts of Karnataka 	121
	TOTAL	500

*Bank reserves the right to Add/Eliminate any location solely at its own discretion without giving reason or whatsoever. Further the number of Locations in each zone may be reallocated solely at the discretion of the Bank basing on the requirements.

Annexure-16
Letter for EMD Return (if applicable)
[On Firm's / Company's letter head]

To
The Deputy General Manager,
Canara Bank,
Centralized Procurement and Vendor Management Vertical,
Technology Services Wing,
Naveen Complex,
14 M G Road, Bengaluru-560 001.
Karnataka

Dear Sir,

SUB: Selection of Vendor for providing end-to-end Aadhaar Seva Kendra Services across India under Enrolment Client Multiple Platform (ECMP) model including Aadhaar Enrolment Kits and UIDAI trained manpower on Revenue Sharing basis for a period of 3 years

Ref: RFP/01/2025-26 dated 16/08/2025

We _____ (Company Name) had participated in the Request for Proposal (RFP) for **SUB: Selection of Vendor for providing end-to-end Aadhaar Seva Kendra Services across India under Enrolment Client Multiple Platform (ECMP) model including Aadhaar Enrolment Kits and UIDAI trained manpower on Revenue Sharing basis for a period of 3 years.**

Bank details to which the EMD amount to be returned via NEFT/RTGS are as follows:

Sl. No.	Bidder Name	BG/DD/NEFT/RTGS Ref No.	Drawn on Bank Name	Date of BG/DD/NEFT/RTGS	Amount in Rupees

Bank details to which the EMD amount to be returned via NEFT/RTGS are as follows:

Account Title/Name	
Account Number	
IFSC Code	
Account Type	
Name of the Bank with Branch Address	

Declaration:

1. We here by note that the EMD submitted will be returned as per the terms and conditions of the RFP.
2. 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 Bank is not liable under any circumstances.

Date:

Place:

Signature with seal

Name:

Designation:

Annexure-17
[DUE DILIGENCE REPORT]

To
The Deputy General Manager,
Canara Bank,
Centralized Procurement and Vendor Management Vertical,
Technology Services Wing,
Naveen Complex,
14 M G Road, Bengaluru-560 001.
Karnataka

Dear Sir,

SUB: Selection of Vendor for providing end-to-end Aadhaar Seva Kendra Services across India under Enrolment Client Multiple Platform (ECMP) model including Aadhaar Enrolment Kits and UIDAI trained manpower on Revenue Sharing basis for a period of 3 years

Ref: RFP/01/2025-26 dated 16/08/2025

DUE DILIGENCE REPORT		
Sl No.	Action Points	Remarks
1.	Business background, brand, reputation, status in the industry, previous work history	
2.	Corporate history	
3.	If not a group company, shall not be owned or controlled by any director, or key managerial personnel or approve of the outsourcing arrangement of the bank or their relatives.	
4.	Qualitative, Quantitative, Capability, Operational, Legal and reputational factors, independent reviews and market feedback, concentration risk	
5.	Quality of the service provided to other clients based on inputs from the service providers previous / existing customers and or independent parties' compliance, complaints, pending litigation etc.,	
6.	Financial stability of the company	
7.	Competency & Similar kind of Experience of the company and its personnel in similar kind of job	
8.	Level of quality assurance and security management standards	
9.	Service providers staff hiring and screening process including background verification	
10.	Business continuity and contingency plan of the vendor	
11.	Security and internal control, audit, reporting and monitoring	
12.	Strength of Parent company support, if any	

13.	Third parties shall provide list along with details of its employees working with Canara Bank	
14.	Is the potential vendor financially solvent? conduct a financial review to know major assets, principal owners, loans etc.,	
15.	Aggregate exposure to the proposed service provider	
16.	Resume of the employees working on the contract or service or engagement	
17.	In case of it related assignment, training records to be reviewed	
18.	Security of IT systems	
19.	Privacy protection of banks confidential information	
20.	Maintenance and retention of records	
21.	Vendor must have a comprehensive written information security program, based on best practices, standards which is designed to protect confidentiality, integrity and availability of assets	

We hereby comply with each point mentioned above without any deviations.

Date:
Place:

Signature with seal
Name:
Designation:

Appendix -A

Instructions to be noted while preparing/submitted Part A - Technical Proposal

All the Annexures should be submitted in Bidder's Letter Head with seal and signature of the authorized signatory.

- 1) Earnest Money Deposit (EMD)/Bank Guarantee in lieu of EMD/ Exemption Certificate.
- 2) Power of Attorney/ Authorization letter signed by the Competent Authority with the seal of the bidder's company/ firm in the name of the person signing the bid documents with supporting documents.
- 3) Bid Covering letter as per Annexure-1.
- 4) Compliance to Pre-Qualification Criteria declaration as per Annexure-2 with documentary proof in support of the Pre-Qualification Criteria.
- 5) Bidder's Profile as per Annexure-3.
- 6) Bid Security Declaration as per Annexure-4 (if eligible).
- 7) Make in India Certificate as per Annexure-5.
- 8) List of major customers as per Annexure-6.
- 9) Office details as per Annexure-7.
- 10) Compliance to the Scope of Work Including Technical Specification as per Annexure-8.
- 11) Technical Evaluation Criteria as per Annexure-9
- 12) Non-Disclosure Agreement as per Annexure-10
- 13) Compliance Statement as per Annexure-11.
- 14) Undertaking Letter as per Annexure-12.
- 15) Escalation Matrix as per Annexure-13.
- 16) Bill of Material as per Annexure-14
- 17) Details of Locations Zone wise as per Annexure-15.
- 18) EMD return as per Annexure-16.
- 19) Due Diligence Report as per Annexure-17.
- 20) Signed Pre Contract Integrity Pact as per Appendix-F in non-judicial Stamp paper.

Appendix-B

Instructions to be noted while preparing/submitting Part B - Commercial Bid

All the Annexures should be submitted in Bidder's Letter Head with seal and signature of the authorized signatory.

1. Bill of Material as per Annexure-14.

Appendix-C
Authorization Letter Format

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

Ref No:

Date:

To
The Deputy General Manager,
Canara Bank,
Centralized Procurement and Vendor Management Vertical,
Technology Services Wing,
Naveen Complex, 14 M G Road,
Bengaluru - 560 001, Karnataka.

Dear Sir,

SUB: Selection of Vendor for providing end-to-end Aadhaar Seva Kendra Services across India under Enrolment Client Multiple Platform (ECMP) model including Aadhaar Enrolment Kits and UIDAI trained manpower on Revenue Sharing basis for a period of 3 years

Ref: RFP/01/2025-26 dated 16/08/2025

This has reference to your above RFP.

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

The specimen signature is attested below:

Specimen Signature of Representative

Signature of Authorizing Authority

Name & Designation of Authorizing Authority

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

Internal

Appendix-D

Bank Guarantee Format for Earnest Money Deposit

To:
The Deputy General Manager,
Canara Bank,
Centralized Procurement and Vendor Management Vertical,
Technology Services Wing,
Naveen Complex, 14 M G Road, Bengaluru - 560 001, Karnataka.

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

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

THE CONDITIONS of this obligation are:

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

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

Notwithstanding anything contained herein

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

Dated _____ day of _____ 2025

(SIGNATURE & SEAL OF THE BANK)

<p>This Bank guarantee should be confirmed through SFMS by the issuing Bank and the details are as follows Name of the Bank: Canara Bank Name of the Branch: DIT Wing IFSC Code: CNRB0000007</p>
--

Internal

Appendix-E

Proforma of Bank Guarantee for Contract Performance

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

To:

The Deputy General Manager,
Canara Bank,
Centralized Procurement and Vendor Management Vertical,
Technology Services Wing,
Head Office, Naveen Complex,
14 M G Road, Bengaluru.

