ಕೆನರಾ ಬ್ಯಾಂಕ್ केनरा बैंक Canara Bank

ಸಿಂಡಿಕೇಟ್ सिंडिकेट Syndicate

Amendment-III to "FIW:BCS: RFP :01:2021 dated 03.05.2021 Request for Proposal for Business Correspondent services- Hybrid OPEX model (kiosk & mobile) -using tablets for sixteen clusters".

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

A. Clause no: 31 and its sub clauses amended as below:

| Existing details | Amended details |
|---|---|
| 31.2<br>Bids should be deposited before 24/05/2021, Monday at 3.00PM at Canara Bank, BC SECTION, FI Wing, 5th Floor, Head Office Annex, 2nd Cross, Gandhinagar, Bangalore - 560009 | 31.2<br>Last date for submission of bids is 10/06/2021, Thursday before 3.00PM by online mode for both Technical and Commercial bids and all interested participants are requested to upload the bids through online mode by using Digital certificate. |

**Physical submission of Bids will not be accepted/evaluated.**
**All the other Instructions and Terms & Conditions of the above RFP remain unchanged.**
**Please take note of the above Amendments while submitting your response to the subject RFP.**

DEPUTY GENERAL MANAGER

Date: 20.05.2021
Place: Bengaluru

CANARA BANK Business Correspondent Section

31. Submission of Bids through E-Tendering Portal:

31.1 E-Tendering:

This Tender will follow E-Tendering process [e-bids] which will be conducted by Banks' authorized E-Tendering Vendor M/s e-Procurement Technologies Ltd., [abcProcure] through their Website as per details given below:

a. Submission of Technical Bid & Commercial Bid by the Bidder.
b. On-line Reverse Auction by the Bank.

Representative of Bidders will be given training for e-Tendering portal access by M/s e-Procurement Technologies Ltd., [abcProcure].

The response to the present tender will be submitted by way of Two stage bidding process "Technical bid & Commercial bid". Bidders need to submit all two bids through online mode at Bank's e-Tendering portal https://canarabank.abcprocure.com. **Physical submission of Bids will not be accepted/evaluated.**

31.2 Last date for submission of bids is 10/06/2021, Thursday before 3.00PM by online mode for both Technical and Commercial bids and all interested participants are requested to upload the bids through online mode by using Digital certificate.

31.3 Rules for Web Portal Access:

31.3.1 Bidder should be in possession of Class II or Class III Digital Certificate in the name of company/bidder with capability of signing and encryption for participating in the e-tender. Bidders may use Digital Certificates issued in the name of individuals upon submission of authorization certificate from the company for the same to the e-tendering service provider and prior approval from Bank officials. Bidders are advised to verify their digital certificates with the service provider at least two days before due date of submission and confirm back to Bank.

31.3.2 E-Tendering will be conducted on a specific web portal as detailed in Bid Schedule of this RFP meant for this purpose with the help of the Service Provider identified by the Bank as detailed in above **clause 31.1** as amendment-III to RFP.

31.3.3 Bidders will participate in E-Tendering event from their own office/place of their choice. Internet connectivity/browser settings and other paraphernalia requirements shall have to be ensured by Bidder themselves.

31.3.4 In the event of failure of their internet connectivity (due to any reason whatsoever it may be) either the service provider or Bank is not responsible.

31.3.5 In order to ward-off such contingent situation, Bidders are advised to make all the necessary arrangements/alternatives such as back-up power supply, connectivity whatever required so that they are able to circumvent such situation and still be able to participate in the E-Tendering Auction (if Applicable) successfully.

31.3.6 However, the Bidders are requested to not to wait till the last moment to quote their bids to avoid any such complex situations.

31.3.7 Failure of power at the premises of bidders during the E-Tendering cannot be the cause for not participating in the E-Tendering.

31.3.8 On account of this, the time for the E-Tendering cannot be extended and Bank is not responsible for such eventualities.

31.3.9 Bank and/or Service Provider will not have any liability to Bidders for any interruption or delay in access to site of E-Tendering irrespective of the cause.

31.3.10 Bank's e-tendering website will not allow any bids to be submitted after the deadline for submission of bids. In the event of the specified date and time for the submission of bids, being declared a holiday for the bank, e-tendering website will receive the bids upto the appointed time on the next working day. Extension / advancement of submission date and time will be at the sole discretion of the Bank.

31.3.11 However, during the submission of bid, if any bidder faces technical issues and was unable to submit the bid, in such case the Bank reserves its right to grant extension for bid submission by verifying the merits of the case and after checking necessary details from Service Provider.