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

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

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

AND WHEREAS in consideration of the fact that the CONTRACTOR is our valued constituent and the fact that he has entered into the CONTRACT with you, WE (Name of the Bank) having our Registered Office at, _____and local office at _____, India have agreed to issue the PERFORMANCE GUARANTEE,

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

We (Name of the issuing Bank), undertake to indemnify you and keep you indemnified from time to time to the extent of Rs_____ (Rupees_____) an amount equivalent to 5% of the Contract Price against any loss or damage caused to or suffered by or that may be caused to or suffered by you on account of any breach or breaches on the part of the CONTRACTOR of any of the terms and conditions contained in the Contract and in the event of the CONTRACTOR default or defaults in carrying out any of the work or discharging any obligation in relation thereto under the CONTRACT or otherwise in the observance and performance of any of the terms and conditions relating thereto in accordance with the true intent and meaning thereof, we shall forthwith on demand pay to you such sum or sums not exceeding the sum of Rs_____ (Rupees_____) may be claimed by you on account of breach on the part of the CONTRACTOR of their obligations in terms of the CONTRACT.

Notwithstanding anything to the contrary we agree that your decision as to whether the CONTRACTOR has made any such default or defaults and the amount or amounts to which you are entitled by reasons thereof will be binding on us and we shall not be entitled to ask

Internal

you to establish your claim or claims under Performance Guarantee but will pay the same forthwith on your demand without any protest or demur.

This Performance Guarantee shall continue and hold good until it is released by you on the application by the CONTRACTOR after expiry of the relative guarantee period of the Contract and after the CONTRACTOR had discharged all his obligations under the Contract and produced a certificate of due completion of the work under the Contract and submitted a "No Demand Certificate" provided always that the guarantee shall in no event remain in force after the day of _____ without prejudice to your claim or claims arisen and demanded from or otherwise notified to us in writing before the expiry of three months from the said date which will be enforceable against us notwithstanding that the same is or are enforced after the said date.

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

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

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

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

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

Any notice by way of demand or otherwise hereunder may be sent by special courier, telex, fax, or registered post to our local address as aforesaid or by email preferably to _____ (email ID of the BG issuing bank) or by SFMS preferably to _____ (IFSC of the BG issuing bank). If sent by post it shall be deemed to have been given when the same has been posted.

The Performance Guarantee and the powers and provisions herein contained are in addition to and not by way of limitation of or substitution for any other guarantee or guarantees heretofore given to you by us (whether jointly with others or alone) and now existing un-

Internal

cancelled and that Performance Guarantee is not intended to and shall not revoke or limit such guarantee or guarantees.

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

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

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

Notwithstanding anything contained herein

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

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

Dated this _____ day of _____ 2025.

For and on behalf of

_____ BRANCH MANAGER SEAL ADDRESS PLACE

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

Name of the Bank: Canara Bank

Name of the Branch: DIT Wing

IFSC Code: CNRB0000007

Internal

Appendix-F

Pre Contract Integrity Pact

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

SUB: Selection of Vendor for providing end-to-end Aadhaar Seva Kendra Services across India under Enrolment Client Multiple Platform (ECMP) model including Aadhaar Enrolment Kits and UIDAI trained manpower on Revenue Sharing basis for a period of 3 years

Ref: RFP/01/2025-26 dated 16/08/2025

1. GENERAL

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

AND

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

WHEREAS the BUYER proposes to select a _____ and the BIDDER/SELLER/CONTRACTOR/SERVICE PROVIDER is willing to offer/has offered the stores/services and

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

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

2. NOW, THEREFORE, the BUYER and the BIDDER/SELLER/CONTRACTOR/SERVICE PROVIDER agree to enter into this pre-contract integrity agreement, hereinafter referred to as Integrity Pact, which shall form part and parcel of RFP as also the contract agreement if

contracted with BIDDER, in the event that the BIDDER turns out to be successful bidder, and it is intended through this agreement to avoid all forms of corruption by following a system that is fair, transparent and free from any influence/prejudiced dealings prior to, during and subsequent to the Contract to be entered into with a view to:-

- 2.1. Enabling the BUYER to obtain the desired Stores/Equipment/Work/Service/Materials at a competitive price in conformity with the defined specifications by avoiding the high cost and the distortionary impact of corruption on public procurement, and
- 2.2. Enabling BIDDER/SELLER/CONTRACTOR/SERVICE PROVIDER/SERVICE PROVIDER to refrain from bribing or indulging in any corrupt practices in order to secure the contract, by providing assurance to them that the BUYER shall not be influenced in any way by the bribery or corrupt practices emanating from or resorted to by their competitors and that all procurements shall be free from any blemish or stain of corruption and the BUYER stays committed to prevent corruption, in any form, by its officials by following transparent procedures.

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

3. COMMITMENTS OF THE BUYER

The BUYER commits itself to the following: -

- 3.1. The BUYER represents that all officials of the BUYER, connected whether directly or indirectly with the procurement process are duty bound by rules and regulations governing their service terms and conditions not to demand, take promise for or accept, directly or through intermediaries, any bribe, consideration, gift, reward, favour or any material or immaterial benefit or any other advantage from the BIDDER/SELLER/CONTRACTOR/SERVICE PROVIDER either for themselves or for any person, organization or third party related to the contract in exchange for an advantage in the bidding process, bid evaluation, contracting or implementation process related to the contract.
- 3.2. The BUYER will, during the pre-contract stage, treat all BIDDERS/SELLERS/CONTRACTORS/SERVICE PROVIDERS alike, and will provide to all BIDDERS/SELLERS/CONTRACTORS/SERVICE PROVIDERS the same information and will not provide any such information to any particular BIDDER/SELLER/CONTRACTOR/SERVICE PROVIDER which could afford an advantage to that particular BIDDER/SELLER/CONTRACTOR/SERVICE PROVIDER in comparison to the other BIDDER/SELLER/CONTRACTOR/SERVICE PROVIDERS.
- 3.3. The BUYER shall report to the appropriate Government Regulators/Authorities any attempted or completed breaches of the above commitments as well as any substantial suspicion of such a breach, as and when the same is considered necessary to comply with the law in force in this regard.

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

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

The BIDDER/SELLER/CONTRACTOR/SERVICE PROVIDER commits itself to take all measures necessary to prevent corrupt practices, unfair means and illegal activities during any stage of its bid or during any pre-contract or post-contract stage in order to secure the contract or in furtherance to secure it and in particular commit itself to the following:-The BIDDER/SELLER/CONTRACTOR/SERVICE PROVIDER will not offer, directly or through intermediaries, any bribe, gift, consideration, reward, favour, any material or immaterial benefit or other advantage, commission, fees, brokerage or inducement to any official of the BUYER, connected directly or indirectly with the bidding process, or to any person, organization or third party related to the contract in exchange for any advantage in the bidding, evaluation, contracting and implementation of the contract.

- 4.1.** The BIDDER/SELLER/CONTRACTOR/SERVICE PROVIDER further undertakes that it has not given, offered or promised to give, directly or indirectly any bribe, gift, consideration, reward, favour, any material or immaterial benefit or other advantage, commission, fees, brokerage, or inducement to any official of the BUYER or otherwise for procuring the Contract or for forbearing to do or for having done any act in relation to the obtaining or execution of the contract or any other contract with the BUYER or for showing or forbearing to show favour or disfavour to any person in relation to the contract or any other contract with the BUYER.
- 4.2.** The BIDDER/SELLER/CONTRACTOR/SERVICE PROVIDER further confirms and declares to the BUYER that the BIDDER/SELLER/CONTRACTOR/SERVICE PROVIDER is the original Manufacturer/Integrator/Authorized government sponsored export entity of the stores/Authorised Service Provider having necessary authorizations, intellectual property rights and approvals from the intellectual property right owners of such materials/services and has not engaged any individual or firm or company whether Indian or foreign to intercede, facilitate or in any way to recommend to the BUYER or any of its functionaries, whether officially or unofficially to the award of the contract to the BIDDER/SELLER/CONTRACTOR/SERVICE PROVIDER, nor has any amount been paid, promised or intended to be paid to any such individual, firm or company in respect of any such intercession, facilitation or recommendation.
- 4.3.** The BIDDER/SELLER/CONTRACTOR/SERVICE PROVIDER, either while presenting the bid or during pre-contract negotiations or before signing the contract, shall disclose any payment he has made, is committed to or intends to make to officials of the BUYER or their family members, agents, brokers or any other intermediaries in connection with the contract and the details of services agreed upon for such payments.
- 4.4.** The BIDDER/SELLER/CONTRACTOR/SERVICE PROVIDER will not collude with other parties interested in the contract to impair the transparency, fairness and progress of the bidding process, bid evaluation, contracting and implementation of the contract.
- 4.5.** The BIDDER/SELLER/CONTRACTOR/SERVICE PROVIDER will not accept any advantage in exchange for any corrupt practice, unfair means and illegal activities emanating from other competitors or from anyone else.
- 4.6.** The BIDDER/SELLER/CONTRACTOR/SERVICE PROVIDER shall not use improperly, for purpose of competition or personal gain, or pass on to others, any information provided by the BUYER as part of the business relationship, regarding plans, technical proposal and business details, including information contained in any electronic data carrier. The BIDDER/SELLER/CONTRACTOR/SERVICE PROVIDER also undertakes to exercise due and adequate care lest any such information is divulged.

4.7. The BIDDER/SELLER/CONTRACTOR/SERVICE PROVIDER commits to refrain from giving any complaint directly or through any other manner without supporting it with full and verifiable facts.

4.8. The BIDDER/SELLER/CONTRACTOR/SERVICE PROVIDER shall not instigate or cause to instigate any third person to commit any of the acts mentioned above.

5. PREVIOUS TRANSGRESSION

5.1. The BIDDER/SELLER/CONTRACTOR/SERVICE PROVIDER declares that no previous transgression occurred in the last three years immediately before signing of this Integrity Pact with any other company in any country in respect of any corrupt practices envisaged hereunder or with any Public Sector Bank, Public Sector Enterprise/Undertaking in India or any Government Department in India that could justify BIDDER's exclusion from the tender process.

5.2. If the BIDDER/SELLER/CONTRACTOR/SERVICE PROVIDER makes incorrect statement on this subject, BIDDER/SELLER/CONTRACTOR/SERVICE PROVIDER can be disqualified from the tender/bid process or the contract, if already awarded, can be terminated for such reason.

6. EARNEST MONEY (SECURITY DEPOSIT)

6.1. Every BIDDER/SELLER/CONTRACTOR/SERVICE PROVIDER while submitting commercial bid, shall deposit an amount as specified in RFP/Tender Documents as Earnest Money/Security, Deposit, with the BUYER through any of the instruments as detailed in the tender documents.

6.2. The Earnest Money/Security Deposit shall be valid for a period till the complete conclusion of the contractual obligations or for such period as mentioned in RFP/Contract, including warranty period, whichever is later to the complete satisfaction of BUYER.

6.3. In the case of successful BIDDER/SELLER/CONTRACTOR/SERVICE PROVIDER, a clause would also be incorporated in the Article pertaining to Performance Bond in the Purchase Contract that the provisions of Sanctions for violation shall be applicable for forfeiture of Performance Bond in case of a decision by the BUYER to forfeit the same without assigning any reason for imposing sanction for violation of this Pact.

6.4. No interest shall be payable by the BUYER to the BIDDER/SELLER/CONTRACTOR/SERVICE PROVIDER on Earnest Money/Security Deposit for the period of its currency.

7. SANCTIONS FOR VIOLATIONS

7.1. Any breach of the provisions herein contained by the BIDDER/SELLER /CONTRACTOR/SERVICE PROVIDER or any one employed by it or acting on its behalf (whether with or without the knowledge of the BIDDER/SELLER/CONTRACTOR/SERVICE PROVIDER shall entitle the BUYER to take all or any one of the following actions, wherever required: -

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

7.2. The BUYER will be entitled to take all or any of the actions mentioned at para 7.1 (i) to (xi) of this Pact, also in the event of commission by the BIDDER/SELLER/CONTRACTOR/SERVICE PROVIDER or anyone employed by it or acting on its behalf (whether with or without the knowledge of the BIDDER), of an offence as defined In Chapter IX of the Indian Penal code, 1860 or Prevention of Corruption Act, 1988 or any other statute enacted for prevention of corruption.

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

8. FALL CLAUSE

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

9. INDEPENDENT EXTERNAL MONITORS

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

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

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

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

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

9.6. The BIDDER(s) accepts that the Monitors have the right to access without restriction to all Project /Procurement documentation of the BUYER including that provided by the BIDDER/SELLER/CONTRACTOR/SERVICE PROVIDER. The BIDDER/SELLER/CONTRACTOR/SERVICE PROVIDER will also grant the Monitors, upon

their request and demonstration of a valid interest, unrestricted and unconditional access to his documentation pertaining to the project for which the RFP/Tender is being /has been submitted by BIDDER/SELLER/CONTRACTOR/SERVICE PROVIDER. The same is applicable to Subcontractors. The Monitors shall be under contractual obligation to treat the information and documents of the BIDDER/Subcontractors () with confidentiality.

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

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

10. FACILITATION OF INVESTIGATION

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

11. LAW AND PLACE OF JURISDICTION

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

12. OTHER LEGAL ACTIONS

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

13. VALIDITY

13.1. The validity of this Integrity Pact shall be from the date of its signing and extend up to 3 years or such longer period as mentioned in RFP/Contract or the complete execution of the contract to the satisfaction of the BUYER whichever is later. In case BIDDER/SELLER/CONTRACTOR/SERVICE PROVIDER is unsuccessful, this Integrity Pact shall expire after six months from the date of the signing of the contract.