31.4 <u>Information for Online Participation:</u>

Bidders who wish to participate in online tenders will have to register with the website (https://canarabank.abcprocure.com) through the "New user Registration" link provided on the home page. Bidder will create login id & password on their own in registration process.

FACILITIES PROVIDED TO REGISTERED BIDDERS/ VENDORS BY THE SERVICE PROVIDER M/S e-Procurement Technologies Ltd:

The following facilities shall be provided to the registered bidders/ vendors for participating in the e-tendering process.

31.4.1 Digital Signature Certificate issued by approved certifying authority.

31.4.2 Hardware token to store the Digital Signature.

31.4.3 Training to the Vendor/Contractor for participating in the bids through e-tendering Website.

31.4.4 24x7, 365 days call center support/ email/ phone/ fax/ chat / mobile etc. in all possible medium.

31.4.5 Registration with the e-tendering website.

31.4.6 Bidders/Vendors/Contractors shall be permitted to participate in any other e-tender on the service provider's website for any other organization to whom the services are being provided.

31.4.7 User Manual/ Training Kit to the Vendor/ Contractor.

31.4.8 Any no. of users of Vendor/ Contractor organization can take training on the e-tendering system.

31.4.9 Bidders who wish to participate in this tender need to procure Digital Signature Certificate as per Information Technology Act-2000 using that they can digitally sign their electronic bids. Bidders can procure the same from any or the CCA approved certifying agencies, or they may contact e-Procurement Technologies Ltd. at below mentioned address and they will assist them in procuring the same. Bidders who already have a valid Digital Signature Certificate need not procure the same. In case bidders need any clarification regarding online participation, they can contact,

e-Procurement Technologies Ltd. (abc Procure)
Corporate Office:
B-705 Wall Street-2, Opp-Orient Club,
Nr.Gujarat College, Ellis Bridge, Ahmedabad.
Tel: +91-079-40016802 - 882
Fax: +91-079-40016816/876
Cell: +91-9374519754,+91-9377988119
Email: support@abcprocure.com
Website: http://www.abcprocure.com

31.4.10 Bidders who wish to participate in e-Tender need to fill data in predefined forms of RFP, Technical, Price bid available in respective tender only.

31.4.11 Bidder should upload all the copies of relevant documents without fail in support of their bid and as per the instructions given in tender documents.

31.4.12 After filling data in predefined forms bidders need to click on final submission link to submit their encrypted bid.

31.5 Bids satisfying RFP clauses, specific terms and conditions and general terms and conditions specified in RFP and ready to provide business correspondent services Hybrid OPEX model using TAB/Tablet may submit their bid through Banks e-tendering service provider website http://canrabank.abcprocure.com on or before timelines. Refer the above clause No.32.3.3 for E-tendering service prerequisite for bid submission. Bids submitted by any other means other than bid submission in e-tendering website will not be accepted by the Bank.

31.6 Submission of Documents:

In addition to uploading the documents in the e-tendering portal, Bidder should also submit the following in a sealed cover to the address notified in the Bid Schedule on or before the due date mentioned in Bid Schedule.

31.6.1 Pre-Contract Integrity Pact as per **Annexure-** XIII. (By Email or Hard copy).

31.6.2 Acknowledgement issued by e-tendering system for having received the bid through e-tendering system (By Email or Hard copy).

In case the above documents are not submitted on or before the due date mentioned in Bid Schedule, the bid will be rejected even if the copies of documents are uploaded in the Bank's e-tendering service provider website.

31.7 Part A- Technical Proposal:

31.7.1 Technical Proposal should be submitted as per the format in Annexures I to X. Relevant technical details and documentation should be provided along with Technical Proposal.

31.7.2 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.

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

31.7.4 After ensuring the above, it shall be submitted in the Bank's e-tendering service provider website.

31.8 Part B-Commercial Bid:

31.8.1 The Bill of Material should give all relevant price information as per **Annexure-XII.** Any deviations from the Bill of Material / non submission of prices as per the format shall make the bid liable for rejection.

31.8.2 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.

31.8.3 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.

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

31.8.5 After ensuring the above, it shall be submitted in the Bank's e-tendering service provider website.

31.9 The following officials will facilitate in bid related queries.

| First Official | Alternate Official |
|---|---|
| Mr. N R N RAJESH<br>DIVISIONAL MANAGER<br>Canara Bank<br>Business Correspondent Section<br>FI Wing HO<br>Bengaluru - 560 009.<br>Tel - 080 22375701 | Mrs. K Renusri<br>Assistant General Manager<br>Canara Bank<br>Business Correspondent Section<br>FI Wing HO<br>Bengaluru - 560 009.<br>Tel - 080 22879210 |