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

14. The parties hereby sign this Integrity Pact on.....[Insert Date].

BUYER
Name of the Officer
Designation
Canara Bank
Place: _____ *

BIDDER
Authorized Signatory/PoA Holder
Designation: _____
Place: _____ *

Witness:

1)

2)

Witness:

1)

2)

****Buyer and Seller to mention their respective place of execution.***

Appendix-G
DRAFT CONTRACT AGREEMENT

CONTRACT AGREEMENT FOR
..... AS PER THE PURCHASE
ORDER DATED

THIS AGREEMENT (the Agreement) executed at Bengaluru on day of 2025

BETWEEN

Canara Bank, a body corporate constituted under the Banking Companies (Acquisition and Transfer of Undertakings) Act 1970, having its Head Office at 112, J C Road, Bengaluru - 560002 in India, represented by the Authorised Signatory of its CP & VM Wing, Mr....., (Designation), (hereinafter referred to as "PURCHASER") which expression shall unless excluded by or repugnant to the subject or context be deemed to mean and include its assigns and successors) of the **ONE PART**

AND

M/s, a Company/Firm constituted and registered under the provisions of the Companies Act 1956 having its Registered Office at represented by the Authorized Signatory, Mr..... (Designation) (hereinafter referred to as "Vendor /service provider" which expression shall unless excluded by or repugnant to the subject or context be deemed to mean and include its administrators, successors and assigns) of the **OTHER PART**:

The Purchaser and Vendor/service provider are hereinafter collectively referred to as "Parties".

WHEREAS the Purchaser invited Bids for Products/Services VIZ, (Brief description of product/service/solutions) and has accepted the Bid by the Vendor/service provider for (Full description of product/service/solutions) for the sum of Rs..... (Rupees only) exclusive of GST (herein after called "the Contract Price").

NOW THIS AGREEMENT WITNESSETH AND IT IS HEREBY AGREED BY AND BETWEEN THE PARTIES HERETO AS FOLLOWS:

1. DEFINITION AND INTERPRETATION:

- 1.1 In this Agreement words and expressions shall have the same meanings as are respectively assigned to them in the terms and conditions of RFP/RFQ/EOI/ Amendments/ LOI/ Purchase Order referred to.
- 1.2 Reference to a "Business day" shall be construed as reference to a day (other than a Sunday, second or fourth Saturday) on which banks in the State are generally open for business;
- 1.3 any reference to a month shall mean a reference to a calendar month as per the Gregorian calendar;
- 1.4 In this Agreement, unless the context otherwise requires:

- 1.4.1 words of any gender are deemed to include the other gender;
 - 1.4.2 words using the singular or plural number also include the plural or singular number, respectively;
 - 1.4.3 the terms “hereof”, “herein”, “hereby”, “hereto” and any derivative or similar words refer to this entire Agreement;
 - 1.4.4 headings, sub-headings and bold typeface are only for convenience and shall be ignored for the purposes of interpretation;
 - 1.4.5 reference to any legislation or law or to any provision thereof shall include references to any such legislation or law as it may, after the date hereof, from time to time, be amended, supplemented or re-enacted, and any reference to a statutory provision shall include any subordinate legislation made from time to time under that provision;
 - 1.4.6 any term or expression used, but not defined herein, shall have the same meaning assigned thereto under the RFP;
 - 1.4.7 references to the word “include” or “including” shall be construed without limitation;
- 1.5 The RFP/RFQ/EOI Document/ Bid No/PO No dated as amended from time to time and this Agreement, and the other related documents shall be deemed to form and be read and construed as part of this Agreement, which, inter alia, includes
- a) The Bid Form and the Price Schedule submitted by the Bidder.
 - b) The Bill of Material.
 - c) The Technical & Functional Specifications.
 - d) The Terms and Conditions of the Contract.
 - e) The Purchaser's Letter of Intent/Notification of Award.
 - f) Schedule of Dates, Amounts etc.
 - g) Pre-Contract Integrity Pact.
 - h) All pre bid clarifications/mail communications shared with the bidder during the processing of this bid.

All the above are collectively referred to as "the Transaction Documents" forming an integral part of the Contract are to be taken as mutually explanatory to one another. Detailed site orders as and when released shall form an integral part of this contract. However, in case of conflict between the Clauses of the Contract and Schedules appended to the Contract, provisions of the Clauses of the Contract shall prevail.

2. SCOPE OF WORK:

The scope of work shall be as Per RFP/RFQ/EOI Document/ Bid No/PO No
Dated.....

3. TERM OF THE CONTRACT:

The contract shall be valid for the full duration till completion of all contractual obligations by the Vendor/Service Provider and PURCHASER for the current orders or further orders to be released to Vendor/ Service Provider as per the terms and conditions in this contract or till the expiry of the contract whichever is later.

4. PAYMENT TERMS:

The payment terms shall be as specified in the RFP/RFQ/EOI Document/ Bid No/PO No dated

5. PENALTIES/LIQUIDATED DAMAGES:

As Per RFP/RFQ/EOI Document/ Bid No/PO No dated

6. SECURITY DEPOSIT / PERFORMANCE BANK GUARANTEE:

The Vendor/Service Provider shall submit Security Deposit/Performance Bank Guarantee as specified in the RFP/RFQ/EOI Document/ Bid No/PO No dated

7. ASSIGNMENT:

7.1. VENDOR/ SERVICE PROVIDER shall not assign to any one, in whole or in part, it's obligations to perform under the Contract, except with the BANK's prior written consent.

7.2. If the BANK undergoes a merger, amalgamation, take-over, consolidation, reconstruction, change of ownership etc., this Contract shall be considered to be assigned to the new entity and such an act shall not affect the rights and obligations of the VENDOR/ SERVICE PROVIDER under this Contract.

8. SUB-CONTRACTING:

8.1. VENDOR/ SERVICE PROVIDER shall not subcontract or permit anyone other than its personnel to perform any of the work, service or other performance required of the VENDOR/ SERVICE PROVIDER under the contract without the prior written consent of the BANK.

8.2. Notwithstanding the above or any written consent granted by the Bank for subcontracting the services, the Vendor/Service Provider alone shall be responsible for performance of the services under the contract.

9. SERVICE LEVELS:

9.1. During the term of the contract, the vendor shall maintain the Service Levels as detailed in RFP/PO. In case the vendor fails to maintain the Service Levels, Liquidated damages as detailed in RFP/PO shall be imposed on the Vendor/Service provider.

9.2. In relation to any undertaking and under any circumstances, the service provider shall exercise the degree of skill, diligence, prudence, and foresight that would reasonably be expected from a highly skilled and experienced professional

engaged in the same type of undertaking under similar circumstances. Further the vendor/service provider shall identify and designate skilled personnel necessary for the operation of critical functions under this agreement. Such personnel shall be considered essential and must be available to work on-site during exigencies including but not limited to emergencies and pandemics. The service provider shall provide the bank with a list of these essential personnel and any associated backup arrangements and ensure their availability as required.

9.3. The service provider shall wherever applicable be obligated to establish and maintain suitable back-to-back contractual arrangements with the Original Equipment Manufacturers (OEMs) to ensure that all services, warranties, and obligations stipulated in this Agreement are fully supported and enforceable by the OEMs. These arrangements shall include, but are not limited to, the OEMs' commitment to provide necessary resources, technical support, replacement parts, and any other services required to fulfill the terms of this Agreement. The Service Provider must provide evidence of such arrangements upon request and shall ensure that these agreements are in place for the duration of this contract to guarantee seamless service delivery and compliance with all contractual obligations.

9.4. The vendor/service provider shall deliver the agreed-upon goods and services in accordance with this agreement with respect to quality and quantity, and shall be subject to regular monitoring and reporting.

10. ORDER CANCELLATION/TERMINATION OF CONTRACT:

10.1. The Bank reserves its right to terminate this CONTRACT at any time without assigning any reasons, by giving a 30 days' notice.

10.2. The Bank reserves its right to cancel the entire / unexecuted part of CONTRACT at any time by assigning appropriate reasons and recover expenditure incurred by the Bank in addition to recovery of liquidated damages in terms of the contract, in the event of one or more of the following conditions:

10.2.1. Delay in delivery beyond the specified period for delivery.

10.2.2. Serious discrepancies noted in the items delivered.

10.2.3. Breaches in the terms and conditions of the Order.

10.2.4. Non submission of acceptance of order within 7 days of order.

10.2.5. Excessive delay in execution of order placed by the Bank.

10.2.6. The Vendor/Service Provider commits a breach of any of the terms and conditions of the bid.

10.2.7. The Vendor/Service Provider goes in to liquidation voluntarily or otherwise.

10.2.8. An attachment is levied or continues to be levied for a period of 7 days upon the effects of the bid.

10.2.9. The progress made by the Vendor/Service Provider is found to be unsatisfactory.

10.2.10. If deductions on account of liquidated Damages exceeds more than 10% of the total contract price.

- 10.3. Bank shall serve the notice of termination to the Vendor/Service Provider at least 30 days prior, of its intention to terminate services.
- 10.4. In case the Vendor/Service Provider fails to deliver the quantity as stipulated in the delivery schedule, the Bank reserves the right to procure the same or similar materials from alternate sources at the risk, cost and responsibility of the Vendor/Service Provider by giving 7 days' prior notice to the Vendor/Service Provider.
- 10.5. After the award of the contract, if the Vendor/Service Provider does not perform satisfactorily or delays execution of the contract, the Bank reserves the right to get the balance contract executed by another party of its choice by giving one months' notice for the same. In this event, the Vendor/Service Provider is bound to make good the additional expenditure, which the Bank may have to incur for the execution of the balance of the order/contract. Such additional expenditure shall be incurred by the bank within reasonable limits & at comparable price prevailing in the market. This clause is also applicable, if for any reason, the contract is cancelled.
- 10.6. The Bank reserves the right to recover any dues payable by the Vendor/Service Provider from any amount outstanding to the credit of the Vendor/Service Provider, including the pending bills and security deposit, if any, under this contract.
- 10.7. In addition to the cancellation of purchase order, the Bank reserves its right to invoke the Bank Guarantee or foreclose the Security Deposit given by the Vendor/Service Provider towards non- performance/non-compliance of the terms and conditions of the contract, to appropriate towards damages.
- 10.8. Notwithstanding the existence of a dispute, and/ or the commencement of negotiation and mediation proceedings, Vendor/Service Provider should continue the services. Vendor/Service Provider is solely responsible to prepare a detailed Reverse Transition plan.
- 10.9. The Bank shall have the sole decision to determine whether such plan has been complied with or not. Reverse Transition mechanism would include services and tasks that are required to be performed/ rendered by the Vendor/Service Provider to the Bank or its designee to ensure smooth handover and transitioning of the Bank's deliverables.

11. EXIT MANAGEMENT PLAN:

- 11.1. Vendor/Service Provider shall submit a structured & detailed Exit Management plan along with Training and Knowledge transfer for its exit initiated by the Bank.
- 11.2. Vendor/Service Provider shall update the Transition and Exit management on half yearly basis or earlier in case of major changes during the entire contract duration. The plan and the format shall be discussed and approved by the Bank.
- 11.3. The exit Management plan shall deal with the following aspects but not limited to of exit management in relation to the Service Level as a whole and in relation to in scope applications, interfaces, infrastructure and network and the scope of work.

- 11.3.1 A detailed program of the transfer process that could be used in conjunction with a replacement vendor including details of the means to be used to ensure continuing provision of the services throughout the transfer process or until the cessation of the services and of the management structure to be used during the transfer.
- 11.3.2 Plans for provision of contingent support to the Project and replacement Vendor/Service Provider for a reasonable period (minimum three month and maximum as per mutual agreement) after transfer or as decided by Canara Bank.
- 11.3.3 Plans for training of the Replacement Service Provider/Canara Bank staff to run the operations of the project. This training plan along with the training delivery schedule should be approved by Canara Bank. The delivery of training along with handholding support and getting the sign off on the same would be the responsibility of Vendor/Service provider.
- 11.4. At the end of the contract period or during the contract period, if any other Service Provider is identified or selected for providing services related to Vendor/Service Provider scope of work, they shall ensure that a proper and satisfactory handover is made to the replacement Service Provider. This transition process shall be managed to ensure minimal disruption to the bank's operations and continuity of services.
- 11.5. All risk during transition stage shall be properly documented by Vendor/Service Provider and mitigation measures shall be planned to ensure a smooth transition without any service disruption. Vendor/Service Provider must ensure that hardware supplied by them shall not reach end of support products (software/hardware) at time of transition. Vendor/Service Provider shall inform well in advance end of support products (software/hardware) for the in-scope applications and infrastructure.
- 11.6. The transition & exit management period will start minimum six (6) months before the expiration of the contract or as decided by Canara Bank.
- 11.7. Vendor/Service Provider will provide shadow support for a minimum of 90 days or as decided by the Bank before the end of termination of notice period or expiry of the contract as applicable at no additional cost to the Bank.
- 11.8. In case of termination, the exit management period will start from effective date of termination, or such other date as may be decided by Canara Bank and communicated to Vendor/Service Provider.
- 11.9. Vendor/Service Provider must ensure closing off all critical open issues, any audit observation as on date of exit. All other open issues as on date of Exit shall be listed and provided to Canara Bank.
- 11.10. Vendor/Service Provider needs to comply with Banks requirements and any statutory or regulatory guidelines during the reverse transition period.
- 11.11. The vendor/service provider shall fully cooperate with relevant authorities in the event of the bank's insolvency or resolution, including providing necessary information and support as required to facilitate the orderly transition and resolution process, ensuring minimal disruption to services and compliance with regulatory requirements.

12. TRAINING AND HANDHOLDING:

12.1. Vendor/Service Provider shall provide necessary knowledge transfer and transition support to the satisfaction of the Bank. The deliverables as indicated below but not limited to:

12.1.1. Entire back-up History but not limited to archive policies, retention policies, restore policies, schedules, target storage, backup history.

12.1.2. Change Request Logs

12.2. Assisting the new Service Provider/Bank with the complete audit of the system including licenses and physical assets

12.3. Detailed walk-throughs and demos for the solution

12.4. During the exit management period, the Vendor/Service Provider shall use its best efforts to deliver the services.

12.5. Vendor/Service Provider shall hold technical knowledge transfer sessions with designated technical team of Business and/or any replacement Service Provider in at least last three (3) months of the project duration or as decided by Bank.

During Reverse Transition Bank will not pay any additional cost to the Vendor/Service Provider for doing reverse transition.

13. INTELLECTUAL PROPERTY RIGHTS:

13.1. VENDOR/ SERVICE PROVIDER warrants that the inputs provided shall not infringe upon any third party intellectual property rights, including copyrights, patents and other intellectual property rights of any nature whatsoever. VENDOR/ SERVICE PROVIDER warrants that the deliverables shall not infringe upon any third party intellectual property rights, including copyrights, patents and other intellectual property rights of any nature whatsoever. VENDOR/ SERVICE PROVIDER shall ensure that the Solution supplied to the BANK shall not infringe the third party intellectual property rights, if any. VENDOR/ SERVICE PROVIDER shall ensure that third party rights are not infringed even in case of equipment /software supplied on behalf of consortium as VENDOR/ SERVICE PROVIDER.

13.2. In the event that the Deliverables become the subject of claim of violation or infringement of a third party's intellectual property rights, VENDOR/ SERVICE PROVIDER shall at its choice and expense:

13.2.1. Procure for BANK the right to continue to use such deliverables.

13.2.2. Replace or modify such deliverables to make them non-infringing, provided that the same function is performed by the replacement or modified deliverables as the infringing deliverables or

13.2.3. If the rights to use cannot be procured or the deliverables cannot be replaced or modified, accept the return of the deliverables and reimburse BANK for any amounts paid to VENDOR/ SERVICE PROVIDER for such deliverables, along with the replacement costs incurred by BANK for procuring equivalent equipment in addition to the penalties levied by BANK. However, BANK shall not bear any kind of expense, charge, fees or any kind of costs in this regard. Notwithstanding the

remedies contained herein, VENDOR/ SERVICE PROVIDER shall be responsible for payment of penalties in case service levels are not met because of inability of the BANK to use the proposed solution.

13.3. The indemnification obligation stated in this clause shall apply only in the event that the indemnified party provides the indemnifying party prompt written notice of such claims, grants the indemnifying party sole authority to defend, manage, negotiate or settle such claims and makes available all reasonable assistance in defending the claims [at the expenses of the indemnifying party]. Notwithstanding the foregoing, neither party is authorized to agree to any settlement or compromise or the like which would require that the indemnified party to make any payment or bear any other substantive obligation without the prior written consent of the indemnified party. The indemnification obligation stated in this clause reflects the entire liability of the parties for the matters addressed thereby.

13.4. VENDOR/ SERVICE PROVIDER acknowledges that business logics, work flows, delegation and decision making processes of BANK are of business sensitive nature and shall not be disclosed/referred to other clients, agents or distributors of Software/Service.

14. INDEMNITY:

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

14.1.1. The breach, default or non-performance of undertakings, warranties, covenants or obligations by VENDOR/ SERVICE PROVIDER;

14.1.2. Any contravention or Non-compliance with any applicable laws, regulations, rules, statutory or legal requirements by VENDOR/ SERVICE PROVIDER;

14.1.3. Fines, penalties, or punitive damages levied on Bank resulting from supervisory actions due to breach, default or non-performance of undertakings, warranties, covenants, or obligations by the Vendor/Service Provider

14.2. Vendor/Service Provider shall be liable for any loss caused to the bank due to any wilful negligence /malpractice by the Vendor/Service Provider or any of its officers, employees, agents or representatives which is found to be a causative factor for any fraud in spite of liability under the relevant statute, civil and/ or criminal as the case may be, for any malicious acts, negligent acts, wrongful acts, fraudulent acts and/ or offline transactions committed (including those committed by any of its employees, agents and/or representatives) in the performance of the Services under this Agreement and shall not be deemed to be acting on or behalf of the Bank in any manner whatsoever to the extent of such acts and/ or transactions.

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

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

14.3.2. The limits specified in below clause shall not apply to claims made by the Bank/third parties in case of infringement of Intellectual property rights or confidential information, fraud or gross negligence or wilful misconduct or for claims relating to the loss or damage to real property and tangible personal property and for bodily injury or death and in these cases the liability will be unlimited.

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

14.4. VENDOR/ SERVICE PROVIDER's aggregate liability shall be subject to an overall limit of the total Cost of the project.

15. RIGHT TO AUDIT:

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

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

15.3. The VENDOR shall, whenever required by the PURCHASER, furnish all relevant information, records/data to the PURCHASER and/or auditors and/or inspecting officials of the PURCHASER/Reserve Bank of India and or any regulatory authority. The PURCHASER reserves the right to call and/or retain for any relevant material information/reports including auditor review reports undertaken by the VENDOR

(e.g., financial, internal control and security reviews) and findings made on VENDOR in conjunction with the services provided to the PURCHASER.

16. BUSINESS CONTINUITY PLAN:

- 16.1. The service provider/vendor shall develop and establish a robust Business Continuity and Management of Disaster Recovery Plan if not already developed and established so as to ensure uninterrupted and continued services to the Bank and to ensure the agreed upon service level.
- 16.2. The service provider/vendor shall periodically test the Business Continuity and Management of Disaster Recovery Plan. The Bank may consider joint testing and recovery exercise with the Service provider/vendor.

17. CORRUPT AND FRAUDULENT PRACTICES:

- 17.1. Vendor/Service Provider shall at all times observe the highest standard of ethics during the entire contract period.
- 17.2. Vendor/Service Provider shall ensure compliance of CVC guidelines issued or to be issued from time to time for selection of vendor for Supply, Implementation, Migration and Support of the Solution by the Bank.

18. CONFIDENTIALITY AND NON-DISCLOSURE:

- 18.1. The vendor/service provider acknowledges and agrees that all tangible and intangible information obtained, developed or disclosed including all documents, data, papers, statements, any business / customer information, trade secrets and process of the Bank relating to its business practices in connection with the performance of services under this Agreement or otherwise, is deemed by the Bank and shall be considered to be confidential and proprietary information (“Confidential Information”), and shall not in any way disclose to anyone and the same shall be treated as the intellectual property of the Bank. The Service Provider shall ensure that the same is not used or permitted to be used in any manner incompatible inconsistent with that authorized procedure/ practice by the Bank. The Confidential Information will be safeguarded, and the Service Provider will take all necessary action to protect it against misuse, loss, destruction, alteration, or deletion thereof. Any violation of the same will be liable for action under the law.
- 18.2. VENDOR/ SERVICE PROVIDER shall take all necessary precautions to ensure that all confidential information is treated as confidential and not disclosed or used other than for the purpose of project execution. VENDOR/ SERVICE PROVIDER shall suitably defend, indemnify BANK for any loss/damage suffered by BANK on account of and to the extent of any disclosure of the confidential information.
- 18.3. No Media release/public announcement or any other reference to the Contract/RFP or any program there under shall be made without the written consent of the BANK, by photographic, electronic or other means.
- 18.4. Provided that the Confidentiality Clause may not be applied to the data or information which;

- a) Was available in the public domain at the time of such disclosure through no wrongful act on the part of VENDOR/ SERVICE PROVIDER.
- b) Is received by VENDOR/ SERVICE PROVIDER without the breach of this Agreement.
- c) Is required by law or regulatory compliance to disclose to any third person.
- d) Is explicitly approved for release by written authorization of the Bank.

18.5. Service Provider to ensure confidentiality of customer data and shall be liable in case of any breach of security and leakage of confidential customer related information

18.6. The vendor/service provider may disclose only the following types of data to the bank's customers and/or third parties with prior written consent of the bank: financial data, sensitive personal data, and other information explicitly permitted by the bank. All disclosures must comply with applicable laws, RBI regulations and guidelines. Prior written consent from the bank is required for any other disclosures, and detailed records of all shared data must be maintained by the service provider and shall be provided to the bank as and when required by the bank.

THESE CONFIDENTIALITY OBLIGATIONS SHALL SURVIVE THE TERMINATION OF THIS CONTRACT AND THE VENDOR/ SERVICE PROVIDER SHALL BE BOUND BY THE SAID OBLIGATIONS.

19. FORCE MAJEURE:

19.1. VENDOR/ SERVICE PROVIDER shall not be liable for default or non-performance of the obligations under the Contract, if such default or non-performance of the obligations under this Contract is caused by any reason or circumstances or occurrences beyond the control of VENDOR/ SERVICE PROVIDER, i.e. Force Majeure.

19.2. For the purpose of this clause, "Force Majeure" shall mean an event beyond the control of the VENDOR/ SERVICE PROVIDER, due to or as a result of or caused by acts of God, wars, insurrections, riots, earth quake and fire, Government policies or events not foreseeable but does not include any fault or negligence or carelessness on the part of the VENDOR/ SERVICE PROVIDER, resulting in such a situation.

19.3. In the event of any such intervening Force Majeure, VENDOR/ SERVICE PROVIDER shall notify the BANK in writing of such circumstances and the cause thereof immediately within seven days. Unless otherwise directed by the BANK, VENDOR/ SERVICE PROVIDER shall continue to perform / render / discharge other obligations as far as they can reasonably be attended / fulfilled and shall seek all reasonable alternative means for performance affected by the Event of Force Majeure.

19.4. In such a case, the time for performance shall be extended by a period (s) not less than the duration of such delay. If the duration of delay continues beyond a period of three months, the BANK and VENDOR/ SERVICE PROVIDER shall hold consultations with each other in an endeavour to find a solution to the problem. Notwithstanding above, the decision of the BANK shall be final and binding on the VENDOR/ SERVICE PROVIDER.

20. SOCIAL MEDIA POLICY:

- 20.1. No person of the Bank or the Vendor/Service Provider and third parties shall violate the Social Media Policy of the Bank.
- 20.2. The following acts on the part of personnel of the Bank or Vendor/Service Provider and third parties shall be construed as violation of Social Media Policy:
- 20.2.1. Non-adherence to the standards/guidelines in relation to Social Media Policy issued by the Bank from time to time.
- 20.2.2. Any omission or commission which exposes the Bank to actual or potential monetary loss or otherwise, reputation loss on account of non-adherence of Social Media related systems and procedures.
- 20.2.3. Any unauthorized use or disclosure of Bank's confidential information or data.
- 20.2.4. Any usage of information or data for purposes other than for Bank's normal business purposes and / or for any other illegal activities which may amount to violation of any law, regulation or reporting requirements of any law enforcement agency or government body.

21. HIRING OF BANK STAFF OR EX-STAFF:

The VENDOR/ SERVICE PROVIDER or subcontractor(s) shall not hire any of the existing/ ex/retired employee of the Bank during the contract period or after the closure/termination of contract even if existing/ ex/retired employee actively seek employment from the VENDOR/ SERVICE PROVIDER or sub-contractor(s). The period /duration after the date of resignation/ retirement/ termination after which the existing/ex/retired employee shall be eligible for taking up such employment shall be governed by regulatory guidelines/HR policies of the Bank

22. ADHERENCE TO BANKS IS SECURITY/CYBER SECURITY POLICIES:

- 22.1. VENDOR/ SERVICE PROVIDER shall comply with Bank's various policies like Information Security policy and Cyber Security Policy, Internet Policy, Information System Audit Policy, E-Mail policy and Guidelines.
- 22.2. In case of any security incident including but not limited to data breaches, denial of service, service unavailability, etc., the vendor/Service Provider shall immediately report such incident to the Bank.

23. PROTECTION OF DATA:

- 23.1. Vendor/Service Provider warrants that at all times, when delivering the Deliverables and/or providing the Services, use appropriate procedures and care to avoid loss or corruption of data. However, in the event that any loss or damage to Bank data occurs as a result of Vendor/Service provider's failure to perform its responsibilities in the RFP/ PO/Agreement, Vendor/Service Provider will at Bank's request correct or cause to be corrected any loss or damage to Bank data. Further, the cost of any corrective action in relation to data loss of any nature will be borne by Vendor/Service Provider, if such loss or damage was caused by any act or omission of Vendor/Service provider or its officers, employees, contractors or agents or other persons under Vendor/Service provider control.

- 23.2.** Where the terms of the RFP/ PO/Agreement require any data to be maintained by the Bank, the Bank agrees to grant, Vendor/Service provider such access and assistance to such data and other materials as may be required by Vendor/Service Provider, for the purposes of correcting loss or damage to Bank data. If any data to be shared between the Bank and Vendor/Service provider for the purpose of the contract, the same shall be shared through secured channels in an encrypted manner. The Vendor/ Service Provider shall process the relevant data at _____ (furnish the location). If the Vendor/ Service Provider proposes any change in data processing location, the same shall be notified to the Bank before the change of location. Vendor/Service provider is required to adhere to RBI guidelines for storage of data in India as per regulatory requirements/instructions, also to provide complete details of data captured, processed and stored, maintain confidentiality of the bank's and its customer's data and report same to the bank. The data if any to be stored by the vendor shall be stored in an encrypted manner. Vendor/Service provider will be liable to bank for any event for security breach and leakage of data/information. No biometric data shall be stored/ collected in the system associated with the vendor, unless allowed under extant statutory guidelines. The vendor shall have a structured process in place for secured removal/disposal/destruction of data and the details of the same shall be provided to the Bank as and when required by the bank.
- 23.3.** Data privacy and security of the customer's personal information shared by the Bank shall always be ensured by Vendor/Service Provider. The personal information of customers shall not be stored and processed by the vendor except certain basic minimal data (viz. name, address, contact details of the customer etc.) as required for the performance of its obligations under this Agreement.
- 23.4.** Vendor/Service Provider shall ensure compliance with all applicable law in relation to the services under this agreement and any modifications/changes in the applicable Law by Legislators and/or regulators during the currency of the agreement.
- 23.5.** Vendor/Service Provider shall comply with all Data Protection Laws applicable in relation to the services under this agreement and shall ensure that any data provided by the Party under this Agreement is treated as confidential.
- 23.6.** For the Purpose of this clause, "Data Protection Laws" means all directives, statutes, regulations, orders, decrees, decisions, or any other like legal instrument (whether enacted in India or any other relevant jurisdiction) which pertain to the protection of privacy and confidentiality of Personal Data including Digital Data Protection Act, 2023, Information Technology Act, 2000, and the Information Technology (Reasonable Security Practices and Procedures and Sensitive Personal Data or Information) Rules, 2011, as amended from time to time
- 23.7.** The Service provider shall ensure compliance with any modifications/changes in the applicable Law by Legislators and/or regulators during the currency of the contract and the contract shall be subject to the applicable law. If any modifications are required in existing applications/services due to change in the applicable Law by the Legislator and/or regulators, the Service provider shall make the necessary changes as per the instructions of the Bank. Payment terms for the modifications/changes necessitated due to change in applicable law shall

be mutually agreed between the Bank and the Service provider. For this purpose “Applicable Law” means all the (a) applicable provisions of the constitution, treaties, statutes, laws (including the common law), codes, rules, regulations, ordinances, or orders of any Government Authority of India, Regulators; (b) orders, decisions, injunctions, judgments, awards, decrees, etc., of any Government Authority, Regulators including but not limited to rules, regulations, guidelines, circulars, Frequently Asked Questions (FAQs) and notifications issued by the RBI from time to time; and (c) applicable international treaties, conventions and protocols that become enforceable from time to time.

24. DISPUTE RESOLUTION MECHANISM:

All disputes and differences of any kind whatsoever, arising out of or in connection with this Contract or in discharge of any obligation arising under this Contract (whether during the course of execution of the order or after completion and whether beyond or after termination, abandonment or breach of the Agreement) shall be resolved amicably by negotiation between the parties. In case of failure to resolve the disputes and differences amicably through negotiation, the matter may be referred to mediation with the assistance of a mediator mutually agreed upon after issuance of at least 30 days’ notice in writing to the other party clearly setting out the intention to refer such dispute to mediation. Proceedings of mediation shall be governed by The Mediation Act, 2023. Place of Mediation shall be Bengaluru, India . Proceedings of the mediation shall be conducted in English language.

25. GOVERNING LAWS AND JURISDICTION OF THE COURT:

All disputes and controversies between Bank and VENDOR/ SERVICE PROVIDER shall be subject to the exclusive jurisdiction of the courts in Bengaluru and the parties agree to submit themselves to the jurisdiction of such court as this Contract shall be governed by the laws of India.

26. NOTICES:

Any notice or other communication required or permitted by this Contract shall be in writing, in English, delivered by certified or registered mail, return receipt requested, postage prepaid and addressed as follows or to such other address as may be designated by notice being effective on the date received or, if mailed as set above:

If to BANK:

Registered Office Address: Canara Bank Head Office (Annex),
Centralized Procurement and Vendor Management Vertical,
Technology Services Wing,
#14, M G Road, Naveen Complex,
Bengaluru -560001

Designated Contact Person: (Designation)

Phone: 080-25599244

Email: suppliermanagement@canarabank.com

If to VENDOR/ SERVICE PROVIDER:

Registered Office Address:

Designated Contact Person: Sri. _____ (_____)

Phone: +91-_____

Email: _____

27. AMENDMENTS TO CONTRACT:

The terms and conditions of this Agreement may be modified by Parties by mutual agreement from time to time. No variation of or amendment to or waiver of any of the terms of this Agreement shall be effective and binding on the Parties unless evidenced in writing and signed by or on behalf of each of the Parties.

28. CONFLICT OF INTEREST:

28.1. VENDOR/ SERVICE PROVIDER represents and warrants that it has no business, professional, personal, or other interest, including, but not limited to, the representation of other clients, that would conflict in any manner or degree with the performance of its obligations under this Agreement.

28.2. VENDOR/ SERVICE PROVIDER represents and warrants that if any such actual or potential conflict of interest arises under this Agreement, Vendor/Service Provider shall immediately inform the Bank in writing of such conflict.

28.3. VENDOR/ SERVICE PROVIDER acknowledges that if, in the reasonable judgment of the Bank, such conflict poses a material conflict to and with the performance of VENDOR/ SERVICE PROVIDER's obligations under this Agreement, then the Bank may terminate the Agreement immediately upon Written notice to VENDOR/ SERVICE PROVIDER; such termination of the Agreement shall be effective upon the receipt of such notice by VENDOR/ SERVICE PROVIDER.

29. ESCALATION MATRIX:

The escalation matrix at the Vendor/Service Provider level, shall be provided as below.

In case of any issue with respect to the execution of the Project, Delivery of Hardware, Services etc., the Bank can escalate the issue as per the escalation matrix.

Escalation matrix shall be strictly followed to resolve any tickets, whenever raised.

Escalation Level	Name	Designation	Office Address	Mobile Number	Role & Responsibility	E-mail ID
First Level	----- -	-----	-----	-----	-----	----- ---
Senior Level/Middle Level	----- --	-----	-----	-----	-----	----- ---
Highest Level	----- --	-----	-----	-----	-----	----- ---

30. GENERAL CONDITIONS TO CONTRACT:

30.1. The VENDOR/ SERVICE PROVIDER shall during the validity of this contract, provide access to all data, books, records, information, logs, alerts and business premises relevant to the service provided under this agreement to the Bank.

30.2. The VENDOR/ SERVICE PROVIDER shall adhere to RBI guidelines for storage of data in India as per regulatory requirements, also to provide complete details of data captured, processed and stored, maintain confidentiality of the bank's and its customer's data and report same to the bank, Vendor/Service Provider shall be liable to bank for any event for security breach and leakage of data/information

30.3. The VENDOR/ SERVICE PROVIDER shall abide/comply with applicable guidelines issued by RBI on Outsourcing of IT services vide master direction note no:RBI/2023-24/102 DoS.CO.CSITEG/SEC.1/31.01.015/2023-24 dated 10/04/2023 and its future amendments and communications.

30.4. No forbearance, indulgence, relaxation or inaction by any Party [BANK or VENDOR/ SERVICE PROVIDER] at any time to require the performance of any provision of Contract shall in any way affect, diminish, or prejudice the right of such Party to require the performance of that or any other provision of Contract.

30.5. No waiver or acquiescence of any breach, or any continuing or subsequent breach of any provision of Contract shall be construed as a waiver of any right under or arising out of Contract or an acquiescence to or recognition of any right and/or any position other than that expressly stipulated in the Contract.

- 30.6.** All remedies of either BANK or VENDOR/ SERVICE PROVIDER under the Contract whether provided herein or conferred by statute, civil law, common law, custom, or trade usage, are cumulative and not alternative may be enforced successively or concurrently.
- 30.7.** If any provision of Contract or the application thereof to any person or Party [BANK/ VENDOR/ SERVICE PROVIDER] is or becomes invalid or unenforceable or prohibited by law to any extent, this Contract shall be considered divisible as to such provision, and such provision alone shall be inoperative to such extent and the remainder of the Contract shall be valid and binding as though such provision had not been included. Further, the Parties [BANK and VENDOR/ SERVICE PROVIDER] shall endeavour to replace such invalid, unenforceable or illegal provision by one that is valid, enforceable, and legal and achieve substantially the same economic effect as the provision sought to be replaced.
- 30.8.** None of the provisions of Contract shall be deemed to constitute a partnership between the Parties [BANK and VENDOR/ SERVICE PROVIDER] and neither Party [BANK nor VENDOR/ SERVICE PROVIDER] shall have any right or authority to bind the other as the other's agent or representative and no Party shall be deemed to be the agent of the other in any way.
- 30.9.** Contract shall not be intended and shall not be construed to confer on any person other than the Parties [BANK and VENDOR/ SERVICE PROVIDER] hereto, any rights or remedies herein.
- 30.10.** Contract shall be executed in English language in 1 (one) original, the BANK receiving the duly signed original and VENDOR/ SERVICE PROVIDER receiving the duly attested photocopy.
- 30.11.** The vendor/service provider shall comply with all applicable provisions of the Information Technology Act, 2000 and any amendments thereto. This includes adhering to regulations and standards set forth under the Act concerning data protection.
- 30.12.** The Vendor/Service Provider shall be liable for any loss caused to the bank due to any wilful negligence /malpractice by the Vendor/Service Provider or any of its officers, employees, agents or representatives which is found to be a causative factor for any fraud, in spite of liability under the relevant statute, civil and/ or criminal as the case may be, for any malicious acts, negligent acts, wrongful acts, fraudulent acts and/ or offline transactions committed (including those committed by any of its employees, agents and/or representatives) in the performance of the Services under this Agreement and shall not be deemed to be acting on or behalf of the Bank in any manner whatsoever to the extent of such acts and/ or transactions.
- 30.13.** Further Vendor/Service Provider the agrees that the guidelines issued by various regulators/government authorities/enforcement agencies etc. from time to time shall form part and parcel of this agreement and shall adhere to the same.

IN WITNESS WHEREOF, the Parties hereto have executed this Agreement the day and year first herein above written.

Signature:
Name:
Designation:
For & on behalf of:
(BANK)

Signature:
Name:
Designation:
For & on behalf of
(VENDOR/ SERVICE PROVIDER)

In the presence of:

In the presence of:

Signature: 1:
Name:
Designation:

Signature: 1:
Name:
Designation:

Signature: 2:

Signature: 2:

Name:
Designation:

Name:
Designation: